Computer Friendly
Computer training
using informal and friendly courses

Newsletter Dec 2018

Seasons Greetings

Contents

Drop-in Centre Christmas Opening

Fleetville Community Centre
Mondays 10am-1pm
Closed 24th Dec 2018– reopens 7th Jan 2019

Skew Bridge Public House
Tuesdays 10am-1pm
Closed 25th Dec 2018 – reopens 8th Jan 2019

Marshalswick Baptist Free Church
Thursdays 1:30-4:30
Closed 27th Dec 2018 – reopens 3rd Jan 2019

And don't forget the **Coffee Morning** at
Fleetville Community Centre
Thursday 3rd January 2019
10:30-11:30

Everyone welcome!!

ComputerFriendly Courses Starting in January 2019

A chance for an easily achievable New-Year's Resolution – learn how to use, or get better on, your computer of tablet. Or learn a new skill. Why wait?

						All courses run for 2 hours
Fleetville Community Centre, St Albans						
1043	Coffee Morning	Free	Thurs	3rd Jan	1 week	10:30
1029	Starting off with Windows	£20*	Thurs	10th Jan	5 weeks	10:00
1030	Starting off with Apple iPads	£20*	Tues	8th Jan	4 weeks	10:00
1031	Getting more from Android	£30	Weds	9th Jan	5 weeks	10:00
The Skew Bridge, Harpenden						
1034	Starting off with Android Tablets	£20*	Fri	11th Jan	4 weeks	14:00
1035	Photos on the Apple Mac Workshop	£10	Thurs	24th Jan	1 week	14:00
Harpenden Library						
1036	Getting More from Apple iPads	£30	Fri	11th Jan	5 weeks	14:00
Harpenden Indoor Bowls Club						
1037	Getting more from Windows	£30	Thurs	10th Jan	5 weeks	10:45
1038	eBay	£32	Thurs	10th Jan	4 weeks	13:15
1039	Powerpoint	£48	Tues	8th Jan	6 weeks	10:45
1040	Skype Workshop	£10	Fri	18th Jan	1 week	13:15

FREE DROP-INS

Fleetville Community Centre, St Albans	Every Monday	10:00-13:00
Marshalswick Baptist Church, St Albans	Every Thursday	13:30-16:30
The Skew Bridge, Harpenden	Every Tuesday	10:00-13:00
The Spotted Dog, Flamstead	1st Weds (9th Jan/6th Feb)	10:00-13:00

*As Part of the MSA initiative, Starting Off Courses in January are FREE!

NEED MORE INFORMATION?
Visit www.computerfriendly.org.uk
Want to make a booking?
Call 020 329 1559 (local rate)
or
email Courses@cfsta.org.uk

ComputerFriendly Courses Starting in February/March

Another exciting series of Courses and Workshops.

Just phone or email to make a booking or for more details.

					All courses run for 2 hours	
Fleetville Community Centre, St Albans						
	Advanced Windows Workshop	£10	Mon	4th Feb	1 week	14:00
	Finding Files & Photos	£32	Thurs	21st Feb	4 weeks	10:00
	Starting Off with Android	£20	Tues	12th Mar	4 weeks	10:00
The Marlborough Science Academy, St Albans						
	WORD	£48	Weds	13th Mar	6 weeks	19:00
The Skew Bridge, Harpenden						
	Getting More from Android	£30	Tues	12th Mar	5 weeks	14:00
	Searching the Internet Workshop	£10	Thurs	14th Mar	1 week	14:00
Harpenden Library						
	Starting Off with Apple iPads	£20	Fri	22nd Feb	4 weeks	13:00
Harpenden Indoor Bowls Club						
	PUBLISHER	£32	Weds	6th Mar	4 weeks	10:45
	EXCEL	£48	Tues	12th Mar	6 weeks	10:45

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Please come and join us for a free cup of tea or coffee, find out about Computer Friendly and meet our tutors and volunteers.

We'll explain some of the jargon which may have confused you in the world of Computers, Tablets & Phones.

Find out the difference between Apple iOS and Android, a Windows laptop and a Chromebook, a Smartphone and a Tablet.

Fleetville Community Centre
Royal Road, St Albans AL1 4LQ
Thursday 3rd January 2019
10:30-11:30

To help us to organise the catering, please call our Booking Team on 020 3239 1559 to book a place or places (you can leave a message out of office hours) or drop an email to courses@cfsta.org.uk

Do you know anyone who hasn't discovered Computer Friendly yet and would benefit from one of our Courses, Drop-in or Workshops? Pass them this invitation or just bring them along.

Limited parking available at the Community Centre, 3hrs free parking at Morrisons. (See the article about Residents Parking).

We look forward to seeing you.

Parking at Fleetville Community Centre

If you are doing a Course at Fleetville Community Centre or Fleetville Infant School in St Albans, please be aware that a Residents' Parking Scheme came into force on 3rd December. If you park in local roads between 11am and 1pm without a permit you will get a ticket. Although Royal Road itself is not affected, we recommend that you park in Morrisons car park which is free for 3 hours.

There will be clear signs where the scheme is operating – make sure you don't get caught out!!

David Forbes

Kimpton Online

The village of Kimpton was very pleased to launch the first of its new Drop-In sessions, entitled 'Kimpton Online' on Wednesday 14th November.

The sessions are held in the local Dacre Rooms, which is the smaller, recently refurbished village hall, with coffee and cake on hand to help things along.

There was a good number of people who attended, ranging from a complete beginner to those who wanted help with social media or smartphones.

Cake & Computers,
Tea & Tablets!

The intention is to offer monthly drop-ins in the village, whilst also promoting and linking in with Computer Friendly.

Fiona Mitchell

Flamstead Drop-Ins

Following last month's launch, the first regular monthly Flamstead Drop-In at the Spotted Dog took place on 7th November. It was a lively event and the three volunteers, Tricia Janes, Mark Jenkin and Barry Bines were kept busy for the whole session. The excellent coffee kept their minds sharp to resolve many of the issues that were raised by the 'Droppers-in' – or should that be 'Drop-Inners'?

There is clearly a demand for a Flamstead Drop-In, with many who were helped promising to return for the next session in December. Aside from the local villagers, we also had a visitor from Milton Keynes whom we were able to help.

Across a variety of issues raised, there was a continuing theme of how to download pictures from tablets and phones to computers and laptops.

The very friendly Flamstead Drop-Ins are held from **10:00 to 1:00** on the **first Wednesday of the month**, except for January, with the next three as follows:

ComputerFriendly DropIn
The Spotted Dog
8 High Street
Flamstead

9th January
6th February
6th March

As usual, all are welcome

Barry Bines

Who are the Bookers?

David Forbes explains…….

Ever wondered who answers the phone if you call 020 3239 1559 or responds when you email courses@cfsta.org?

Depending on the day, you will contact one of the Booking Team who look after the virtual office on Monday, Wednesday and Friday between 10am and 1pm.

Virtual Office?

By the wonders of Skype, the Bookers login - in the comfort of our own homes – and calls to the Computer Friendly number are routed to our computer. Which is why the 0203 number may not be familiar. Read the item on area-codes elsewhere in this Newsletter.

The Database

Before opening the 'office' for that day, we will have downloaded the database with information about everyone who has registered with Computer Friendly. This database contains your contact information (including the courses you have attended and your payment record). We take the security of your details very seriously – the information is encrypted and password protected and kept in the Cloud, meaning it's not stored on our own computers but is locked away on a secure server. This information is NEVER shared or sold to any organisation – it's just used by Computer Friendly and is kept and used following strict GDPR rules. Which means it's safe.

So before opening our Virtual Office and connecting with the outside world, we are ready with the database plus our Outlook email system and all the records we need – we can tell you where your course is if you forget or what you need to take with you. We also make sure the Tutors have a list of who is coming.

So, what do we look like??

Here we are at our regular 'Business Meeting'at the Skew Bridge in Harpenden

Carol, Brian, Diana, David & Alison…

Sign On

So at 10am on a Monday, Wednesday or Friday we sign in to Skype and deal with any voicemails. Sometimes we'll call you right away, sometimes later in the morning.

Skype

Those of you who have used Computer Friendly for a number of years may have noticed the nice, personal voicemail greeting has been replaced by a standard reply. Not our fault! As is so often the case these days, something which was free suddenly becomes chargeable - Skype was bought by Microsoft a few years ago and they proceeded to take something which worked very well and make it harder to use. So things like the personal greeting become part of 'Skype for Business' which costs. But be assured, any messages left are dealt with as soon as possible.

Emails

Then it's the emails. I'm sure it must be confusing sometimes to send an email to Carol and receive a reply from Alison but we work on a rota. After each session we share a log of all activity so we all know what's been happening.

Booking a Course

Whether you choose to book by email or phone, we look at the database to see if there are available places. Then it's a fairly simple matter of making the booking and printing and sending the confirmation letter (Carol's job) with venue and payment details. If there are no places available, we put you on a Waitlist so that we can contact you the next time a place becomes available. When you send in your payment, we record it on the database.

Class lists

Each tutor is sent a class list (David's job) a few days before their course starts – this is the attendance list you sign. When the course is finished this, with your evaluation sheet, is scanned and stored securely with the database.

That's it then?

Sometimes our 3 hour sessions have very little activity, but usually there is plenty to do and they can run on into the afternoon, particularly after a Newsletter has been sent out. When we've finished, we check the updated Database back in and share our log with the other bookers ready for the next session. When the office is 'shut' during the Summer and Bank Holidays we always check voice- and e-mails to deal with anything important.

So next time you contact Computer Friendly, you'll have some idea what we look like (although we may not be as smart or smiley as in the photo!) and what we do.

David

A Scam or not a Scam, that is the question?

Tutor Chris Blandford was surprised to read advice in his local Community Newsletter about telephone scams involving the use of 0203 numbers, advising people receiving a call **"not to answer it, not to call back and block it if possible".** The author had just copied the article from another publication without checking it. It is incorrect! 0203 numbers are fine – in fact 0203 numbers are just new London (inner and outer) area codes. Many government departments use them.

Why is this important to Computer Friendly? If you read the item about the Booking Team you will see a reference to our 'Virtual Office'. And, yes, you've guessed it, our number is an 0203 one. 0203 239 1559 in fact. Ring it and you'll either get a Booker or our voicemail.

So please don't block Computer Friendly and make sure others don't either.

The following comes from www.area-codes.org.uk which is a very useful website for checking any area code which concerns you.

[Should I block 0203 numbers?](#)

Some people who have received several junk calls or scam attempts have come to view '0203' numbers as disreputable and to be avoided. However, there is nothing about the 020 3 number range that makes it either more or less risky than any other UK area code.

Hundreds of thousands of legitimate phone numbers start with 020 3. If you choose to block these numbers, you're effectively blocking a third of all London phone numbers and risk missing calls from people and businesses in London that you actually do want to hear from.

Continued on next page.

As an example, the following legitimate organisations use numbers starting with 020 3:

Organisation	Uses numbers starting
Bank of England	(020) 3461
BBC	(020) 3614
Guardian and Observer newspapers	(020) 3353
Metro Bank	(020) 3402
Ministry of Justice	(020) 3334
Thomson / TUI Holidays	(020) 3451
Transport for London	(020) 3054
Travelodge	(020) 3195
University College London Hospitals	(020) 3447 and 3448
University of Westminster	(020) 3506

Remember, scam and nuisance calls can come from pretty much any phone number (and what you see on your caller display screen can easily be faked, too). It is much better to use your judgment and be cautious about calls from all numbers you don't recognise on an individual basis rather than believing you can keep yourself safe by arbitrarily blocking certain sets of numbers.

TroubleShooting—Printers

In the first of a series of TroubleShooting items, Chris Blandford explains some of the reasons why your printer won't print – and a step-by-step guide to fix it. Hopefully

Often, we see people at our drop-in centres who have questions and problems with their printers and scanners. Here we try to cover some of the basics which might help you narrow down your problem or fix it.

Printer doesn't print at all?

1. **Check it's powered up** – usually a green light is visible

2. **Check it's connected with the cable to your computer, or shows a good Wi-Fi connection if you set up wireless printing**

3. Check there are no other lights – if the ink is low you may get a light to indicate that and it mightn't print at all

4. **Check you've put fresh paper sheets in the correct paper tray**

5. Check that all the printer doors or flaps are in the correct position and are not obstacles to printing

6. Check nothing has become jammed in the works from last time. Perhaps a piece of paper or foreign object such as the grandson's Lego piece or the pet hamster!

7. Think what has changed since you last used the printer that may make if stop working

8. Check: did you upgrade to a new release of Windows or to a new computer e.g. to Windows 10 from a previous release such as Windows 7 or Vista. If your printer is a few years old it may not be compatible with the new version of Windows, it may have become "unsupported".

Do your printouts not look good?

9. You've checked it's got plenty of ink haven't you? Some printers show remaining ink levels, and most will display a light when empty. You can often check ink levels when you look at the Printer Properties (see below)

10. Ink smudging or faint? You did buy authentic ink cartridges, didn't you? Re-filled cartridges are usually much cheaper but are of interior quality and may 'bung up' your printer.

11. Perhaps the poor quality is to do with *how* you are printing something, a low-resolution image perhaps or maybe there is a mis-setting that is causing this such as margin width or magnification.

12. Getting adverts printed with your emails too? There may be a way that allows you to print advert-free.

Is your printer constantly churning out paper or printing the same thing again and again?

13. If you've failed to print something, Windows usually puts in back on the list to print again, so if you interrupted a print by turning off the printer or removing the paper, it may just print again when you supply the paper and turn it on. You may find a long list of things waiting to print when you look (See Open Print Queue below)

14. You can list what's to be printed and cancel items. See Open Print Queue below. Select the item you want and right-click to cancel it.

Want to print from a device?

15. Got an iPad, iPhone or other smartphone or tablet and you want to print to your printer? You might need to get an App for your phone and you might need to have a printer that can work with your device. It can get quite complex especially when it has to happen all through your home broadband Wi-Fi connection and there are so many different devices and printers and Wi-Fi set ups!

ComputerFriendly have helped many visitors with their printing and scanning problems. If you come to a drop-in and have a chat first, we can advise you if you will need to bring along your printer and device for us to help you or if we can advise you without seeing it.

Technical Stuff follows for users of Windows 10 (Windows 7 has similar features via Control Panel)

Find your printer in Windows 10:
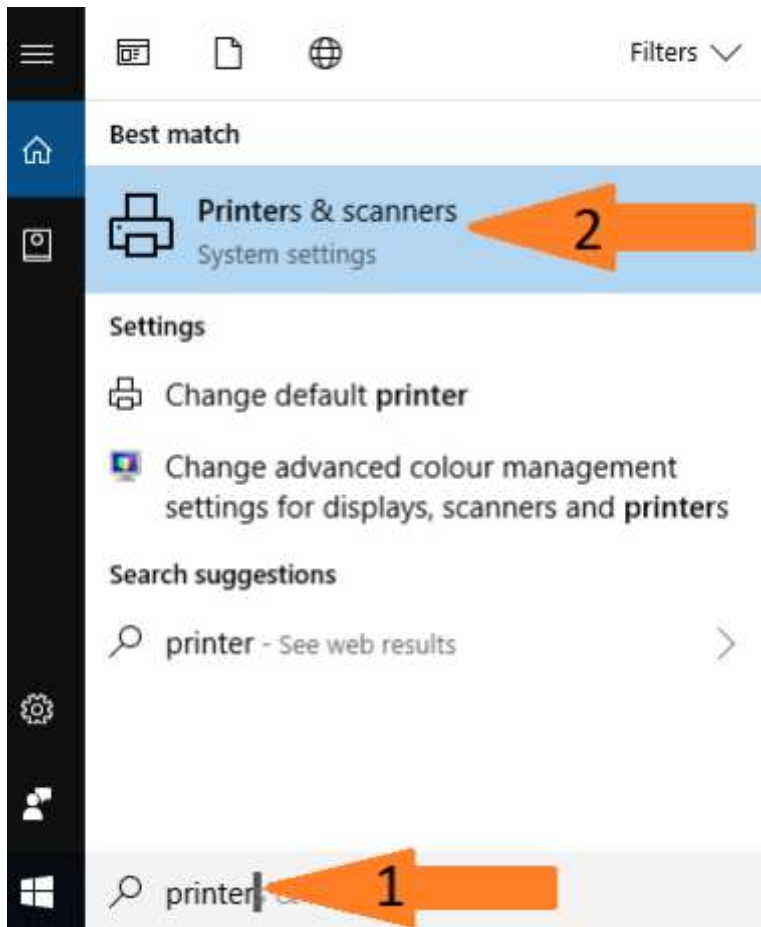
Type printer in the Windows 10 search box (arrow 1)

Click on Printers & scanners (arrow 2)

You will see a list of possible printers on your computer (the red arrows below show examples)

← Settings

⌂ Canon MP190 series Printer

Manage your device

This device has a few different functions. Pick one to manage settings for that function.

Canon MP190 series Printer ∨

Printer status: Offline

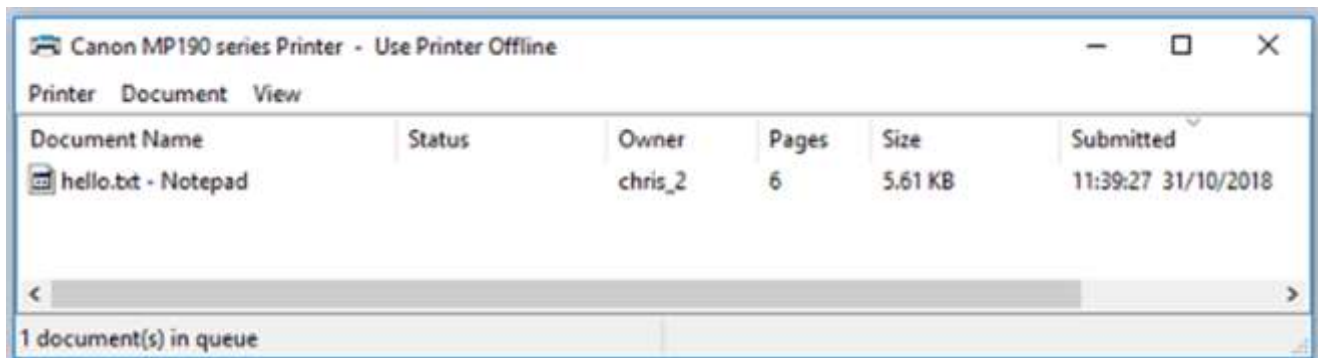Open print queue

Print a test page

Run the troubleshooter

Printer properties

Printing preferences

Hardware properties

These Manage actions can help you to try to solve your printer problem. Most useful are Print a test page and Printer properties which for example may help check ink levels and so on.

If you click on Open Print Queue you will see what's listed to print on the chosen printer,
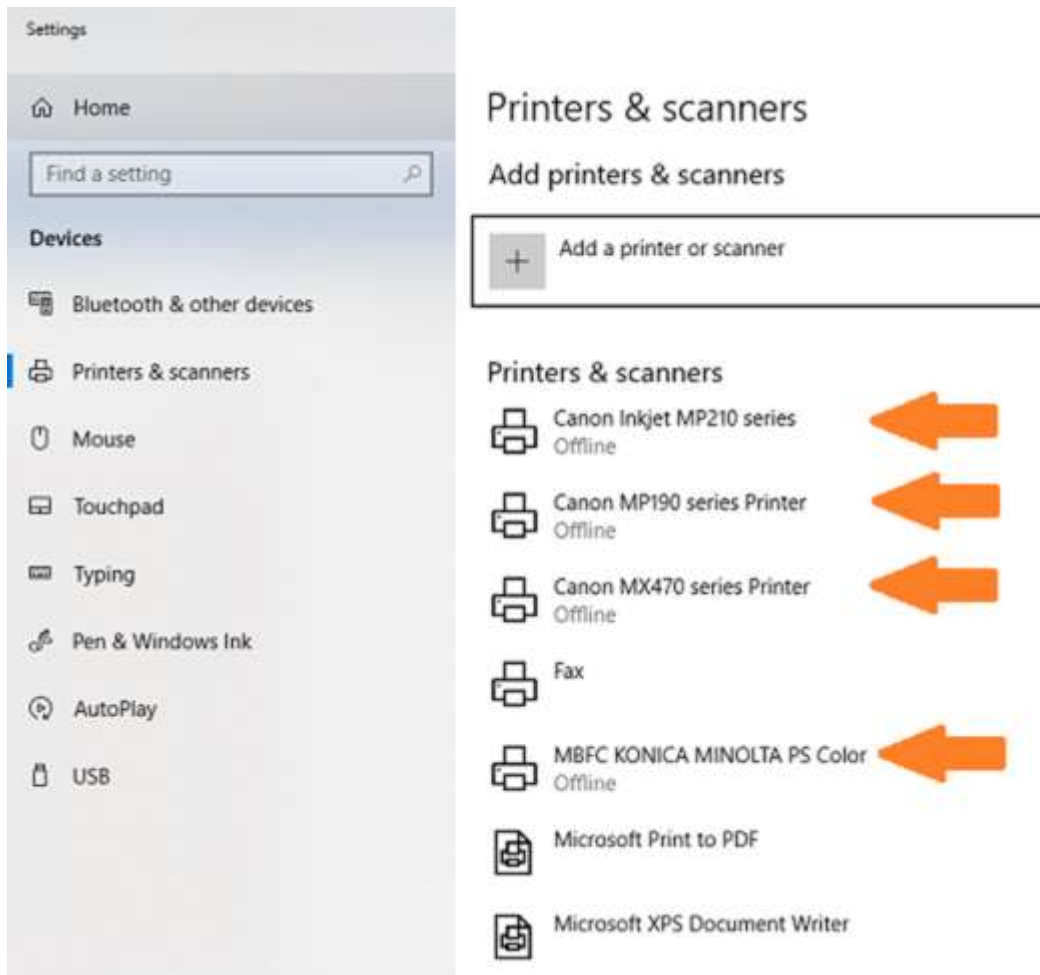
for example:

Document Name	Status	Owner	Pages	Size	Submitted
hello.txt - Notepad		chris_2	6	5.61 KB	11:39:27 31/10/2018

Canon MP190 series Printer - Use Printer Offline

Printer   Document   View

1 document(s) in queue

This shows you the name of what is waiting to print on this printer and some further information about it such as the number of pages (6).

Chris Blandford

You will meet Chris if you visit the Free Drop-In Sessions at Fleetville Community Centre (Mondays 10:00-13:00) and Marshalswick Baptist Free Church (Thursdays 1:30-16:30). He also runs some of our Windows Courses and looks after the computers used by Computer Friendly Volunteers.
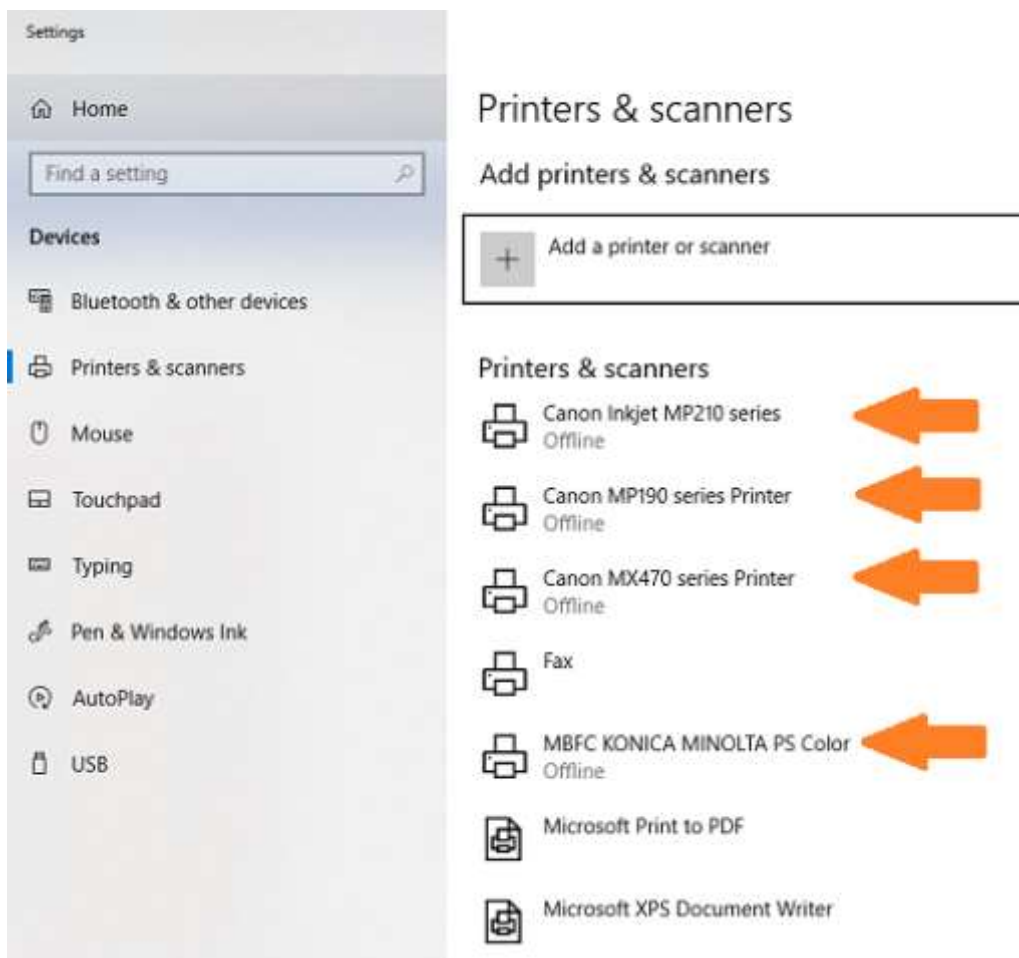
Settings

Home

Find a setting

Devices

Bluetooth & other devices

Printers & scanners

Mouse

Touchpad

Typing

Pen & Windows Ink

AutoPlay

USB

Printers & scanners

Add printers & scanners

+ Add a printer or scanner

Printers & scanners

Canon Inkjet MP210 series
Offline

Canon MP190 series Printer
Offline

Canon MX470 series Printer
Offline

Fax

MBFC KONICA MINOLTA PS Color
Offline

Microsoft Print to PDF

Microsoft XPS Document Writer

Click on your printer - example below Canon MP190.

You will see this choice (select to Manage)

Canon MP190 series Printer
Offline

Open queue   Manage   Remove device

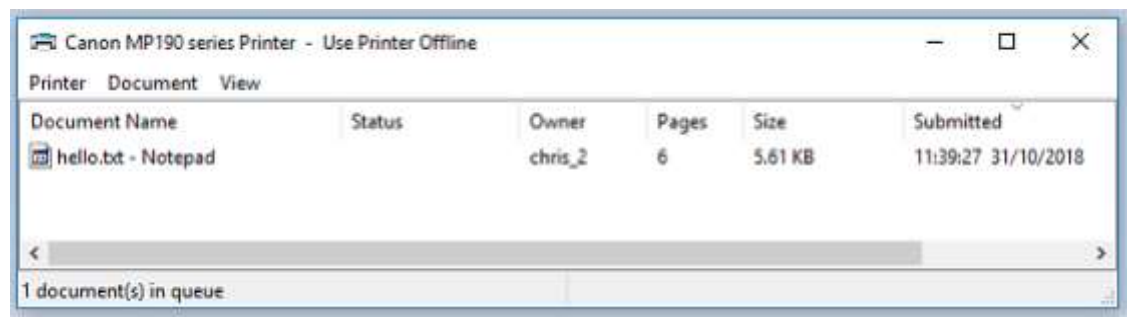You will see actions to Manage your printer, example:

Click on your printer - example below Canon MP190. You will see this choice (select to Manage)

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