

# SUPERCOM COMPUTER CLUB

## TECH TIMES

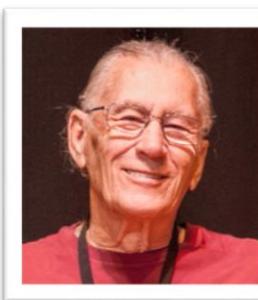
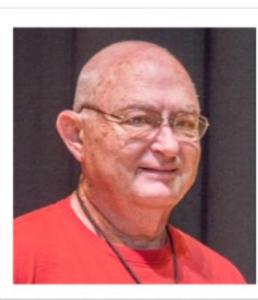
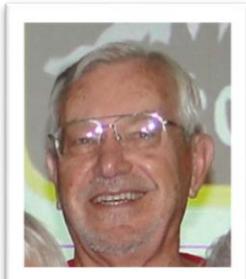
Volume 14 September 14, 2017

### Objective:

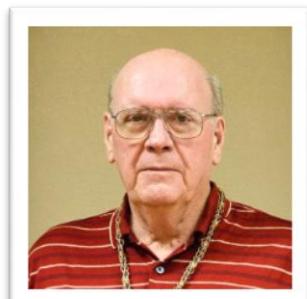
To bring the latest technology news to you, our members. Tips and suggestions will help you to keep your device(s) running smoothly and help you be aware of threats. Technical tips will be coming to you through our Technical Committee.

### Committee Members: (Pictured Below)

Ben Tarbell, Mike Gerkin, Jim Oliver, Peggy Bullock, Jim Mills, Rick Heesen, Lowell Lee, Steve Andreasen (Apple/Mac), Dick Strong and Art Rice.



Dick Strong is  
on "time off"  
for season  
2016-2017.



# Greetings

It's the time of year when we see "Change". Look around you, it's everywhere. Weather, temperatures, (by the way, have you noticed AZ is going from the 100's to the 90's??!!!), scenery, yards and flowers, clothing, even our food choices!



Soooooo, if that is the case, we are assuming you are thinking about a change in your winter habitat!! Meaning, we hope to see many, if not all, of you back at SuperSun Computer Club for the coming season. We will be looking forward to "the changing of the guards" and what new changes they will have in store for us this season. We already know the technical world is changing so fast we can hardly keep up. What was news a month ago or yesterday has vanished before our eyes. But we can all learn valuable lessons from changes. So we are looking forward to classes and presentations for the coming year that will enlighten us all and make changes for the better in our technical lives.

One thing does not change.....Have you been keeping your Windows Updates up-to-date and are you remembering **Your maintenance schedule??**

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**Submitted by Rick Heesen:**

## A One-Two Punch: Antivirus and Anti-Malware

### **Do I Really Need Antivirus If I Browse Carefully and Use Common Sense?**

Here's the short version: you need antivirus software on your computer, no matter how "carefully" you browse. Being smart isn't enough to protect you from threats, and security software can help act as another line of defense.

However, antivirus itself is no longer adequate security on its own. We recommend you use a good antivirus program *and* a good anti-malware program. Together, they will protect you from most of the biggest threats on the internet today: viruses, spyware, ransomware, and even potentially unwanted programs (PUPs)—among [many others](#).

So which ones should you use, and do you need to pay money for them? Let's start with the first part of that combo: antivirus.

To continue with your education, click on the following link for “the rest of the story”.....

[https://www.howtogeek.com/225385/what's-the-best-antivirus-for-windows-10-is-windows-defender-good-enough/](https://www.howtogeek.com/225385/what-s-the-best-antivirus-for-windows-10-is-windows-defender-good-enough/)

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**Submitted by Rick Heesen:**

This is a very good article! Must say, I have yet to try it, but thank you Rick for checking out the How to Geek article for us!!

## **How to Properly Test 911 Services on Your Cell Phone**

by [Cameron Summerson](#) on July 25th, 2017



Recently, OnePlus owners got a scare when users discovered the new [OnePlus 5 would reboot upon trying to call to 911 emergency services](#). Other Android users then showed up to say [the same thing happened to them](#)—many on non-OnePlus phones. The last thing you need is for your phone to not work when you need it most, so here's the right way to test 911 services on your phone to make sure it actually works.

Before we get into it, however, I want to point out that [OnePlus is aware of the 911 issue and is reportedly sending a fix](#). So if you're a OnePlus 5 owner, make sure you always have the latest software. This is exactly why you should always have the latest software on any device you use, regardless of manufacturer. Automatic updates save lives!

But if this whole mess has gotten the ol' noodle wondering if you'd have that issue on your phone, then the time to address that curiosity isn't when an emergency happens—it's right now.

## Step One: Call Your Local Police Department

The wrong thing to do is just straight up call 911 and hang up. That will get police knocking on your door to make sure everything is okay, which isn't what you need. Those guys have far more important things to do than show up at your house for no real reason.

So, the first thing you'll need to do is call your local police department. Just give them a shout on the non-emergency line to let them know what you're doing. Tell them you want to test 911 emergency services on your mobile phone—if you have more than one phone to test on (if you're testing for the entire family, for example), let them know that too. The more info, the better, but be brief. Again, these folks are busy.

They may or may not redirect you to a 911 call center so you can let them know what's going on too. In my test case (where I tested seven phones), they asked the address from where I'd be placing these test calls, then directed me to the correct call center. I just gave them the same information I gave the police dispatcher: that I would be making several test calls to 911 emergency services from my mobile phones.

Some folks will say this step isn't entirely necessary, but in cases like this, it's best to err on the side of caution. Do your due diligence and call the police department before continuing.

## Step Two: Call 911

I told the 911 call center that I would be making seven test calls, and I would be starting immediately. Remember, they need to know pertinent information like that.

Once everything is squared away, make your test call(s). As soon as the dispatcher answers and asks what your emergency is, let them know **there is no emergency and this is just a test call**. Also, let them know if you have more calls to make. I got a few different dispatchers during my testing, so I used the same verbiage with each of them. With the initial conversation, each of them asked who I was with—I just told them I'm a journalist conducting research for a story about 911 mobile services. In your case, however, you can just let them know you're a concerned citizen just making sure your phone performs as expected with 911 emergency services. Easy peasy.

## Step Three: Rest Easy (or Contact Your Phone's Manufacturer)

If your call goes through properly, you're golden. You can sleep better knowing that everything is covered in the case of an emergency. Congratulations.

If your call doesn't go through, however, then you have a problem. You should immediately call your phone manufacturer and let them know what happened—this is likely a software bug that will need to be fixed immediately. Past that, I would honestly change phones, at least until an issue has been fixed. In an emergency situation, you need to be able to depend on that tiny computer in your pocket, not have it be the cause for more distress.

But at least now you know.

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**Submitted by Peggy Bullock:**

**Follow up Reviews for the above article by Rick Heesen:**

Here are two of the reviews: (Good advice!)

As someone who was a volunteer 911 dispatcher for over 20 years, PLEASE do this on a **Sunday morning**. DO NOT do this on a Friday, Saturday or holiday such as Labor Day, Christmas, New Year's, or the event of a FULL MOON.

Back in the days of cordless phones, we use to get A TON of 911 hang-ups on Christmas Eve and Christmas morning. People would unwrap that new cordless phone, plug it in, see that little emergency button or the red 911 button, push it, we'd answer, then they would hang up, requiring us to call them back. (We also got a lot of calls on New Year's Eve wishing us Happy New Year around midnight, but that's another story).

PLEASE follow the instructions by calling the **NON emergency number first**. Most agencies are more than happy to assist with verification on VoIP telephone systems, or Cell phones, but they would rather know about it first, as to head off problems, if they are in the middle of a major event.

You'd be surprised the number of times, I would ALREADY have fire, police, ambulance on the scene of an accident on an interstate, and we'd still get calls from people trying to report it.

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I've worked in the 9-1-1 industry for over 25 years. I would NOT recommend that everyone start testing their phone via calling 9-1-1 and I would not advocate so in a trade article. Wireless carriers, at least in the United States, are supposed to provide notification to local 9-1-1 authorities when they start serving customers in the agency's area and there are procedures in place between the carrier and the agency for testing. Additionally, manufacturers are supposed to bench test their devices. If you are unsure if it will work correctly, call the agency's non-emergency number and discuss it with them. 9-1-1 agencies already receive a high volume of 9-1-1 calls, they are processed in the order they are received, so your test call may delay or prevent a true 9-1-1 call from being answered in a timely manner.

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**Submitted by Rick Heesen:**

**For those who didn't upgrade to Windows 10 last year and later regretted that decision:**

<https://www.techspot.com/article/1300-windows-10-free-upgrade-loopholes/>

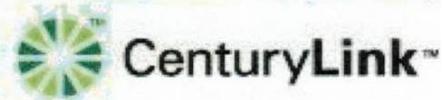
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**Submitted by Mike Gerkin through Alyson Stroup:**

**The following is the information regarding Century Link service for our winter residents:**

Contact your Centurylink team today

# WELCOME BACK



## CenturyLink Winter Visitors' Connected Community:

Your property has aligned with our CenturyLink Superstition Springs store to make it easier for you to place your orders. We have created an exclusive support team as part of your property amenities to cater to the needs of your community.

- PRICE FOR LIFE
- FREE ACTIVATION
- NO COST RECOVERY FEE
- NO CONTRACT

It's very important to contact us at the special number below so that we can provide you with the best experience. We're here to assist you with your short term stay!

**Call us to order New Service Today: 480-641-1680**

Or come see us at Superstition Springs Plaza  
1229 S. Power Rd Ste 107 / Mesa, AZ  
EMAIL/SUPERAFF@CENTURYLINK.COM



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### **Submitted by Peggy Bullock:**

Okay, I bought a new phone this summer. With much dragging of feet, I went from a Windows Phone to an Android, Google Phone. I “sort of like it”, at least I’m getting used to it little by little. I still get frustrated at times, but I guess that is part of learning! Well, when I got my phone, I received a little gift with it.....Google Home. I have not used it yet (haven’t even taken it out of the box). I think I will bring it to AZ with me where I know I can get some help if I need it. Now I don’t use Cortana or any of the other “Assistants” so I’m a little shaky about using Google Home. Then I receive this email from Kim Komanado’s Newsletter reading:

In case you haven't noticed yet, smart gadgets with built-in virtual personal assistants are currently the darlings of the consumer tech world. They do offer various amazing conveniences that make us feel that we are finally *living in the future*.

But how would you feel if your smart assistant is being fed with commands without your knowledge? Worse yet, these commands are inaudible to human ears and they can potentially put you and your family at risk.

For the rest of the article, control + click here: [Virtual Assistants](#)

Okay, so I’m hoping we don’t have any little alien voices in our park that I can’t hear!

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### **Submitted by Mike Gerkin:**

When an important web site has been hacked, it is important for every SuperCom member to determine if we should be concerned. This informational article from the password manager company LastPass provides you with suggestions on how to achieve that and also some steps to keep your private info safe.

[LastPass Blog](#)

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### **Submitted by Mike Gerkin:**

I recently met with a person who had joined a popular new game website and within days of joining started receiving a flood of spam, pornographic, and other unwanted emails. She thought that joining the new website service was the source of all the new emails.

She may be correct that the new spam came through her providing personal information to the game service she joined, but what it really highlights is that junk e-mailers, or spammers, are an unpleasant fact of life that underscores the need to be extremely careful about sharing personal information, such as your e-mail address, online.

Stated simply, your best protection is your own vigilance and some anti-spam software (none of it 100 percent effective) that's probably available through your email account, especially a Gmail account (it's already working for you), or from security software companies [SPAM BLOCKERS](#)

What can you do to avoid getting more spam? Don't give out your e-mail address to any person or website that you don't know well enough to trust. Before giving your e-mail to any company, read its privacy policy to see whether it will share your address with its marketing partners. Don't forward group e-mails, which send your address to people you may not know. Don't open e-mails with suspicious headings. Never click on a link in an e-mail.

Let's apply this suspicious attitude to the game site she joined, which may or may not have been responsible for her recent flood of spam. What should you know about how they do business?

The site's privacy policy says it takes "reasonable measures" to protect your personal information, but "cannot guarantee" it will be secure. If you click links to other websites while on the game site page, the game site says it's not responsible for what those sites do with personal information you give them. In addition, this specific game site warns that some parts of its site allow users to post personal information that anyone can view. It pays to know these things. Often you are the source of unintentionally giving away your personal information.

Thanks to S. Alexander for information used in this note.

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**Anxiously awaiting to see this sight - - - - -**



From: Rick Heesen, Mike Gerkin and Peggy Bullock