The Memory Map

Canton Alliance Massillon Computer Users Group

Volume 40, Issue 8

August 2020

CAMUG

Next CAMUG Meeting, August 17, 2020

On August 6th, Dennis emailed the invitation to the **Zoom** meeting to members. (He sent an invitation with the incorrect date on August 5th, so be sure to use the one sent August 6th for the meeting on August 17th.) At meeting time, simply click on the link in the invitation to join the meeting.

Please! If you forward the invitation to anyone else (we still encourage visitors), please let us know at <u>board@camug.com</u> so that we will not let them stagnate in the waiting room. Only members and known visitors will be accepted into the meeting to prevent Zoom-bombing.

Please note the new start time: 6:30 PM

6:30-7 PM – Social time and Q&A

7-9 PM – Main meeting including *Troubleshooting Your Computer 101* by **Judy Taylour** (APCUG Speakers Bureau)

President's Corner

Lessons from the Lockdown - Tech and Other Observations While in Captivity

by Greg Skalka, President, Under the Computer Hood User Group, CA May 2020 issue, Drive Light

www.unchug.org - president (at) uchug.org

Tech to Stay Connected - Most people seek the company of others and want to stay connected, but all the stay-at-home, work from home, self-isolation, and social distancing prevent most of our usual interactions with others. Technology can help. Video conferencing, phone calls, text messaging, and, to a lesser degree, emails, can all help us stay connected with those we can no longer interact with in person.

Text messaging is the preferred method of communication for my son and daughter, who are millennials. Texting is difficult for my 82-year-old mother, so I call her. The most personal way to keep in touch without being there in person, however, is video

conferencing. Services like FaceTime, Skype, and Zoom are used by businesses, schools, and individuals to communicate, learn, conduct business, and fulfill that need for personal contact.

I don't have an Apple device for FaceTime and have not used Skype much recently outside of work. I have used Zoom a lot. I've attended Zoom seminars, like APCUG's VTCs (Virtual Technology Conferences) and other meetings where there is mostly a one-way transmission of information, perhaps with questions and answers. I conducted our last UCHUG meeting on Zoom, which was mostly presentations, but with an open forum "Random Access" session at the end.

I've also run or participated in other Zoom meetings that were held more like a group discussion. Our last two board meetings were held in this way and worked nearly as well as in-person (no snacks or drinks, however, unless you BYO). I've had many Zooms with friends and family; it works great when you can't physically get together. My extended local (Southern California) family always gets together for Easter dinner. This year we had to eat separately, but most of us got together on Zoom in the afternoon. It wasn't the same as sharing holiday food and drink together, but it was much better than having no connection at all.

Zoom works on most tech devices that can connect to the Internet, but some work better than others. As with most online activities, the experience is better with faster connection speeds and more processing power. I've connected with my smartphone, Chromebook, laptop, and desktop. A smartphone works, but the small screen limits what you can see. A tablet is a little better but similar. Chromebooks work pretty well, as do laptops. A camera and microphone are essential if you want to participate fully. For the best experience, use headphones or earbuds, rather than speakers, and a headset (headphones with a mic) rather than a device's built-in mic if possible. My gold standard for Zoom equipment is now a Win10 desktop with a big monitor (or duals), an external HD webcam, and a gamer headset.

Tech to Stay Alive - Internet services can help in many ways to keep up life's normal activities while restricted to home. A lot of things can be done online or ordered to be delivered, eliminating the risks in going out. Online banking and bill payment allow most financial transactions to be done from your computer or phone. Many institutions will even allow deposits of paper checks through a photo on your phone's banking app. You can get cash from ATMs (remember to bring a sanitizing wipe for the keyboard), but if you are not going out much, you probably don't need much cash anyway.

Online ordering and delivery services can help keep your household supplied with food and essentials, but they are not without issues. Most everyone used Amazon before COVID, but now, with greater demand and fulfillment also affected by the virus, all online deliveries are getting delayed. Gone is the two-day Amazon Prime typical delivery; even in-stock items can take weeks to receive. I've found items can be out of stock online while store shelves are full. I've been trying to buy some bar soap I like from Walmart.com but it has not been in stock since the crisis. I finally went to the Poway Walmart store yesterday and found it was readily available there.

Grocery delivery is something Amazon and others have been trying to bring into the mainstream for a while, and COVID-19 might help, though it seems the execution is still poor. I'm in the camp that wants to pick out my own produce, thank you, and so I don't have any interest in online groceries beyond packaged goods. My wife feels the same but has much greater concerns about going out to stores, and so has been trying for weeks to place an order through Amazon Fresh. Unfortunately, the demand for delivery times was very high in the first weeks of the quarantine, and she could never get one. She has had much better luck ordering online from Target and getting curbside pickup.

All restaurants are closed for dining, but some have stayed open for take-out and delivery. I've read that the delivery services are costly to the restaurants, so I won't use them. My wife and I have ordered meals for pick-up a few times since the lockdown, but I am generally dissatisfied with the experience. I don't mind picking up In-N-Out or a pizza, as these places make take-out their business and their prices keep that in mind. I find take-out from normal sit-down restaurants to be expensive for so-so food. I'm more willing to pay \$10-\$12 for a sit-down burger as a significant part of the value is in the experience of going out. Having the same food in a box at home (perhaps cold or missing something) is not worth it to me at the normal menu price.

Unless you filed early, you probably didn't get your tax returns in before the restrictions hit. My daughter had an appointment with a tax preparer for after the lockdown that she canceled. Fortunately, all of us late filers caught a few breaks. The Federal and most state deadlines for filing and paying have been extended to July 15. Except for those very few with complex tax situations, almost everyone can fill out their returns online or through a tax program like TurboTax and file without involving anyone else. I'm using TurboTax again as usual, but without a near-term deadline, I've put off completing mine.

Shortages - We have all seen or experienced the shortages in some items since the pandemic. Toilet paper, water, gloves, cleaning supplies, and masks have been in short supply and are still often rationed in stores when in stock. A few other more unusual shortage items I have seen or heard about are laptops and USB webcams. I was fortunate enough to buy a new laptop in January for the prior, now insignificant crisis of Windows 7 expiring. I've heard that companies buying up laptops to supply their employees now working from home have created a shortage. I expect the same thing has happened to Chromebooks (especially the lower-cost models) and other items useful for remote learning since the schools closed.

I bought a new desktop PC for my mom to move her to Windows 10 in January. I wish I'd thought to buy her a webcam then. Since the COVID crisis, I've tried to get one for

her, so she could more easily participate in family Zoom meetings. With everyone trying to videoconference, they are now out of stock.

Hoarding is Not Always a Bad Thing - It is reported that a lot of the shortages we have experienced recently were caused by hoarding, where some bought up large quantities of certain items, far more than for their immediate needs. Some were probably hoping to turn around and sell some at a profit due to the self-created shortage, but fortunately, price gouging laws, purchase limits, and strict return policies have limited these bad hoarders.

My wife calls me a hoarder, which is perhaps not totally inaccurate, though I don't rise to the level of things you might see on TV. I like to get full utilization out of the items I buy; value is usually the most important thing to me. I have lots of older tech gear, spare parts, and speculative items I got at very low prices. When we found we would have to move our group's meetings to Zoom, I was able to find in my stockpile two old Microsoft webcams I had kept from 2009 and 2012. They had no problems being recognized by Windows 10 and still work great, allowing the desktop PCs my wife and I use to work well with Zoom. If I'd not saved them, I'd be scrambling now to find some webcams at any price.

I also have a garage full of extra fasteners (screws, nuts, etc.), leftover paint, wire, pipe, and spare lumber from prior projects. These supplies have allowed me to fix a few things and complete some household projects without making additional and possibly risky visits to Home Depot.

Price Gouging - I've always been suspicious of Amazon's pricing. It would be easy for them to show different pricing to different customers, determined by Amazon's perception of their likelihood to pay more. I have seen small price changes in items I have bought multiple times, but recently I've seen a 45% increase for one item. While California's legal definition of price gouging includes only "essential" consumer goods and services, it still stings when you see a big price increase on something you really could use.

When we started our planning for conducting Zoom meetings, I decided I wanted a better headset (headphones with microphone) and bought a NUBWO gamer headset with a noise-canceling mic for \$29 on Amazon. I made the mistake of showing it to my wife, who preferred it to her speakers and the mic in her webcam. I gave it to her and figured I'd just order another for myself but found the price for the same item had gone up to \$38 in about a week. I refuse to be gouged, so we have to share the one headset. I keep looking at it online, but it is now up to \$42.

Old Folks Get Some Perks - No one likes being called old, except when stores provide senior-only shopping hours and priority entrance for seniors. I'm just barely into the age group considered at greater risk for COVID-19, and so am happy to go

right in while others wait in line to enter Costco. I've yet to take advantage of senior's hours as they are typically while I'm at work.

What I'm Doing More of - and Less of - I'm doing a lot less shopping, both in-person (to decrease exposure risk) and online (why wait two weeks for things). I used to enjoy "recreational" shopping at Costco and Fry's - can't do that anymore. I routinely delete all the Fry's ads and Groupon and Living Social emails I get; I'm not buying any experiences if I'm not sure when I'll be able to use them. I miss going out to eat and seeing family and friends. Zoom helps a lot, so I'm doing a lot more of that. I have a Chromebit (a Chrome OS stick computer) plugged into one of the HDMI inputs on our main TV, and I use it a lot more now (we watch our local Sunday Mass broadcast over YouTube on it).

Though I still go to work, we are now on ten-hour days so I'm driving a lot less. I'm stuck in less traffic and spend less time in line to buy cheaper gas. I have been driving more from San Diego to Orange County, however. Every few weeks I've been delivering batches of meals my wife has made to my parents there, so they don't have to leave the house as much. Though my evenings are typically free (nothing is open late anymore), I'm not spending more time on the computer or with the TV. After a long day at work or at home trying to catch up, I'm beat.

Bad Things Don't Stop Happening Just Because You're in Lockdown - Dealing with life's problems can be difficult in the best of times. During a pandemic, everything gets harder. People may be deferring maintenance or repairs until after COVID; hopefully, a catastrophic failure won't occur. We discovered in the big day of rain we had a couple of weeks ago that we have a roof leak, but we will hold off on repairs, hoping social distancing ends before the next rainy season begins.

My wife had a crown fall out not long after the stay at home orders were put in place. Our dentist had closed his office to normal work but agreed to come in to deal with this emergency situation. I've had several recent medical appointments, including my annual physical, canceled, and rescheduled due to the coronavirus. I have a friend with cancer that is having to weigh the risks between having surgery now during a pandemic and holding off on treatment of a cancer that appears to be slowly growing. One of our members had a death in the family a few weeks ago; my heart goes out to them in having to deal with this tragedy in tragic times.

Life Still Goes On, So the Show Must Go On - With everyone under restrictions, life must still go on, in as normal a manner as is possible under the circumstances. Though we must be isolated, the needs of life must still be met. Food must still be obtained, bills paid, laundry done, and housing cleaned. We are seeing that our tech devices like smartphones and computers, along with connections to the Internet, are our lifelines. They help us get the news, order our food, manage our finances, apply for unemployment, and communicate with others. Keeping those lifelines in place is

important. There are still backups to be made, scams to be avoided and devices to be maintained and recharged.

Though we all will have our own issues, with luck we can keep our group going through this pandemic. It may be some time before we can meet again at Wesley Palms (if ever, perhaps). With only a month to go, it is unlikely we will have a physical member picnic in June. Even the fate of our December party looks hazy. Having our newsletter arrive in the inbox, and at least getting together virtually on Zoom can help things seem somewhat normal. Now more than ever, we probably need that social connection

There will still be new tech items to be understood, computer problems to be solved, presentations to be given, questions to be answered, broken things to be fixed or replaced, scams to be warned about and software bugs to be debugged. Hopefully, our group can survive COVID-19 and continue to provide useful benefits to our members and the public. Our tech is based on microelectronics; I'd hate to see UCHUG become another casualty of this microorganism.

CAMUG July 2020 Meeting Minutes

The meeting was held on Zoom due to COVID-19 restrictions. We used an APCUG account and Dennis Smith was host. Members received an email invitation before the meeting and used that to connect to our Zoom waiting room. They were then admitted to the meeting. The meeting opened about 6 PM.

6 PM Discussion: "Do I Care About Anything in the Windows 10 2004 Update" by Dennis Smith

- Dennis explained that this this update is not ready for most computers and he hasn't installed it yet on any of his computers. He suggested not to force the install but to wait until it's ready. It is a full OS install and will take a long time.
- Dennis mentioned several items that are included in the update and whether they matter to most people:
 - The update will make Linux run better under Windows but few of our members use Linux.
 - Windows Sandbox creates a temporary desktop for testing software but is only available in Windows 10 Pro or Enterprise Editions; most members do not have these versions of Windows 10.
 - Bluetooth now has "Swift Pair" but few devices support it at this time.
 - Network connection status information are now available on the Status Page which may be helpful to many of us.
 - There is an enhancement to Task manager which is helpful.
 - Cortana is now its own app and has more capability. Some people may care about this.

- Search is improved by accessing files faster and using less CPU power, a useful improvement.
- Dictation is easy to use. Just click in a text box and press Windows + H.
- The text editor Notepad is improved.
- There are other little tweaks and changes.
- For more information about the update go to <u>https://pureinfotech.com/windows-10-2004-new-features/</u>
- Dennis will email his PowerPoint presentation to members.

Regular Meeting



President Dennis Smith called the 442nd meeting of CAMUG to order at 7:00 PM on Monday July 20, 2020, using Zoom. There were 12 members present. Since that is more than 15% of the membership, the meeting was declared valid. Ron Brown, our speaker, and Zack Anderson, Dennis's grandkid, were present.

There was no On-Time Drawing.

Dennis mentioned that members receive a \$5 renewal credit for each new member they bring in.

Dennis will record this meeting and post the video on our Facebook page: CAMUG Users Group.

Program: "Chromebooks for Everyone" by Ron Brown. Ron likes to be known as a retired technologist and gives many presentations. He is part of the APCUG Speakers Bureau. He also co-hosts a weekly Monday Zoom meeting called Tech for Seniors, with Hewie Poplock. His web site is <u>techforsenior.com</u>. Dennis will send an email with links to this.

- Ron gave a brief history of the Chromebook. It was mostly used in schools at first as an answer to the iPad. Many schools use them now, perhaps 80%. Now they are available from all major manufacturers and at retailers such as Walmart and Best Buy.
- It is possible to install the Chromium OS on an old Windows 7 computer. This is not a Chromebook, but it is similar.
- Ron compared operating systems. Both Windows and Apple operating systems are large and bulky. Chrome OS is small and lightweight.
- Each Chromebook contains a TPM Chip Lockable Encrypted Memory. There are two copies of the Chrome OS present at the same time. When a Chromebook starts, it scans the primary copy of the OS and, if it's OK, it continues booting. If it finds a problem, it starts the second copy, scans it and uses it. If there's still a problem, it goes to the Internet for a fresh copy of the OS which downloads quickly.

- The Chrome OS is totally secure compared to Windows, and Chrome apps are separate from the OS. Chrome apps are available from the Google Play Store and are the same or similar to those for Android phones.
- All Chromebooks have an SSD hard drive. These tend to be small but Chromebooks have an SD slot for additional storage. Most data is stored online anyway.
- Chromebooks expire after about 8 years. After that, they will no longer be updated. It helps to be aware of this when buying a used or refurbished Chromebook.
- Many people with Chromebooks keep them plugged in almost all the time; this makes a battery redundant. They might consider a Chromebox, which is tiny and must be plugged in; a keyboard and monitor must be added.
- Ron discussed screen size, flip screens, touch screens, screen brightness, and screen resolution. You can plug a monitor into all Chromebooks.
- Chromebooks can do what Windows computers can do, including video editing. Jim and Chris Guld from GeeksOnTour.com did a program on video editing using a Chromebook. Quicken, however, will not work on a Chromebook.
- Chromebook has a feature called Powerwash which will return the Chromebook to factory specs and takes about two minutes.
- Linux will run on a Chromebook.
- Printing can be done from a Chromebook several ways: direct USB connection, direct connection to printer hotspot, wireless connection through a router, and cloud print, which will be discontinued in December 2021.
- Prices for Chromebooks vary from under \$300 to more than \$650. Ron showed examples in each price range.
- Ron suggested turning off the Chromebook each evening so that when it reboots it will check for updates.
- In addition to the weekly Tech for Seniors Zoom meeting, Hewie Poplock will be giving a workshop on how to use Zoom on July 30th; all are welcome, but you must register and there is a link at <u>techforsenior.com</u>.
- Ron then answered several questions. Dennis asked about a school Chromebook with problems. Ron suggested turning if off and then on and if necessary using Powerwash. Liz asked about using Office on Chromebook and it's available.

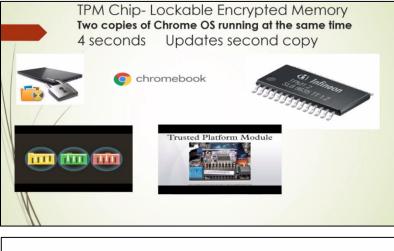
Adjournment: Bernie Newsome moved to adjourn the meeting. Bruce Klipec seconded the motion. The meeting was adjourned at 8:23 PM.

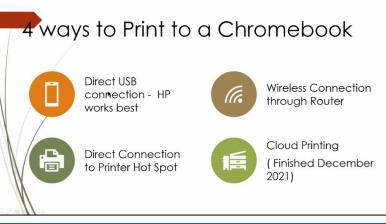
Respectfully Submitted, Liz Milford, Secretary

From Ron Brown's Presentation: Chromebooks in 2020

These are cropped screen shots from the Zoom meeting. Find the entire presentation at <u>https://www.facebook.com/CAMUG-Users-Group-100732168306718</u> or at <u>https://www.techforsenior.com/apcug-presentations</u>







The Memory Map

August 2020

CAMUG Board Meeting 7/28/2020

President Dennis Smith called the CAMUG Board meeting to order on Tuesday, July 28, 2020, at 7:00 PM. using Zoom. Six of the seven Board members were present; therefore, the meeting was declared valid.

President	Present	Dennis Smith	president@camug.com
Secretary	Present	Liz Milford	secretary@camug.com
Treasurer	Present	Tim Elder	treasurer@camug.com
Senior Director	Present	Bernie Newsome	directors@camug.com
Director	Present	Carol Joliat	
Director	Present	Bruce Klipec	
Director at Large		Jan Bredon	
Web Page		Open	webmaster@camug.com
Software and Book		Jan Bredon	
Review			
Membership	Present	Carol Joliat	membership@camug.com
Newsletter	Present	Liz Milford	newsletter@camug.com
Computer 101	Present	Carol Joliat	
Ways and Means		Jan Bredon and	
-		Madeline Burkes	

Approval of Minutes:

July Regular Meeting: Tim Elder moved to accept the July 20, 2020, meeting minutes which had been emailed to the Board. Bruce Klipec seconded the motion, and the minutes were approved.

June Board Meeting: Tim Elder moved to accept the June 23, 2020, Board Meeting Minutes as printed in the newsletter. Bruce Klipec seconded the motion, and the minutes were approved.

Reports:

Treasurer's Report:

Tim Elder had emailed the July Treasurer's Report to Board members. Liz Milford moved to accept the July Treasurer's Report. Bruce Klipec seconded the motion, and the report was approved.

Membership Report:

Carol Joliat reported membership is unchanged from last month with 23 member families. Myra McCoy renewed. Those renewing can send dues either to the post office box or to Tim Elder, Treasurer. Carol will send Tim's address to those renewing or they can email Tim (time@camug.com) for his address. If members send a check to Tim, it would be helpful to notify Carol that they have done so.

New Business:

Change in Regular Meeting: Liz Milford moved that while the club is meeting only on Zoom, the Zoom meeting will start at 6:30 PM for a social time and Q&A. The regular meeting including the presentation will then start at 7 PM. Bernie seconded the motion and the motion carried. The meeting will still be held on the third

Monday of the month. Carol mentioned that we can have the 6 PM Computer 101 program again when in-person meetings resume.

Discussion on August 17th Meeting which will be held on Zoom.

6:30 PM: The group will meet for a social time and Q&A.

7 PM Regular Meeting: "Troubleshooting Your Computer 101" by Judy Taylour. This was previously scheduled for 6 PM. Dennis will contact Judy about the time change.

Old Business: None.

More New Business:

Windows Update: Dennis detailed his problems updating the club laptop and his own desktop.

September Program: Tim found information at <u>www.pcmag.com</u> about removing crapware on a new computer. The group discussed this as a possible program for September and will look for a presentation.

COVID-19: One member was visiting family in California, and another was on vacation in Maine. The group discussed differences in restrictions across the country as well as other COVID-19 issues.

Bonus: We got to meet Carol's two cute grandchildren!

Motion to Adjourn:

At 8:19 PM, Liz Milford moved to adjourn. Bernie Newsome seconded the motion, and the meeting was adjourned.

Submitted pending Board approval, Liz Milford, Secretary

Zoom Board Meeting



The Memory Map

August 2020

About CAMUG

Our club is open to anyone with an interest in computers and technology. A household membership is only \$20 per year, and a visitor can attend two meetings free without any obligation.

Normally, monthly meetings are held the third Monday of the month at Holy Cross Lutheran Church, 7707 Market Ave. N in North Canton, Ohio. Computer 101 begins at 6:00 PM and the regular meeting begins at 7:00 PM. At every meeting, we cover topics ranging from cell phones to computers and from software to the internet and networking. Board meetings are held the fourth Tuesday of the month at 7:00 PM at Panera Bread on The Strip. Members are encouraged to attend the Board meeting although only Board members can vote. **During the pandemic, meetings are held using Zoom. See the announcement in each newsletter.**

The club mailing address is CAMUG, PO BOX 80192, Canton, OH 44708, and the blog is <u>http://www.camug.com</u>. CAMUG has a Facebook page called CAMUG Users Group at <u>https://www.facebook.com/CAMUG-Users-Group-100732168306718</u>.

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CAMUG is a member of the Association of Personal Computer User Groups. APCUG is a worldwide organization that helps groups devoted to the world of technology by facilitating communications between member groups and industry. It offers the Virtual Technology Conferences, provides newsletter articles, and has a list of speakers for club programs. Explore the APCUG website at <u>https://www.apcug2.org</u>. and the APCUG Facebook page at <u>https://www.facebook.com/APCUG</u>.

Remember:

Our meeting format and time has changed! The meeting now starts at 6:30 PM with Social Time and Q&A.

The Regular Meeting starts at 7:00 PM. This month, on August 17th, we are lucky to have Judy Taylour presenting again. Her topic this time: *Troubleshooting Your Computer 101*.

The Memory Map

Membership Report

by Carol Joliat



Total Family Memberships – 23 Rejoined: Myra McCoy



CAMUG Monthly Summary

Tim W. Elder, Treasurer 7/20/20

	Cash	Checking	Total
Start Balances	\$60.00	\$1251.90	\$1311.90
Total Income	\$0.00	\$100.00	\$100.00
Total Expenses	\$0.00	\$96.95	\$96.95
Transfer	<u>-\$0.00</u>	<u>\$0.00</u>	<u>\$0.00</u>
End Balances	\$60.00	\$1254.95	\$1314.95

CAMUG Officers

President: Dennis Smith 330-477-5893 Secretary: Liz Milford 330-896-4284 Treasurer: Tim Elder 330-875-2323 Senior. Director: Bernie Newsome 330-232-5083 **Director: Carol Joliat Director: Bruce Klipec** Director at Large: Jan Bredon 234-564-0045 Membership: Carol Joliat Asst. Membership: Alice Lungociu Web Page: Newsletter: Liz Milford 330-620-5178 Tim Elder 330-875-2323 Computer 101: Carol Joliat Ways and Means: Jan Bredon Madeline Burkes

List of Members

Name

Albright, Jim Bredon, Jan Brugger, Bruce Burkes. Madeline Chapman, Lila Charney, Michael Conley, Rose Dingman, Morris Elder, Tim Hahn, Gary Hill, Susan Joliat. Carol Klipec, Bruce Kramer, Cecelia Krantz, Cheryl Lungociu, Alice McCoy, Myra Milford, Elizabeth Newsome, Bernard Novd, Hal Parker. Cherie Ponzani, Doris Schaefer, Gerald Smith. Dennis Wilson, Chad

iima ianb bruceb madelineb lilac michaelc rosec morrisd time garyh susanh caroli brucek ceceliak chervlk alicel myram elizabethm bernardn haln cheriep dorisp geralds denniss chadw

E-Mail

To email members, use the email name above followed by @camug.com

Visit our Home Page http://www.camug.com

Need help with your electronic gadgets?



Canton Alliance Massillon Users Group Computer Users Group

Assistance for users of all ages and skill levels

When: 3rd Monday each month

Where: Holy Cross Lutheran Church 7707 Market Ave. N North Canton OH

Time: 6pm Computer 101 (Less Advanced) 7pm Main Meeting

Ongoing topics include: Computers Tablets Digital photography Smart phones eBooks Toys & Gadgets www.camug.com