



## *July Newsletter 2016*

I just got a package in the mail this week from Time Warner. Now they're putting me to work installing digital adapters! ☺ No, I'm not working **for** them, but they're having me do "their" work. Sound confusing? Well, you might have to do the same thing I'm doing. Have you heard about this? If you have any TV's in your home that are hooked up to the coaxial cable that Time Warner runs into your house, you need to order these boxes to hook up to your TV. Why? Because they're changing their digital signal and you'll no longer have any video on your TV if you don't add this device! If you have a set-top box, you won't have to worry. We had to order 3 of them. The good news is that they're free.....well, kinda...for 1 year and then you have to pay \$3.25 a month extra for each one. (plus all their taxes). Urrrr!!!! If you need to order one of these boxes, here's where to go. <http://www.timewarnercable.com/en/support/tv/topics/digital-adapters.html>



## **Microsoft is removing its nagging Windows 10 upgrade notifications soon "But"**

Microsoft will end its free upgrade offer for Windows 10 on July 29th, but the company still has time left to reverse that decision. If the upgrade promotion does get extended, it's likely that the Windows 10 notifications will continue, but for now Microsoft is saying the notifications will end on July 29th. <http://www.theverge.com>

A weather reporter found out just how persistent Microsoft can be. Skip the ad that pops up when they let you, and watch this!

<https://www.youtube.com/watch?v=VMPeTrHNX1U>

**Now read this!!!! Somebody went to court with Microsoft and Won!!**

[http://www.komando.com/happening-now/364498/woman-awarded-10k-in-lawsuit-over-forced-windows-10-upgrade?utm\\_medium=nl&utm\\_source=notd&utm\\_content=2016-06-28-article-title](http://www.komando.com/happening-now/364498/woman-awarded-10k-in-lawsuit-over-forced-windows-10-upgrade?utm_medium=nl&utm_source=notd&utm_content=2016-06-28-article-title)



### **One last thing about Microsoft 10!**

Most of us use a Google search on a regular basis, so this was a shock to me. Microsoft decided to drop Google search results from it's personal assistant program, Cortana. They claim that it's centered around user experience. Really??? What it comes down to is they want you to use Microsoft Edge and Bing. As for me, I'm a big Google fan and it angers me to think that they're controlling another way that I use my computer!



### **Chase Banking**

This came in my email a couple of weeks ago. Does it look legit to you? I clicked on "Get Started" and when it took me to the Internet I noticed that the web address wasn't for Chase. I immediately sent an email to [abuse@chase.com](mailto:abuse@chase.com) and they wrote back saying it was a scam. The scammers are getting more professional with the way they send out these emails. It used to be grammar and spelling errors that gave it away that they weren't real. What do you do if you're not sure? Don't click on the link, but instead go directly to your banks website and sign-in....or call them and ask them if the email is really from them. Below is the email I got, and despite it looking professional, it's a phishing scam to get your information.



## Important Information

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Please note that starting from June 8, 2016 we will be introducing new online banking authentication procedures in order to safeguard the information of our customer. You are required to complete our account verification process and confirm your details with us as you will not be able to have access to our online banking system until this has been done. As you're already registered for online banking you may complete this process online, please click the link below to get started.

### **Get Started**

**Please note:** Failure to complete our account verification process can lead to temporary suspension of access to our online banking service.

Best regards,



### **This is just a reminder**

I still hear from people who are getting “supposed” calls from the IRS. I’ve even known people who have sent money to pay the taxes that they’re told they need to pay or they’ll be arrested. Keep this information and share it with people that you know!

The IRS never calls people without first sending a notification through the U.S. Postal Service. And they always provide people with a chance to question or appeal the amount the department says is owed.

Here are some helpful tips for dealing with a potential phone scam:

1. Never give out personal information to someone who calls you.
2. Write down the caller's name and phone number and record the date and time of the call.

3. Hang up. Do not call the person back. If it's a robocall, do not press a button to speak to an operator or to remove yourself from a call list.
4. Report the experience to the FTC at 877-382-4357 or here on the web: Federal Trade Commission Consumer Complaints.
5. Block calls. Click here for free ways to block robocalls, illegal calls and spam calls.



### **Sony Laptop battery packs recalled for fire hazard**

Here's a list of the battery serial numbers of the laptops that are being recalled. Make sure that if you have a Sony Laptop that you check to see if yours is listed below!

SVE15132CXW

SVE15134CXP

SVE15134CXS

SVE15134CXW

SVE15139OX

SVE1513APXS

SVE1513BCXS

SVE1513JCXW

SVE1513KCXS

SVE1513MCXB

SVE1513MCXW

SVE1513MPXS

SVE1513RCXB

SVE1513RCXS

SVE1513RCXW

SVE1513TCXW

SVE17139OX

Meanwhile, the model number of the recalled battery pack, which was also sold separately, is VGP-BPS26 and the part number is 1-853-237-11 or 1-853-237-21.



## **Lenovo is also in the news these days.**

A new flaw has been discovered that's allowing hackers to access your computer through software that comes **pre-installed on Windows 7, Windows 8, Windows 8.1 and Windows 10**. So far, the flaw has only been linked to the Lenovo brand. The software that's currently affected is called **Lenovo Solution Center (LSC) software**, and it comes preloaded on practically every Lenovo computer, whether it's a desktop computer or laptop. The issue also appears to be impacting the ThinkPad tablet, ThinkCentre, ThinkStation, IdeaCentre and select Ideapads. Lenovo Solution Center is used primarily as a dashboard that monitors various functions on your computer. That includes things like battery life, warranty information, updates and the status of your firewall. If you have a Lenovo computer, you need to get the fix for this issue right away. Lenovo responded quickly, and has already issued a patch that corrects this problem.

<https://support.lenovo.com/us/en/lenovodiagnosicsolutions/tools/lscoverview>

Lenovo is urging users of Windows 10 to uninstall its Lenovo Accelerator Application right now.

Windows 10: Start >> Settings >> System >> Apps & Features >> click on Lenovo Accelerator Application >> Uninstall.



## **“This app should be on every phone for Emergencies”**

Did you know there's an app that could save your life and the lives of everyone you love?

It's called ICE, which stands for "In Case of Emergency." This app is a free download for both Apple and Android users, and makes it easy to store and access information you'll need in an emergency.

With ICE you can enter in a list of emergency contacts, as well as critical information about your medical records. For example, if you're allergic to specific medications, you can note that in ICE. You can also list any medications you're

currently taking, past diseases or surgeries you've had, and things like your blood type.

If an emergency ever arises, ICE has an alarm button that can be used to send a message to everyone on your contact list. This can save valuable time to get you the help that you need, which could possibly save your life.

Apps Links

[Download for Android - Free](#)

[Download for iOS - Free](#)



## **Warning! GoToMyPC hit by hackers - change passwords now**

If you use GoToMyPC to access your desktop remotely, you should change your password immediately. But don't stop there. If you use that same password for any other account, you should change it there too. Make sure you write down your passwords and put them in a safe place (not on your PC!). The way we're changing passwords on a day to day basis, you need to record them and keep them close by. ☹



## **YouTube said to plan 'Unplugged' online TV service for 2017**

YouTube is working on a paid subscription service called Unplugged that would offer customers a bundle of cable TV channels streamed over the Internet. YouTube has been working on an online cable package since at least 2012, but these plans have taken on new urgency in the past few months. YouTube has discussed different ways of packaging TV channels. In one scenario, it would build a bundle of channels with the four U.S. broadcast networks and a smattering of popular cable channels, a concept known in the industry as a

skinny bundle. This is similar to a proposal Apple has discussed with media companies for some time.



### **Online PDF Tool**

Many of the legal documents or registration forms we deal with every day usually come in a universal file format known as a PDF file. But when you have to sign a document and send it back, you're usually printing the document, signing and scanning or faxing it in order to get it back to the sender. Dealing with forms that have spaces so small that it's hard to fill it out or sign is another common issue. Typing directly into the form is so much more efficient and it's easy to do with a site called PDFzen. PDFzen doesn't require you to install any software on your computer because it's all handled online. You simply upload your PDF document to the site to use any of their tools that include typing into it, highlighting text, drawing anywhere or signing the form and you can even add comments with just your web browser. What makes it even better is that it's also functional on your smartphone or tablet and there's nothing to sign up for or register to get started.

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### **Microsoft Office 365**

Is someone in your household heading for college? If you do, this might be of interest to you. Microsoft is giving away Office 365 packages to students at participating colleges and universities. At first, the free Office 365 offer was only good for students in the U.S. But, Microsoft has expanded it to apply to students around the globe in countries where the product is available. With the free subscription, students will have access to a bunch of great programs and features like Word, Excel, PowerPoint, OneNote, Access, Publisher and 1 TB of cloud storage space on Microsoft OneDrive. They'll also have access to Microsoft's

Office Online tools, too. To take advantage of the offer, you just need to sign up through Microsoft's website using your school email address. Enter your email address into the website and it will tell you if you're eligible. Install for no charge by using a school-issued email address at the Office in education website. With the free Microsoft Office 365 package, students can install the suite of programs on up to five computers and five gadgets.



## Just for Fun

When you've had a tough day and want to unwind, why not check out the Russian Hacker? This isn't what you think...these are videos that are meant to entertain you and sometimes he even has some good ideas. ☺

<https://www.youtube.com/user/CrazyRussianHacker>



## Computer Term of the Month

### E-mail bomb

Sometimes referred to as mail bomb, an e-mail bomb is where a user or group of users send massive amounts of e-mail to specific person or system. This large influx of messages can fill up the recipients allotted disk space or even crash and e-mail server. Mail bombs are usually sent as a response to spam or a breach in netiquette

Happy 4<sup>th</sup> of July! Hope you had a great holiday weekend. ☺

Warm Regards,

*Shirl*

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*Specializing in computer repair & training, upgrades, removal of viruses, and instruction in Digital Photography and Photoshop. Other services include scanning of photos, negatives, transparencies and copy of VHS and Cassette tapes to DVD!*



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