



Computer Friendly

Computer training

using informal and friendly courses

Newsletter July 2019



www.cfsta.org

email: courses@cfsta.org

News from Computer Friendly

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COMPUTER FRIENDLY



**Book now to get a place
on our courses starting in
September**

St Albans

All Courses last 2 hours – the start time is shown

Thursday 5 th	10.00	5 weeks	Starting Off with Windows	Fleetville Commu- nity Centre	£20
Tuesday 10 th	10.00	5 weeks	Getting More from Android Tablets & Phones		£30
Wednesday 25 th	19.00	6 weeks	EXCEL	Marlborough Sci- ence Academy	£48
Thursday 10 th October	10.00	1 week	Apple Mac Workshop	Fleetville Commu- nity Centre	£10

Harpenden

Monday 30 th	14.00	1 week	Windows 7 End of Life	Skew Bridge Pub	£10
Friday 13 th	13.00	5 weeks	Getting more from iPads	Harpenden Indoor Bowling Club	£30
Thursday 26 th	10.45	5 weeks	Getting More from Win- dows		£30
Tuesday 10 th	13.15	4 weeks	Starting Off with Android Tablets and Phones		£20
Tuesday 17 th	10.45	6 weeks	WORD		£48

The Venues:

<i>Fleetville Community Centre</i>	<i>Royal Road, St Albans AL1 4LQ</i>
<i>Marlborough Science Academy</i>	<i>Watling Street, St Albans, AL1 2QA</i>
<i>The Skew Bridge Pub</i>	<i>59 Southdown Road, Harpenden AL5 1PQ</i>
<i>Harpenden Indoor Bowls Club</i>	<i>17 Aldwickbury Crescent, Harpenden AL5 5SA</i>

For more details go to www.computerfriendly.org.uk

To book by phone: 020 3239 1559

(Mon, Weds, Fri 10am-1pm. Answerphone at other times.)

To book by email: courses@computerfriendly.org.uk

Drop-ins

If it just won't work, or you just can't remember how to do it, just pop along to a Computer Friendly Drop-in.

No appointment necessary

FREE (donations welcome)

Every Tuesday

10am - 1pm

The Skew Bridge

HARPENDEN

Every Monday

10am - 1pm

Fleetville

Community Centre

ST ALBANS

1ST Wednesday

10am - 1pm

The

Spotted Dog

FLAMSTEAD

Every Thursday

1.30pm - 4.30pm

Marshalswick Baptist

Free Church

ST ALBANS

Closures in August

The Drop-Ins will not operate during August although Marshalswick Baptist Free Church will be open as part of their Community Link.

Why go on a Computer Friendly Course?

In no particular order.....

- Got a new device for the first time (laptop, tablet or phone) and you want to be able to use it;
- Replaced an old device and the new one is very different;
- Want to do something specific;
- Need to upskill/reskill for the jobs market;
- Concerned about Online Safety;
- Exercise the brain cells.



So how can Computer Friendly help?

◇ A BRAND NEW DEVICE?

Our **Starting Off With...** series of courses will take you right from the start. Four or five week courses on the basics of Windows, Android or iPad. Includes getting online, setting up an email account and advice on staying safe. A solid foundation of the basis principles.

◇ A REPLACEMENT DEVICE?

If you are fairly competent, **Getting More From....** will get you up to date and give you more confidence. Especially useful if you've moved from an earlier Windows to the current version 10.

◇ SOMETHING SPECIFIC?

Courses such as Family History or Buying and Selling on eBay will get you up and running on an interesting project. Finding Files & Photos is a chance to have a spring clean and put stuff where you can find it.



◇ ENTERING/RE-ENTERING THE JOBS MARKET?

We have both basic and advanced courses on the common Microsoft Office programs – WORD, EXCEL, POWERPOINT & PUBLISHER – so you can get started or refresh and upgrade your skills.

◇ ONLINE SAFETY?

STAYING SAFE ONLINE will give you the confidence to spot unsafe websites, deal with dubious emails and identify fraudulent phone calls.

◇ EXERCISE THE BRAIN CELLS?

How about Further Excel or Advanced Windows? A Cloud Storage workshop maybe. Take on something challenging!



Not all courses happen every session, but we are happy to put you on a waitlist and will let you know when a course you fancy is coming up.

Visit our website

computerfriendlystalbans.org.uk

look at the September Timetable and I'm sure there will be something there you will like.

To book, just call

020 3239 1559

(Mon, Weds, Fri 10am-12pm answerphone at all other times)

or email

courses@cfsta.org

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From the Chair



You may have heard a rumour that I am cutting back on my Computer Friendly activities after nearly 10 years as a Trustee. Unlike many of the rumours circulating in our turbulent political world, this one is not Fake News, but is true!

Tony Bourke has agreed to take the role of Vice Chair of Trustees, effective immediately, and he introduces himself elsewhere in this Newsletter.

I am sure I will continue to play some part in Computer Friendly in the future but, as a parting request, would like to ask you to put your thinking caps on and come up with a new name for this newsletter. All suggestions to David Forbes, the editor, at david.forbes@computerfriendly.org.uk

John Talbot – Chair of Trustees

Focus on Tony Bourke

Tony joined Computer Friendly a year ago heading up the Marketing team and becoming a Trustee in December 2018.



"I retired from Tesco over 4 years ago where I worked for 28 years in various positions in Commercial, Personnel and Stores, the last 15 years of which had an international focus. I live in Harpenden with my wife Alison and have 2 grown up children. I play golf, table tennis, run and cycle. I am very much looking forward to my new role as Vice Chair, following on from John's magnificent work"



Android activity



Google's Android is perhaps the world's most widely used operating environment for smartphones and tablets. Runner up in this space is Apple with its iPhone and iPad devices. South Korean vendor Samsung leads the running as top Android device vendor but there is a new kid on the block that wants to take that prize, a certain Chinese company called Huawei (pronounced "Wah-Way")

However, Huawei have just curbed/delayed their ambition to be world top smartphone vendor because the US government has just blacklisted them and ordered Google to cease providing necessary services to them, including the Android system itself.

Huawei manufacture and sell quality phones, tablets, laptops and other smart devices, and are developing self-driving cars and it's believed that they have an ace up their sleeve – a Huawei developed operating environment which may be Android compatible. With some irony, it is reported that Huawei's alternative OS may be faster than Android, attracting the attention of other vendors!

I regret to say that Computer Friendly haven't seen it yet – but neither has most of the world, but if this turns out to be a significant development you can be sure that we will let you know!

IN OTHER NEWS

Did you know? Microsoft is one of the leading developers of applications (apps) for Android according to some recently released information. An article titled "Hello, world!" outlines how Microsoft uses different styles, methodologies, and approaches to create their apps. Microsoft shifted its strategy regarding mobile development a few years ago and has fully embraced Android as well as iOS (Apple's operating system).

This illustrates how far Microsoft has come when it comes to creating apps on Android. Microsoft has over 150 apps in the Google Play Store, with 70 actively in development. Nine of their apps have over 100 million downloads, and five of them have over 500 million downloads. There was once a point where Microsoft felt closed off to outside companies and platforms, but that's certainly not the case today.

Each spring, Google and Apple show off new features that are headed to Android and Apple's iOS respectively. This year, Apple announced iOS 13 so people who own an iPhone, Apple Watch, iPad, or Apple TV have a lot to look forward to when the revised platforms arrive later this year. It's even reported that Android fans may have spotted a few familiar features in iOS 13. Hopefully that will make them all easier to use!

Computer Friendly can tell you all about "apps" and downloading Apps for Android or for Apple iPads and phones – just ask our Bookers when the next courses are running.

How to choose an Apple device: which iPhone or iPad would suit you best?

Buying a new smartphone or tablet can be a difficult decision; for the purposes of this article we will assume you have decided Apple is for you, rather than any other manufacturer. This, in fact, simplifies things a bit, since you don't have to navigate the vast choice of Android devices on offer, but there are still several different iPhone and iPad versions to consider.

If you already have an iPhone or iPad, there are advantages in choosing the other as a companion, since they speak the same 'language' and will synchronise nicely with each other.

Apple's strategy involves continuous development of both its portable gadgets, whilst keeping some of the older versions on sale alongside the latest shiny new ones. Then, of course, there are even older second hand versions available from the likes of CEX if you find Apple a little on the pricy side - and who doesn't!



If you want to buy new, you have a choice of no less than 7 iPhone models with various screen sizes and prices from £449 to £1,099. There are 5 iPads starting from £319 and going up to £969 for a large Pro model, again with varying screen sizes. The Apple web site is the best source of details - apple.com/uk - or visit an Apple shop or somewhere like John Lewis which should have most, if not all, models. Some are available more cheaply by shopping around, e.g. the basic iPad is currently £299 on Amazon.

As you would expect, the newer devices are more expensive and have more up-to-date features. You will pay more for extra storage space and certain other options.

The main thing to think about is whether you should pay more for a newer device, e.g. would an iPhone 7 (2016) do you, or should you go for a XR or XS (the latest 2018 models). Software is just as important as hardware here: you should always update the operating system to the latest version for feature improvements and for security reasons, but there comes a time when an older model will no longer take the latest update. Your phone / tablet will still work fine, but you start to get left behind in terms of functionality and the ability to run some apps. Also, as phones and tablets age, the battery begins to degrade, lasting a shorter time and perhaps becoming unreliable and they may slow down as older hardware struggles to run the latest software.



It's cost versus future proofing and only you can decide where the sweet spot lies for you.

Finally, a few miscellaneous notes:

iPhone screen size versus portability

The current trend is towards larger phones and Apple has followed this by making their newer phones with larger screens. It's always nice to have a bigger screen, but the phone itself becomes larger too and also heavier, so may not be as easy to carry around and use.

Do you need an iPad Pro?

Apple are attempting to make the Pro iPads more like fully capable computers, i.e. an alternative to a laptop, so they have bigger screens, dedicated keyboards and (guess what?) cost more. Check the specifications and consider whether you need your tablet to have the extra capabilities.

Do you need an Apple pencil?

The Apple pencil was launched to go with the Pro models and is by all accounts very good for writing / drawing on the screen if you want to be able to do this. It's worth noting that the newly introduced iPad Air also supports the Pencil, so if you want this feature, it's a less expensive way of getting to use it.

If all this has left you confused, why not come along to one of our drop-in centres for a chat about what might suit you best?

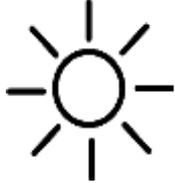
Nick Rich

Symbols

We've all opened some newly purchased piece of equipment, be it a simple electric iron or a new laptop, and found a very thick instruction manual. On closer inspection (because we always read the manual before plugging it in?) we discover that the tome in question is in a number of languages. In this way, the manufacturer can use the same packaging, labelling and documentation in many countries.

In the same way, the use of symbols has become more popular on electrical items for the same reason. We've been used to the international washing symbols on our clothing and other fabric items for many years but do you know what the following mean? Answers at the bottom of the page. Can you spot the odd one out?



1. 	2. 	3. 	4. 
5. 	6. 	7. 	8. 
9. 	10. 	11. 	12. 

1. Indoor Use Only
2. On/Off
3. Earth
4. Pause
5. Redo
6. Brightness

7. Mute
8. Mute Microphone
9. Search
10. Return
11. Fairtrade
12. Battery remaining

Why oh why.....

.... are the keys on a computer arranged as they are?

The UK layout, known as QWERTY (the first 6 letters of the top line) goes back to the days of typewriters. The striking of a key would cause an individual typebar to leave the basket and hurtle towards the ribbon, transferring the image of the letter to the paper. It would then fall, under gravity, back to its place in the basket. If the typist was very fast, it could meet the next typebar on its journey towards the paper with catastrophic results. They would jam and need to be released.



To stop this happening, the typist needs to be slowed down. So the most important letters were arranged on the left hand side (the majority of people are right-handed), to be operated by the little finger – the weakest of our digits. So if you typed properly, it was difficult to go as fast as you would like. Of course, one finger typists could continue to poke away to their heart's content, unlikely to reach a speed which would defeat the typewriter mechanism.

So why didn't it change when computers replaced typewriters? In the early days of computers, the entry of data onto punched tape was done by women (invariably women) who had trained as typists and secretaries and were familiar with the QWERTY layout.



So despite lots of research and the production of alternatives which were more efficient and less likely to cause physical problems to the user, the old, inefficient layout remains.



It remains to be seen how much longer keyboards will play a part in modern IT. It's already possible to convert voice to text quite successfully and at some time in the not too distant future, just thinking it may be enough! How things have changed!

David Forbes

Flamstead's Very Friendly Drop-In

The Drop-In at Flamstead is a newcomer to the Computer Friendly world.

We launched last September with the support and encouragement of Flamstead Parish Council and our Drop-Ins are generously hosted by the Coffee Dog / Spotted Dog. It is now a fixed monthly event in the village.

In a relaxed and comfortable atmosphere, percolated with the aroma of fresh coffee, we initially helped Flamstead villagers with their computer, tablet and phone issues. But there have already been visitors from as far afield as Markyate(!) and also Northampton.

In the Computer Friendly style, time is spent with our clients discussing their devices and ensuring that they understand, as far as possible, what we have done or how to proceed with their issues. There have been many comments that this is very different approach from the help received from members of their families.



We have helped people get started with their iPads, moved pictures across devices – a seemingly common issue, defragment disks to speed up ageing laptops, deal with annoying spam emails, update operating systems and provided a range of advice relating to Windows, Apple and Android devices.

The core Drop-In team are resident in Flamstead. We almost always know the faces that have visited to date and have to take care not to drift into discussion of other village issues!

Building on our initial success in Flamstead we are now promoting ourselves in neighbouring villages to visit our Very Friendly Drop In, with a plan to offer courses at the Spotted Dog in the near future.



The ABC of Drop-ins

What do these have in common?

Authors, au-pairs, ballroom dancers, bus drivers, builders, carers, church ministers (in their collars), councillors, council tenants, deputy lieutenants, gardeners, tailors, PAs, women returning to work, yoga teachers...

You've guessed it? Yes, at some time recently they have dropped-in to the free sessions Computer Friendly hold at Fleetville and Marshalswick to have their technical problems, questions or worries allayed and to help them along the digital pathways that seem the norm of our society today.

Of course, it's not necessary for you to tell us anything about yourself! But we find that the sociable environment in which our drop-ins take place lead us to converse on all matters as though we were long lost friends!

The world we are in seems to depend on us having skills with technology to enable us to do the simplest of things... to listen to music, to write a book, to



Continues on next page

present some photos at an event, to check when bin-day is or how to complain to name but a few.



Computer Friendly are here for you free of charge three times each week at St Albans and Harpenden and once a month at Flamstead. While we are not experts in everything, we can often help you work out what you can do to get your problem fixed, answer your question, dispel your worry.

If you have a specific issue that might warrant more than 20 minutes attention, please let us know in advance by calling our course bookers so that we can arrange to have someone knowledgeable at the right place and the right time for you.

Here's some examples of the types of things we have handled in the past month or so:

assist with email and broken laptop; MyStAlbans tenancy assist and courses assessment; Outlook help, browser compatibility with Kaspersky; iPad help; course advice; new laptop advice; laptop WiFi fix; email fix; smartphone email app permissions query; netbook advice; visual accessibility improvements on PC and iPhone; Windows orientation for a Mac user; file transfer; calendar/Google sync; Word on Android, Disk space tidy; iPad Excel and files transfer; Folder query; Windows 10 rebuild; iPad reset query; Bluetooth speaker help; web site booking help; smartphone selection help; Web booking; Phone call drop; Printer queue, iPlayer, doodle.com; Gmail and documents tidy; iPad secure wifi; vpn / WiFi issue; Windows 7 clean-up; Android wifi; iPad connectivity/contacts; Android phone and Win 10 updates; Typing practice; XP upgrade discussions and test, iPad basics; phone updates; iPhone problem battery use review; iPhone issues; home WiFi issue; Doro phone bus app issue/alternative app; Android app reduction.

Photos: Tutors Chris Blandford (top) & Ian Williamson helping at Fleetville Community Centre on Mondays 10am-1pm

Skew Bridge Drop-Ins

Our free Harpenden drop-in takes place at the Skew Bridge pub, Southdown Road, on Tuesdays from 10am to 1pm. *

Just turn up, bringing your laptop, tablet etc with you if appropriate, and we will do our best to help you with any computing problem / query which you may have. Whether it be Windows, Android or Apple, we should be able to assist. You can also find out about our courses and workshops and chat about what might suit you best.

In addition, you can ring our office on 020 3239 1559 ** to book a 'one-to-one': an hour with a tutor on the topic of your choice. We limit these to one per week from 11.30 to 12.30 so as not to disadvantage drop-in visitors and it helps if you can give as much information as possible when booking about what you would like to cover.

There is no charge for any of the above, though if you feel we have been successful in helping you out and wish to make a donation to the charity, this is always gratefully received and a collection box is available!



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The usual pub drinks are on sale and there is a small pub car park, though if you use it please make sure to log your car registration number (we'll show you how) to avoid a fine! Parking in Southdown Rd is not allowed between 11am and 1pm but parking is also available free for 3 hours at the Co-op just down the road. The 321 bus stops very close to the pub.

We look forward to welcoming you on a Tuesday morning.

* excluding holidays and the month of August.

** Mon, Wed & Fri 10am - 1pm.

Nick Rich

June 2019