From the Chair

Welcome to the September newsletter

Thank goodness we are in Level 2 - and who knows that we might even be in Level 1 by October.

Little activity has happened once again due to the Level 4, Level 3 and now Level 2 countdown back to normality – well as normal as it is likely to get anytime soon.

We did have to cancel the September events but have re-scheduled the "Confidence with Banking" to Saturday 16th October 11am to 2pm at the Picton Library. There will be a lunch and a lucky prize for some attendee.

There will also be a hands-on Query Evening in Picton on 13th October, dependent on lockdown levels of course. Look for our updates on the website and via emails.

Once again I remind you about ZOOM. The last time we were locked down several of us used Zoom as a very useful way to interact with each other and keeping in contact with family.

The DIG (camera club) continues to meet via Zoom although now we are in Level 2, several members from Havelock may meet together and share a Zoom connection.

I urge you to ring or email a committee member if you need some help with getting connected with Zoom.

It is great that the Queen Charlotte Drive is open to the public albeit with single lanes and traffic lights. The Marlborough Roads have done an awesome job so far although it is still a long way to full recovery especially for those of us dealing with the Kenepuru Road closures for the foreseeable future.

Living on the Kenepuru Road myself I am fully aware of the sense of isolation and the long timeframe ahead until the road can be reopened. Remember too that from Wednesday 29th September, permanent residents will need a resident's pass to use the road from Linkwater to Mahau Road, and that is time restricted with no access at all from 9am – 3pm each day.

This is available by contacting recovery@marlboroughroads.com and asking for an application form. They need about 48 hours so plan ahead.

Please contact us if you need help with staying connected online. Let's hope we can reconnect by zoom, road or face -to-face meetings sometime soon.

Regards

Liana Bull

Chairperson

Picton Update:
Last month we were pleased to pass on the news from our Picton representative, John Welch, that we intended to host two events in the Picton Library in October- a query session on 13th and a Confidence in Banking seminar on 16h. We reckoned without Covid! While we remain at Level 2, the Library is unable to host group meetings, so we thought it best to postpone both events until we are back at Level One.

Grand launch of SeniorHangouts postponed:
Regretfully we also need to postpone our planned grand launch of SeniorHangouts which was to have been held in Linkwater on 2nd October.
Checked out new Hangouts yet?
We hope you were able to follow the instructions in our August newsletter and are enjoying some of the various topics which are played each week. We will be sending you a list of the topics being played each week.
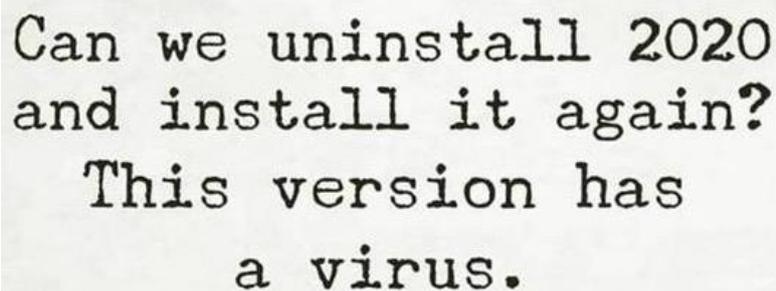
Can we uninstall 2020 and install it again? This version has a virus.

Telecommunications Dispute Resolution Scheme
The Commerce Commission has released a Draft report on the Telecommunications Dispute Resolution Scheme (TDRS) recommending improvements.
Researchers found only 25% of people they interviewed knew where to go to complain about their telco.
Raising awareness of the TDRS is one of 24 Commerce Commission recommendations aimed at bringing better results for consumers.

Other recommendations include: · faster resolution of complaints · improving governance · changing the TDRS rules to better align the scheme with consumer expectations.

Alan's Tips

What to do when you get a black, blank screen on Windows 10
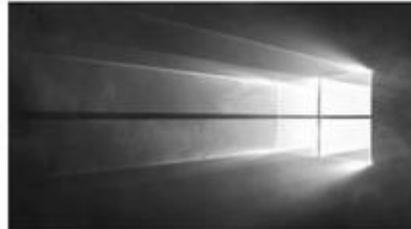
We've probably all experienced this, but **if it happens frequently it probably indicates that your machine needs attention** to either the software or hardware, so seek advice at either a SeniorNet Friday Help session, or from a computer fix-it specialist as soon as Covid 19 levels allow.

If the problem is only sporadic, try this: Press the "ctrl" "alt" "delete" keys simultaneously (they must be pressed all at the same time). With a bit of luck this will bring up a new screen with a power on/off button on the bottom-right. Click on that and select "restart" or "power off"

If this does not work for you the **last resort** is to hold the power button for a few seconds. This should restart the machine.

Thanks to SeniorNet Warkworth Newsletter 23rd September 2021

## Stopping or deleting a Print Job.

(Thanks to Senior Net Asburton for this article)

Donna often prints rather long documents from her system. It has happened more than once that after she clicks the "Print" button, she discovers that she shouldn't have been so hasty. Donna wonders about the best way to stop the printer from printing whatever she sent to it in error.

Donna's experience is not that unusual, so learning how to stop or delete a print job is an essential skill. When you issue the print command, the material isn't immediately sent to the printer. Instead, it gets queued to print through the use of special system files that are created for the print job. If you want to stop or delete the print job before it gets to the printer, you can do so. In fact, there are several ways you can stop or delete a print job.

One way to stop or delete a print job is to use the print queue for the printer. If you are using Windows 7 go to **Start | Devices and Printers**. If you are using Windows 8 or Windows 10, [display the Control Panel](#) and click **View Devices and Printers**

(under the Hardware and Sound heading). Windows displays the Devices and Printers dialog box. If you scroll down in the dialog box you'll see the various printers that Windows knows about. (See Figure 1.)
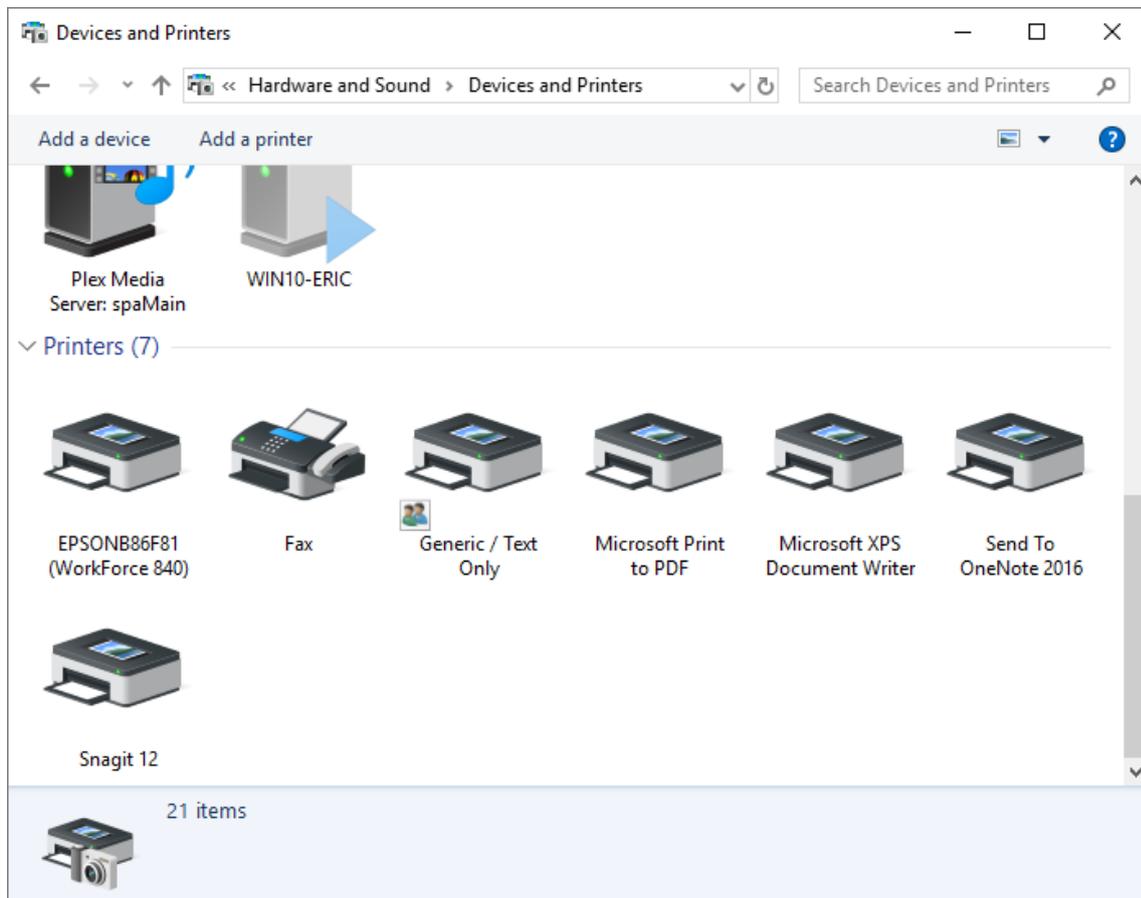
Figure 1. *The Devices and Printers dialog box.*

Right-click the printer to which your job was queued (the printer to which you printed) and select See What's Printing from the resulting Context menu. (You could also just double-click on the desired printer.) Windows displays another dialog box, this one showing what print jobs are being processed for your printer. This is generally referred to as the *print queue*. (See Figure 2.)
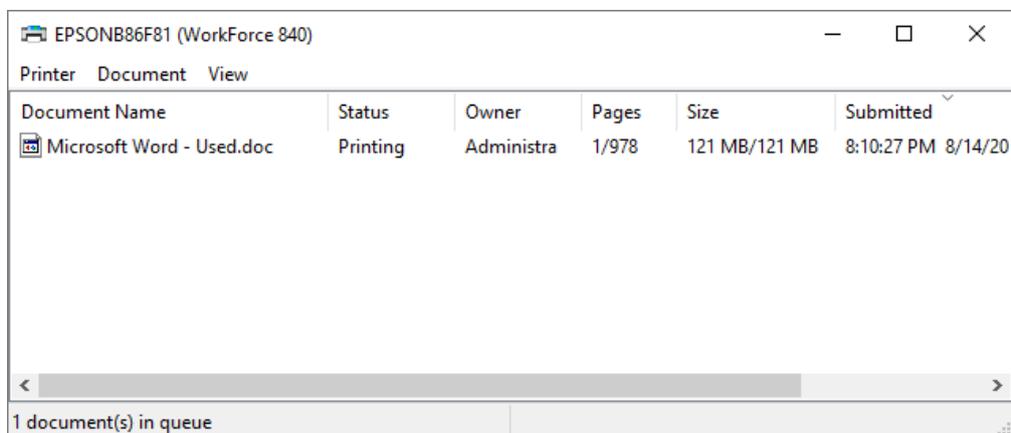
Figure 2. *An example print queue dialog box.*

You can now right-click the print job or select it and pull down the Document menu. In either case, click the Cancel option, and your job will be removed from the queue. You can also, if desired, select the Pause option to temporarily stop the job without deleting it. (A paused job can later be resumed or cancelled, as desired, using the appropriate menu option.)

There are other ways you can get to the print queue, as well. For instance, if you see the printer icon in the System Tray (right side of the Taskbar), you can double-click on it and Windows displays the printer queue.

On many systems you can also display the print queue by doing something to interrupt the printer itself, such as removing the paper tray or opening a service door. Windows detects that printing was stopped and displays the print queue.

Once you've cancelled the print job in the printer queue, understand that your printer might keep on printing for a bit. This is because most printers these days contain a large amount of memory that is able to receive information from your printer as fast as it can send it. So, even though you may have cancelled the print job in the queue, there may be many pages already stored in the printer itself. For this reason you should also use the controls on your printer to cancel whatever job it is currently printing.

If you cancel the job on the printer before you cancel it in the Windows printer queue, the job will continue to be sent from the computer and will again start filling up the memory on your printer. Make sure you cancel in Windows first, and then on your printer.

 A reminder that if you are an AMI member AMI will pay your SeniorNet subscription. This offer will run until 31st August 2022. Your official membership card also gives you access to Noel Leeming discounts and Suzuki special officers

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