February 2017 Newsletter

I want to start out by telling everyone that I still have that HP ink cartridge 940 (XL- extra large). It's free to anyone who can use it. These cartridges are expensive as you know, so if you can use it or know anyone who can please let me know. Many of my clients and friends are very generous with wanting to have someone use these items that they donate, so please don't hesitate to contact me.

This is a question I get a lot so it's time to address it. Have you ever wondered how to find your wireless network key? Sometimes when your wireless won't connect, you can see your network but don't have the key to type in. Here's an easy way to find it on a Windows 7 machine.

- Go to the start button, and in the search box (right next to **shut down** in Windows 7) type in **manage wireless networks**. You'll see it come up at the top of the list. Click on it to open.
- Select your network name and a Window will pop up with two tabs on the top called connection and security. Click on **"security"** and then put a checkmark into **"show characters".** The key will now be visible. Now write it down and keep it in a safe place for next time you need it.

For Windows 8 and 10

Windows 8.1: Find your password

Step 1:	Swipe in from the right edge of the screen, and tap **Settings**. (If you're using a mouse, point to the lower-right corner of the screen, move the mouse pointer up, and click **Settings**.)
Step 2:	Tap or click the network icon (or) for the network you want to connect to, and tap or click **Connect**.
Step 3:	Swipe in from the right edge of the screen, and tap or click **Search**.
Step 4:	In the search box, enter **view network connections**, and in the search results tap or click **View network connections**.
Step 5:	In the **Network Connections** window, press and hold or right-click the network name, and tap or click **Status**.
Step 6:	Tap or click the **Wireless Properties** button.
Step 7:	Tap or click the **Security** tab, and tap or click the **Show characters** check box.
Step 8:	The password for the wireless network is displayed in the **Network security key** field.

Windows 10: Find your password

Step 1:	Go to Start , and select **Settings > Network & Internet**.
Step 2:	Choose the network you want to connect to and select **Connect**.
Step 3:	Select the search box in the taskbar, enter **view network connections**, and in the search results, select **View network connections**.
Step 4:	In Network Connections, press and hold (or right-click) the network name and select **Status** > **Wireless Properties**.
Step 5:	Select the **Security** tab and select **Show characters**. The password for the wireless network is displayed in the **Network security key** field.

A **Mac** is a little more complex, so I'm adding a link to a website that takes you step by step.

http://support.brother.com/g/b/faqend.aspx?c=us&lang=en&prod=hl4570cdw_all&faqid=faq00002733_004

This was surprising news. Barnes and Noble pulled their Tablet, the Nook 7, from shelves in stores. Back in December, trouble began popping up for those who bought this new tablet. <mark>A backdoor (a way to bypass security by a hacker) was discovered within the Nook's software that allowed hackers to easily install spyware.</mark> Now matters have become even worse for those who'd hoped for the best from their new tablets. The spyware issue was originally believed to be what led to this massive recall. However, representatives of Barnes and Noble are stating that the recall is due to **faulty accessories**. Charging adapters included with the tablets have been found to be defective.

How bad is the issue? The recall was triggered in response to three various incidents where the charger malfunctioned in a potentially dangerous manner. In one case, the charger broke apart while plugged into the socket. In the meantime, if you happened to purchase a Nook 7, **Barnes and Noble has not officially recalled products already in consumers' hands**. This recall was issued to retailers, demanding that they pull the products from shelves to avoid any future sales. Still, it's a good idea to contact Barnes and Noble regarding the cable replacement. The customer service line for Nook support is **1-800-843-2665**. Or, you can click here for more ways to reach the company.

Apple offering refunds for purchase of faulty products

It wasn't all good news for Apple. Certain iPhone 6S batteries were found to be defective, forcing Apple to replace them for free. Now some of Apple's older iMacs are causing problems. It turns out that a display hinge on some iMac models is breaking. Once the hinge breaks, the display leans forward and can't be adjusted. Fixing this problem costs around $100.There is some good news. MacRumors was able to get a hold of an internally distributed service document given to Apple authorized service providers. The document says **Apple will give refunds to customers who previously paid for the repair or replacement of the bad hinge**.

Affected models   According to Apple's service document, 27-inch iMacs that were shipped between **December 2012 and July 2014** could be affected. Several users have complained about the hinge problem in Apple's Support Communities. Most affected users say they hear a popping, or cracking noise just before the display tilts. It appears that the affected iMacs have plastic washers within the hinge support system. Most likely, those washers aren't durable enough to support the display's weight. The sound users are hearing is when the washers break. If you own one of these iMacs and experienced the issue with the broken hinge, you should contact Apple immediately. If you already had the problem fixed, contact Apple and they should refund your money as long as you have a receipt. you're not near an Apple Store, you can take it to an Apple authorized service provider. They will look at your computer and verify that it qualifies for the repair program.

More Apple News! People with a warped sense of humor are sending people an iMessage that will crash the recipient's iPhone or iPad. This can affect all versions of iOS 10 but not iOS 9 or earlier. **This is how malicious text works:** A bug was discovered in iOS that can be exploited by anyone who wants to crash someone's gadget. All the prankster needs to do is create a text message with a specific string of emojis. The message will include a **white flag emoji, the number zero, and a rainbow emoji**. This malicious text can't be created in the iMessage app, it must be put together on a website that was set up for this purpose. Also, if you receive the text, you cannot copy it and send it to someone else. If you copy and try to paste it, your gadget will immediately crash. The reason this text crashes the receiving gadget is because iOS is trying to create a rainbow flag with the string of characters. It tries combining all of the emojis from the text into one, which can't be done and the gadget crashes. Wouldn't you think that people would have something better to do with their time than to cause headaches for everyone else???

I just read a new article that told of multiple flaws in Apple Products. If you have an iPad, iPod, iWatch, iPhone, iMac or Macbook….do your updates immediately!! Apple just put out a statement saying to do this ASAP because of vulnerabilities in all these devices.

Yahoo has been in the news a lot lately. Verizon was all set to purchase the Yahoo core business for $4.83 Billion and even though it was all set to go through, Verizon is hedging.

Why this is bad news for Yahoo customers

If you're still using Yahoo services, this is not good news. The prospect of having Verizon take over Yahoo brings hope that its **security system** will be brought up to speed. It's obvious that Yahoo does not have adequate digital security. If this deal falls through, it will more than likely continue to put its customers' information at risk. The most recently reported data breach impacted over 1 billion user accounts, which was almost every Yahoo customer worldwide. Yahoo Mail customers weren't the only ones affected. **People using these other Yahoo-owned services could have also had their information stolen:**

- **Flickr** - A photo sharing site
- **Tumblr** - A blogging service
- **Yahoo Sports** - This is used to play fantasy sports such as football, baseball, basketball and more
- **Yahoo Smart TV apps** - These apps are usually associated with Vizio and Samsung brand smart TVs
- **Yahoo-branded services** - For example, Yahoo Messenger, Yahoo Shopping, Yahoo Music, etc.

If the deal with Verizon doesn't happen, you might want to think about closing your accounts associated with Yahoo. Here's information on how to go about closing your accounts.

- Go to the "[Terminating your Yahoo account](...)" page.
- Read the information under "Before continuing, please consider the following information."
- Confirm your password - if you forgot your password, you can recover it with the [Yahoo Sign-in Helper](...).
- Click Terminate this Account.]

Office DEPOT OfficeMax

This article from Kim Komando shocked me, and I'm sending the link so you can read it. You have to be careful who you trust these days!
http://www.komando.com/happening-now/381306/watch-out-for-in-store-tech-support-scams

I also had a call from "Dell" the other day saying that they've been notified (by whom?) that my machine was sending out dangerous information and that I needed to have it serviced immediately. I told them I don't have a Dell and they hung up. Now they're posing as computer companies to try and convince us to let them take remote access of our machines. It used to be just Microsoft, but now they're branching out to try to convince us that they're legit! Interesting too was that this was a woman who called. It's always been men that have called under the guise of being from Microsoft. Don't fall for it!

Tech Problem Fixes~

Problem 1: Apple iCal spam

If you're starting to see annoying ads promoting products such as boots and sunglasses, you're not alone. Spammers figured out a way to use a feature in **iCloud** that pulls invites from your email and sends you notifications in your calendar. In some cases, these events are so intrusive that they generate a new appointment for each day in your calendar. This spam is spreading and there's no "ignore" button for it. Hitting "Accept," "Decline" or "Maybe," will only make matters worse.

Here's what to do:

1. Using your desktop browser, access your **iCloud Calendar page**.
2. Click the gear icon in the lower-left corner.
3. Select Preferences.
4. Click the Advanced icon.
5. In the Invitations section, change the option from In-App Notifications to Email to iCloud Address.

Making this change will redirect the spam notifications to your inbox. However, spam filters on your email account should weed them out automatically.

Problem 2: Not being able to download Netflix videos

Netflix has finally delivered a new feature millions of subscribers have been clamoring for: downloads for offline playback. With the Netflix's update for its iOS and Android app, subscribers can now download a large selection of TV shows and movies straight to their gadget for offline viewing. Now, as long as your gadget's storage space allows it, you can hoard your favorite Netflix shows and watch them as many times as you like even in the absence of a data connection.

Here's what to do:

1. Download the most recent version of the Netflix app on your smartphone or tablet.
2. A "Download & Go" tutorial will pop up the first time you open the updated app.
3. Shows and movies that are available for download will show a download icon (it looks like a down-pointing arrow).
4. Tap this icon and your show or movie will be downloaded on your device.

Problem 3: Broken iPhone display screens

A broken phone screen looks bad and makes it difficult to use. Apple charges between $100 and $150 to fix a broken screen depending on which phone you have, If you'd like a less expensive option, you can find a do-it-yourself screen replacement kit for under $30. Try I company like this to purchase your repair kit from. http://www.repairpartsplus.com/Screen-Replacement-Kit-for-Apple-iPhone-6-p/GPI6-Kit.htm?gclid=CLiztNvV29ECFVQGhgodLvQGfg

Problem 4: Annoying ads in the Windows 10 Start menu

One of the more annoying parts of Windows 10 is embedded ads in the Start Menu and in your internet browser. You can turn these ads off by going to "General" in your privacy settings. There are four toggles that should be switched from "On" to "Off." Once you do that, click the link under the four items and there's one more setting. Switch it to "off" and you'll see a significant reduction in the ads you see online, as well as eliminate them from the Start Menu completely!

Important Test to Check your router to see if it's been hacked

At least marketers and advertisers want to make money *off* of you. Hackers and scammers just want to flat out steal your money by way of stealing your personal information. These hackers use clever tactics that try to trick you into clicking on something that has the potential to crash your system, spread malware and even steal your personal information. One of these tricks is known as a "DNS hijack." A DNS or domain name system is often called the phone book for the internet. It translates the names of websites, like Google.com, to an IP address, like 74.125.239.2. The communication between the two is critical in order to correctly direct your web traffic. What these clever hackers do is insert rogue DNS servers so your traffic is directed onto unsafe servers instead of the secure servers your internet service provider gives you. This opens you up to a whole world where all your personal information is vulnerable and your chances of a virus are high. So, what can you do to be safe?

Check out the [F-Secure Router Checker](#). as It's a helpful tool that will make sure your internet connection is safe from outside dangers. All you have to do is head to the home page and click on "Check your router." With one click, you will know if your connection is safe or at risk. If your connection is at risk, the site will give you a full bullet list of things to check and keep an eye out for. You can also see the details about your service provider's DNS, as well your own.

[F-Secure Router Checker](#)

OK, it's time for something less stressful!

If you're bored this weekend, this could be fun to look at. It just shows that there's a plethora of information to look at on the Internet. ☺

Secret UFOs and spies CIA declassifies 12 million pages of documents!

Have you ever wondered what the U.S. government really knows and isn't telling us? Conspiracy theorists have been claiming for years that the government is withholding information about UFOs. This year marks the 70th anniversary of the Roswell incident. That, of course, is when people claimed to have witnessed an extraterrestrial spaceship crash near the small New Mexico city. The answer to this question, and many others, could be available online right now. An Executive Order was issued in 1995 requiring the declassification of nonexempt historically valuable records 25 years or older. The requirement to automatically declassify records 25 years or older "rolls" forward one year at a time. Since 2000, the Central Intelligence Agency (CIA) has maintained an electronic full-text searchable system named CREST (CIA Records Search Tool). The problem was, up until now, the CREST system was only accessible to the public at the National Archives at College Park, Maryland.

Accessing CREST

You no longer have to go to Maryland to access these records. Starting in January 2017, the CIA published the records of the CREST collection online.

There are around 930,000 declassified documents available to read. That includes a total of more than 12 million pages. If you want to read all of them, it could take a while.

To make the process easier, the CIA has a list of categories that you can choose from. Here are links to a few of the more interesting categories that I've found:

- [UFO photos](#) - Here you will find a collection of photos of potential UFOs.

- [Berlin Tunnel Project](#) - This was a mission carried out by the CIA and British Secret Intelligence Service. Allied forces tunneled into Berlin, which was being occupied by the Soviet Union, to tap the phone lines of the Soviet military.
- [German secret ink](#) - These are documents with formulas Germany used in the early 1900s to make disappearing ink.

That's just the tip of the information iceberg. Other categories include general CIA records, scientific abstracts, and documents related to the former detention and interrogation program. There are many more that you can search through.

[Click here](#) to check out the entire CREST database. You might just find that secret UFO document we've all been looking for.

3 free Microsoft Office alternatives

Apache OpenOffice

Apache OpenOffice is an open-source office software suite that can be used for word processing, spreadsheets, presentations, graphics, databases and more.

It's available in many languages and works on all common computers. Your data is stored in an international open standard format and can also read and write files from other office software packages. Best of all, it's completely free of charge for any purpose.

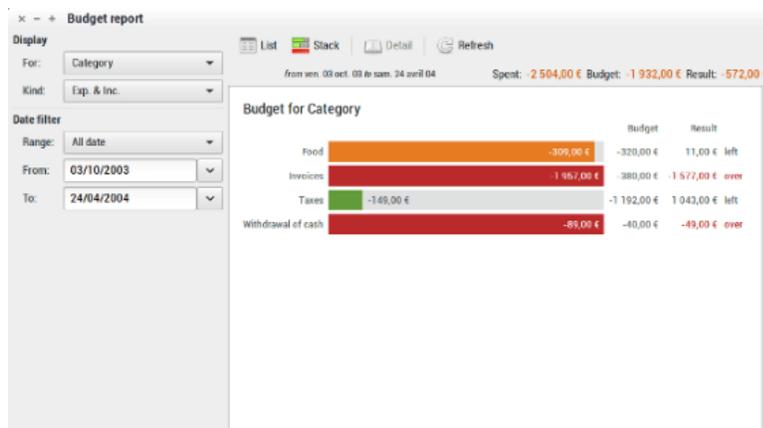There are four main applications included:

1. **Calc** - This is a spreadsheet that can import nearly all forms of spreadsheet formats.
2. **Writer** - A word processor that can import nearly all text file formats available, plus the ability for a direct PDF export.

3. **Base** - A database management application that can create tables, forms, queries and reports.
4. **Impress** - A presentation application that can import ppt, pps, pptm, pptx presentation files. The layout is simple and stable.
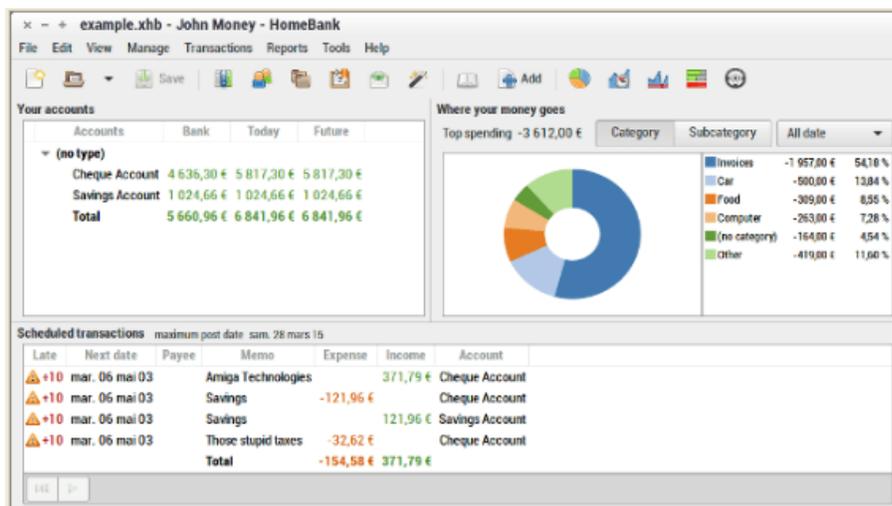
http://www.openoffice.org/download/index.html

HomeBank

Do you have a hard time keeping track of your household's finances? Let's face it, balancing checkbooks and planning budgets are not the easiest things in the world. For many people, personal accounting is a daunting task. Fortunately, managing your money is easier nowadays. Thanks to the personal computer and software, there are numerous tools that can help you with this. And for a regular-sized household, a simple and easy to use tool should be enough. One such tool is **HomeBank**. This is a personal accounting program with budgeting, planning and reporting tools to track where exactly your money is going to and coming from. It's not exactly as robust as professional accounting, but for personal uses, it's more than enough. Think of it as a user-friendly bookkeeping tool or a ledger to keep track of all your income and expenses in one place.

You can set up an unlimited number of accounts in HomeBank and the process is straightforward. You choose between bank, cash, asset, credit card or liability type of accounts for tracking income or expense activity. You can also set up different types of expense payees ranging from hobbies, clothing, entertainment, etc. and even program it for scheduled payments like mortgage payments or utility bills.

Once everything is setup according to your personal finances, HomeBank allows you to generate reports, charts and graphs for visual representations of your financial activity.

HomeBank also supports easy file imports from popular accounting software Quicken or Microsoft Money or bank account spreadsheets in CSV, OFX or QIF formats.

One thing HomeBank can't do (and it shouldn't) is connect to online bank accounts for real-time activity updates. Banking activity must be entered manually to be tabulated and this also means you can't pay anyone via HomeBank. And for security reasons, why would you want it to?

For a personal bookkeeping and ledger tool, HomeBank is a feature-rich but simple and easy-to-use program. It's light, setting it up is a cinch, and best of all, it's totally free. HomeBank is cross-platform and it supports Microsoft Windows, Mac OS X and Linux.

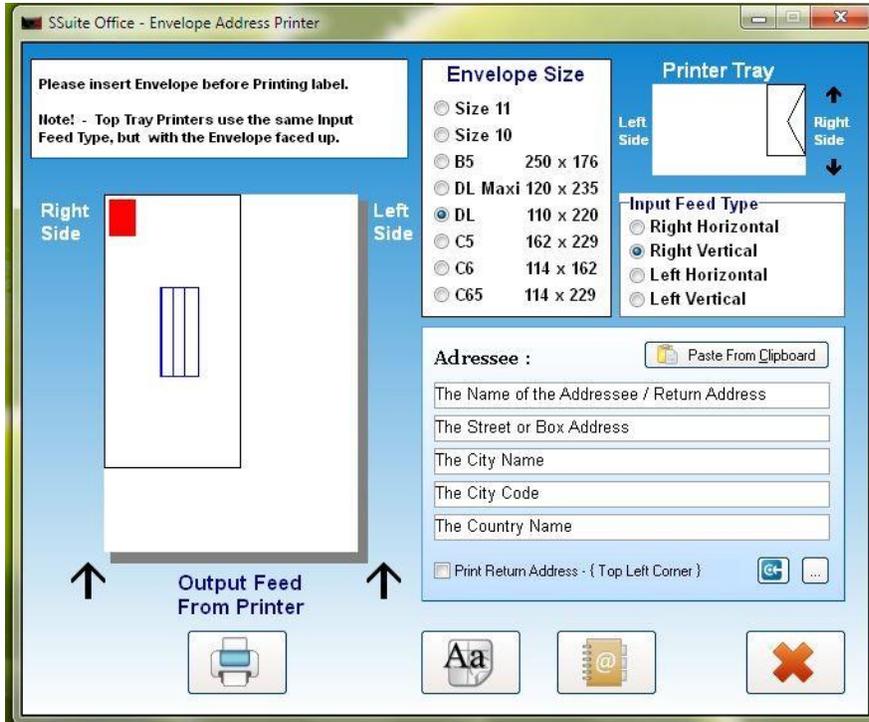http://homebank.free.fr/

SSuite Office

SSuite Office provides free office software. It was designed to be user-friendly so that even the first time computer novice can easily use it.

There is a huge selection of tools to choose from, including everything from word processors, and spreadsheets to even security and financial tools. There are no trial versions or recurring subscription fees. No registration is required and the software contains no third-party add-ons, toolbars or software distributions. One of the most common office suites available is the SSuite Office Personal Edition. It's intended for beginners and is really easy to use.
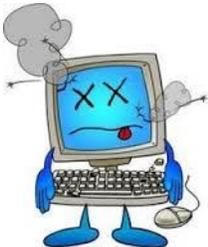
Here are some of its features:

- Windows 7 styled
- Full 32-bit software
- No annual license fee
- No Java or .NET necessary
- Unlimited document history
- Easy installation
- Open last edited document feature
- Insert emoticons and special characters
- Export your documents to pdf, bmp, emf, png, jbp, and tiff image formats

There are many other office suites to choose from. You can get an overview of each suite's features on the download page.

http://www.ssuitesoft.com/freedownloads.htm

Computer Term of the Month - Something all parents should know! ☺

PAW

[Shorthand](#) for **Parents Are Watching**, **PAW** is a term used by children and teens to let other users know their parents are watching their chat conversation.

Vacation!

January has come to a close and we're getting closer to Spring! And now that February is here we're going on vacation to Siesta Key Florida for a week. Our son John, who lives in Prague, Czech Republic, is flying in to meet us so we can have some time together in a sunny and warm place! **So, from the 18th of February until the 26h I won't be booking appointments**. I will be available on Monday the 27th.

Have a good month and Happy Valentine's Day!

Warm Regards!

Shirl