July 20, 2022, Sammamish Senior Group

Time: 11 a.m. to 12: 10

Presenter, Michael O'Connell

Note taking: Kimiko Olling

Topic: Tech Talk with Michael O'Connell



There were many questions from participants and had an active conversation with him. These are questions and answers:

- My face is not shown on the Zoom screen, what do I do? unplug the camera and plug it back in again, restart the zoom session.
- Who can we trust to help us with our technical needs? One source: Best Buy Geek squad, \$199 per year.
- When we have problem, who can we call? Call Best Buy, they are well trained and have tech support.
- Zoom is free up to 40 minutes, but they don't charge when it is over. You can
 pay for a subscription if you want to use it for a longer time.
- Need to get Zoom host's permission if you want to share your screenshot with others.
- Be aware of tech support scams, they pop up and ask for your information such as email addresses and more, or tell you to call them. Also, make sure virus protection is on.
- Troubleshooting PC and Cell have warranty services, call their 1-800 quality service numbers. Go to the carrier where you purchased your mobile device.
- Best Buy is good, if you have warranty, they don't charge for support.
- Best Buy you can sign up with Greek squad, even though you don't buy something from them. They have many plans.
- What's a cloud? It is file storage that's not on your computer. It is storage on the internet, such as with Microsoft, Apple, Google, etc.

- It is also cloud based apps.
- iCloud = iPhone, Windows One drive, Google drive.
- Google account stores files and photos in the cloud. You can create photo albums.
- Samsung galaxy 22 into phones photo viewer one location.
- Samsung galaxy 22 1. Create album 2. Named them 3. Move to album.
- Samsung galaxy 22 Group the photos automatically, your phone does that.
- I don't trust cloud, I backup on CD or other drives. The cloud is safer than computer back up, if the computer crashes, you lose everything and CDs deteriorate.
- Has cloud servers ever been hacked? Rarely if ever. Their security is intense
 and has higher hacker prevention controls in place.
- Android privacy can disable microphone and camera, then nobody can listen in or watch.
- Google account logical: all information can be gathered on the google drive in a group that can then be shared with others.
- Google drive has limited free storage, but you can buy more storage.

There were many questions to Michael today. He didn't have enough time to answer them all. He stressed that you could trust google drive, he said he stores pictures, legal documents and much more on google drive. He says that it would be easier to explain to us face to face. Hoping that we could have his seminar in person soon. We all had active conversations today.

Thank you for Michael O'Connell for your tech talk today.

