

# *“For Your Information”*

(A periodic publication by Sherwood Oaks Executive Director, Annette McPeck)

**July 12, 2023**

## **New Phone Software to Help Prevent Scam/Robo Calls**

Pittsburgh Networks is on site this week programming changes to our phone system to cut down on the number of robo and scam calls we have been receiving campus wide. This change will require all outside callers to press a number to be connected to patio homes 101-360, the community center and the health center. Outside callers will not hear a ring, they will hear a male voice say, “thank you for your call, to be connected to your party and to confirm you are not a telemarketer, please press eight.” There will be a three second pause, then the message will repeat. After three seconds if number eight is not pushed, the call will disconnect. The call will also disconnect if any other number is pushed. This feature is only active for calls outside of Sherwood Oaks. The main phone number for Sherwood Oaks (724-776-8100) and internal campus calls dialing 8xxx and 4xxx will not be affected.

There is no fee for this new feature. If you choose to opt out, your phone number will be unprogrammed once all phones on the campus have been programmed. Although it is your choice, we strongly recommend that you keep this feature active. If you have questions or would like to opt out, please contact Sue Hoffman at ext. 8461 or Tabby Alford at ext. 8460.

A similar feature is available to the 600 patio homes and the 700 apartments through their Armstrong telephone service.

## **Scam Call Advisory**

Scam artists are now using artificial intelligence to mimic the voice of your family/loved ones while another person gets on the phone to demand money. Cyber experts call this AI voice scamming, and it is hard to detect. Criminals take voices posted on social media and then use artificial intelligence (AI) to create an imposter phone call that sounds just like our voices.

Be extremely careful when receiving any suspicious phone call. Do not give out any information. Hang up and call the person who is claiming to be your family member/loved one. Cyber experts suggest setting up a “code word or phrase” with your family/loved ones that you can ask them if you are unsure who the caller is. Read the full article at <https://www.cbsnews.com/pittsburgh/news/ai-scam-artists-impersonate-familiar-voices-scams/>

## **Puzzle Table**

The puzzle table in the lobby is now functional and ready for resident use.

