

# The

# Southern Highlands Computer Users Group Inc.

Assisting all members to explore and enjoy the benefits of Information Technology.

Monthly Newsletter

## Keyword

October 2020



### 2020 Committee

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Please note: We are not computer professionals and our expertise is limited.

## Scott Hall

Our weekly meeting place for activities for PC and Apple users.



HarbisonCare, 2 Charlotte St, Burradoo, 2576, NSW.

[www.shcug.org.au](http://www.shcug.org.au)

### How to join SHCUG.

Visit our Education Centre and drop in at one of our weekly activities to collect an application form. Payment can be made in cash or by cheque and handed to a tutor. Fees are \$40 single or \$60 couple. Alternatively use EFTPOS transaction IMB Bank: BSB number is: 641 800 and the account number is: 200456000, or send the application form and cheque, made out to SHCUG, to following address: The Treasurer, SHCUG, c/- HarbisonCare, 6/2 Charlotte St, Burradoo, NSW, 2576.

### Renewing memberships.

Renewal forms are sent out each year in early December to all current members by email, with all the relevant information needed to renew membership for the upcoming year.

Correspondence: Letters to the committee can be addressed to [shcugcontact@gmail.com](mailto:shcugcontact@gmail.com)

Our Weekly 'Members Helping Members' sessions are held in Scott Hall , all members welcome.

### Please note

Due to social distancing rules, members attending our Monday help sessions must have booked a place in one of our time slots, which are as follows; 10 am to 12 noon, 12 noon to 2 pm and 2 pm to 4 pm. A maximum of 10 members are allowed in any session. Email your preferred time slot to: [shcugcontact@gmail.com](mailto:shcugcontact@gmail.com)

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By your committee  
By Martina Oprey  
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From your committee

There was no committee meeting in October.

## Scams and the cost to the ordinary Australians.

By Martina Oprey

It has been a very good year for scammers and fraudster as they have been able to defraud Australians by a staggering \$634 million in 2019 alone. According to Scamwatch, other government agencies and the four big banks, there have been more than 353,000 scam reports received by these agencies. This year, so far, has been the worst because of the Coronavirus. During the month of August alone \$120 million was lost with phone scams being the most costly and common. Scammers are creative and are constantly finding new ways to trick people into handing over their money, especially targeting seniors.

At SHCUG we do tell our members to be constantly on the alert against new scams and there are many. The latest one is where scammers are posing as the Australian Energy Regulators. This company, which monitors the country's wholesale energy and gas markets, said it had recently received reports of a phone scam where the scammer is pretending to be calling on behalf of the Australian Energy Regulators (AER), offering the customer/victim a Government rebate on their power bills. The scammer claims the rebate offered is because of the Coronavirus pandemic and is asking for the customer/victim's bank details in order to deposit the re-funds. According to AER chair, Clare Savage, the company will never ask their customers for their bank details and anyone who does receive such a call (claiming to come from AER) should not provide any personal or financial information and hang up immediately. AER is taking this scam very seriously and it has been reported to the Australian Competition and Consumer Commission (ACCC).



Because of the Coronavirus, the government has allowed people to withdraw a certain amount of money from their super fund. Scams, supposedly coming from Superannuation firms are now also doing the rounds. They go about it as follows; the scams offer to give you early access to your super fund, often through a self-managed super fund or for a fee. The offer may come from a financial adviser, or a scammer posing as one. The scammer may ask you to agree to a story to ensure the early release of your money and then, acting as your financial adviser, they will deceive your superannuation company into paying out your super benefits directly to them. Once they have your money, the scammer may take large 'fees' out of the released fund or leave you with nothing at all. To protect ourselves from scammers we need to learn to recognise certain warning signs. These might be one of the following;

1. You receive a call, or repeated calls, from someone offering unsolicited advice on investments. They may try to keep you on the phone for a long time, or try and transfer you to a more senior person. You are told that you need to act quickly and invest or you will miss out.
2. You receive an email from a stranger offering advice on the share price of a particular company. It may not be addressed to you personally, and may even give the impression it was sent to you by mistake.
3. An advertisement or seminar makes claims such as 'risk-free investment', 'be a millionaire in three years', or 'get-rich quick'.
4. You are invited to attend a free seminar, but there are high fees to attend any further sessions. The scammer, posing as the promoter, may offer you a loan to cover both the cost of your attendance at the additional seminars and investments.
5. You see an advertisement promising a quick and easy way to 'unlock' your superannuation early.

There are of course many other ways scammers will try to rob people of their money. They either call you on the phone or by email. If you are contacted by phone and don't know the person or their business, hang up. Suspicious emails with a "link" should also be deleted.

SHCUG members who have received an email which they are not sure of, can come to any of our Monday "help sessions", held in Scott Hall each week, and see our tutors for help (see page 2).

References used; Australian Competition & Consumer Commission website.

# Removing default apps from a Smartphone and iPhone.

By Martina Oprey

During the last few years we have seen an increase in members bringing along their mobile phones to our Monday help sessions. Some with Android Smartphones, others with iPhones, all wanting to know more about how to use these devices. One question that has popped up more than ones was “how to get rid of some of the default apps”? Therefore, find below instructions on how to remove these apps for both Android and iPhones.

## What is “bloatware”?

Bloatware is a term first used for PC’s with Microsoft Windows OS installed. Manufacturers, such as Dell, HP and IBM often did push their own applications (bloatware) on top of what Microsoft did offer. This adding of *bloatware* has also spilled over onto the Smartphones (Android). These applications in its self won’t actually do anything harmful, they do however take up storage space and system resources that could be better used by other apps that you do want to use. These applications can also be confusing at times, as some of them have the same functions.

From a security and privacy point of view, it makes good sense to remove *bloatware* apps you don’t use. How this is done depends on the type of Smartphone you have.

## iPhones.

Starting with the iPhone. These devices have much less trouble with added *bloatware* because Apple is the sole maker of not only the hardware of the iPhone but also produces the iOS and software programs that runs on it. You could argue that the less necessary built-in apps could be called *bloatware*, however Apple does not by default preinstall third party apps. You have the option to install these yourself from the App Store.



In the beginning it wasn’t possible to remove any built-in apps from an iPhone, but when iOS 10 launched in 2016, you could. Apps Apple allows you to remove are *Calculator, Calendar, Compass, Contacts, iBooks, Tips, Home, Facetime, iCloud Drive, iTunes, Mail, Maps, News, Notes, Potcasts, Reminders, Stocks, Voice Memos.*

To remove a built-in unwanted app from your iOS device do the following; on the Home screen press lightly on the app until it starts to jiggle. (if the app doesn't jiggle, make sure that you're not pressing too hard). On the top corner of the app you will see a circle with an X in the middle, tap on it. A label will appear with the words *edit homescreen, Share app* and *Delete app* (in red). Tap *Delete app*. Another label will appear where you confirm your action by tapping on the word (in red) *Delete app*. You can reinstall the deleted apps again from the App Store.



## Android Phones.

Removing bloatware apps from an Android phone is just as easy as on an iPhone. To get rid of an unwanted app, tap on the *Settings app*, then choose *Apps and Notifications*, followed by *See all apps*. If you are sure you want to remove an app, select the app then choose *Uninstall* and it will be gone.

In some cases, you will not be able to completely remove an app because of the way the manufacturer has integrated it into its own version of Android. Should this be the case, look for an option labeled *Disable* instead of *Uninstall*. What this will do is to prevent the app from running, using up vital system resources and getting in your way.

Members who have smartphones and wish to remove certain apps but feel not confident in doing so are most welcome to come and see our tutors during our weekly Monday help sessions in Scott Hall (see page 2).



# What's new in iOS 14?

By Martina Oprey

Updates for our digital devices do come with the regularity of the clock, for our apps more often than for the iOS. On 16 September the iOS 14 for iPads and iPhones was released and I imagine most users by now would have installed this update. The iOS 14 is compatible with all devices that run iOS 13. Find below the full list: iPhone 11; iPhone 11 Pro; iPhone 11 Pro Max; iPhone XS; iPhone XS Max; iPhone XR; iPhone X; iPhone 8; iPhone 8 Plus; iPhone 7; iPhone 7 Plus; iPhone 6s; iPhone 6s Plus; iPhone SE (1st generation); iPhone SE (2nd generation); iPod touch (7th generation). All iPad Pro models: iPad (7th generation); iPad (6th generation); iPad (5th generation); iPad mini 4 and 5; iPad Air (3rd & 4th generation); iPad Air 2.

Last year Apple released iOS 13 which wasn't received at all well with the users, because many felt it didn't feel stable and dependable until several updates later. According to those who tested this iOS, (iOS 14 and iPadOS 14) found it a much better system and on a day-to-day usage it worked all solid.

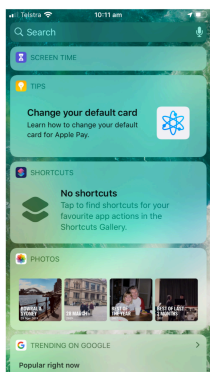
The update however is slightly different for the iPhones and iPads. For the iPhone it is named *iOS 14* and for the iPads it is *iPadOS 14*. For the iPhones the emphases has been on the *users experience* whilst for the iPad the new features added increased *creativity* and improved the *productivity power* of the Apple iPads.

## New features of iOS 14

Apple claims the iOS 14 is a major update for both platforms and the new software includes a very long list of improvements, including for *Messages, Maps, the Music app, Siri*, and more. Apple also has continued its quest for privacy by putting it at the center of everything, with new protections for your personal data and indicators that reveal just how often apps are accessing your device's camera, micro-phone, or even the clipboard. Since the list of improvements is so very long, I will only touch on the improvements made for *Widgets*.

## Better use of Widgets.

One of the improvement of the new iOS 14 is how widgets can now be used. Widgets are small programs that provide shortcuts to features normally found inside your apps. They are used as a quick and easy way to add extra functionality to your iPhone or iPad, bringing you the information you need at a glance. You can now put widgets wherever you want across all of your home screens. You can pick between small, medium, and large sizes, and each app can have several different categories of widgets. To add widgets to your Home Screen for the iPhone 8 and above do as follows; From the *Home Screen*, touch and hold a *widget* or an empty area until the apps jiggle. in the upper-left corner. Select a *widget*, choose from three *widget* sizes, then tap *Add Widget*. Tap Done.



For the past four years I have daily used an iPhone 6S. Apple has included this model to run iOS 14 and it does seem OK with it. The performance obviously is not up to the level of an iPhone 10 or 11, but is good enough for me. Members who have an iPhone 6s, 6s Plus, 7, or 7 Plus, can use 3D Touch to add new widgets offered by your installed apps by pressing down on the app icon to see the Widget module underneath or above the Quick Actions. From here, you can tap on the *"Add Widget"* on the top right.

I followed the above instructions and did manage to add widgets but they did not appear on my Home Screen as they do on newer models. They somehow gather on one page only. See photo to the right.

On the internet there are a lot of websites to be found that explain the new features of the iOS 14. Find below some websites I read.

iOS 14 - Features - Apple (AU) — iOS 14 and iPadOS 14 review/ iPhone revolution, iPad evolution - The Verge.webarchive—iOS 14 hands-on review/ how to download it, and what you need to know | T3.webarchive—iOS 14 review/ The best iPhone changes in years | Tom's Guide.webarchive.



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