

November/December 2018



This is the seventh and final edition of *Gizmoe* in 2018.

Gizmoe will also be posted on www.seniornet.co.nz from 30 November 2018.

Thanks to the 24 Learning Centres that participated in International Fraud Awareness Week. From the feedback I have received the sessions were well received, we are most grateful to Westpac and their staff for helping to organise this. It's very evident there has been a significant increase in both cyber crime and fraudulent activity in New Zealand over the past few months so the more understanding we have the more we can do to prevent being caught-out!

We had a terrific response to the movie ticket draw, the lucky winners were; Karen from Rangiora, Joan from Glen Innes, Margaret from Napier, Ilene from Meadowbank and Lorraine from Christchurch. We are going to run another competition for movie tickets so be sure to read the article in this edition.

A time for saying thank-you and a time for taking a break.

What a terrific bunch you are! My personal thanks to all the Learning Centres I have visited this year. I am always made to feel so welcome, for sure I enjoy presenting technology and gadgets to SeniorNet members but likewise I enjoy the positive atmosphere and enthusiasm found at each Centre. A huge thanks to all the volunteers who freely and happily give their time to help others – without volunteers SeniorNet would simply not happen.

Enjoy the festive season, the family gatherings and the happiness that follows. Take time out to rest and reflect how lucky we are, lucky on so many fronts, not the least of which is to be a senior and to live in this technology age. For many of us we have balanced joy of marvelling at the changes taking place around us where younger ones simply take it for granted.

Enjoy the read and.....

Learn something new every day!

Grant Sidaway Executive Officer



The importance of good hearing as we age.

Research is beginning to show that untreated hearing loss speeds up age-related decline in our ability to process and understand information - In middle age hearing loss is the number one preventable contributor to future dementia.

While having a hearing loss does not necessarily result in dementia, hearing aids may slow or halt its effects. Researchers at the University of Auckland and Canterbury are undertaking research to determine if some hearing aid settings are better than others for people showing early signs of memory or attention skills.

Some of the technologies used in hearing aids require fast thinking that can be affected with age. The researchers, based in the country's audiology training programs, are recruiting participants for a trial comparing standard hearing aids to those that have been optimized on the basis of memory tests.

In a case of "less is more" when memory deficits are identified the sound processing undertaken by the hearing aids will be simplified to reduce listening effort. They believe this novel approach will lead to better hearing and improved performance on tests of memory and attention. The Health Research Foundation of New Zealand funds the research. After the research is completed the findings will be able to be rapidly implemented to improve hearing and cognitive health in the aging New Zealand population.



The researchers are seeking to recruit participants over 65 years of age with hearing loss who might be experiencing some difficulties with their memory or ability to undertake complex thinking activities. Participants will be people who are considering getting hearing aids and don't currently use hearing aids. Eligible participants would be fitted with hearing aids and followed for 12 months to see how they are hearing as well as how their memory is. Although participants will have to purchase the hearing aids there is some funding to contribute to the costs and appointments. If you or someone you know might be interested in participating please contact Christine or Eric who will be able to provide more information.

Those wanting to join the study or get more information should contact:

- Auckland: Christine Fok - c.fok@auckland.ac.nz
- Christchurch: Eric Williams - eric.williams@pg.canterbury.ac.nz

Short-Cuts for Social Media Users



From simply asking the question when presenting at SeniorNet Learning Centres “How many people use a social media platform, like Facebook?” It would seem more than half respond in the positive – that number has been growing steadily in the 60 plus age group for the past couple of years and internationally across all age groups the average increase in 12 months

equates to about 13%. The process we use to engage with social media site varies a little and if you are a regular user then finding short-cuts might be useful.

Thanks to Alan from Rotorua for sending me this information to share.

<https://due.com/blog/top-151-keyboard-shortcuts-for-busy-entrepreneurs-to-save-time/>

Are they on the Christmas card list?

Remember the old days? When we got busy and so did the Post Office in sending swags of Christmas Cards to friends and family. We may not have seen or heard from them all year but sending a card was one way we stayed connected. Quite a task and quite a cost not to mention the licking of the stamps! Sending by post (snail mail) is of course still an option, but generating your own ecard seems more fitting in the technology age – it also connects better with younger generations!

Want to get busy with sending ecards then take a look at the links below, they claim to list the best Christmas ecard sites for 2018.

<https://www.lifewire.com/best-christmas-e-cards-sites-1171062>

<https://www.bluemountain.com/ecards>

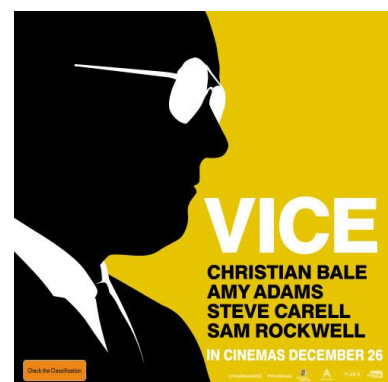
<https://www.123cards.com/christmas-ecards/>



More Movie Tickets to Give Away

We are grateful to receive, from the promoters, more movies tickets to give away. To enter the draw all you need to do is email me grant@seniornet.co.nz Be sure to put in the title of the email to me: “Vice Movie Tickets” **Draw closes 10th December** Here’s a short Blurb about the movie called **Vice** – in Cinemas from 26th December:

Oscar winning writer/director Adam McKay (The Big Short) brings his trademark wit to the true story of US Vice President Dick Cheney in Vice. George W. Bush (Rockwell) wins the 2000 election, but it’s Cheney (Bale) who quietly takes charge, wielding his newfound power as vice president to reshape the country and the world – with lasting consequences.



Great Offer from Vodafone

I know of many SeniorNet members who have this offer from our partner Vodafone. It's a real money saver combining latest communication technologies – well worth a look!

The advertisement features a red background with two Panasonic cordless phones in the center. On the left, white text reads: "Pay less with our best value home phone bundle With 20GB of internet data for only \$39.99 per month*". Below this is the SeniorNet logo. On the right, a yellow circle contains the text "FREE Panasonic twin cordless phone". Further right, the text "The future is exciting. Ready?" is displayed above the Vodafone logo. At the bottom left, a small line of text states: "*Includes free calls to national landlines. Offer available on a 12 month term." data-bbox="116 161 873 341"/>

Best value home phone bundle. Get 20GB of data and free national calls to landlines for \$39.99 on a 12 month term

With this 12-month term, you'll get:

- Free twin cordless phone
- Free calls to national landlines
- Free modem + \$14.95 postage & handling
- Bring your existing phone number with you

This service does not come with a standard copper phone line. This means that services that use a copper landline, such as some medical alerts, monitored home alarms, faxes, the interactive features of SKY digital or PABXs are incompatible with Home Wireless Landline.

Contact your alarm provider to find out if there are compatible solutions available.

Visit www.vodafone.co.nz/seniors for more detail.

Call **0800 787 001** to sign up today.

Terms and Conditions

*Free calls to national landlines up to 2 hours

Home Wireless Broadband only available in selected areas (rural areas specifically excluded). Sufficient 4G coverage and capacity is also required.

How to find and remove viruses on Android and iPhones

Mobile malware is increasing. However, by following a few basic steps to scan and remove viruses from Android phones and even iPhones (yes even iPhones are prone!), you will be operating in a safer environment.

For starters, Android phones or iPhones, can't technically get a "virus" - it's the term most of us use to explain any kind of malicious software (Malware) of which phones are susceptible to.



Android malware comes in several forms, from spyware, which is good at grabbing your personal data for third parties (most often advertisers), to mobile ransomware, which holds your files hostage, then demands a ransom to be paid for you to regain them. For iPhones is a little different. Unlike Android, iPhone and iPad apps can only be downloaded through the official App Store. This in turn stops malicious software from infecting your device via fake apps.

Apps for iPhones and iPads are "sandboxed", which means they can't access data from other apps or break into your device's operating system (iOS). Android sandboxes its apps too, but their method is a lot less restrictive than iOS. In addition, Apple rolls out its updates to all devices instantaneously. Android, with its open source system, and delayed rollout of updates, are two main reasons why Android users should always use an antivirus, like AVG Antivirus for Android, as an added layer of protection.

Updates are important because they contain fixes to bugs or weaknesses found in the operating system.

It is extremely rare for an iPhone or iPad to become infected with malware. The exception is if the device is "jailbroken", which allows iPhone and iPad users to download apps from sources other than the App Store, thus exposing them to potential threats.

How to know if your phone has a "virus"

1. Increased data usage

If you notice an increase in data usage, it could be a sign that a virus is running background tasks on your device or trying to use the Internet to communicate information from your phone.

2. Excessive app crashing

If apps on your phone crash often, your phone could have a virus.

3. Adware pop-ups

If you're seeing pop-up ads on your Android or iPhone, often even when your browser is closed, these could be malicious pop-ups caused by malware trying to grab your data.

4. Higher phone bills than normal

Some malware attacks by sending SMS messages from your phone, causing your phone bill to be much higher – depends on what plan you have with your provider. The malware, Ztorg Trojans were found doing this, but also deleting incoming messages!

5. Apps you haven't downloaded.

If you notice an app on your phone that you don't recall downloading – don't click onto it!! uninstall it immediately.

6. Faster battery drain

Malware can use up a lot of energy, which in turn drains your battery. If your battery is draining much faster than usual it may be a virus. Then again it may be your battery is simply reaching the end of its life. (most phone batteries last for about three years before replacing). Either way check it out!

7. Overheating

Often your phone is overheating is normal and relatively harmless, but it's also possible that the cause is a malware infection.

Malware have been known to:

- Subscribe phones to premium services or send premium SMS messages.
- Record your phone conversations and send them to hackers.
- Collect your personal information, including your location via GPS, contact list, photos, email address, banking details to name but a few!
- Take total control of your device through "rooting".

How to remove a virus from an Android phone

If you notice any of the above problems on your device, you should try to remove it.

Google Play (the app store) has a number of antivirus apps you can use to scan for and remove a virus from your phone. Follow these steps:

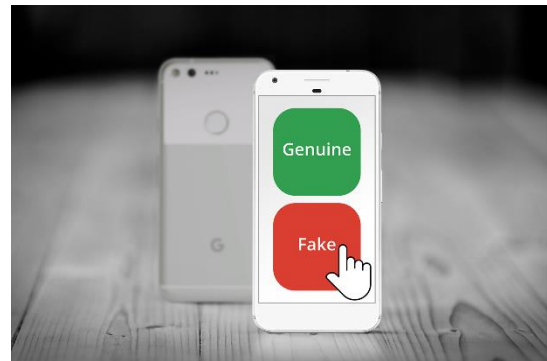
- Go to the Google Play Store and download and install AVG Antivirus for Android
- Open the app and tap the Scan button
- Wait while the app scans and checks your apps and files for any malicious software
- If a threat is found, tap Resolve
- Uninstall the malicious app

How to remove a virus from an Apple iPhone

iPhone virus removal is more straightforward, as the virus or malware can't break into the operating system. Most hackers use software developer kits, which are then used to create apps — and the main reason behind why you shouldn't jailbreak your iPhone and download apps from outside the App Store. If you suspect an app may be compromised, you can try uninstalling it and seeing if that clears up the problem. Otherwise here's a few other options to try.

- Clear history and data

Go to Settings and scroll down to the Safari tab. Then tap Clear History and Website Data.



- Power off and restart your iPhone

Hold down your iPhone's power button, wait for the "slide to power off" slider to appear, then slide to turn it off. To restart your phone, hold down the power button once more and wait for the Apple logo to appear.

- Restore from an earlier backup

If the above procedures don't fix the problem, have a go at restoring your phone from an earlier backup. If your most recent backup isn't malware-free then keep trying earlier backups until you find one that is.

Restore as new device



This is most definitely a last resort situation! But if everything else you have tried has failed then you can completely wipe your device and start fresh. To do this go to:

Settings >> General >> Reset >> Erase All Content and Settings.

Remember it's a factory reset so ALL your content will be lost – unless you have been a good SeniorNet housekeeper and backed-up!

Summary

- If you use an Android device, make sure you're using a reliable antivirus app, such as AVG Antivirus for Android, it will scan your apps and files.
- Avoid using third-party app stores.
- If you are an iOS user, don't "jailbreak" your iPhone. If you do you will be putting your device at risk and in the process undoing all the great protection Apple provides.
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Ten Mobile phone manners for you to ponder and share with others

Ralph Waldo Emerson once said, "Good manners are made up of petty sacrifices."

I wonder if Ralph had in mind the use of mobile phones?

Technology providers deliver the gadgets but no guides on how to integrate them into our lives - from a social perspective I mean!

We see it all the time, people using mobile devices with little or no regard to those around them.

Here's a starter with ten ideas I try hard to subscribe to – though I am far from angelic, it's a work in progress!

1. Hide the device: Whether you are attending an important meeting, or in a casual setting with friends and family, keep your phone out of sight. Placing your phone on the table or desk sends a clear and direct message that they are not your number-one priority.

2. Shut it Up: It's polite to turn off your phone before meetings, meals, and meaningful moments. If you can't turn your device off (and some people can't) then switch it to silent or vibrate.



3. There are exceptions to every rule: A) Doctors, nurses, first responders, B) Those expecting emergency calls C) Those who have an infant with a babysitter, or a person with a caregiver.

4. Excuse Me: If accepting an emergency call, excuse yourself as quietly and calmly as possible from the

gathering with an apology. For example, "I apologize, however this is urgent, please excuse me. I will return in a moment."

5. the 3 'C' rule - Consider Content Carefully: With mobile phones, spontaneity can be dangerous! Remember, once a text, tweet or post is sent, it's live. For sure, you can delete it, but it's already out there, just waiting to bite you back! According to a recent survey, 57% of Americans regret a text or social media post they've sent. (President Trump excluded from survey!) So, use common sense and don't post inappropriate photos, or text while consuming alcohol. Avoid vulgarity. Consider these tips when the urge strikes to send message:

- Step away from your phone, take a breath, and count to 10 to attempt to dissolve negative emotions towards the receiver
- Ask a friend to advise whether your content is appropriate
- Carefully consider the repercussions – what you about to say, is it kind, necessary and accurate?

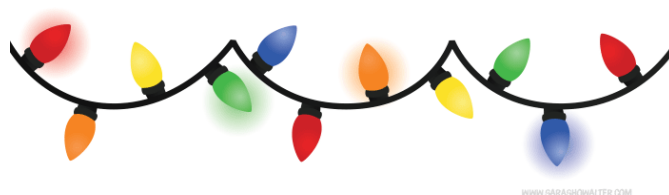
6. Be prompt: When you miss a call, text, or email, respond as quickly as possible, apologise for missing their message.

7. The 3-metre rule: When talking on a mobile phone, move at least 3 metres away from other people, buildings and windows. No one wants to see you pacing or gesturing during your conversation. Step outside when responding to a call while in a house of worship, medical office, library, theatre, or hospital. Refrain from confidential conversations in public. Remember the phrase developed during WW2; "Careless Talk Costs Lives"

8. Don't Talk/Text & Drive: Most vehicles today come with integrated hands-free, bluetooth options. If you must answer a call while driving use hands-free but never text when driving, that's just plain nuts!

9. The "Cellular Crutch": Your phone isn't a gadget to turn-to when you are not sure what to do in uncomfortable situations. If you walk into a new office, or a wedding reception and don't know anyone, take time to engage face-to-face. Deferring back to your phone as a "crutch" will be a sure way of keeping you insular and less friendly!

10. Think of doing other things: We use our phones everywhere- at parties, at work, before we go to sleep – even during our sleep! This impacts how much, or how little, we accomplish daily. That's same American study revealed 1.5 hours of productivity loss each day due to employees using their mobile phones. Make an effort to focus on other things, without the distraction of constantly checking your phone for email, texts, or surfing the web.



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