

## Phishing and Scams

*Social Security, Microsoft, and the IRS DO NOT CALL!*

None of these entities will use phone calls to notify you of problems, EVER.

Scammers are increasingly sophisticated, preying on whomever they can get to answer a phone call, but they are particularly cruel to seniors. It is not hard to get a list names and phone numbers of people over the age of say, 70, from a simple internet search, and from there start trolling for people to scare and cheat out of money. Your first line of defense is *Don't answer a call from an unknown number* – if it's really important, they will leave message. Similarly, *do not return missed calls that don't leave a message*. Finally, if you end up on an unwanted call, do not let them bully you, don't engage...

### JUST HANG UP!

### JUST ASK JULIA

Dear Julia,

I do not want my iPhone to update automatically the minute a new update comes out. How do I get Apple to not update my phone, but also not HOUND me to do so?

**Great Question!** While updates are important, installing it first is not always the best move. I prefer to let others discover the bugs and quirks of an update before installing it myself.

On an iPhone, go to

Settings – General - Software Update. On this page you change the settings to Download the update, but NOT to Install automatically. By allowing it to download, you keep Apple from hounding to do the update.

# Running Computers, LLC

*Keeping you up to speed*

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## An entire village lost its broadband at the same time every day for 18 months. Now we know why

I often receive phone calls with questions about loss of internet connectivity, especially in these days of everyone working from home. The article in the link above is a fascinating study on networking.

Read the article at your leisure, but in a nutshell, an entire village was losing internet at 7 am every day for over a year. When a team of engineers finally tracked down the source, it was secondhand TV that a homeowner turned on each morning! The older TV emitted a signal creating electrical noise on the lines and it knocked the entire town offline.

While this is an extreme case, it happens on a smaller scale as well. I remember an early RC client who never quite lost connection, but it seemed to “stutter” on occasion, causing email to stop

sending and internet pages to reload. After much troubleshooting, we discovered his rabbit had gnawed just a little on the ethernet wire under his desk. It wasn't severed, so mostly stayed connected, but every time his foot brushed the wire, it caused the interruption. My mantra for a problems with a previously working connection? **Always check the hardware first.**

The previous examples highlight errors in a wired network, but what about wireless? That can be much harder to diagnose. Did you know that most home routers broadcast on the same frequency (2.4GHz) as your kitchen microwave? That can be a cause for intermittent loss of wireless connectivity around dinner time.

Wireless can also be interrupted by your cell phone or your home cordless

phone. Your home router typically uses the 2.4GHz and/or 5.0 GHz band. So do most cordless phones, and while there is a broadcast range within the frequencies, some-times they are exactly the same. I had a client who lost wireless connectivity every single time his home phone rang. I diagnosed the problem, but short of changing out the phone system, I could not “fix” it for him.

See [this article](#) from Consumer Reports for 5 common WiFi roadblocks, but here's a quick tip you may not know: Don't put your router near an aquarium! Not only does water block radio waves in general; water happens to be particularly good at absorbing radio waves near the 2.4 GHz frequency, which is common to most WiFi routers.

### Did you know...when setting up a new PC, and Microsoft asks for your email address,



it is creating a Microsoft account for you? And when Setup asks if you want to “back up your data,” it will change the configuration of your computer to store all your files online as well as on your computer!?

The trick to avoiding Big Blue Brother and creating a local account on your computer during setup is to NOT connect to the internet in the startup process. Just choose the option “I do not have internet,” and choose “limited access” on the next screen. Then you are presented with the option to create a Local Account. You will connect to the internet later.

Similarly, say NO during Setup when it asks to “backup your data” if you do not want Documents and Pictures stored online in the Microsoft One Drive.