

ON BEHALF OF THE EDITORS

Welcome to the November 2018 SeniorNet Newsletter

Our two Newsletter Editors, Penny Beckett and Riet van Koeverden have been unwell and therefore there will be no Editorial in this newsletter. This is a repeat of the plea to members in our last newsletter, to let us know if there is anything of general interest that you can offer for the newsletter, either by writing it yourself or identifying any worthwhile pieces online that we might be able to re-print. Or is there anything you would particularly like to see covered in the newsletter?

I look forward to hearing from you. Apologies for the very basic page layout of this Newsletter

- Allan Chee, Chairman

Chairman's Report

Greetings to all SeniorNet members. Well, this will be our last newsletter for 2018, and it will be a brief one at that. As both of our Newsletter personnel Riet and Penny have been unwell, and consequently have not been able to put together a full newsletter.



It is with sadness that I report the passing of two of our long time SeniorNet members, Gerald Jones, and David Boyes. Gerald who recently moved out to a retirement village in Paraparumu, taught spreadsheets, and was also a great fan of open-source software. He organised with a company called Catalyst, who champions Open source software and training, to sponsor a PC install with an open source software, namely Ubuntu, and would come in and be available to anyone who wanted to get to know about open source systems. Sadly, no-one to my knowledge, took the opportunity with Gerald. Gerald was 85.

David and his wife Elizabeth, were both made Life members in 2012. Both were very active at SeniorNet. When I first met David he was on the technical team and helped in the upgrade of 5 PC's where we swapped out the motherboards and then upgraded the Windows operating system to Windows 8.0.

David was the "note-taker" for the COG meetings with Michael Munro, and produced summary reports of what was discussed at these meetings. These reports were then published and sent out to our members. I certainly felt great joy when I read David's monthly COG reports.

When I developed the Hand's-On iPad Introductory course, David came on-board as a tutor with me. These courses became very popular with our members and after a couple courses had been run, David volunteered to run courses on his own so that we could offer more. David was 87

We also bid farewell to another long-serving member, Marjorie Finn. Marjorie is moving to Martinborough to live. She joined in 2005 to learn about Excel, and by 2006 she was looking after the tutors group, had been co-opted onto the executive committee and has been on it ever since. Marjorie has become renowned for her shortbread biscuits which she provided for morning tea at the Tutors group meetings and at various sessions that she has been involved with. Marjorie was made a Life member in 2013.

We wish her well in her new home.

I've just been told by Maureen Pratchett that she will be moving out of Wellington around the middle of next year. Maureen is of course our Webmaster, so we will need to find someone to take over her duties – i.e. the maintenance of the website and the update of the calendar. – Are there any volunteers out there willing to help out? Training will be provided.

Another thing that's happened is that the Clinic has merged with the Help Centre, and will no longer operate as a single entity. However, SeniorNet will continue to offer assistance to those having problems with their portable devices as part of the activities of the Help Centre.

If you need assistance please register with Sandra Thorn, phone 04 232 4173 or email saonbeauchamp@gmail.com.

Our last Visitors Day on Tuesday 16th October, held in conjunction with the WCC Seniors week, went off well. We tried a different approach in presentation, then had follow-up sessions in the training rooms where our volunteers ran activities stationed at various "hubs" around the two teaching rooms. Each "hub" was "signposted" as to the activity the hub it represented. This worked particularly well, as it allowed the visitors to speak with the members who dealt with their particular interest.

We had 20 visitors for the day of whom 13 had signed up as new members.

Scams

Be on alert and look out for Phone and Email scams. One of our members was recently hit by a Phone scam known as "Spark Technician" scam. The member had just had Spark upgrade their broadband to fibre the day before, so was "lulled" into a false sense of security when the phone call came. Luckily, the member realised that something was amiss before things got really serious and took steps to rectify things

Below is the information on the Spark Web site about Phone and Email Scams

<https://www.spark.co.nz/scamalerts>

Below is a list of phone and email scams that can impact Spark and our customers. This page can help you identify scamming activity. When there's a report of a new scam and our team can verify this we'll add details to this page. Report a scam

It's important to remember that scammers are always changing their approach. Both the stories they tell and the technology they use change often. While this list can help you identify scam activity there may be other scams that aren't listed here.

You should always try to protect yourself against known and unknown scams. The key things to remember are:

- Spark will never contact you out of the blue and ask for your password or credit card details

- Avoid calling back numbers you don't recognise

- If you're unsure if the call is genuine, the best thing to do is hang up

Phone scams

Spark technician

This scam is when someone receives a call and the caller says they're from Spark's help desk or Microsoft. The caller will usually say there's a problem with the person's phone, internet or computer.

Common things the caller will say to try gain the person's trust include:

"I've received a report that you're experiencing slow internet"

"I understand you've had Fibre installed so we need to run some tests"

The caller hopes one of the situations applies so the call sounds legitimate. The caller can also use scare tactics to create a sense of urgency. For example, "you must pay your account now or you'll lose connection immediately".

The caller will then ask the person to log onto their computer and download an application. This application enables the caller to access the person's computer. Team Viewer is the application that's often used. The scammer will show the customer what they claim are problems. They'll say they can resolve the problems for a fee.

Sometimes the person is then asked to do a bank transfer or credit card payment to pay for these services. If neither option is available to the person, they're asked to go to Western Union to make a payment. There have also been instances where the caller asks the customer to pay in iTunes vouchers.

A variation of the Spark technician scam is rather than having a real person on the other line, the scammer pre-records an automated message. The caller uses scare tactics like "your internet services will be disconnected" and tells people to press 1 to speak to an operator. This then redirects them to a scammer.

Allan Chee

Chairman

Hi gals and guys (Submitted by Bryan Carver)

This ex an American friend; and to think that I have only just invested in a 4G phone, and, and and... reading down further, to think that our Govt invested heaps in providing fibre cable throughout NZ.

I can see benefits in 5G. If I have my 5G phone switched on (currently about once briefly per week) then with a suitable App it should be possible to transmit my medical condition, following a med collapse, to both the Govt (hospital and maybe MSD), my wife, family, friends and the ambulance before it has even been dispatched. How wonderful is that? Who cares!

Bryan.

PS..... but you Senionet folk know all about this stuff already!

Will I be able to get 5G with my current phone?

That's highly unlikely.

If you recall the transition to 4G earlier this decade, your old 3G phone didn't support the faster networks, which meant buying a smartphone capable or running on both 4G and 3G. Expect something similar here - newer phones will work on both 5G and 4G networks.

5G will be over 10x faster than 4G !

By **Tim Fisher**

Updated May 01, 2018 (All of the negative comments are by : Dale)

5G is the newest, but yet-to-be-released, mobile network that will ultimately replace the current 4G technology by providing a number of improvements in speed, coverage, and reliability.

The primary focus and reason for needing an upgraded network is to support the growing number of devices that demand internet access, many of them requiring so much bandwidth in order to function normally that 4G simply doesn't cut it anymore.

5G will use different kinds of antennas, operate on different radio spectrum frequencies, connect many more devices to the internet, minimize delays, and deliver ultra-fast speeds.

5G Works Differently Than 4G (what a shame !)

A new type of mobile network wouldn't be new if it wasn't, in some way, fundamentally different than existing ones. One fundamental difference is 5G's use of unique radio frequencies to achieve what 4G networks cannot.

The radio spectrum is broken up into bands, each with unique features as you move up into higher frequencies. 4G networks use frequencies below 6 GHz, but 5G will likely use extremely high frequencies in the 30 GHz to 300 GHz range.

These high frequencies are great for a number of reasons, one of the most important being that they support a huge capacity for fast data. Not only are they less cluttered with existing cellular data, and so can be used in the future for increasing bandwidth demands - they're also highly directional and can be used right next to other wireless signals without causing interference.

This is very different from 4G towers that fire data in all directions, potentially wasting both energy and power to beam radio waves at locations that aren't even requesting access to the internet.

5G also uses shorter wavelengths, which means that antennas can be much smaller than existing ones while still providing precise directional control. Since one base station can utilize even more directional antennas, it means that 5G will support over 1,000 more devices per meter than what's supported by 4G.

What all of this means is that 5G networks will be able to beam ultra-fast data to a lot more users, with high precision and little latency.

However, most of these ultra-high frequencies work only if there's a clear, direct line-of-sight between the antenna and the device receiving the signal. What's more is that some of these high frequencies are easily absorbed by humidity, rain, and other objects, meaning that they don't travel as far.

It's for these reasons that we can expect lots of strategically placed antennas to support 5G, either really small ones in every room or building that needs it or large ones positioned throughout a city; maybe even both. There will also probably be many repeating stations to push the radio waves as far as possible to provide long range 5G support.

Another difference between 5G and 4G is that 5G networks will more easily understand the type of data being requested, and will be able to switch into a lower power mode when not in use or when supplying low rates to specific devices, but then switch to a higher powered mode for things like HD

5G is a Lot Faster Than 4G (too fast for me !)

Bandwidth refers to the amount of data that can be moved (uploaded or downloaded) through a network over a given time. This means that under ideal conditions, when there are very few if any other devices or interferences to affect the speed, a device could theoretically experience what's known as *peak speeds*.

From a peak speed perspective, **5G is 20 times faster than 4G**. This means that during the time it took to download just one piece of data with 4G (like a movie), the same could have been downloaded 20 times over a 5G network. Looking at it another way: you could download close to 10 movies before 4G could deliver even the first half of one!

5G has a peak download speed of 20 Gb/s while 4G sits at just 1 Gb/s. These numbers refer to devices that are not moving, like in a fixed wireless access (FWA) setup where there's a direct wireless connection between the tower and the user's device. Speeds vary once you start moving, like in a car or train.

However, these aren't usually referred to as the "normal" speeds that devices experience, since there are often many factors that affect bandwidth. Instead, it's more important to look at the realistic speeds, or the average measured bandwidth.

5G hasn't been released yet, so we can't comment on real-world experiences, but it's been estimated that 5G will provide everyday download speeds of 100 Mb/s, at a minimum. There are lots of variables that affect speed, but 4G networks often show an average of less than 10 Mb/s, which should make 5G at least 10 times faster than 4G in the real world.

What Can 5G Do That 4G Can't? (stretch my pocketbook any further?)

Given the stark differences in how they perform, it's clear that 5G will pave a new road to the future for mobile devices and communication, but what does that really mean for you?

5G will still let you send text messages, make phone calls, browse the internet, and stream videos. In fact, nothing you currently do on your phone, in regards to the internet, will be taken away when you're on 5G—they'll just be improved.

Websites will load faster, videos that auto-started before will (unfortunately?) load even quicker, online multiplayer games will stop lagging, you'll see a smooth and realistic video when using [Skype](#) or [FaceTime](#), etc.

5G might even be so fast that everything you do on the internet now that seems relatively quick will appear to be instant.

If you end up [using 5G at home to replace your cable](#), you'll find that you can connect more of your devices to the internet at the same time without bandwidth issues. Some home internet connections are so slow that they simply don't support all the new interconnected tech coming out these days.

5G at home will let you connect your [smartphone](#), wireless thermostat, video game console, smart door knobs, [virtual reality headset](#), wireless security cameras, [tablet](#), and laptop all to the same [router](#) without worrying that they'll stop working when they're all on at the same time.

Where 4G will fail at providing all the data needs to a growing number of mobile devices, 5G will open the airways for more internet-enabled tech like smart traffic lights, wireless sensors, mobile wearables, and car-to-car communication.

Vehicles that receive GPS data and other instructions that help them navigate the road, like software updates or traffic alerts and other real-time data, will require fast internet to always be on top— it isn't realistic to think that all of this could be supported by existing 4G networks.

Since 5G can carry data so much quicker than 4G networks, it isn't out of the realm of possibility to expect to see more raw, uncompressed data transfers. What this will do is ultimately allow for even quicker access to information since it won't need to be uncompressed before being used.

When Will 5G Come Out (of the closet?)

You can't use a 5G network just yet because it's currently in the testing and developmental phase, and 5G phones haven't even hit mainstream.

The release date for 5G isn't set in stone for every provider or country, but most are looking for a 2020 release. See [When Is 5G Coming to the US?](#) and [5G Availability Around the World](#) for specific information.

Questions & Answers session from the Q&A September 2018 meeting. Submitted by Alan Royal

This is typical of the questions and discussions that arises from these Q&A meetings

What are The Best Free Antivirus for Windows 10?

<http://bit.ly/2xzOdiW>

The Little Black Book of Scams

<https://www.cffc.org.nz/show-me-the-money/frauds-and-scams/>

Blue light filtering

<http://bit.ly/2xA6qqi>

Windows 10 trouble shooting

Click Start/Settings and put 'troubleshoot' in the search box

The Death of Windows Disk Cleanup

<http://bit.ly/2xzzfcm>

Use Windows 10's New "Free Up Space" Tool to Clean Up Your Hard Drive

<http://bit.ly/2xv0c0V>

Watch Free TV and Movies Online With These 6 Obscure Sites

<http://bit.ly/2MDgxq3>

Skinny broadband and mobile - a competitive option

<https://www.skinny.co.nz/>

DIGICAM GROUP. Our camera group have a fairly regular 10-15 attend. We answer questions and discuss aspects related to photography; for example - getting away from using the automatic function on your camera and why you should - what to do to your photos after taking them. In particular, the free easy to use computer programs that are available and why we should use them.

There is always a "theme" each month. Since the last newsletter we have covered - how to improve your portrait composition when taking your photo, positioning and "rearranging" your subject for greater interest- how to take a series of overlapping photos to make a panorama using the HUGGIN program with examples shown - what is HDR (High Dynamic Range), setting your camera to take 3 rapid photos with different exposures and then merging these using PHOTOMATIX 5. The result, a more vivid, more interesting photo good enough to get printed and hang on your lounge wall. (Bryan showed an example but not for his lounge wall!). Les Dyne illustrated the use of + and - buttons on your camera, before taking the shot. These adjust the exposure, he does this all the time with great results, wonderful.

Our October theme was "bring your camera/smart phone plus manual to explore how to get the best from it. Don't have a manual, we can show you how to go "on-line" to view one". We didn't end up going online but instead covered "using the modes built into your camera to achieve a better image" plus a handful of other items. In other words we adapted to meet the requirements of those attending.

November. The speaker we were to have can't make it so instead, because it is near the Christmas holidays our theme will be "tips" on taking family photos and travel photos. As it is the last meeting for this year our cuppa break will be a little longer than usual and include chocolate biscuits..

There is always time for a 20-30 minute cup of "gumboot" and a good natter. See you there Ray Heenan ... Bryan Carver.

Lost property

Several items have been left behind at SeniorNet and are now in the office waiting to be claimed. There are cartridges, an item of jewellery, keys and two stationery items, which can be collected from the office between 10am and midday on weekdays.

New cartridges: Some of the boxes have been scratched or chewed by a cat, but the cartridges are intact. It looks as if someone has changed printers and left the following for anyone to take.

CANON - Creative Park.

Genuine Canon 2 x PGI-5BK black ink 5 TWIN PACK x 2 of these packs.

CANON PIXMA 8 - CLI-8M,

for CANON CLI - 8Y x 2

CLI - 8C x 1

CLI-8PM x 2



Advertorial

Smart Home Technology

Noel Leeming is proud to be making a difference to Seniors in Wellington

For many seniors, they have worked their entire lives without ever having to rely on technology to assist them. Times have changed and these days it is a definite disadvantage not having at least a basic knowledge of smart phones, tablets and computers.

Many seniors resist the technology while others reluctantly give in to pressure from children and grandchildren to buy a phone, tablet or computer because that is the only way to stay in touch with families that are often scattered around the country and the world. Are you one of these people? The good news is that you are not alone, and there is help at hand through Noel Leeming Tech Solutions.

What do we mean by smart technology? These are devices like phones, cameras, alarm systems, watches, appliances and tablets that are capable of connecting to a network like the internet, and to communicate with users and other smart devices remotely.

What many people do not realise is that smart phones have many features that are designed not only to allow them to stay in touch with their loved ones, but to empower them, make them more independent of others and make their lives easier in so many different ways.

Now this brings me on to my topic for this newsletter. Perhaps you have noticed an area in your Noel Leeming Store called "Smart Home"? Perhaps you have wondered what that really means?

Smart Home devices are gadgets that connect to the internet that allow you control things at home, even when you are out, as long as you have your smart phone with you.

Are you worried about your security and the security of your home? There are some very useful smart devices for seniors to allow you to monitor and control what is going on at home even when you are out.

One such device is a smart doorbell called "Ring" and it is controlled by a free app on your smart phone. It looks like any other doorbell, but it has an in-built camera that allows you to see on your phone who is at the front door. It also has a microphone and speaker that allows you to have a conversation with the person who is on your doorstep. All of this without opening your door (if you are home).

The beauty of "Ring" is that it works wherever you are. Whether you are at home, in a supermarket, visiting friends or even away on holiday in another city, if somebody rings your doorbell at home, you get a text on your phone to warn you. You also get to see who is on your doorstep and you can have a conversation with them even if you are hundreds of miles away. If you do not recognise the person on the doorstep you could ask them what they want and tell them you are not interested. Your visitor (if a burglar) will have no idea if you really are at home or away – making it a great deterrent to break-ins.

There is a whole range of smart home technology available in store for your security. Everything from smart deadbolts that allow you to lock your home even when you are not there through smart doorbells to video monitoring and alarm systems and even smart lights you can switch on and off from your phone, creating the impression you are at home.

Note: You will need a good quality, high speed Wi-Fi connection at home for this technology to work.

Note: Some devices will need the services of a qualified electrician for installation.

If you are concerned about your security or the security of your home feel free to visit any of the Noel Leeming Wellington stores to discuss the possibilities and to give you a quote. The Noel Leeming Tech Solution Team can install, set up and train you in smart technology. Please check in-store for up-to-date prices for installation, setup and training services, or call 0800 555 989 for more information.

By Antony Zogg, Tory Street Instore TS Specialist