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# Computer **active**

ISSUE 435 | 29 OCT - 11 NOV 2014

Your friendly guide to technology

# REMOVE PERSONAL INFO FROM THE WEB

**Delete years of data you've left behind **p50****

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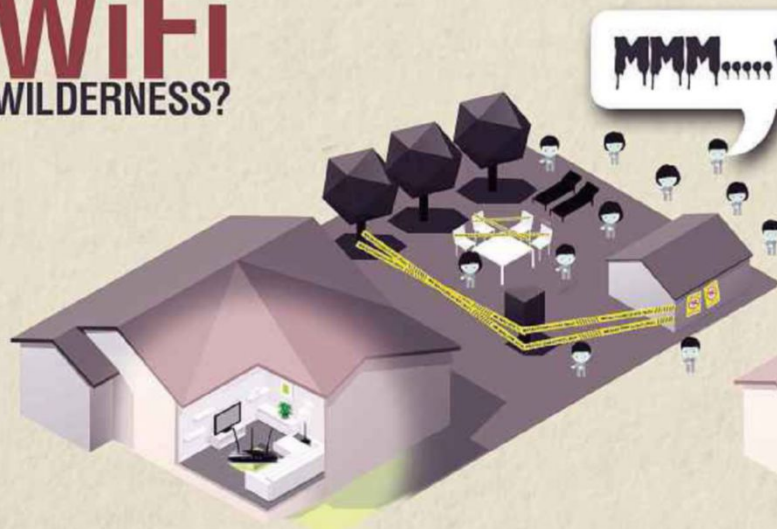
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REACH**



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## From the Editor

In the early days of the web, I thought little about online privacy. Like many users at that time, I was probably too naive, assuming that the giddy idealism of the web's founders would lead to a glorious cyber-paradise where information flowed freely and nobody sought to exploit anyone. So what if a website wanted my phone number and email address – what's the harm in that?

How times change. Nearly 20 years on and we're all a lot more cynical. We now realise that websites are machines built to ruthlessly devour our personal data. But knowing that doesn't make it easy to prevent. Despite your best efforts to preserve your privacy, you've



probably deposited a generation's worth of information across the web.

However, as we explain in our cover feature, you can erase much of this online debris. You'll learn how to remove dead accounts, vanish from Google, wipe old photos, delete forum posts and much more – so you can feel more secure online.

**Daniel Booth**

[editor@computeractive.co.uk](mailto:editor@computeractive.co.uk)



## THIS ISSUE IN NUMBERS

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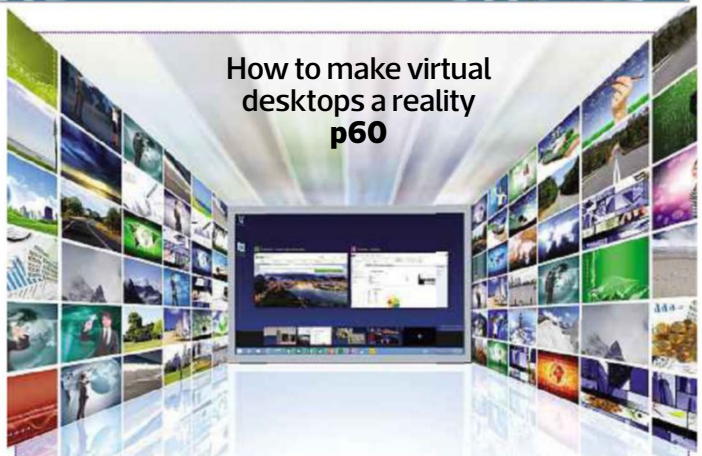
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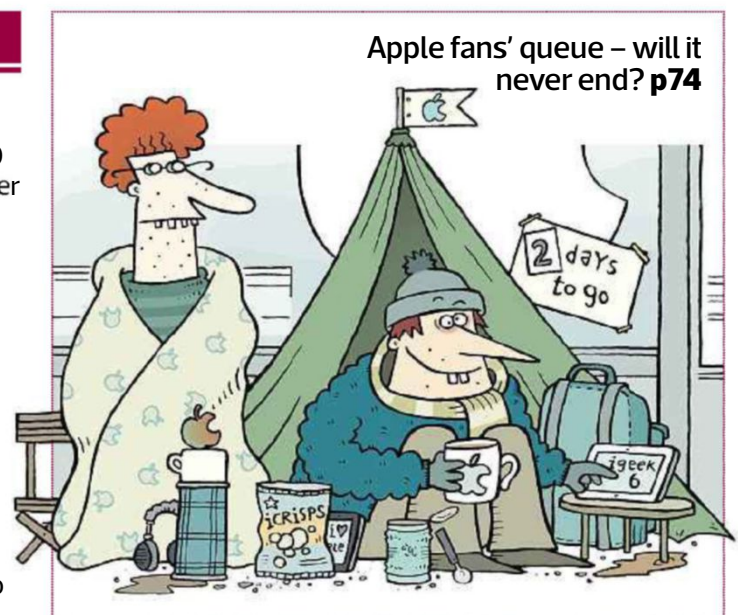
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## Computeractive offer of the fortnight

**Bitdefender Family Pack 2015** page 33



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## Two years in prison for online abuse and 'revenge porn'

Posting nude photos or videos of people online without their consent – so-called 'revenge porn' – and sending abusive messages online – or 'trolling' – are to become punishable in the UK by up to two years in prison.

The new measures are separate amendments to the Criminal Justice and Courts Bill. They will cover abusive messages and images posted on Facebook, Twitter and other social networks, and sent by text message.

The amendments come in the wake of several high-profile incidents of abusive online behaviour. In mid-October Chloe Madeley – daughter of TV presenters Judy Finnigan and Richard Madeley – received rape threats over Twitter when defending her mother's comment that convicted rapist and footballer Ched Evans should be allowed



to return to play for his club.

In the UK, a total of 149 cases of revenge pornography – involving children as young as 11 – have been reported in the past two-and-a-half years.

Until now, there have been no UK laws specifically targeting trolling or revenge porn, with convictions being made under the Malicious Communications Act, resulting in jail sentences of up to six months.

Claire Hardaker – lecturer at Lancaster University and specialist in online behaviour – told the BBC that understanding the intent of trolls could create problems in enforcing the law.

"It's like your mum sending you a text saying 'I'm going to kill you' because you forgot to bring something that she asked you to bring, versus somebody on the internet saying 'I'm

### COMMENT

These laws should curb some of the disgusting behaviour by people who think they can say and do anything from the anonymity of their PCs. However, there are tricky questions raised by these laws. Should a threat over the internet be treated the same as a threat in person? And how can we tell if someone's making an inappropriate joke or if they intend to cause harm? The Government will need to tackle these grey areas carefully to make sure its good intentions don't slip into censorship.

going to kill you" she said.

"Proving intent, proving that they really meant it – that they had the means to carry it out – is very difficult."

## Price-comparison sites 'hide the best deals'

Price-comparison websites are guilty of "hiding" the best energy deals, according to consumer group The Big Deal (<https://thisisthebigdeal.com>).

It claims that the 'big five' – CompareTheMarket, uSwitch, Confused.com, GoCompare and MoneySuperMarket – behave unethically by prioritising

deals they make money from.

Comparison websites earn a commission every time a customer searching for deals on the site switches account.

But The Big Deal said that when the big five sites ask customers whether they want to switch immediately, only clicking "no" shows all the deals available.

If customers click "yes", the search filters out deals that don't earn the websites money.

This would mean that customers who want to switch straight away wouldn't necessarily see the best deal. The Big Deal says this method hides almost a third of deals.

The five websites responded by saying their methods are



transparent, and conform to Ofgem's Consumer Confidence code. However, Ofgem says it's planning to update this code.



### You'll like this...

Mozilla is testing Firefox Hello, a free phone- and video-call service ([www.snipca.com/14084](http://www.snipca.com/14084))



### ... but not this

Dropbox passwords leaked, but the company said it's not to blame ([www.snipca.com/14085](http://www.snipca.com/14085))



# Google announces new Nexus phone, tablet and 'Lollipop'

Google has announced the Nexus 6 smartphone and Nexus 9 tablet, both of which will run Android 5.0 Lollipop, the most colourful Android update yet.

The Nexus 6 and 9 devices ([www.google.co.uk/nexus](http://www.google.co.uk/nexus)) – built in partnership with Motorola and HTC respectively – are now available to pre-order before release on 3 November.

The Nexus 6 is expected to cost around £400, which makes it the most expensive Nexus phone yet. It has a 5.9in 2560x1440 screen, 2.7 GHz quad-core processor and contains a 3220mAh battery, which provides 24 hours of talk time and 330 hours standby time.

It comes with a 'quick-charge' feature that gives the



phone enough power to run for six hours after just 15 minutes of charging.

The Wi-Fi-only, 16GB model of the Nexus 9 tablet costs £319. It has an 8.9in LCD display, with a 2048x1536-resolution at 288ppi (pixels per inch). This means it has a sharper screen than the 9.7in iPad Air 2, recently announced by Apple, which has 264ppi.

The Nexus 9 is the first tablet to use the dual-core version of the Nvidia Tegra K1 processor, which has

performed well in independent tests, achieving speeds twice as fast as previous table-topping Android devices such as the Galaxy Note 4 phablet.

The Nexus 6 and 9 were announced alongside Android 5.0 Lollipop. The biggest change in the Android update is the 'Material Design' interface, which is more colourful than previous versions.

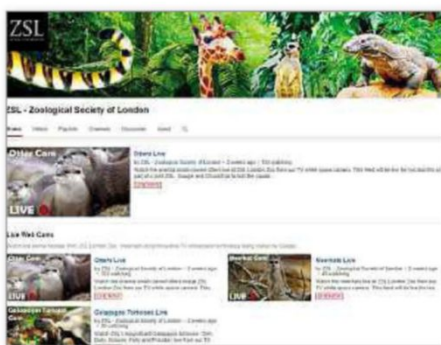
While Lollipop won't run any faster than Android 'KitKat', Google claims it will improve the battery life of devices. Lollipop will be rolled out to Android phones and tablets over the coming weeks.

**We will review the Nexus 6 and 9, and the iPad Air 2 over the next few issues.**

## Watch London Zoo's meerkats live in groundbreaking wireless trial

You can now watch live streams of London Zoo's meerkats, otters and Galapagos tortoises on YouTube ([www.snipca.com/13991](http://www.snipca.com/13991)), thanks to cameras using a wireless technology that's being tested in Europe for the first time.

The as-yet-unnamed technology is being trialled at London Zoo in collaboration with Google. It uses Television White Spaces (TVWS) – unused parts of the radio spectrum that exist between the frequency bands used by technologies such as Wi-Fi and Bluetooth. TVWS can travel longer distances than these technologies, and can penetrate walls more effectively.



It could also help ease the strain on the existing radio spectrum, which is becoming increasingly crowded because of the growing number of people in the UK wirelessly connecting to the internet. The Zoological Society of London hopes to use TVWS to monitor animals in the wild as part of conservation projects.

The technology is being trialled by several other organisations in the UK, including the Oxford Flood Network, which is using it to transmit real-time data about water levels. Ships in the Orkney Islands and Pentland Firth are using it to get wireless high-speed internet. If the trials are successful, then the technology could start appearing in consumer products in 2015.

Live coverage of the meerkats, otters and tortoises will continue until early December. London Zoo is using night vision to ensure that streaming is available 24 hours a day.

## IN BRIEF

### EE LAUNCHES TV SET-TOP BOX

Mobile network EE has announced a TV set-top box that connects up to four devices, letting customers watch different TV programmes at the same time. The box contains a 1TB hard drive, which EE claims can record up to 25 days worth of standard-definition TV. It also has 70 Freeview channels, and apps for YouTube and TV and film service Wuaki. The box is offered "free" with EE's broadband packages, the cheapest of which costs £26 (phone line included).

### ARGOS OFFER 'GET ONLINE' WORKSHOPS

Argos has teamed up with digital-skills charity Go ON UK to help people who are not online learn how to use the internet. Each workshop costs £20, and the first 10,000 attendees will receive a free Proscan 7-inch Android tablet and a voucher offering free TalkTalk broadband for a year. The workshops run until mid-January 2015. For more info call 0345 600 4408.

## Tomorrow's world

Bored of your wallpaper? You could try replacing it with an "immersive, augmented entertainment experience". That's how Microsoft describes RoomAlive – which projects objects and creatures onto your walls and floors. It's being designed for gamers, as you can see on Microsoft Research's YouTube channel ([www.snipca.com/13947](http://www.snipca.com/13947)), but we think it would be better as an astronomy guide.



## IN BRIEF

### NEW SKYPE APP LETS YOU SEND VIDEOS

Microsoft has launched Skype Qik ([www.skype.com/qik](http://www.skype.com/qik)), a free app for Android, iOS and Windows Phone that lets you send video clips up to 42 seconds long. The videos self-destruct after two weeks, if the sender doesn't delete them before that. You don't need a Skype account to use Qik.



### 3Tb BROADBAND IS 'WORLD'S FASTEST'

BT and Huawei have run successful trials on a fibre-broadband link that reaches speeds of 3Tbps, fast enough to download 100 high-definition films in one second. The speeds are the fastest ever achieved in a "real-world environment" using existing infrastructure, according to the two companies.

## Criminals wipe seized phones but police forces 'don't know' how

Criminal suspects are remotely deleting data from smartphones and tablets seized by police as evidence, according to a number of local police authorities.

Police forces in Cambridgeshire, Derbyshire, Nottingham, Durham, Cleveland and Dorset have admitted to the BBC that suspects successfully removed information from confiscated devices.

A spokeswoman for Dorset police told the BBC: "There were six incidents, but we don't know how people wiped the phones".

"We have cases where phones get seized, and they're not necessarily taken from an arrested person – but we don't know the details of these cases as there is no reason to keep records of this," she added.

Derbyshire police said that a phone was wiped remotely during the investigation of a 'romance scam'.

"It did not impact upon the



investigation, and we went on to secure a conviction," said a spokeswoman.

Apple and Google now include privacy features on iOS and Android devices that let users remotely remove data if their phone or tablet is stolen. This function is widely regarded as an important security measure that helps victims of crime prevent thieves accessing sensitive information, but these cases demonstrate criminals also recognise its usefulness.

The incidents raise wider questions about the extent to

which phone manufacturers' increasing focus on customer privacy is impacting criminal investigations. Emma Carr, director of privacy campaigners Big Brother Watch, believes the police need to be more aware of how technological advances can affect their operations.

She said: "Traditional police forces are ill-equipped to deal with evolving technologies and the crimes associated with them. It is that weak point that needs to change, not the technological developments themselves".

## What's new from Google

### VIDEO-CALL DOCTORS FROM SEARCH RESULTS

Soon, if you search for medical symptoms or illnesses on Google, you may get an option to talk to a doctor via video link. Google is trialling a service in California and Massachusetts that prompts users to "talk with a doctor now" and make a free video call. Google says it's "trying this new feature to see if it's useful to people", though hasn't said if it will be tested outside the US.

### TREK THE DESERT ON STREET VIEW

Google has used yet another mode of transport to capture images of difficult terrain for Street View, after using trikes, snowmobiles and gondolas. This time it attached the Trekker camera to a camel (called Raffia) to shoot the Liwa Desert in the United Arab Emirates. See the breathtaking landscape, including 40-metre sand dunes, at [www.snipca.com/14020](http://www.snipca.com/14020).

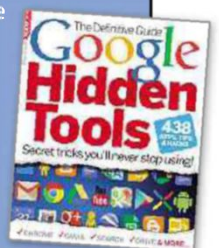


### USE HANGOUTS ON YOUR DESKTOP

Skype remains most people's first choice for free video calls (and rightly so – we named it the best free program ever in Issue 434). But Google hopes that its new app for Hangouts, which also offers free video calls, will persuade people to switch. The app lets you chat to people on your Windows PC (if you have the Chrome browser installed) or Chromebook desktop. There's more information on the official Chrome blog at [www.snipca.com/14023](http://www.snipca.com/14023).

## The Definitive Guide to Google Hidden Tools

You'll find more of Google's brilliant features in our new 164-page book *The Definitive Guide to Google Hidden Tools*.



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# Danger! Your USB stick is hackable after malware code posted online

The risk of your USB devices being hacked has suddenly increased after two independent security researchers published online malware code that exploits a widespread bug in USB **firmware**.

Brandon Wilson and Adam Caudill published details of how to execute the malware ([www.snipca.com/14019](http://www.snipca.com/14019)), defending their move by claiming it will make companies act more urgently to fix the **flaw**, which is known as BadUSB.

The BadUSB flaw was first revealed by Karsten Nohl and Jakob Lell of SR Labs at the Black Hat Security Conference in July (see Question of the Fortnight, Issue 430). They demonstrated how hackers could exploit the weakness to take remote control of your computer using infected USB sticks, keyboards and other

USB devices.

Unlike Wilson and Caudill, Nohl and Lell believe BadUSB is “unfixable for the most part”, which is why they decided not to post it online. They believe that a complete redesign of USB firmware is required to protect PC users. “Before even starting this arms race, USB sticks have to attempt security,” said Nohl. But up to now, manufacturers have generally ignored calls for greater security in USB devices.

It’s common practice for researchers to publish malware code, because it invites ethical hackers and companies to try to fix the flaws, but many experts think that BadUSB should not have been published because it poses too great a risk to the public.

PC security expert Graham Cluley agrees: “With the cat



now out of the bag, we should all be putting pressure on USB manufacturers to get their act together, or many many folks will be potentially exposed”.

Cluley added that you can protect yourself by avoiding USB devices if you don’t know what PCs they’ve previously been plugged into.

## New ‘Poodle’ bug has more bark than bite, say experts

Your safety online is once again at risk, after three Google researchers revealed a security flaw in an outdated technology that still exists in 40 per cent of websites.

Named Poodle (Padding Oracle On Downloaded Legacy Encryption), the vulnerability was discovered in mid-October, and exists in an 18-year-old encryption code called SSL 3.0 (RC4 cipher). If exploited, it could allow hackers to steal victims’ passwords, which they could use to access email addresses and bank accounts.

But experts were quick to reassure the public that



Poodle is not as severe as the Heartbleed and Shellshock bugs because hackers will find it harder to exploit. Unlike the other two bugs, hackers would need to be on the same network as their victim to carry out an attack. This means hackers are only

likely to target you when you’re using public Wi-Fi hotspots not your home Wi-Fi network.

Poodle is also less serious because most sites no longer use the buggy SSL 3 code by default. Mozilla, Microsoft and Google are advising people to make sure SSL 3 is disabled on their PCs. You can do this by going to Control Panel, Internet Options, Advanced, scrolling down to Security then unticking the Use SSL 3.0 box.

“If Shellshock and Heartbleed were Threat Level 10, then Poodle is more like a 5 or a 6,” said Tal Klein of security firm Adallom.

## IN BRIEF

### GOOGLE GLASS ‘ADDICT’ CHECKS INTO REHAB

A 31-year-old man in the US has become the first person in the world to be diagnosed with Internet Addiction Disorder (IAD) from using Google Glass. The man initially checked into a substance-abuse programme in San Diego to be treated for alcoholism, but doctors noticed that he would get become extremely “frustrated” and “argumentative” when deprived of the gadget, which he wore for 18 hours a day. Other symptoms included involuntarily tapping his temple (where the Glass controller is usually positioned) with his forefinger.

### NEW BBC EARTH WEBSITE GOES LIVE

You can watch wildlife videos from around the world on the BBC’s new Earth website ([www.bbc.co.uk/earth](http://www.bbc.co.uk/earth)). It promises to offer “a new perspective on the world”, letting you watch behind-the-scenes footage from BBC shows such as *Wonders of the Monsoon*, *Springwatch* and *Natural World*. There’s also a British Wildlife calendar that lists events you can get involved in.

### CHECK IN WITH PHOTO OF YOUR PASSPORT

An update to EasyJet’s app lets passengers check in for their flights by taking a photo of their passport, eliminating the need to input passport details online. You can check in using this method up to two hours before your flight. EasyJet says the app, which is available for free on iOS and Android ([www.easyjet.com/en/mobile](http://www.easyjet.com/en/mobile)), is the first of its kind in Europe.

## IN BRIEF

### SEARCH 86 YEARS OF RADIO TIMES ONLINE

You can now browse a vast back-catalogue of *Radio Times* magazine listings published between 1923 and 2009. The BBC's Genome Project ([genome.ch.bbc.co.uk](http://genome.ch.bbc.co.uk)), which is in beta, contains details of 4.5m TV and radio programmes from 4,469 issues. You can search for specific people, events and keywords in the collection.

### LONDON TRAIN ROUTES ARE 'MOBILE DEAD ZONES'

Research has found that one in three mobile internet tasks, such as loading a webpage and sending an email, fail on 10 of the most popular train routes around London. The study – conducted by Global Wireless Solutions throughout June – also found that one in seven voice calls fail to connect. Vodafone had the best 3G signal on trains, while Three was best for voice calls. See the results at [www.snipca.com/14043](http://www.snipca.com/14043).

## Sick hacker pollutes baby's tribute Facebook page with porn

A Facebook page dedicated to the short life of a terminally ill baby was taken over by a hacker who filled it with pornographic images.

Jenna Gassew and Dan Haley – an American couple from Philadelphia – set up a page called Prayers for Shane ([www.snipca.com/14032](http://www.snipca.com/14032)) earlier this year after finding out that their unborn son was suffering from anencephaly – a severe brain defect which meant he would only have several hours to live after being born.

On the page, they posted photos of Shane and wrote a 'bucket list' of experiences they would like to have shared with the child. So far, the page has earned 950,000 Likes on Facebook.

But a heartless hacker saw the page as an opportunity to cause offence. In mid-October, the couple received a message claiming to be from Facebook asking them to verify the account details for the Prayers for Shane page. Gassew typed



in the details, not realising the message was actually a phishing scam, giving the hacker full access to the account.

The hacker started uploading porn to Shane's Facebook page, which was met with condemnation by the page's followers. Within hours, Facebook had removed the offending images and returned control of the account to Shane's parents.

Fraudsters and hackers frequently send emails or

messages posing as legitimate sites to trick victims into handing over their sensitive details. In this case, the phishing email was no more than a deeply insensitive prank, but recently phishers also managed to create scam eBay listings, which intended to redirect victims to a fake eBay login page which stole their details.

For more information on how to spot a phishing scam, see our 'Spot any scam email' feature in Issue 434.

## Amazon to offer same-day delivery service by Christmas

Amazon is set to deliver items even faster by dropping them off at your local shop on the same day you order them.

Connect Group (formerly Smiths News) has revealed that it will run Amazon's new Pass My Parcel service, which is aiming to provide same-day delivery services to around 550 newsagents and convenience stores in time for Christmas. It will use Connect's vans – which usually deliver newspapers and magazines – to deliver Amazon parcels to shops around the UK.

The service will be free to Amazon Prime customers,

while regular customers will have to pay £4.99. If you order a parcel before 11.45am, you will be able to pick it up on the same day. If you order by 7.45pm, then you can use the 'Express Morning' service to get the parcel delivered the following morning between 6am and 9am.

When you order an item using Pass My Parcel, you will receive an email notifying you when it's ready to be picked up from your chosen store.

Aside from home

deliveries, Amazon currently lets its customers pick up their parcels from 6,000 Collect+ stores and Amazon lockers around the country, but customers have to wait at least one day for the

orders to arrive.

"This is our fastest pick-up service yet," said Christopher North, Amazon's UK managing director.

"Our intention is to keep rapidly adding to the many thousands of existing pick-up locations to ensure that customers all over the UK are provided with as much choice as possible when it comes to the delivery of their Amazon order."

In June, Amazon added Birmingham International Airport and several London tube stations to its list of pick-up locations.





## Question of the Fortnight

# Are we turning into a nation of web addicts?

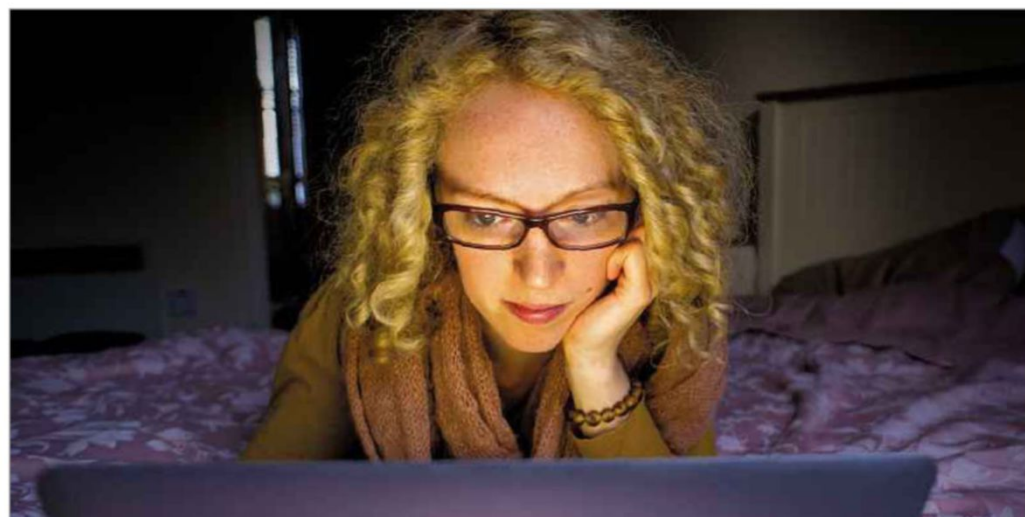
More people than ever appear to be suffering Internet Addiction Disorder. But how serious is the problem?

**F**rustration, guilt, irritability, social isolation, and swings between euphoria and panic. These are the unpleasant symptoms of Internet Addiction Disorder (IAD), a condition which, according to a recent survey by marketing agency Digital Clarity, affects 16 per cent of 18 to 25-year-olds in the UK.

Malissa Scott, a student from Middlesex and sufferer of the condition, told the BBC: "I'm online for most of my waking hours and feel sick and depressed if I lose access to the web... I know it has spiralled out of control in the last 12 months and it has definitely affected my relationship with friends and family members".

How has the internet – a tool that was meant to improve our lives – ended up ruining some?

Internet Addiction Disorder (IAD) is a term first coined in



– which aren't especially damaging – as medical conditions.

Fast-forward to today, and IAD doesn't sound like a joke anymore. Many studies show worrying evidence of internet addiction – one by the Chinese Academy of Sciences shows that IAD sufferers have similar chemical imbalances

evidence that IAD is particularly prevalent among young people. It's easy to see why this might be the case. The 18 to 25-year-olds in the Digital Clarity study are the first generation to have grown up surrounded by the internet and web-connected devices. Deprive them of the internet, and you deprive them of a large chunk of their everyday activities, leaving them feeling bereft and agitated.

Is this enough to call these people addicts though?

The NHS is not convinced, claiming that because IAD doesn't alter the brain's chemistry it cannot be classified as an addiction. Even the DSM-V is reluctant to call it an official disorder.

On average, people in the UK spend 5.7 hours a day online (ranking us 9th in the world). This seems a reasonable amount of time. The internet is a vast place, after all, and where once we'd go to the office, the library and the high street to work,

## THE FACTS

- A recent study showed 16 per cent of 18 to 25-year-olds display symptoms of Internet Addiction Disorder
- The term Internet Addiction Disorder was coined in 1995, in a satirical article by American psychiatrist Ivan Goldberg
- Neither the NHS nor the Diagnostic and Statistical Manual of Mental Disorders recognise IAD as a medical condition

“Parents are spending thousands of pounds to send their web-addicted children to special clinics”

1995, but was never intended to be taken seriously. American psychiatrist Ivan Goldberg invented it in a satirical column published online that poked fun at the 'Diagnostic and Statistical Manual of Mental Disorders (DSM-V)' – the world's most influential catalogue of psychiatric disorders – which has been criticised for defining abnormal behaviours

in their brains as alcoholics. Meanwhile, newspapers are filled with horror stories of lives destroyed by the internet, with some parents in the UK spending thousands of pounds to send their web-addicted children to special clinics. One man in the US was even treated for Google Glass addiction (see News, page 9).

But how widespread is the problem? There's substantial

research, or shop, we now do much of it online.

Lest we forget, the press is also filled with questionable stories about addiction to video games, porn and social media – all things that are accessible over the internet. It makes one wonder if they aren't showing symptoms of another yet-to-be-confirmed condition: 'Labelling-Everything-as-an-Addiction Disorder' (LEAAD).

# Letters

Tell us what's on your mind



Email: [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)


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## Windows Flopsydoodah or Windows 10 - the name doesn't matter

 Why all the fuss about Windows skipping number nine (The Final Straw, Issue 434)? Microsoft has never had a consistent naming policy for its operating system. Remember Windows 3.0? That was followed by Windows 95. And Windows 2000 was followed by Windows XP. So anyone who has been keeping even half an eye on the history of Windows wouldn't have been shocked by the announcement of Windows 10.

You make a good point in News, Issue 434, that the decision has got people talking. I mean, it's even prompted me to email *Computeractive* for the first time (after 15 years of subscribing). But ultimately, the name is irrelevant. How it works is more important. I'd be happy if Microsoft called it Windows Flopsydoodah as long as it was easier to use than the awful Windows 8.


Pauline Baker

## Ranting in Redcar

 I was stunned that Redcar topped the BBC's sweariest places on Twitter (News, Issue 433). I have lived in Redcar all my life (except for the years spent in National Service), and generally thought it was a civilised place, free of foul-mouthed yobbishness. I then asked a stranger what he thought about it, and he told me to "mind my effing business"! So perhaps the BBC got it right.

Alan Richards

## How Napoleon would take on phone scammers

 Napoleon famously said "turn a disadvantage into an advantage".


It's a good philosophy and one I regularly apply to phone scammers. Instead of slamming the phone down or becoming abusive, I simply engage the scammer in pleasant conversation. I ignore their requests for information and instead ask about the weather. How are your children doing? Where are you going on holiday?



Have you noticed how unseasonably hot it is this year? And so on. Eventually they hang up, but not before you have learnt something about another person's life which enriches your own. Napoleon was dead right.

Howard Jackson

## Leaving scammers hanging on the telephone


 I've enjoyed reading the tactics readers use to annoy and ridicule the phone scammers that target them. I get these malevolent phone calls regularly, and it just so happened that the last caller rang as I was about to nip out to the shops for 20 minutes. I thought this was my chance to have a bit of fun. The scammer told me my PC had a virus. Putting on my best 'you're the boss, I know nothing' voice I said, "OK, let me just turn on my PC". But instead of switching it on, I put my shoes on, quietly shut the door and went to the shops, knowing the scammer would be rubbing his hands thinking he had a victim.

Incredibly, when I returned about 20 minutes later, the scammer was still on the line. He asked me what had happened. I told him that I'd completely forgotten about his call and nipped to the shops instead. He asked me if I'd turned my PC on. I told him I didn't have a PC, which seemed to be the final straw. He swore something in a language I didn't


understand and hung up! Result: immense satisfaction.

LG Melrose


## Coping with tech ageism

 My most recent examples of tech ageism came in Waitrose, a shop where I usually enjoy good customer service. While I was buying myself an iPad, the assistant leaned caringly over the counter and asked if I had someone to help me set it up. Another time, while buying *Computeractive*, the young lady asked me if I read it. When I said that I did, she said sweetly, "ahh, how marvellous". Both times I behaved with admirable restraint. At 78, I'm too old to leap over counters and bite people.

Pat Jenkins

 In Issue 433, Derek Haines wrote about the tech ageism he has encountered in Currys and PC World (Letters, Issue 433). In my experience, these shops are some of the worst places for anyone of any age to get tech advice – I recently overheard a Currys assistant advise a 30-something shopper that he needed to buy a certain (very expensive) PC to run the programs he wanted to use. It was obvious the customer had no idea about tech, so I pointed out a PC, which was £200 cheaper, that would do the job. I also advised him that upgrading the RAM from 4GB to 8GB at a cost of about £30 would get him a PC with very similar

## 'Blown away' by Chromebook birthday treat

 In the first week of October it was my 12th Birthday, and I wanted a Chromebook (the Acer C720 Chromebook to be precise). To my surprise, my father had lovingly bought me one. It booted almost instantaneously with a welcome screen. I won't explain the rest, but the Chrome OS has blown me away.

Previously, I used my family's HP 650 Windows 7 laptop, but it was too heavy and a bit slow. But within seven seconds of turning on my Chromebook I'm doing my homework or listening to



music. I'm not disrespecting the use of Windows PCs or Apple Macs. All I'm saying is that Chrome OS and the Chromebook are brilliant.

Nathan Wright



specifications to the one the assistant recommended. I also saved him a further £30 by advising him to use Avast for free, rather than the antivirus software they wanted to sell him. I left him to decide.

Steven Harrison

### How can I avoid phones on planes?

✉ Oh, great. Thanks to the EU, we're now going to get phone-addicted numbskulls on flights, as well as trains (News, Issue 434). I hate flying, but have to do it a lot to visit relatives. I try to blank things out around me as much as possible, and use a travel pillow so I can snooze. But the thought of trying to sleep next to someone yapping away on their phone fills me with dread. At least trains have quiet

zones, where you can avoid these manic jabberers – although increasingly people don't observe the quiet-zone etiquette. Tell a young person that they're talking too loudly, and you're looked at like you just told them they smell of rancid onions.

But the point is, planes don't have quiet zones. There's first-class, where people are probably more civilised, and will probably refrain from over-using their phones, but I can't afford that. I can hardly lock myself in the toilet all flight. So what should I do? Any suggestions?

Terry Patterson

### Right said Fred, why is my internet dead?

✉ I suspect there may be a huge number of verses in your inbox following your invitation for tech-related poetry/lyrics in Issue 433. Here's another for your collection (with apologies to Myles Rudge, who wrote the original Right Said Fred).

"Right," said Ted, "Got a bit of bother,  
Look it up on Google and steady as we go."

Tried to click it, couldn't even flick it,  
We was getting nowhere,  
And so we had a cuppa tea, and. . .

"Right," said Ted, "Give a shout for Mavis",  
In comes Mavis from the PC shop,

## STAR LETTER

### My grandson can count better than Microsoft

✉ Recently I've been teaching my three-year-old grandson to count, and having reached 15 without skipping a number he's already better than Microsoft's number crunchers. I told him that Windows had missed out number nine, and I doubt you'll hear a better reaction anywhere: "They sound like silly people Granddad". Yes, Toby, they do.

Though "silly" doesn't really go far enough. It's just perverse, illogical and inexplicable. But more worrying is what it says about Microsoft, and the operating system they force us to use. Basically, it makes me realise that these so-called experts are making it up as they go along, with no ultimate aim in mind. I'm not a big fan of Apple, but at least you get the impression that their technology (operating systems, devices, software) has a unified vision.

Not so with Microsoft. The same mindset that overlooked number nine also gave us the debacle that is Windows 8. They loved it so much they tried to un-make all their mistakes with the Windows 8.1 update. Fortunately, I foresaw this chaos, and stayed well clear, sticking with Windows 7 (the best operating system ever, by the way).

I've filmed Toby counting, and might send it to Microsoft's HR department. If he's already developed maths skills



superior to the boffins there, he should be a shoe-in for an internship. Mind you, I want him to have a job with prospects. How long can Microsoft survive making daft decisions like this?

George Price

**CA says** We've received lots of emails from readers about Windows 10, with a pretty even split between enthusiasm and cynicism. Like George, many of you are perplexed by Microsoft's decision to skip 'nine', though some don't think the name matters (see Pauline Baker's email opposite).

Whatever a new version of Windows is called, we're always excited to try it – and to tell you what's good and bad about it. You can read Part 1 of our 'First 100 Days of Windows 10' series on page 57.

As for George's prodigiously numerate grandson, we're putting a tenner on him being Microsoft CEO by 2050.



### The Star Letter writer wins a Computeractive mug!

*After thinkin', bootin' up and winkin',  
We was getting nowhere,  
And so we had a cuppa tea.*

*And Mavis had a think, and she thought  
we ought to take off all the labels  
And the things wot held the cables,  
But it did no good, well I never thought  
it would.*

*"All right," said Ted, "Have to take the  
plugs off;  
To get them plugs off wouldn't take a  
mo".*

*Took its plugs off, even took the lugs off;  
Should have got us somewhere, but no!*

*So Ted said, "Let's have a cuppa tea,"  
And we said, "Right-o."  
And Mavis had a think, and she said,  
"Look, Ted, I'll give a sort of hint – er...  
If we remove the printer,  
In an hour or two we could see the  
blighter through".*

*"All right," said Ted, climbed below  
the workbench,  
With his fist he gave a mighty blow,  
What a bloomin' caper, half a ton of  
paper landed on the top of his dome,  
So Mavis and me had another cuppa tea,  
And then we went home.*

Alan Turk

# Consumeractive

## Huawei won't believe our phone is faulty - what shall we do?

**Q** My wife bought an Huawei phone last November on a 24-month contract with Three. After a few months the phone was falling apart. We sent the phone back to Huawei for repair, but they returned it saying we'd immersed it in water. We got an independent report which rubbished this claim, but we're still paying £25 a month for a phone we can't use. What can we do?

Sherifah O Adesanu

**A** Sherifah's contract is with Three, so he needs to contact them with his independent report. This report gives him a strong case and it may be enough to persuade Three to issue a refund, or replace the phone. If Three dismisses the independent report, and sticks instead by Huawei's claim that the phone was damaged in water, he can consider action in the small claims court.

Three may decide that it's too much effort to challenge Sherifah in court, so it's always worth letting a company know if you plan to take legal action. The Citizens Advice website has useful info about how to proceed if you opt for legal action ([www.snipca.com/13903](http://www.snipca.com/13903)).



## My tablet repair is taking too long - should I take my complaint to court?

**Q** I'm having trouble getting a repair for a Nexus 10 tablet I bought from Photo Direct (also called Best Buy Photo, [www.bestbuyphoto.co.uk](http://www.bestbuyphoto.co.uk)) for £250 using a Groupon voucher offer in December 2013. In May 2014, I sent the tablet back because it was faulty. I was told a repair would take six to eight weeks. It's now been over four months and Photo Direct keeps saying it will be done "soon". Should I take this to the small claims court?



**GROUPON**

Andrew Palmer

**A** Andrew has a good case for breach of contract, although he won't have to pursue this because Groupon, which teams up with companies to offer shopping discounts, has stepped in and promised to refund the £250, even though it's not liable for this cost. Legal responsibility passed from Groupon to Photo Direct when Andrew received the tablet. This is a great gesture from a company that hasn't always enjoyed positive publicity.

If Andrew had wanted to take Photo Direct to the small claims court, he would have pointed out that under the Sale of Goods Act any repair must be carried out within a "reasonable time" or time limits agreed by the customer and retailer. Usually around four to six weeks is considered reasonable but Andrew agreed to give Photo Direct up to eight weeks. However, four months is neither reasonable nor within the agreed time limits.

Andrew told us that it was taking so long because Photo Direct said the company it used for repairs had ceased trading, so the tablet had to be sent to the US. But this isn't Andrew's problem and Photo Direct should find alternatives in the UK and not expect customers to wait.



## What are my rights if there's a bug in my TV screen?

**Q** I appear to have a small spider (or other type of bug) trapped within the screen of my 3D 50in Samsung TV, which I bought from Currys in December 2013. When I contacted Samsung I was told to tap the bottom of the screen so the creature would drop out. This doesn't work, and Samsung is now washing its hands of the problem. Can you advise me what to do next?

Stephen Bartlett



**A** Stephen's first step in making a claim for a repair, refund or replacement should be with the retailer Currys. His contract is with them, not the manufacturer. Currys told him to use Samsung's warranty, but this is misleading advice because under the Sale of Goods Act (SOGA) Currys is responsible for fixing this problem. Perhaps Currys thinks the problem is so minor that Stephen will forget about it. Or maybe Currys

assumes that it's a small flaw that doesn't warrant a fix. But that's not true. SOGA clearly states goods must be free of even "minor defects".

We've told Stephen his next step is to go back to Currys armed with this information. If he's fobbed off again, we will contact Currys on his behalf.

As for how the bug got inside Stephen's TV, that's hard to say. It may have been there when the TV was made, or crawled inside after. If it's the latter, it means the screen isn't properly sealed.







## ✉ Contact us so we can investigate your case

Email: [consumeractive@computeractive.co.uk](mailto:consumeractive@computeractive.co.uk)

Write: Consumeractive, Computeractive, 30 Cleveland Street, London W1T 4JD

Please include both your phone number and address.

Unfortunately, we can't reply to all your letters.

## We stand up for your legal rights

## Can I be charged to return faulty goods?

**Q** I bought some CD-R discs from the eBay seller Riviera Multimedia UK ([www.rivieramultimedia.co.uk](http://www.rivieramultimedia.co.uk)) that I think were not "as described" – and the case was cracked. The company refunded me the £8.38 the discs cost, but said I have to cover the postage cost of £3.90 to return them. This isn't adhering to the Distance Selling Regulations (DSRs), but eBay won't let me dispute this and have closed my case. How can eBay act as judge and jury?

David Meekins

**A** That's a very good question, and one that many readers have asked us. We've had lots of complaints from both buyers and sellers about eBay closing disputes while one



party remains unhappy with its decision. We've asked eBay what's the best way to challenge the closing of a dispute, and will tell you what it says in a forthcoming issue.

But in this case neither eBay nor Riviera Multimedia UK has broken the Consumer Contracts Regulations



(formerly called the DSRs) because retailers have never had to refund the cost of sending goods back if they've made this policy clear at the point of sale.

However, Riviera Multimedia UK has broken the Sale of Goods Act, which says the consumer mustn't be "out of pocket" as a result of claiming a refund for goods that are inherently faulty. The company told us it would look into David's complaint. We'll also let you know what Riviera Multimedia decide to do at a later date.



## CASE UPDATES



### Medion confirms extension of laptop warranty

In Issue 433 we reported the problems Graham Head was experiencing trying to get his faulty Medion laptop fixed. It was still under warranty, so he sent it back to Medion for repair, only for the company to initially refuse to fix it. After some mixed messages from the company, Medion eventually apologised, and sent the laptop back.

However, despite the repaired laptop working fine, there were still a few problems. First, Medion promised to extend Graham's warranty by another year, but he had received no confirmation of this. And Medion also forgot to return his screen and keyboard protectors.

We contacted Medion, and the company said it would resolve these outstanding problems. It got back in touch with us to say it had confirmed the warranty extension and posted the missing protectors to him.

A spokesperson told us: "It seems like the customer's item was wrongly marked on our system as being out of warranty. We have spoken to him to apologise and have advised that we have logged his warranty extension on the system and we will also send a letter along with his missing parts he was expecting".

If you have problems with any Medion products, you should contact the company by phone or email (details at [www.snipca.com/13919](http://www.snipca.com/13919)).



## THIS WILL COME IN USEFUL

### Printer manufacturers

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Twitter: @brothersupport

#### Canon

**0207 660 0186**

Email: [www.snipca.com/13807](http://www.snipca.com/13807)  
Twitter: @CanonUKandIE

#### Dell

**0800 028 2660**

Email: [www.snipca.com/13936](http://www.snipca.com/13936)  
Twitter: @DellCares

#### Epson

**01952 607 111**

Email: [www.snipca.com/13822](http://www.snipca.com/13822)  
Twitter: @EpsonUK

#### Hewlett Packard

**0207 660 0596**

Online help: [www.snipca.com/13956](http://www.snipca.com/13956)  
Twitter: @HPSupport

#### Kyocera

**0845 456 0456**

Email: [www.snipca.com/13821](http://www.snipca.com/13821)

#### Lexmark

**0845 601 5955**

Online help: [www.snipca.com/13916](http://www.snipca.com/13916)  
Twitter: @LexmarkUK

#### Samsung

**0330 726 7864**

Email: [www.snipca.com/13915](http://www.snipca.com/13915)  
Twitter: @SamsungUK

#### Xerox

**0330 123 3245**

Online help: [www.snipca.com/13817](http://www.snipca.com/13817)  
Twitter: @XeroxUK



# Protect Your Tech

Scams and threats to avoid, plus new security tools

## WATCH OUT FOR...

### 'Zero-day' flaws in Windows, IE and Word

#### What happened?

Microsoft issued one of its busiest Patch Tuesday security updates of the year (14 October), providing eight security bulletins to fix 24 vulnerabilities, most of them in Windows, Internet Explorer and Word (they're all listed at [www.snipca.com/14024](http://www.snipca.com/14024)).

Three of the updates fix zero-day vulnerabilities, which are flaws that hackers are already exploiting. The most notorious of these has been called 'Sandworm' by security experts (after the creature in Frank Herbert's 1965 novel *Dune*). According to intelligence analysts iSight, it's been used by Russian hackers over the past five years to spy on Nato and the European Union.

But despite the global headlines Sandworm made, Microsoft rates the fix



only as "important", not "critical", which is the highest level of urgency. There are three "critical" fixes in this Patch Tuesday, one of which plugs a hole in Internet Explorer (versions 6 to 11) that hackers could exploit to perform a **remote-code execution** and take control of your PC.

Hackers could also have used this method to take over your PC by exploiting a flaw in Word. Microsoft has

fixed this in a patch rated "important".

#### What should you do?

You should make sure your PC is updated with these fixes, though we wouldn't blame you for being a bit cautious given the mess Microsoft made of the Windows 7 and 8.1 updates in August. But until we hear otherwise, you should check that your PC has 'automatic updating' turned on. Do this by clicking the Start button, typing **update** in the search box then clicking Windows Update. Next, click 'Change settings' and make sure 'Install updates automatically (recommended)' is selected (see screenshot). For more info read Microsoft's excellent FAQ on 'Understanding Windows automatic updating' at [www.snipca.com/14026](http://www.snipca.com/14026).

## New tools

Chrome's Software Removal Tool  
[www.google.com/chrome/srt](http://www.google.com/chrome/srt)

We hope our 'Block & Erase Adware' cover feature (Issue 433) helped you eradicate those infernal nasties that infect your PC and browser, but they have a horrible habit of returning. Google hates them as much as you, and so has released the free, **beta** Software Removal Tool for its Chrome browser (which works on Windows only).

If Chrome starts behaving oddly, perhaps by showing toolbars or pop-up adverts, you should run the tool. It will check Chrome for junk, offering to eliminate any it finds -



click 'Remove suspicious programs'. If not, you'll receive the reassuring message seen in the screenshot here. Both results then give you the choice to reset Chrome's settings to the defaults, which will reset your homepage, disable **extensions** and delete cookies. This drastic measure is like starting from scratch with Chrome, so only consider it if you can't see any other way of removing junk from your browser.



**ScamWatch**  
READERS WARN READERS

#### 'I will assassinate you' email

I receive many spam emails which are well known and easy to detect, but there was one recently that I think may be especially worrying to some people. The sender of the email told me that he had been hired to assassinate me. He also said that three people were tracking me, and unless I contacted him he would carry out the threat. As I would hardly consider myself important enough to assassinate, I realised it was a scam, ignored the threat, and reported it to Action Fraud. There's more info on this scam on Action Fraud's website: [www.snipca.com/13910](http://www.snipca.com/13910).

David Sanderson



Warn your fellow readers about scams  
at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)





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Ryan Martin, eTeknix.com

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Zardon, KitGuru.net

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"what you do get with the UltraNote II is more than just alright. It gets the job done, and does so at a reasonable price."  
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## MESSAGES AND CALLS

### Skype 6.21

[www.snipca.com/14063](http://www.snipca.com/14063)

**What you need:** Windows XP, Vista, 7 or 8

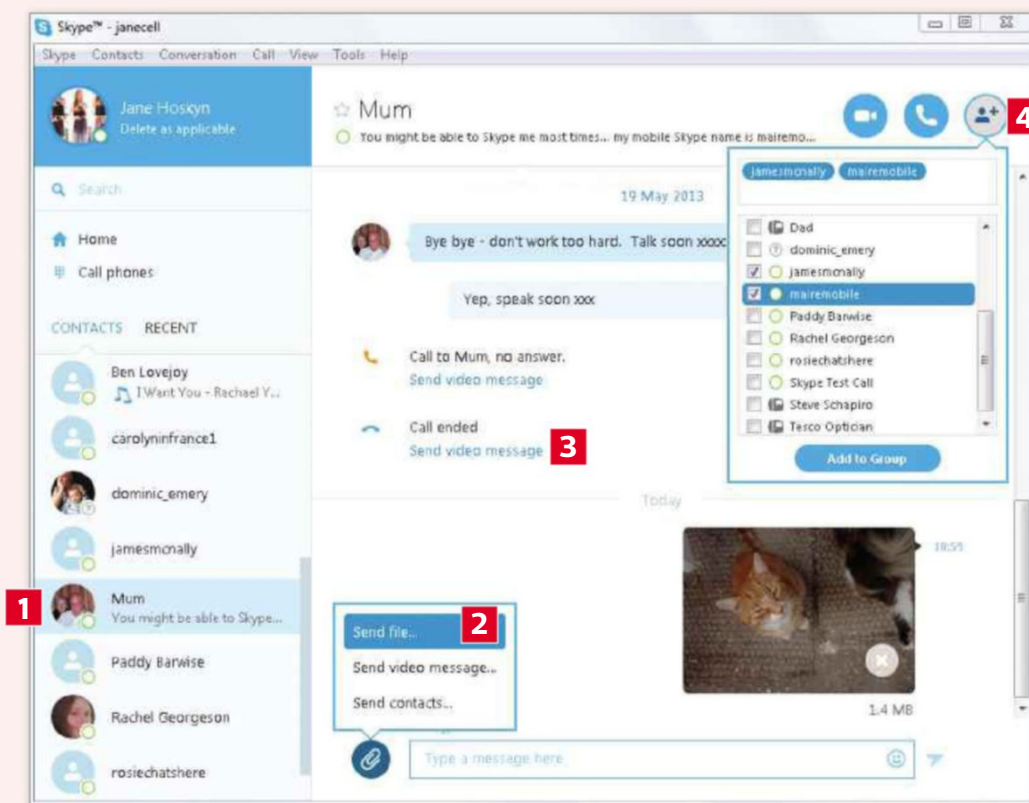


Skype doesn't have to bend over backwards to impress us. The program that changed phone calls forever is already our favourite free tool of all time (Issue 434), and we know you like it too. Even so, its owner Microsoft has made a host of changes and improvements in this new release, chiefly with a greater emphasis on what it calls 'chat' – swapping messages, photos and other files on screen, both on call or off call.

Chat used to be Skype's weak link. If you were in a video or audio call and wanted to show your contact a photo or web link, the process was so fiddly it was often easier to scribble on a bit of paper and hold it up to your webcam. Skype seems to have learned from the popularity of mobile messaging apps such as WhatsApp and Apple's iMessage, and its new chat

window shares similarities with theirs – with the added benefit that you can now chat on screen while you chat via video or audio. In fact, the new Skype seems directly based on a messaging app that's very close to home – Skype for Windows Phone ([www.snipca.com/14074](http://www.snipca.com/14074)).

Skype 6.21 for Windows is officially a preview release to accompany the full new Skype 7 for Mac ([www.snipca.com/14076](http://www.snipca.com/14076)). As previews go it's very stable, and it's much quicker and easier to install than, say, the Windows 10 preview (see page 57). Click 'Download the preview version now' on the download page and make sure you untick Bing and MSN during setup. See page 8 for news of another new project from Skype, the Qik mobile app ([www.snipca.com/14075](http://www.snipca.com/14075)).



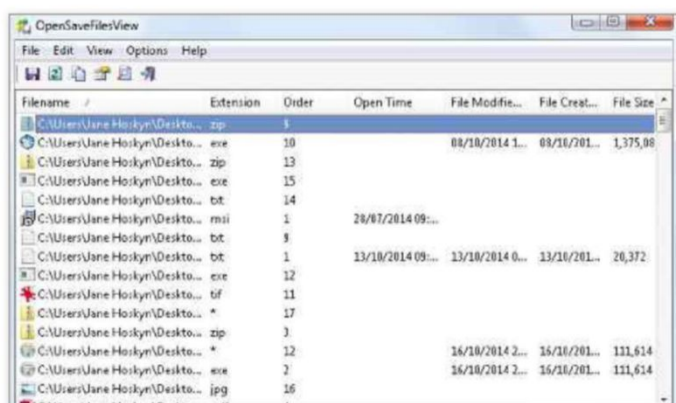
**1** Click a contact to open and continue your chat with that person. Green circles mean the contact is online or has Skype installed on their tablet or phone.

**2** You can send photos and other files to your contact without starting a call. Click the paperclip icon, then 'Send file...'; choose a file and click Open to send it.

**3** Skype offers plenty of encouragement to record and send video messages. Click any 'Send video message' link in your chat history to start recording.

**4** To start a group video call, click the 'Add people' icon, then tick up to 25 contacts. Click 'Add to Group', then click the Video Call button.





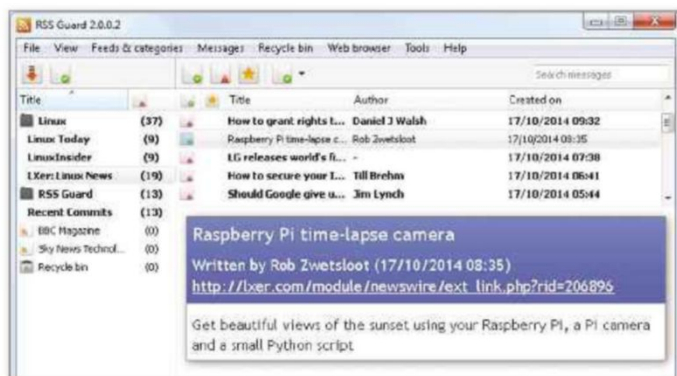
## FILES TOOL

# OpenSaveFilesView

[www.snipca.com/14068](http://www.snipca.com/14068)

**What you need:** Windows XP, Vista, 7 or 8

We always welcome new releases from NirSoft (aka independent software developer Nir Sofer). His programs are small, easy to install (and often portable), adware-free and cost-free, and they have names that tell you exactly what they do. OpenSaveFilesView, then, lets you open, save and view files. When you run the portable program it automatically displays all your recently opened files and folders and lets you sort by attributes, such as file name and last time they were opened. To download the tool, scroll down and click 'Download OpenSaveFilesView (32-bit)', then extract the contents of the ZIP.



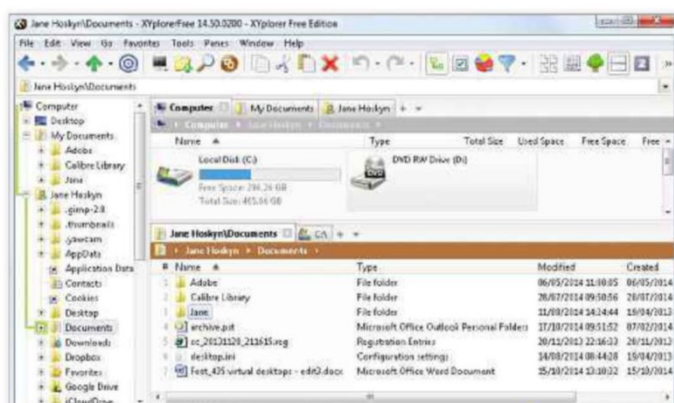
## NEWS READER

# RSSGuard

[www.snipca.com/14082](http://www.snipca.com/14082)

**What you need:** Windows XP, Vista, 7 or 8

RSSGuard is a fast, efficient and extremely useful tool for keeping all your news feeds updated and in one place. It's very easy to use: find an RSS feed URL (from the BBC News Feeds page, for example: [www.snipca.com/14077](http://www.snipca.com/14077)) and copy it to your Clipboard, then click 'Feeds & categories', 'Add new feed' and paste in the URL. Click 'Update all feeds' to fetch new content, then click a feed to open and read it in the main window. To download RSSGuard's portable program file, click the second link from the top ('rssguard-2.0.0.2-win32.exe').



## FILE MANAGER

# XYplorerFree 14.50

[www.snipca.com/14072](http://www.snipca.com/14072)

**What you need:** Windows XP, Vista, 7 or 8

At first glance, XYplorer is similar to OpenSaveFilesView – but they're quite different beasts. If you want a handy extra tool for accessing recent files, go for OpenSaveFilesView. If you want a powerful, feature-rich replacement for Windows (or File) Explorer, go for XYplorer. It has numerous functions you won't find in Windows' built-in tool, including support for previewing animated GIFs, various batch-renaming options in the right-click menu and a tool for copying an entire folder structure.

## WHAT SHOULD I DOWNLOAD?

We tell you what software to use


## What's the best free replacement for Audacity?

**Q** For years, I've used the free audio program Audacity to make MP3 soundtracks for slideshows. My version dates back to 2001. Should I switch to a different program? I use Windows XP and 7.

Alan Clarke



**A** Audacity is still fantastic. Given that you're familiar with its tools and interface, we'd recommend sticking with it – but update to the latest version (2.0.6 – [www.snipca.com/14080](http://www.snipca.com/14080)), which was released on 29 September. Alternatives tend to be expensive (such as Adobe Audition, £17.58 per month, [www.snipca.com/14081](http://www.snipca.com/14081)) or only run on Linux (such as Rosegarden, free, [www.rosegardenmusic.com](http://www.rosegardenmusic.com)). One notable exception is OpenMPT, which has more music-composing tools than Audacity. It's free from <http://openmpt.org>.

 Do you need our advice on what software to use? Just email us at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)

# Reviews

New products tested by our experts

**TABLET** | £129.99 from [www.snipca.com/13965](http://www.snipca.com/13965)

## Tesco Hudl 2

Tesco takes on Apple – and almost wins

Tesco has taken the original Hudl and fixed its flaws to make a brilliant budget tablet. From the moment you take it out of the box the Hudl 2 does everything right. There's a well written, plain-English instruction manual and the packaging explains what every cable and button does, so novices won't feel lost. Turning it on for the first time, we were even greeted by a jaunty introductory video explaining some of the tablet's features.

### Performance

Unlike the original Hudl (see our review, Issue 409), which looked great but performed poorly, the Hudl 2 has the bite to go with its bark. The first Hudl looked good, was well designed and had a decent screen – but its substandard processor made it slow and unresponsive. The Hudl was a decent tablet for kids, but if you wanted to use it to play games or run more demanding apps, it just wasn't up to scratch. The Hudl 2, in contrast, definitely makes the grade.

It's more than capable of playing the latest games, thanks to its powerful 1.33GHz quad-core Intel Atom processor and 2GB of memory. It performed well in our browser and graphics benchmark



tests and, though the results weren't stratospheric, they put it almost on par with the speedy Nexus 7. The Hudl 2 was quick and responsive, even when browsing complex websites. There's 16GB of storage, which is very generous for a budget tablet and this can be expanded to 48GB by using its microSD card slot.

### Battery life, camera, screen and design

This extra muscle hasn't been matched by improved battery life. In our benchmark test (which plays a video continuously until the battery runs out), the Hudl 2 lasted a

disappointing 6 hours 52 minutes. That's below average and way behind the excellent 9 hours achieved by the original Hudl. This makes the Hudl 2 ill-equipped for use on long train or plane journeys, and if you want to use it all day be prepared for the battery to die.

For £129 it's inevitable that corners will be cut and this is definitely the case with the camera. If you're thinking of buying a Hudl 2 to take pictures of your holiday in Cornwall or the grandchildren opening their Christmas presents, then think again. Photos taken with the 5-megapixel rear-facing camera are washed-out and lack detail. We took a picture of what are normally photogenic friends and they recoiled in dismay at what the camera had done to their faces. The 1.2-megapixel front-facing camera, now a standard feature seemingly on all tablets, is fine for Skype calls.

But in other areas the Hudl 2 excels. Tesco has upped the screen size from 7in to 8.3in, which is our favourite size for a tablet screen. It doesn't feel too







unwieldy, but neither is it so small you can't watch your favourite TV programmes in bed on a chilly Sunday morning. We were hugely impressed with the quality of the screen, which has a **resolution** of 1920x1200 – the same as the Nexus 7. At this price, it's an excellent screen with bright and accurate colours and deep blacks. Cut-price tablets tend to have terrible screens, but not the Hudl 2.

We were also impressed with the

“From the moment you open it, the Hudl 2 does everything right”

Hudl 2's smooth plastic rear and gently rounded edges, while the thin borders also gave it a sleek look. It isn't blighted by the usual lazy design hallmarks of a budget tablet and looks every bit as good as devices costing twice as much. We reviewed the black model, but it's available in seven other colours: blue, cyan, orange, pink, purple, red and white (see image left).

### Apps and operating system

If you're not a regular Tesco customer, you might be put off by the presence of Tesco apps and services, but we didn't find them too intrusive. There are apps for shopping at Tesco, Tesco Bank and Tesco's Blinkbox apps for TV, film and

### SPECIFICATIONS

8.3in 1920x1200-pixel touchscreen • 1.33GHz Intel Atom Z3735D quad-core processor • 2GB memory • 16GB storage • Android 4.4.2 KitKat • 410g • 128x224x9mm (HxWxD) • One-year warranty  
[www.snipca.com/13965](http://www.snipca.com/13965)

music streaming, but all of these can be hidden. Swiping left to right on the home screen brings up a special screen of Tesco offers and suggestions. It feels like a hard sell, but some people will find information on the latest deals and vouchers helpful and a real money-saver.

Aside from a dash of Tesco here and there, the standard Android 4.4.2 operating system remains intact. We get irritated at other tablet manufacturers such as Samsung who insist on messing with how Android looks so it's a relief to see Tesco leaving the mobile OS well alone.

One change we do like is the addition of the Child Safety app. This lets you add profiles for up to seven family members and control exactly what they can see and do on the tablet. When you create a profile the app asks you the age of the child and will change settings accordingly. The app will only allow access to age-appropriate websites and child-safe apps. You can set time limits so children can use it only at certain times of the day or at the weekend. You can also edit the settings to create the perfect profile to keep your kids or grandkids safe when using the tablet.

### Conclusion

People wanting a tablet with an amazing screen, better battery life and faster processor may still be tempted by high-end devices like the iPad Mini with Retina Display. But at less than half the price, the Hudl 2 is hard to ignore. This is a powerful, well-made, stylish tablet with an excellent screen that fixes nearly all the shortfalls of the original Hudl. For £129 (or potentially £65 if you have enough Clubcard points), the Hudl 2 is an absolute steal.

### HOW WE TEST

Computeractive is owned by Dennis Publishing, which owns a hi-tech facility for testing the latest technology. You'll often read references to our benchmark testing, which is a method of assessing products using the same criteria. For example, we test the speed of every PC and the battery life of every tablet in exactly the same way. This makes our reviews authoritative, rigorous and accurate.

Dennis Publishing also owns the magazines *PC Pro*, *Computer Shopper*, *Web User*, *Micro Mart* and *MacUser*, and the website Expert Reviews ([www.expertreviews.co.uk](http://www.expertreviews.co.uk)). This means we can test thousands of products before choosing the most relevant for *Computeractive*.

### FAIR AND IMPARTIAL

Our writers follow strict guidelines to ensure the reviews are fair and impartial. The manufacturer has no involvement in our tests.

### OUR AWARDS



We award every product that gets a five-star our Buy It! stamp of approval. It means we were extremely impressed by the product, and we think you will be too.



Every product that gets a four-star review is given the Great Pick award. We highly recommend these products, although they just fail to meet the high standard of our Buy It! winners.

### PRICES

Our reviews contain a link to the best price we found online at the time of press.

**VERDICT:** A brilliant budget tablet with a fantastic screen and speedy processor, but battery life is poor



**ALTERNATIVE:** Asus Nexus 7 £170 No SD card slot, but this 7in model is higher-spec and one of the best small Android tablets around



# Reviews

PHOTO EDITOR | £40 from [www.snipca.com/13791](http://www.snipca.com/13791)

## Corel AfterShot Pro 2

Photo management and processing for photography enthusiasts

AfterShot Pro is an image editor aimed squarely at photographers. It can't tackle graphic design tasks or create photo montages. Instead, it focuses on organising photos with tags, ratings and labels, and optimising their colours and details. This is particularly useful for people who shoot using their camera's RAW mode. RAW files have the potential to deliver much better image quality than the camera's JPEGs. It's down to software like AfterShot Pro to unlock this potential – as well as to keep track of these RAW files, which can't be read by most Windows software.

AfterShot Pro isn't the only software to offer these features, though. Adobe Photoshop Lightroom is the market leader, and rightly so with its elegant interface and outstandingly good editing tools (see our review, Issue 402). Against such stiff competition, Corel's software has one immediate advantage – at just £40 it's £60 cheaper than Adobe's.

We like AfterShot's streamlined interface, with photo management on the left, editing tools on the right and a choice of thumbnails or full-screen previews in the centre. It's possible to search the library by a huge range of criteria including capture date, exposure settings, ratings, keywords and folder location. It performed erratically in our tests, though, occasionally freezing for up to 20 seconds. Version 2 recognises the RAW files of more cameras than ever, but the list is still far from comprehensive, with many models conspicuously absent.



Exporting finished images is faster than before. However, the software can't organise photos into custom albums or export directly to social-media websites.

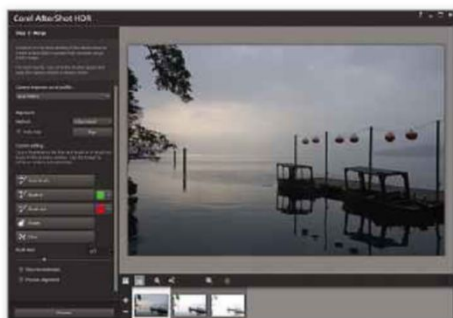
Image processing is mostly excellent. It's possible to tweak just the highlights, shadows, specific colours or particular parts of an image. However, some features don't match the standard set

“Some features don't match the standard set by Lightroom”

so the copied material matches its new surroundings. AfterShot Pro's Heal tool is far less effective, simply applying a blurry smudge over the offending area.

There's a new tool, actually taken directly from Corel PaintShop Pro, for combining photos taken at varying exposure levels to create a single image. Its ability to extract highlight details from RAW files, however, is frustratingly limited.

Corel AfterShot Pro is a generally good image editor, but there's very little to tempt existing users to upgrade to version 2. For those who have yet to take the plunge into RAW image editing, Lightroom has more consistently impressive editing tools making it well worth the extra expense.



### REQUIREMENTS

Windows XP or later • Pentium 4 processor or faster  
• 2GB of memory or more • At least 400MB of available hard-drive space [www.snipca.com/13792](http://www.snipca.com/13792)

by Lightroom. There's a new Local Contrast control that accentuates details by boosting the contrast in relation to adjacent pixels. It's not as effective as Lightroom's similar Clarity tool, though, with a tendency to add distracting halos around objects. It can compensate for a variety of lens defects, but whereas Lightroom tackles these automatically, in AfterShot Pro it's a more laborious manual process.

Lightroom's Heal command can remove blemishes by copying another pristine part of the image and hiding the blemish behind it, tweaking the colours

**VERDICT:** Some powerful organising and editing tools, but the various niggles and flaws mount up

★★★★☆

### ALTERNATIVE:

Adobe Photoshop Lightroom 5 **£100**  
Fine editing tools and good camera support are worth the extra cost





**ALL-IN-ONE PC** | £260 from [www.snipca.com/13898](http://www.snipca.com/13898)

# LG Chromebase

The first Chrome OS all-in-one PC

The LG Chromebase is the first all-in-one PC to run Google's cloud-dependent Chrome OS operating system. Although LG has squeezed in a high-quality 21.5in screen, the Chromebase doesn't cost that much more than most Chromebook laptops.

We were pleasantly surprised by the good image quality of the 1080p screen, because we expected LG to compromise here with something substandard. It's very bright with good colour accuracy and contrast, while viewing angles are satisfyingly wide, so colours don't change if you shift your position. Another surprise is the anti-glare matte finish (as opposed to the glossy finish found on most modern monitors). This makes it far less likely to reflect light, which can cause distracting amounts of glare.

There's no way of connecting a second monitor, but there is an **HDMI** port so you can use the Chromebase's high-quality screen with a tablet or laptop. The stand is a bit wobbly, but it's still easy to tilt and swivel, which is best done with both hands.

Corners have been cut to keep the price down however. The stand isn't height-adjustable and it has to be assembled when you first unpack and set up the PC. But the assembly isn't rocket science – screw the two parts of the stand together, then screw that to the PC and it's all set up.

There's no **SD card** slot for backing up your photos, while there's only one **USB 3.0** port, which is on the right-hand edge of the PC for easy access. The other three USB ports at the rear are **USB 2.0**. The included USB mouse is basic, but works well enough. The keyboard is a let down though. The keys are far too spongy – which makes for uncomfortable typing, while the laptop-style layout will initially

## SPECIFICATIONS

1.4GHz Intel Celeron 2955U dual-core processor • 2GB memory • 16GB SSD • Intel-integrated graphics • 21.5in 1920x1080-pixel screen • 802.11a/b/g/n • Chrome OS • 4.3kg • 529x397x189mm (HxWxD) • One-year warranty [www.snipca.com/13899](http://www.snipca.com/13899)



throw some touch typists. You can of course use a USB or wireless keyboard instead.

**802.11n**, Bluetooth and Ethernet are all built in, while the 1.4GHz Intel Celeron 2955U **dual-core processor** and 2GB of memory are more than fast enough for running Chrome OS. In addition to **web apps**, Chrome OS can now run a very small handful of selected Android apps available through the Chrome Web Store. We tried the Evernote app which worked surprisingly well and even recognised some common keyboard shortcuts.

If you have basic computing needs and don't need portability then this Chrome OS computer is a good-value choice. If you want the ability to add a second monitor though, then a Chromebook or the Asus Chromebox (see our review, next issue) would be better choices.

**VERDICT:** Some rough edges, but this cheap, easy-to-use, big-screen PC is good value



**ALTERNATIVE:** Braebo Hemera  
£349 If you'd rather have Windows, this cheap desktop PC only costs a little more



## Accessories



### Microsoft Arc Touch Bluetooth Mouse

£60 from [www.snipca.com/13949](http://www.snipca.com/13949)

A portable mouse with a flexible body that flattens out so it can be stowed away in your laptop bag. Unlike older versions of this mouse, it has fewer buttons and a touch-sensitive scroll pad instead of a scroll wheel, but it is thinner and doesn't need its own USB dongle.

### Elgato Avea Light Bulb

£40 from [www.snipca.com/13950](http://www.snipca.com/13950)

A light bulb with a screw fitting that connects to your iOS device via Bluetooth. You can then change the colour of the light, have the shade vary automatically over time, or set it to wake you by gradually increasing in brightness while playing your choice of audio file.



### QDos Q-Pic

£20 from [www.snipca.com/13951](http://www.snipca.com/13951)

Once you pair it with your Android phone or iPhone, you can use this Bluetooth trigger to remotely take a photo or video recording from around 10 feet away. Great for self-portraits and other, more imaginative photography.



### Lindy USB OTG 3-Port Hub & Card Reader

£13 from [www.snipca.com/13952](http://www.snipca.com/13952)

Connect storage cards and multiple USB sticks to your Android device using this three-port mobile USB hub and card reader.



# Reviews

**DIGITAL CAMERA** | £269 from [www.snipca.com/13883](http://www.snipca.com/13883)

## Samsung NX Mini

The slimmest interchangeable-lens camera yet

Picking a camera can be a complex balancing act of competing priorities, but there are often two issues on which people won't budge. It must be within budget and not so big that you end up leaving it at home.

With the NX Mini, Samsung has addressed those priorities well. The sub-£300 price is very reasonable, especially when you factor in the bundled copy of Adobe Lightroom 5, a fantastic photo editor that normally sells for £100 (see our review, Issue 402). And weighing 229g and measuring 35mm thick, it isn't much bigger than most budget compacts.

The 1in sensor is four times bigger than the sensors used in most compact cameras, and is more commonly found in more expensive cameras such as the Sony RX100 series. As a rule, larger sensors deliver higher image quality. The lens plays a part, too, so it's disappointing that the bundled lens isn't as remarkable with its narrow aperture and no zoom function. The fixed wide-angle view is fine for general snapping, but not so good for close-up portraits or capturing distant subjects.

Because the NX Mini uses interchangeable lenses, you can whip off

this disappointing lens and attach another compatible one. You'll have to pay for additional lenses, of course, and currently only two other compatible lenses are available. One is a 3x zoom lens, while the other is a wide-aperture lens that's ideal for portraits and low-light photography. Both are thicker than the bundled lens, which is much slimmer than usual, but the camera is still just about pocket-sized with the larger lenses attached.

A big sensor and interchangeable lenses are usually the mark of an enthusiast-oriented camera, but the NX Mini's controls are designed more for point-and-shoot operation. There are no dials and just a few buttons on the back. Manual functions are available but they're not particularly quick to access. The screen is touch-sensitive though, which speeds up menu navigation and makes it easy to specify where you want the camera to focus. The screen is hinged at the top, tilting up for comfortable use at waist height, and up and over for self-portraits.

There's Wi-Fi built in for remote control and image transfers to iOS and Android devices (using the free apps from [www.snipca.com/13880](http://www.snipca.com/13880) and [www.snipca.com/13881](http://www.snipca.com/13881)),

plus high-quality video recording.

Image quality is excellent for such a slim camera. That's largely down to the big sensor, which captures smooth, lifelike details in bright conditions. Photos taken in low light look respectable, especially when compared to other similarly priced cameras



with smaller sensors that produce low-light photos blighted by grainy noise. Shooting in RAW mode and processing photos in Lightroom boosts quality further, and unleashes lots of creative colour-processing techniques.

The Samsung NX Mini isn't perfect – its controls could be better and we wish a wider range of lenses were available, (although the lenses that are available do at least cover the basics). Nonetheless, the NX Mini's good image quality and petite size makes it a great-value alternative to other bulkier, more expensive CSCs.

### SPECIFICATIONS

20-megapixel sensor • No zoom (24mm) • 3in screen • Accepts microSD, microSDHC and microSDXC storage cards • 229g • 62x111x35mm (HWD) • One-year warranty [www.snipca.com/13882](http://www.snipca.com/13882)

**VERDICT:** Not perfect, but image quality far exceeds our expectations for such a slim camera

★★★★☆

**ALTERNATIVE:** Sony Alpha A5000  
£269 An even bigger sensor and a zoom lens gives this CSC the advantage for image quality, but it's bigger and heavier too



“Image quality is excellent for such a slim camera”





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\* Chillblast won more awards in the leading IT press publications PC Pro, PC Advisor and Computer Shopper combined than any other retailer 2010-2013

\*\* World's fastest PC as tested by PC Pro Magazine - <http://www.pcpro.co.uk/reviews/desktops/371152/chillblast-fusion-photo-oc-iv>

# Reviews

**E-READER** | £140 from [www.snipca.com/13859](http://www.snipca.com/13859)

## Kobo Aura H2O

The first waterproof e-reader



If you do a lot of reading in the bath, or by the beach and pool while on holiday, then the Kobo Aura H2O is an excellent choice. The Aura H2O is waterproof for up to 30 minutes in depths of up to one metre; it easily survived a soak in our hot bubble bath.

The Aura H2O's 6.8in screen has a **resolution** of 1430x1080 pixels which is higher than the Amazon Kindle Paperwhite's 1024x758 pixel 6in display. The result is text that is wonderfully clear and crisp, looking just as good as a printed book. The Paperwhite still looks pretty good in comparison, but far cheaper, unbranded, lower-resolution e-readers don't. The bigger screen size and higher resolution also means you can either fit more text on screen or, if you have poor eyesight, increase font size while still maintaining sharp, crisp text.

Reading in the dark or in dimly lit rooms is a joy thanks to the excellent backlight, which is so strong that at maximum brightness it hurt our eyes. But once we turned it down a tad it provided a comfortable light that didn't strain our eyes. There's 4GB of storage,

### SPECIFICATIONS

6.8in touchscreen • 1430x1080 pixel resolution • 4GB storage • MicroSD slot • 802.11b/g/n Wi-Fi • 179x129x10mm (HxWxD) • 233g • Supports ePub, Mobi and PDF ebooks [www.snipca.com/13858](http://www.snipca.com/13858)

enough for thousands of books, and if you need more space there's also a slot for microSD cards. Unlike the Kindle Paperwhite, which is available in Wi-Fi and 3G versions, the Aura H2O is only available with Wi-Fi.

At 233g the Aura H2O is almost 30g heavier than the Paperwhite and is also rather thick and chunky, but it's still comfortable enough to hold for long periods. The touchscreen is the most responsive we've ever used on an e-reader thanks to its speedy 1GHz **processor**. Although using the Aura H2O is by no means a chore, we still prefer the Kindle's interface, which is simpler and more logically arranged. Kobo has at least always provided ample options for customising how books look and we could change the font size, weight and sharpness as well as the line and margin spacing.

Buying the H2O instead of a Kindle gives you more choice when buying ebooks. With the Kindle you can only buy ebooks from Amazon. With the H2O you can buy ebooks from any store that supports PDF, ePub or Mobi-formatted books. Even if you're happy with Amazon's selection and prices, Kindles aren't compatible with the Over-Drive

ebook-lending system – used by many public libraries – whereas Kobos are.

At £140 the Kobo Aura H2O is more expensive than the Kindle Paperwhite (£109 from [www.snipca.com/13543](http://www.snipca.com/13543)), but it has an amazing screen, a superb backlight and you can even drop it in the bath and not have to worry. The H2O is a great value e-reader.

**VERDICT:** A waterproof e-reader with an excellent screen and it's not tied to a single ebook store



**ALTERNATIVE:** Barnes and Noble Nook GlowLight £89 Cheaper and also not tied to an ebook store, although you'll have to make do with a lower-resolution screen

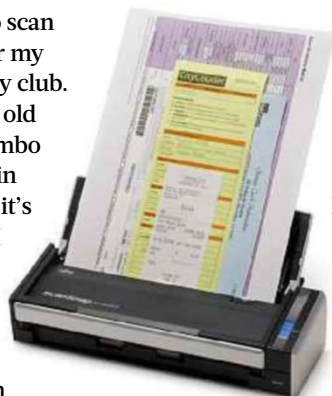


## WHAT SHOULD I BUY?

### What's the best portable scanner?

**Q** I often need to scan documents for my local genealogy club. I've been lugging a big, old HP printer-scanner combo down to the town hall in the boot of my car, but it's not very practical and I don't need the printer part. Is there a more portable scanner you'd recommend?

Bruce Davison



**A** There's no need to lug around a desktop **MFP** when much smaller, more portable scanners are available. Our pick is the Fujitsu ScanSnap S1300i (£210 from [www.snipca.com/13913](http://www.snipca.com/13913)). Although its scan quality isn't really good enough for photos, it's more than sufficient for documents. It's also very

reliable and sturdy – we've rarely experienced paper jams and it survived a drop onto a carpeted floor from a height of about four feet. It can scan multiple pages unattended thanks to its **ADF** and its software can save your scans in several different formats, extract text from scans using **OCR** and save scans to online storage services such as Dropbox.

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# Reviews

**BLU-RAY** | £90 from [www.snipca.com/13872](http://www.snipca.com/13872)

## LG BP645

A Blu-ray deck with Wi-Fi, extras and apps



While there may be cheaper Blu-ray players than the new LG BP645, £90 is roughly the going rate if you want built-in Wi-Fi. With the BP645, this gives you wireless access to BBC iPlayer, Netflix, Amazon Instant Video, Tesco's Blinkbox, Sky's Now TV, Spotify, Napster and YouTube, plus many more obscure apps.

The tricks don't end there though: there's also **Miracast** support, the ability to play a wide range of video files from a USB stick, **NAS** or networked PC, remote control via an app, and the Private Sound feature that let's you play a video's audio through your tablet or smartphone's headphones.

LG's free remote-control app is

### SPECIFICATIONS

HDMI, optical, USB2 and Ethernet ports •  
44x430x205mm (HxWxD) • 1.5kg •  
One-year warranty [www.snipca.com/13873](http://www.snipca.com/13873)

available for iOS and Android devices (from [www.snipca.com/13876](http://www.snipca.com/13876) and [www.snipca.com/13877](http://www.snipca.com/13877) respectively), and also houses the Private Sound feature. Private Sound didn't work very well, though – no matter what we watched, the audio always lagged a half-second behind the video, which doesn't sound like much but proved to be very distracting.

Private Sound deserves further development, because being able to watch TV without disturbing everyone else is very useful. Miracast worked seamlessly, though: we could start playing a video on our Samsung Galaxy S5, tap the Cast icon and display it perfectly on our telly within seconds.

The remote was a little sluggish (using the remote-control app was much more responsive), and online HD video often took a few seconds before it displayed at HD quality, but we've seen similar

problems on more expensive devices. Thankfully, we could barely hear a whisper from the Blu-ray drive when playing discs.

The LG BP645 is a fine Blu-ray player. However, on balance it's worth paying a little more for the Samsung BD-H6500 instead. It doesn't have Now TV, but it does have ITV Player, 4oD and Demand 5, which the BP645 lacks.

**VERDICT:** Quiet, with lots of features, this is a good-value Blu-ray player



### ALTERNATIVE:

Samsung BD-H6500 £106

Slightly more expensive, but with all the terrestrial TV catch-up apps



**PRINTER** | £161 from [www.snipca.com/13878](http://www.snipca.com/13878)

## Lexmark MS312dn

A fast mono laser printer with network support

Lexmark's MS312dn is a small mono laser printer aimed at homes and small offices. Its impressive specification includes a high 1200 dots-per-inch (dpi) resolution and a fast 33 page-per-minute (ppm) top speed. There's no built-in support for wireless networks, but you can use an Ethernet cable to connect it to a router and share it among several users that way. It can also print on both sides of the page (duplex printing) without you lifting a finger, thereby saving paper.

This printer is small and light enough for one person to lift comfortably. The setup software will automatically find the printer whether you're connecting via a network, USB or even a **parallel cable** – it's very unusual to see this ancient

### SPECIFICATIONS

1200x1200dpi maximum print resolution •  
33ppm • A4, A5, A6, letter and legal paper sizes •  
263x399x282mm (HxWxD) • 14kg • Three-year warranty [www.snipca.com/13879](http://www.snipca.com/13879)

standard still supported. In the base there's a sturdy paper tray, while there's a robust multi-purpose manual feed at the front.

Printing starts quickly, with the first page appearing in just eight seconds. In our tests the printer reached a speed of 26.7ppm when printing a 20-page text document, which is fast. Graphics prints weren't noticeably slower, except when using the maximum resolution: here a single A4 photo took 14 seconds.

Print quality is among the best we've seen from a mono laser, with sharp text and good shading in graphics and photos. Unfortunately, a 5,000-page replacement toner costs around £132, leading to high print costs of 2.6p per page. For about £25 less you could buy Dell's very similar



B2360dn (see our review, Issue 434), which is quicker still, cheaper to run and a match for print quality.

**VERDICT:** This is a good quality printer, but it's expensive to run



### ALTERNATIVE:

Dell B2360dn £136 A similar printer but cheaper, with lower running costs





# Reviews

**ACCESSORY** | £20 from [www.snipca.com/13690](http://www.snipca.com/13690)

## Google Cardboard

Virtual reality at a bargain price

Google Cardboard is unlike any product we've ever reviewed. This budget cardboard kit turns your Android smartphone into a virtual-reality headset.

The headset itself is merely a cardboard shell which contains a pair of lenses, a slider on the left-hand side which acts as a simple controller, and a Velcro-secured compartment for your smartphone (compatible models are listed in Specifications below). Your phone does all the hard work to display the immersive wrap-around images. It tracks your head as you move it horizontally and vertically, so what you're seeing changes to match your head movements. You select what you want to view using the slider, which is actually a small magnet that interacts with your phone's magnetic sensors. It's a little fiddly, though – a quick slide-down and release motion works best.

There's no interactivity, if only because you have to hold the headset to your face. You can't pick up objects or walk around freely for example. Even so, using Google Cardboard is incredibly fun and immersive. A small range of virtual-reality content is available via the Google Cardboard app (free from [www.snipca.com/13692](http://www.snipca.com/13692)), as well as a handful of third-party apps in the Google Play store and online (free from [g.co/chromevr](http://g.co/chromevr)).



These include Google Maps Street View panoramas, YouTube videos and some simple games. Image quality varies hugely from grainy to sharp and lifelike. The **API** is freely available, so if you're a programmer then you can create your own apps.

You can also view 360-degree panoramas taken using the Photo Sphere option in the free Google Camera app and, with a little tinkering, panoramas taken on other cameras such as the Ricoh Theta (see our review, Issue 415). This was our favourite use for Google Cardboard – using panoramic photos to relive family gatherings, parties and a holiday in the Jordanian desert.

Google doesn't actually sell Cardboard itself. It instead makes the blueprints freely downloadable, so if you don't want to pay a company to make and send you the headset then you can make it yourself. The cheap materials are widely available. The headset doesn't fit if you're wearing glasses, but you can build your own version that does.

Google Cardboard is hardly an essential purchase, but it is great fun and if you're a confident tinkerer then there's potential for loads of weekend projects, from building your own headsets to creating apps and new content for it.

**VERDICT:** Addictive fun and plenty to tinker with too



### SPECIFICATIONS

Requires Google Nexus 4, Nexus 5, Motorola Moto X, Samsung Galaxy S4, S5 or Galaxy Nexus smartphone  
[www.cardboard.withgoogle.com](http://www.cardboard.withgoogle.com)

## COMING SOON



### NOVEMBER 2014

Sony's Xperia Z3 Compact 8in Android tablet will be waterproof, as with previous Xperia tablets. Prices start at £329 for the Wi-Fi model, with pricing still to be confirmed for the 4G version.



### NOVEMBER 2014

The iPad Air 2 is rumoured to be thinner than the original Air and will have a fingerprint reader as well as the new faster A8 **processor**, first introduced in the iPhone 6.



### NOVEMBER/DECEMBER 2014

HP's Stream laptops have similar specifications to Chromebooks, but run Windows 8.1 instead. The 11in version will arrive in November and cost £179, while the 13in version will arrive in December priced £199.



### DECEMBER 2014

HP has announced the Stream 7, a 7in Windows 8.1 tablet that will cost just \$99 (£62) in the US. UK pricing and availability haven't been confirmed, but we'd expect a release date just in time for Christmas.



## NEXT ISSUE

ON SALE  
12 Nov



### iPhone 6

The smaller of Apple's new phones



### Asus Transformer Book Flip

A laptop with a rotating screen

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# Buy It

Our pick of products that have won the Buy It award

## LAPTOP

**Apple MacBook Air 13in 128GB**  
**£849** from [www.snipca.com/10020](http://www.snipca.com/10020)  
**Tested:** Issue 402



Apple's latest MacBook Air isn't cheap, but it's the best lightweight laptop available. It has excellent battery life, a comfortable keyboard, a sensibly sized screen, a sturdy and classy build and great bundled software.

### ALTERNATIVE: Asus Chromebook C200

A cheap Chrome OS ultra-portable laptop with a bright screen, lengthy battery life and great keyboard. £200 from [www.snipca.com/13460](http://www.snipca.com/13460)

## DESKTOP PC

**Palicomp AMD Kaveri Evolution**  
**£500** from [www.snipca.com/11804](http://www.snipca.com/11804)  
**Tested:** Issue 422



A budget PC with a fast overclocked processor. It also has good upgrade potential and comes with a surprisingly good 24in monitor, as well as a quality USB keyboard and mouse.

### ALTERNATIVE: Braebo Hemera A

A cheap, complete PC system that's powerful enough for basic tasks. £350 from [www.snipca.com/12606](http://www.snipca.com/12606)

## TABLET

**Asus Nexus 7**  
**£170** from [www.snipca.com/13419](http://www.snipca.com/13419)  
**Tested:** Issue 407



An excellent budget 7in Android tablet with a high-resolution screen and good battery life. It's not quite as cheap as the original Nexus 7 and Android still needs more high-quality tablet apps, but it's still a fantastic bargain.

### ALTERNATIVE: Apple iPad Air A

lightweight, 10in tablet with an excellent screen and peerless selection of apps. £399 from [www.snipca.com/10545](http://www.snipca.com/10545)

## PHONE

**Motorola Moto G 4G**  
**£157** without contract from [www.snipca.com/13465](http://www.snipca.com/13465)  
**Tested:** Issue 432



Motorola's budget Android smartphone is an absolute steal. It's very responsive, well made, fast and has a good screen. Plus, it's now been updated with 4G and a microSD card slot.

### ALTERNATIVE: Apple iPhone 5s

An excellent smartphone with a great camera and performance. £459 without a contract from [www.snipca.com/10171](http://www.snipca.com/10171)

## DIGITAL CAMERA

**Panasonic Lumix DMC-GF6**  
**£300** from [www.snipca.com/12607](http://www.snipca.com/12607)  
**Tested:** Issue 405



This compact interchangeable lens camera is small and reasonably priced, yet it has well-designed controls, a wide range of available lenses and shoots excellent quality photos. The GF6 really is unbeatable value.

**ALTERNATIVE: Fujifilm XF1** If you don't need the flexibility of removable lenses, this slim compact is a great choice.

£130 from [www.snipca.com/13701](http://www.snipca.com/13701)

## E-READER

**Kobo Aura**  
**£98** from [www.snipca.com/12147](http://www.snipca.com/12147)  
**Tested:** Issue 410



A great e-reader with an easy-to-read lit touchscreen that can be tweaked extensively through its settings. There's no 3G version for downloading books on the go, but, unlike the Amazon Kindle, you can buy ebooks from independent retailers that use the ePub format.

### ALTERNATIVE: Amazon Kindle

**Paperwhite (2013)** An e-reader with a brilliant screen and some useful features. £109 from [www.snipca.com/13543](http://www.snipca.com/13543)



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## SECURITY CAMERA

**Y-cam HomeMonitor HD**  
£147 from [www.snipca.com/11646](http://www.snipca.com/11646)  
Tested: Issue 420



A home-security camera that's well priced and easy to set up. Plus, it has great picture quality, useful apps and there's no need to subscribe to any extra services. It's a worthy successor to the original HomeMonitor, our previous favourite security camera.

**ALTERNATIVE: D-Link Wireless-N Day & Night Camera** A good-value security camera with excellent night vision. £90 from [www.snipca.com/12741](http://www.snipca.com/12741)

## ROUTER

**Trendnet TEW-812DRU**  
£107 from [www.snipca.com/13854](http://www.snipca.com/13854)  
Tested: Issue 427



An incredibly fast 802.11ac router that's also one of the cheapest we've seen. It's superb and it's the router to buy if you're ready to make the jump to 802.11ac.

**ALTERNATIVE: Linksys WRT1900AC** More expensive, but even faster and with loads of features too. £220 from [www.snipca.com/12928](http://www.snipca.com/12928)

## NAS

**Synology DiskStation DS213j**  
£160 from [www.snipca.com/10575](http://www.snipca.com/10575)  
Tested: Issue 404



This NAS enclosure has it all – fast performance, easy configuration and plenty of extra features. It's not perfect – disk installation is a little fiddly and it's a little pricey – but there are few other NAS devices we would rather buy.

**ALTERNATIVE: Synology DS414j** A four-drive NAS that's generally fast and easy to set up and use too. £258 from [www.snipca.com/12545](http://www.snipca.com/12545)

## WEB DESIGN

### Serif WebPlus X7

£80 from [www.snipca.com/12338](http://www.snipca.com/12338)

Tested: Issue 414



WebPlus X7 is one of the best programs available for designing a website without having to write a line of code. It comes with lots of templates, with more available for purchase if you need them. It also has lots of specialist tools for building a small business website.

**ALTERNATIVE:** **Jimdo Pro** This browser-based program for creating websites is slick and feature-packed, but lacking in high-quality templates. £60 a year from [www.jimdo.com/pricing](http://www.jimdo.com/pricing)

## SMART TV

### Samsung UE32H6200

£360 from [www.snipca.com/13101](http://www.snipca.com/13101)

Tested: Issue 427



A stylish 32in smart TV with great picture quality and apps for all the terrestrial TV catch-up services. It has plenty of extras, too, such as recording-to-USB storage, 3D, playing media files stored on a NAS or USB stick, and plenty of HDMI ports.

**ALTERNATIVE:** **Sony KDL-42W705B**

Excellent image quality, stylish looks and a 42in screen. £500 from [www.snipca.com/12931](http://www.snipca.com/12931)

## COMPETITION

Win a

**Humax**

**DTR-T2000**

**YouView+ digital TV recorder**



The Humax DTR-T2000 YouView+ is an outstanding digital TV recorder, which won a five-star Buy It! award in Issue 433. The easy-to-use 15-day Electronic Programme Guide lets you scroll eight days forward and seven days back, so you won't miss any of your favourite shows. Catch-up TV services include BBC iPlayer, ITV Player, 4oD and Demand 5. Enter this competition by emailing your address to [cacomp@dennis.co.uk](mailto:cacomp@dennis.co.uk) by midnight on 11 November.

**The Humax DTR-T2000 YouView+** is available now priced £200. For more information visit [www.humaxdigital.com/uk](http://www.humaxdigital.com/uk)

## SOLID-STATE DRIVE

### Crucial MX100 512GB

£156 from [www.snipca.com/12743](http://www.snipca.com/12743)

Tested: Issue 427



A blindingly fast, high-capacity SSD at a remarkably low price. If you've been put off buying an SSD because of the cost, then now is finally the time to take the plunge. It's far faster than any hard drive and is one of the best upgrades you can fit to your computer.

**ALTERNATIVE:** **Crucial M550 SSD 1TB**

If you need a bigger SSD, this fast 1TB model is great value. £334 from [www.snipca.com/12932](http://www.snipca.com/12932)

## MULTIFUNCTION PRINTER

### Canon Pixma MG4250

£50 from [www.snipca.com/12457](http://www.snipca.com/12457)

Tested: Issue 382



This budget multifunction printer (MFP) isn't the fastest available, but it's cheap to buy and inexpensive to run. Just as importantly, both prints and scans look great. Unless you need faster print speeds or separate ink tanks for each colour, this MFP is the one to buy.

**ALTERNATIVE:** **Canon Pixma MX535**

An MFP aimed at small offices with duplex, ADF and fax, but also good photo print quality. £70 from [www.snipca.com/12909](http://www.snipca.com/12909)

## HOMEPLUGS

### TP-Link AV500 Nano Powerline Adapter Starter Kit (TL-PA4010KIT)

£25 from [www.snipca.com/10742](http://www.snipca.com/10742)

Tested: Issue 395



TP-Link's tiny Homeplug adapters are a great choice, especially if socket space is at a premium or you don't want to block an adjacent socket. Despite their low price, they're also very fast making them great value.

**ALTERNATIVE:** **Devolo dLAN 500**

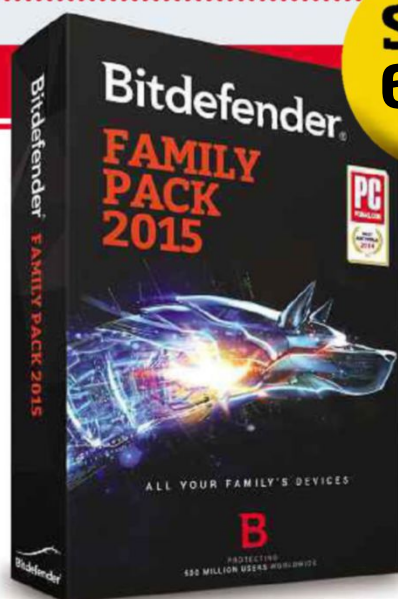
**AVPlus Starter Kit** These fast Homeplug adapters can block adjacent sockets, but they do have a passthrough socket. £75 from [www.snipca.com/12933](http://www.snipca.com/12933)



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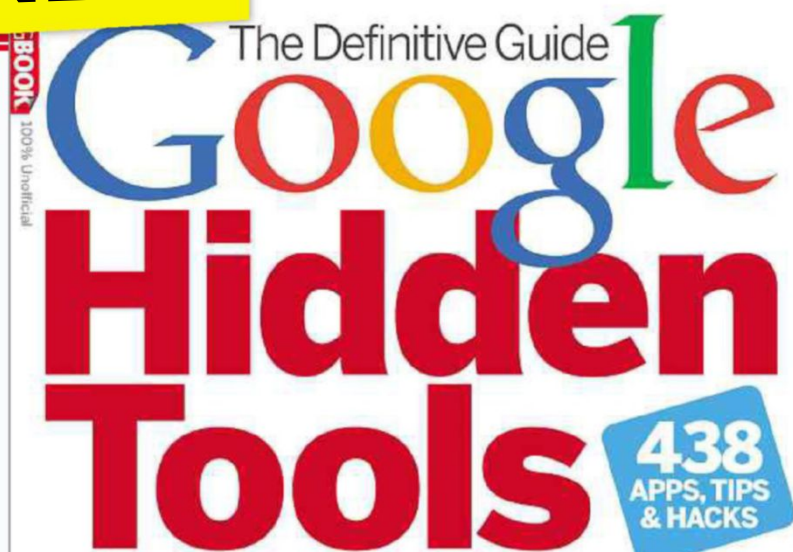
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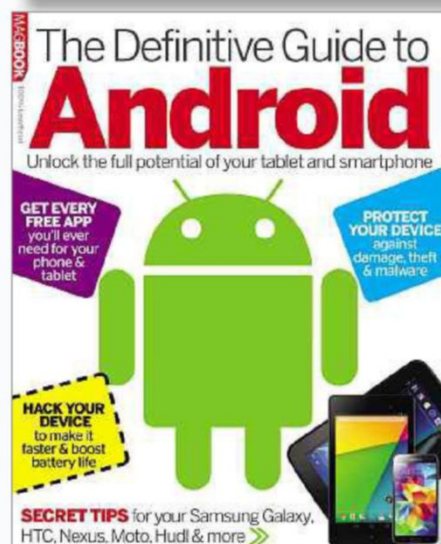


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# Workshops & Tips

PULL OUT  
& KEEP  
Issue 435

14 pages of easy-to-follow workshops and expert tips

**35** Restore your PC from a virtual drive  
**38** Add new pro effects to your videos for free

**40** Sync email accounts on your tablet  
**42** Remove junk before it crashes your PC

## PLUS

**43** Readers' Tips  
**44** Phone & Tablet Tips  
**46** Make Windows Better

**47** Make Office Better  
**48** Secret Tips For... Firefox

## Restore your PC from a virtual drive

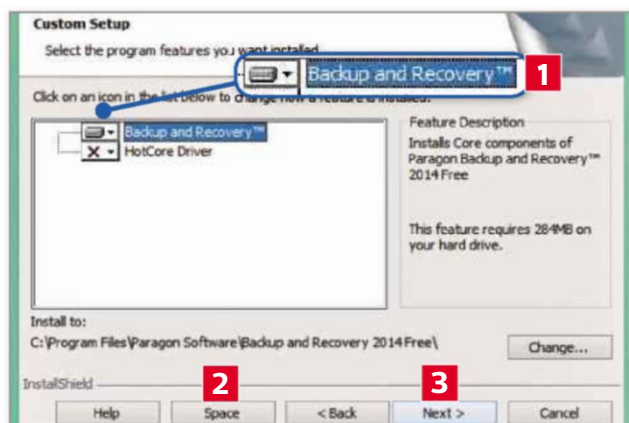
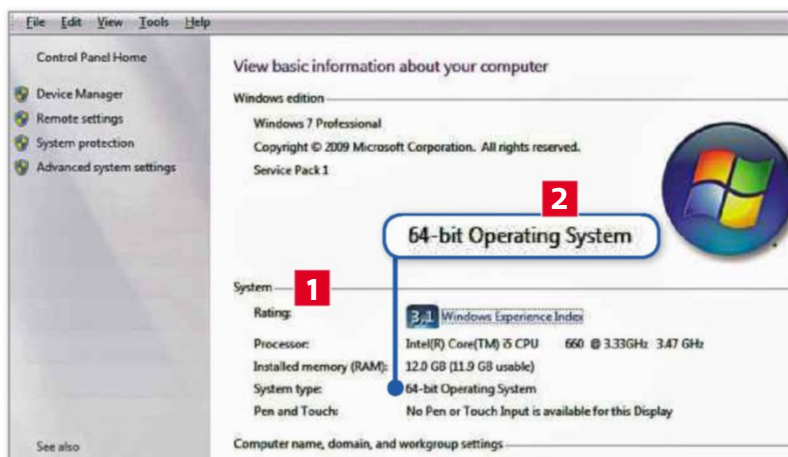
**What you need:** Paragon Backup & Recovery 2014 Free Edition; Windows XP, Vista, 7, 8 or 8.1 **Time required:** 1 hour

**P**aragon Backup & Recovery 2014 Free Edition is the only free program that lets you create a virtual hard drive so you can back up and, if necessary, restore your entire PC. The virtual hard drive comes in the shape of a compressed

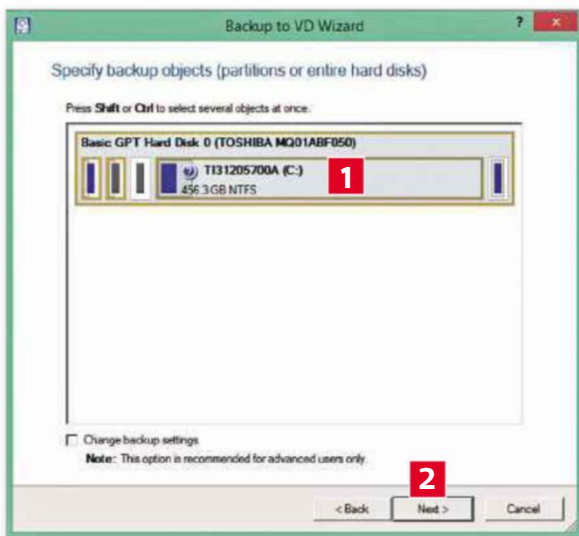
folder on your PC, where all your backed-up settings, programs, files and folders can be stored – and restored should anything go wrong. The program also lets you create a **bootable drive** to help boot your PC should it fail to start.



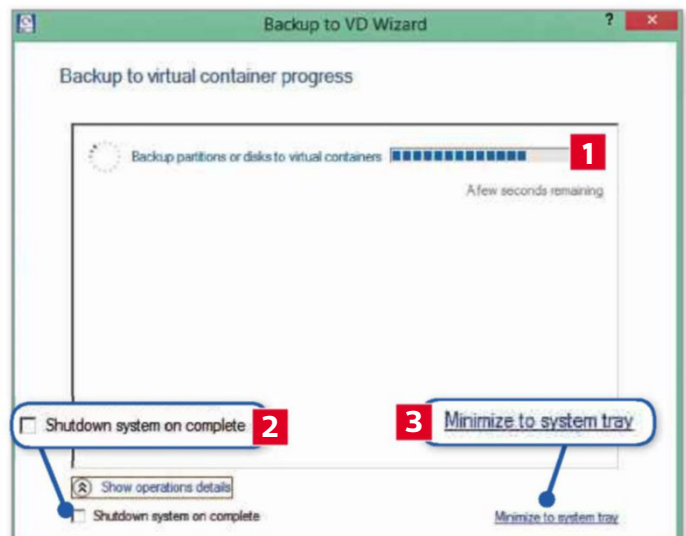
**STEP 1** To download the correct setup file, you first need to establish whether you have a 32bit or 64bit operating system. To do this, right-click the Computer icon on your Desktop, then click Properties. Next, check the 'System type' in the System section **1**. If you have a 64-bit Operating System **2**, go to [www.snipca.com/13884](http://www.snipca.com/13884) and click the Download Now link. If you have 32-bit, go to [www.snipca.com/13885](http://www.snipca.com/13885) and click the Download Now link. Wait for the setup file to download to your PC (which can take a while because it's a large file).



**STEP 2** Click the setup file, Yes, then OK to download the files Paragon needs to work properly. When the download is finished, click Next, accept the T&Cs, and click Next again. If you don't want anyone else to use Paragon on your PC, enter a username in the User Name field and select 'Only for me (Userd)'. Otherwise, select 'Anyone who uses this computer (all users)' and click Next. Select 'Backup and Recovery' **1**. Click Space **2** (to check the available space on your hard drives) and then click Next **3**, followed by Install. Click Finish when it's completed installing.



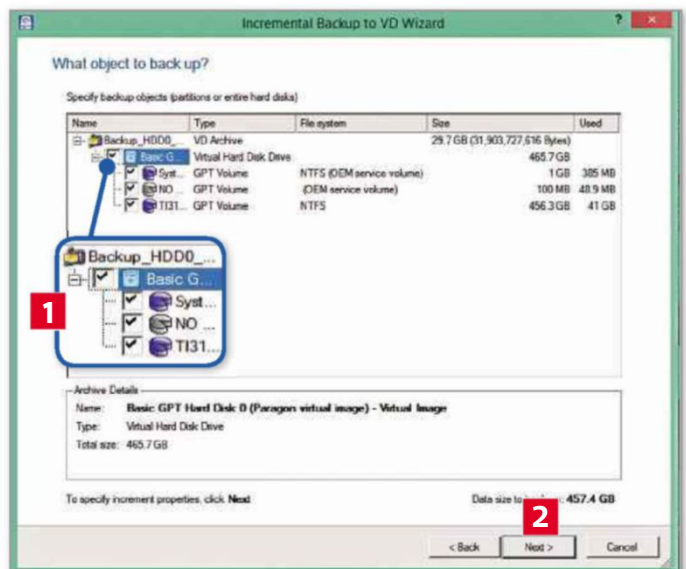
**STEP 3** We suggest backing up your PC to your virtual hard drive before you go out or go to bed because the process can take a while to complete (depending on how much you need to back up). Open Paragon by clicking its green Desktop icon. You'll see a tiled interface, similar to Windows 8's. Click 'Backup to Virtual Disk', then Next. Select your C Drive **1** (because this is where your PC's setup files are stored) and then click Next **2**, and Next again. By default, Paragon's virtual hard drive is stored on your Desktop, which lets you easily access it when you need to restore your PC (see Step 7).



**STEP 4** You can follow the backup progress in the progress bar **1**. The process took around 25 minutes on our Windows 8.1 PC, which contained 80GB of data. If you want to shut down your PC afterwards, tick 'Shutdown system on complete' **2** or click 'Minimize to system tray' **3** to move it to your taskbar and continue working on your PC. Click Finish once this is done. You'll now see the virtual hard drive on your Desktop as a compressed folder.



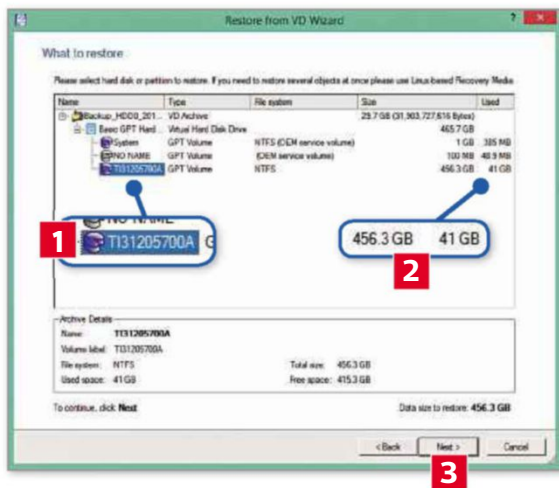
**STEP 5** Over time you'll make changes to your PC (downloading new programs, changing your PC's settings, etc). Paragon offers an easy way to back up only these changes without going through the entire backup process again. On Paragon's tile interface, click 'Incremental Backup to Virtual Disk' **1** and then click Next.



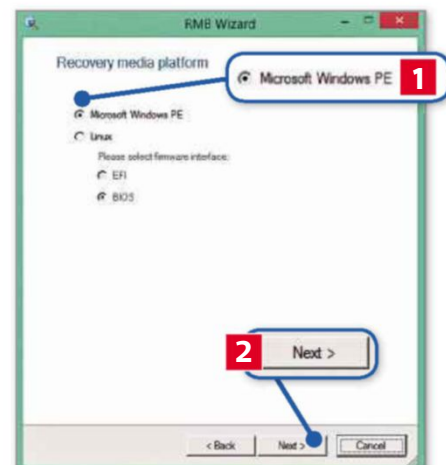
**STEP 6** Select your virtual drive and click Next. On the following screen, ensure all your drives are ticked **1** and click Next **2** again. Name this incremental backup whatever you want (by default it's called 'Increment 1') and click Next. The process won't take as long as your full backup. When it's finished, click the virtual disk folder on your Desktop to see the new incremental backup folder.



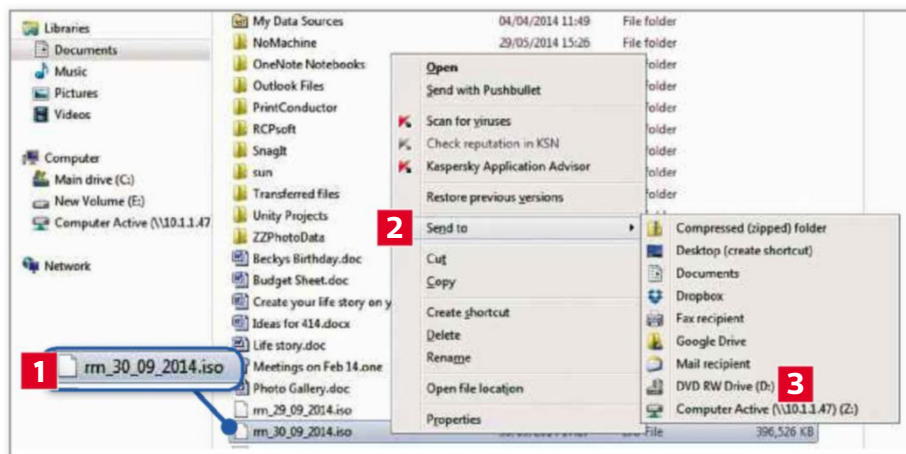
## Restore your PC from a virtual drive



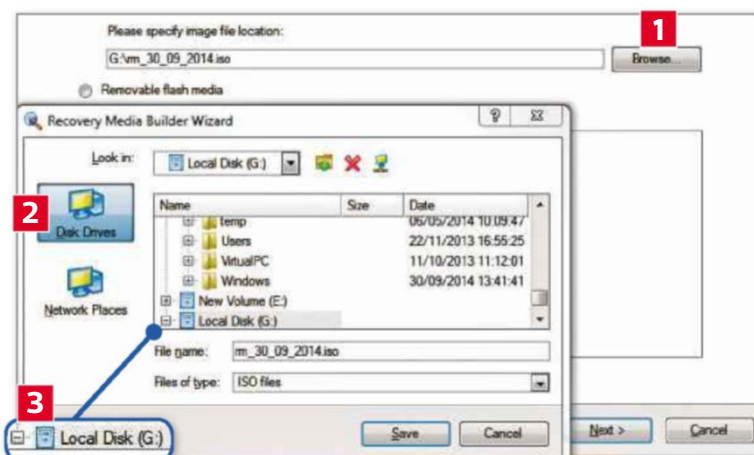
**STEP 7** Now, if your PC malfunctions and you need to restore it, open Paragon, click 'Restore from Virtual Disk' and then click Next. Select the virtual hard drive and then click Next again. Now select the hard drive you want to restore (your C Drive) **1**. If you have trouble identifying your drive, an easy way to find it is to look under Size **2** (the largest drive is likely to be your C Drive). Click Next **3** again. In the final screen, select your drive again and then click Next (twice) to begin restoring it. Once that's done, click Finish.



**STEP 8** Recovering your PC's contents from your virtual drive is easy as long as your PC is able to start up. But what happens when your PC is so badly corrupted it fails to even boot? To overcome this problem, Paragon lets you create an ISO file (containing a bootable media environment) from which you can start your PC. This file can be copied to a CD or USB stick. To create the ISO file, open Paragon, click Recovery Media Builder, then click Next. Select Microsoft Windows PE **1** and click Next **2**. Now select the ISO file, click Next, and wait for the creation process to complete. The file is saved to your Documents folder by default. Click Finish when this is done.



**STEP 9** To copy this ISO file to a CD or DVD, insert a blank disc into your PC, then right-click the ISO file **1** (in your Documents folder), move your mouse to 'Send to' **2** and select your CD/DVD drive **3**. Now follow the steps to burn it using your PC's default burning program.



**STEP 10** If you'd rather create a bootable USB drive (instead of a bootable CD or DVD) to boot into your PC when it fails to start, then insert a blank USB stick (with at least 512MB) into your PC. Now, open Paragon, click Recovery Media Builder, Next, select Microsoft Windows PE, and click Next again. Select the ISO file from your Documents folder and then click Browse **1**. Click Disk Drives **2**, select your USB drive **3** and then click Save. Click Next, and when the process is complete click Finish. Now, whenever your PC fails to boot, insert the bootable drive (CD or USB stick with the ISO file) into your PC. Next, boot into your BIOS, change the boot order to whatever device you inserted and press Enter. ●

## Add new professional effects to your video

**What you need:** Lightworks; Windows Vista, 7, 8 or 8.1

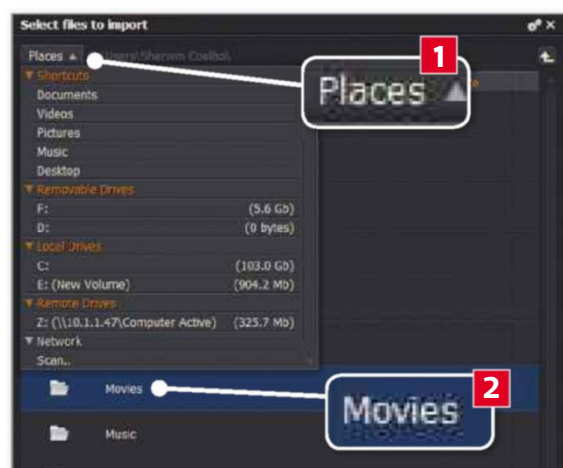
**Time required:** 40 minutes

**L**ightworks is a paid-for video-editing program that's been used to edit Oscar-winning movies, including *The King's Speech*. The updated free version has many new features, including professional effects you can add with a few clicks.

In this Workshop we'll show you how to import and edit a video. We will then add effects to it, such as advanced colour-correction effects that aren't available in Windows Movie Maker.



**STEP 1** Go to [www.snipca.com/14029](http://www.snipca.com/14029) to see two downloadable versions of Lightworks for Windows (for 32bit and 64bit operating systems, the red Download buttons). See Step 1 of the lead Workshop (on page 35) to find out what version you use and then click the corresponding Download button. Click the setup file, OK (for English), Next (twice), accept the T&Cs, then click Next again (four times). Type **2** when prompted to choose a Start Menu folder, and then click Install. Finally, click Next and then Finish. You need to register for Lightworks before using it. Go to [www.lwks.com/register](http://www.lwks.com/register), type your details in the User Information fields **1**, tick the T&Cs box **2** and then click Next **3**. Now click the link you receive in your email to activate your account.



**STEP 2** Open Lightworks on your Desktop, type your registration username and password on the bottom right, and then click Continue. Type a name for your project, leave your 'Frame rate' on Auto, and then click Create at the bottom left. From the Import window, navigate to the video that you want to edit by clicking the Places dropdown menu **1** and then clicking the folders **2**. Double-click the video, which will load in the list view by default.

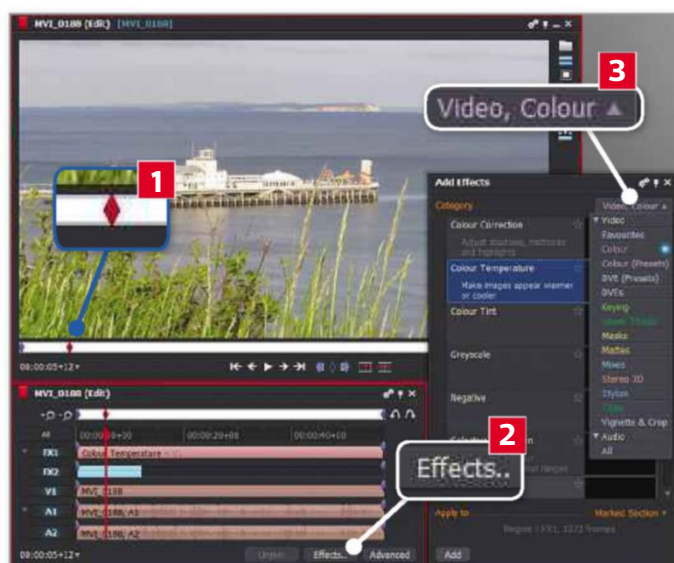


**STEP 3** Now, double-click the video thumbnail **1** to open it in a larger viewing panel. You can use the controls at the bottom of this panel **2** or the slider on the timeline **3** to play your video. However, while editing video it's always preferable to use keyboard shortcuts. Press the spacebar to both play and pause your video. To move forward and backward one second at a time, press the right and left arrow keys respectively. Use the keyboard shortcut Ctrl+Z to undo any action.





**STEP 4** To remove footage from your video, first open the Target Editor by clicking the downward pointing arrow **1**. Close the viewing panel in the background as you won't need it. To delete a section from your video, you need to set markers to define its deletion start and end points. Again, it's faster to use keyboard shortcuts instead of Lightworks' controls **2**. Press 'I' on your keyboard to insert an In marker at the point where you want to begin cutting your video and 'O' to insert an Out marker, determining its end point. The marked section will be highlighted on your timeline and in the viewer below. Click the Delete icon **3**.



**STEP 5** We'll now add one of Lightworks' new pro effects. First you need to create a marked section to apply the effect to. In this example, we'll show you how to apply colour correction to your entire video, so add an In marker at the start of your video and an Out marker at the end of it (using the 'I' and 'O' keyboard shortcuts). Now click anywhere on the marked section on your timeline **1** and then click Effects **2**. Click the Effects Category dropdown menu **3** and select Colour to see all the effects within it.



**STEP 6** Double-click Colour Temperature to see a Temperature slider **1** in the Effects window. Move this slider in either direction to see your video change colour. This is useful to brighten dark videos and decrease the intensity of bright ones. To check how another point on your marked timeline will look with this effect, click anywhere on the Keyframes timeline **2**. To add another effect, double-click it from the Category dropdown menu. You'll see a second slider added to the Effects window, which you can move to modify that effect's intensity in the same way. To toggle these effects on and off (to compare it with your original video), click FX1 **3**.



**STEP 7** The final step, after editing and adding effects to your video, is to export it to your PC. The free version of Lightworks only lets you export videos to MP4 format in 720p, but this is a good video resolution. Right-click anywhere in the viewer, move your cursor to Export **1**, click the Targets dropdown menu **2** and then click YouTube **3**. This doesn't mean that your video will be uploaded to YouTube, only that the resolution would be high enough if you wanted to. Click the Folder dropdown menu to change the destination folder if you want to, type a name in the Name field and then click Start to begin exporting the video. ●

## Sync email accounts on your tablet

**What you need:** Blue Mail; Android (phone or tablet)

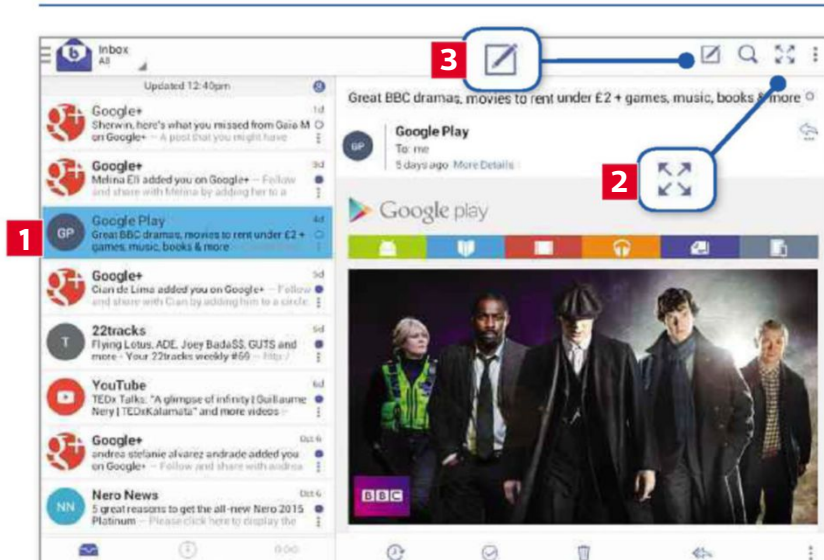
**Time required:** 25 minutes

**B**lue Mail is one of the best free Android apps to sync all your email accounts on your phone or tablet. You can choose to see emails from each account individually or from all your accounts in one 'Unified

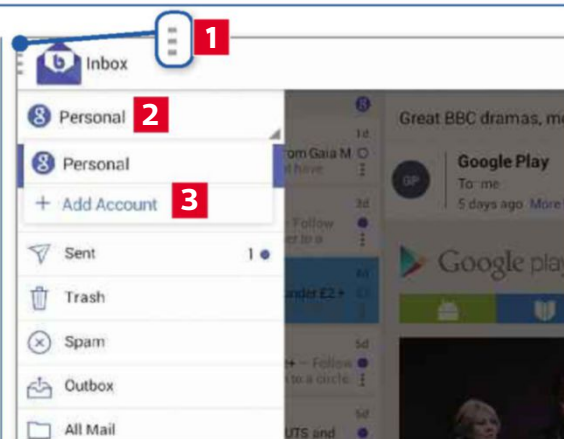
Inbox'. It has many other useful options such as swiping across an email to create a reminder to read or reply to it at a time you want. You can also set 'quiet hours' during which you won't get any email notifications.



**STEP 1** Open the app ([www.snipca.com/14013](http://www.snipca.com/14013)) and then tap Add Google Account (we'll add other email accounts later). If you want to add the Gmail account you use to log into Google Play on your device, tap that account. To add another Gmail account, tap Another Google Account, enter your account details and then tap 'Sign in'. Blue Mail will request permission to access your account. Tap Accept – this is perfectly safe because Blue Mail encrypts all your data. Now type a name for your account (your name) **1**, a Description (such as Personal **2** or Work) and then tap Done **3**.

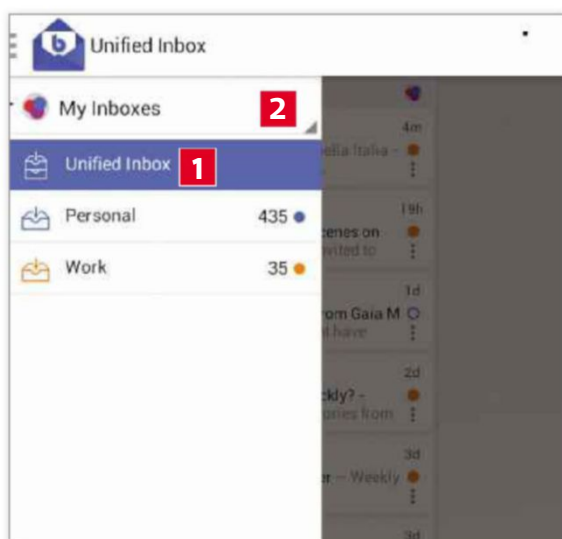


**STEP 2** Swipe across the screens highlighting Blue Mail's features and then tap Close to see all your emails on the left panel. Tap an email **1** to see it on the right. To read an email in full-screen mode, tap the expand icon **2**. To write a new email, tap the pen and notepad icon **3**. If you want to attach a file, take a photo with your device or add CC and BCC fields to your email, tap the three dots at the top right. You can attach as many files as you want. Tap the blue arrow icon at the top right to send your email.

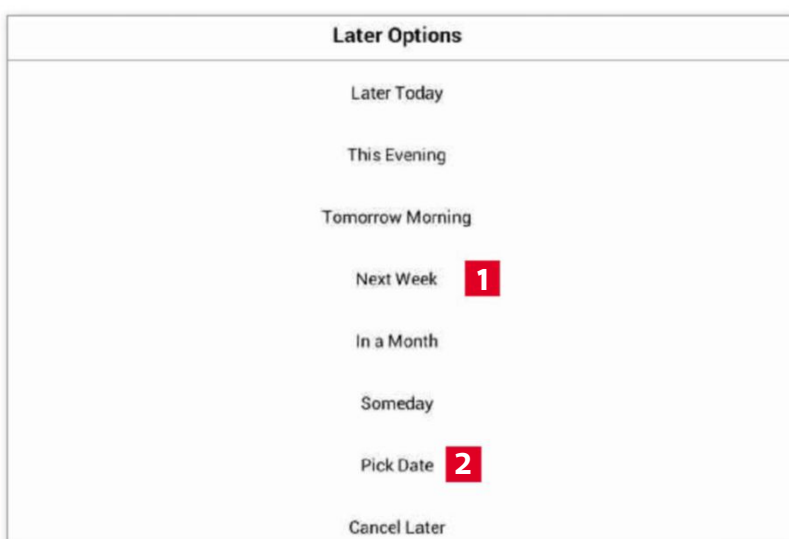


**STEP 3** To add another email account to Blue Mail, tap the three lines at the top left **1**. Now tap your email description dropdown menu **2** and then tap Add Account **3**. You'll be taken to Blue Mail's sign-in screen. Tap Add Other Account to see options for Yahoo, Outlook/Hotmail, iCloud, Gmail, Office 365 and Other Email (IMAP accounts). Tap the email account you want, enter your login details and then tap 'Sign in'. Next, tap Yes to let Blue Mail access your account. Again, you'll need to name your account, give it a description (use different descriptions to distinguish between your accounts) and then tap Done. As soon as your emails are synced, they'll appear in the app.



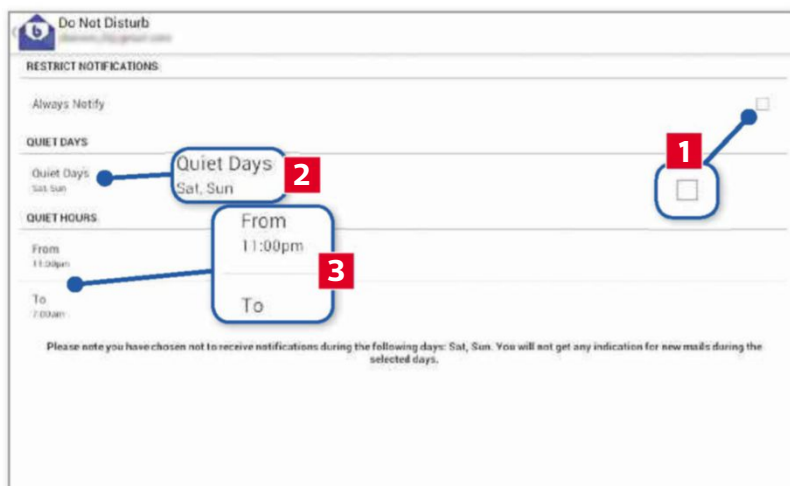
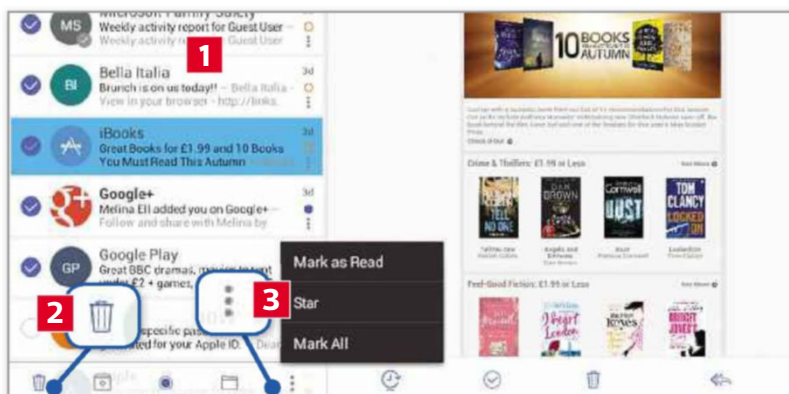


**STEP 4** Tap the three lines at the top left to see all the folders within that email account. To see emails from both the accounts you've added in one inbox, tap the three lines at the top left, the description dropdown menu, My Inboxes and then Unified Inbox **1**. If you want to add a third account, tap the My Inboxes dropdown menu **2**, Add Account and then repeat Step 3. You can add as many email accounts to Blue Mail as you want.



**STEP 5** Blue Mail lets you categorise emails using swipe gestures. For example, to archive an email, delete it or mark it as read/unread, swipe left across that email on your left panel and select one of those options. If you want to be reminded of an email at a later date (say a birthday invitation), swipe right across that email in the same panel and then tap Later. Now set when you want to be reminded. Options include Later Today, This Evening, Tomorrow Morning, and so on **1**. To be notified at a specific date and time, tap Pick Date **2**, adjust the date and time sliders and then tap OK. You can access all the emails you set notifications for by tapping Tasks at the bottom of the left panel.

**STEP 6** To batch-select emails and categorise them, tap the three dots at the top right and then tap Multi Edit. Now tap all the emails you want to apply actions to **1** and then select one of the icons below (which – left to right – stand for delete **2**, archive, mark as read/unread and move to a folder). If you select the fourth option (move to a folder), you'll need to tap the folder you want to move these emails to. Tap the three dots at the bottom **3** and then tap Mark All (to select all the emails in that inbox) or Star (which will add stars beside them, helping them stand out).



**STEP 7** To add your own signature (replacing the default 'Sent by Blue Mail' signature), tap More at the bottom of the left panel and then tap Manage Account Settings. Select the email account you want to apply this to and then tap Signature. Now untick 'Sent from Blue Mail', tap Custom Signature and type your signature. To set quiet hours (which will turn off all Blue Mail notifications), tap the back button twice, Notifications and then tap Do Not Disturb. Untick Always Notify **1**, tap Quiet Days **2**, tick the days on which you want to turn off notifications and then tap OK. Finally, tap the From and To options **3** and change the sliders to disable notifications during this time on all days. Repeat this step for all the accounts you've added. ●

## Remove junk before it crashes your PC

**What you need:** Clean Master; Windows XP, Vista, 7, 8 or 8.1

**Time required:** 10 minutes

Clean Master is one of the best free Android apps for removing junk from your device and speeding it up. It now has a new Desktop version that does the same for your PC. Its most useful feature

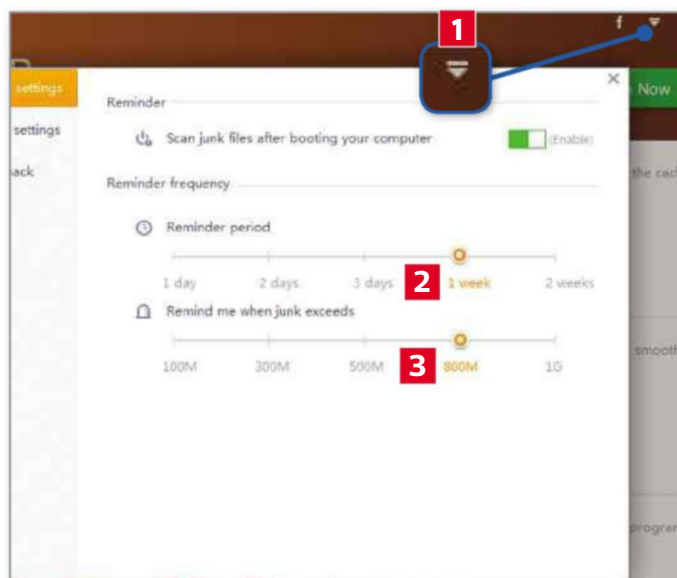
lets you set reminders that prompt you to clean your PC after a certain amount of time has elapsed or when junk exceeds a specified limit. You can either clean junk on an individual basis or in one go.



**STEP 1** Go to [www.snipca.com/13966](http://www.snipca.com/13966) and click the Free Download button. Click the setup file that downloads to your PC, tick both the boxes (T&C and 'Create a desktop shortcut'), then click Install. As soon as it's installed, Clean Master will begin scanning your PC. To delete junk only from a specific location, click it **1** in the scan-results screen. Click Details if you want to see the selected item's scanned junk, and then click Clean Up **2** to delete it. If you want to retain junk (for example, from within your browser's cache), click Ignore **3**.



**STEP 2** Before cleaning all junk in one go, close any open programs on your Desktop. Now click Clean Now at the top right. If Clean Master thinks you may still need any of the junk files it has found (for example, your driver cache), you'll see a pop-up asking you to confirm removal. Click Clean Up to do that or Ignore to retain your driver cache and clean the rest of your PC. You can still clean these junk files later by clicking the box icon **1** and then clicking Clean Up. If you have a program running in the background that Clean Master couldn't clean during the scan, it'll appear at the top **2**. Click Close & Clean **3** to force-close and clean it. This will only stop the program running, not uninstall it.



**STEP 3** To set Clean Master's reminders, click the down arrow **1**, then Settings. You'll see two 'Reminder frequency' sliders. These trigger reminders to clean your PC based on a time period and the amount of junk accumulated. Set the first slider to '1 week' **2** and the second to 800M **3** (MB), which we think are the best settings. When you see a notification reminder, run Clean Master.

## NEXT ISSUE

ON SALE  
12 Nov

- Block zero-day malware for free
- Delay start-up items to boot faster
- Watch US TV blocked in the UK
- Send texts from your PC for free

Subscribe to Computeractive at [getcomputeractive.co.uk](http://getcomputeractive.co.uk)



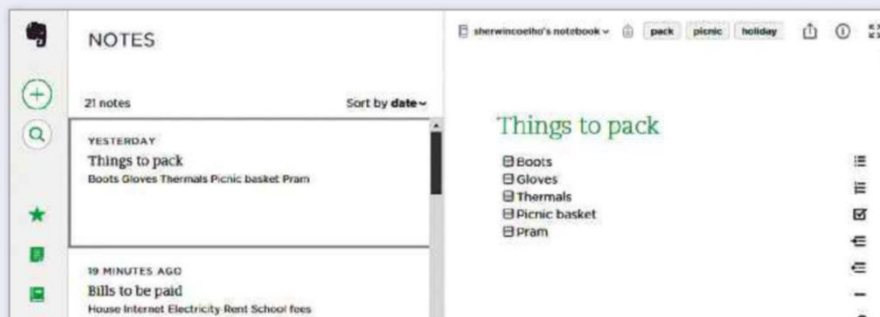
## TIP OF THE FORTNIGHT

### Use the new Evernote Beta online



I really enjoyed your Workshop on Evernote in Issue 433 (page 35). Personally, I find the checklist notes feature particularly useful, especially when I want to keep track of my wife's ever-growing shopping lists. I mainly use it over the internet (at [www.evernote.com](http://www.evernote.com)) and the last time I logged in, I saw a notification asking if I'd like to try the new Evernote Beta. Feeling rather adventurous, I clicked Yes. If you don't see the notification, click your Account dropdown menu at the top right, followed by Account Settings and then click 'Get the beta'.

You'll see a revamped, less cluttered interface, with all your notes listed at the left-hand side. If you want to see a list of your shortcuts, notebooks or tags instead, click those options on the far-left.



To create a note, click the '+' symbol, name your note and start typing. To create a checklist, move your cursor over the three lines to the right of your note and then click the tick icon.

To save the note to a different notebook, click the notebook dropdown menu at the top and select the one you want.

To add tags, click the 'New tag' field at the top and type your tags, separating each with a comma. Click Done at the top right to save your note, which is then synced to all your devices. Although this is a **Beta** version, I didn't encounter any problems.

John Brill



The winner of every Tip of the Fortnight wins this exclusive Computeractive mug!

#### CLOUD STORAGE

##### Automatically save PC screenshots to Dropbox

✓ Whenever something goes wrong with my PC, I take a screenshot of the problem or error message and email it to a friend who works in IT. If he thinks it's a major problem, he'll pop round to take a look at it. On his last visit, he wanted to know which software I used for taking screenshots and I told him I used Microsoft Paint, which requires a rather lengthy copy, paste and save process.

Knowing I use Dropbox ([www.snipca.com/13994](http://www.snipca.com/13994)), he activated a setting that automatically saves a Desktop screenshot to a new Screenshots folder in Dropbox whenever I press the Print Screen key.

To enable this, open Dropbox, click the cog icon at the top right and then click Preferences. Next, click the Import tab and then tick 'Share screenshots using Dropbox'. Finally, click Apply and then OK.

Skip Turner

because I used it all the time to keep track of my household expenses. So I switched to the online version of Google Sheets ([www.snipca.com/13995](http://www.snipca.com/13995)) and haven't looked back since.

To help differentiate between cells, I like to colour alternate rows (1, 3, 5, and so on) a light shade of grey. In Google Sheets, the process is even easier than in Excel. Click 1 to highlight the first row, then click the 'Fill colour' icon (the tilted bucket) and select a colour.

Now, keeping the Shift key pressed, click rows 1 and 2 (to highlight them). Move your cursor to the extreme right until you see the blue marker at the bottom right of cell Z2. Move your cursor over it to see a crosshairs symbol. Click and drag this symbol to the bottom of your sheet to create alternating row colours.

Emilia Fortescue

signatures you've set up when you forward an email or reply to one. It took me a while to figure out how to enable this, because Mozilla has hidden these options deep in Thunderbird's settings.

To add a signature to your email, click the menu icon (three lines) at the top left, move your cursor to Options and click Account Settings. Then type your signature in the 'Signature text' field.

To ensure your signature is used in emails you forward and send in reply, click 'Composition and Addressing' in the left panel (see screenshot, below) and tick both boxes - 'Include signature for replies' and 'Include signature for forwards'.

Annoyingly, for replies and forwarded emails, your signature isn't added to the end of your message but to the end of the entire email chain. To rectify this, click the 'place my signature' dropdown menu and change it to 'below my reply (above the quote)'. Click OK.

Jacob Perry



#### GOOGLE SHEETS

##### Add colour to alternate rows to differentiate between cells

✓ I bought a new Windows 8.1 PC recently, and was disappointed to find it didn't come with Microsoft Office. The Office program I miss most is Excel,

#### EMAIL

##### Add your signature to emails you forward and send in reply

✓ After reading your Secret Tips on Mozilla Thunderbird ([www.snipca.com/13996](http://www.snipca.com/13996)) in Issue 422, I started using it and really like it. But one particular aspect that annoyed me was that by default Thunderbird doesn't use personal

# Phone and Tablet Tips

Brilliant things to do on your device

## ANDROID

### Lock your apps and photos with a passcode



If you often share your device with other people, it's a good idea to lock the apps you don't want them to access and hide photos you don't want them to see. The new, free app Droid Protector lets you do this in a few seconds. It also lets you stop them making calls, sending messages and changing your phone's settings, which is especially useful if you have children.

Install the app ([www.snipca.com](http://www.snipca.com)).



[com/14042](http://www.snipca.com/14042)) and select one of two passcodes – either Pattern (a pattern that you can draw by joining the dots) or Classic (a four-digit code). Enter and confirm this. Now choose one of the security questions from the dropdown menu (which will be used to retrieve your passcode in case you forget it), type your answer and then tap Save.

You'll see all the apps on your device with padlock icons beside them. Tap the icon beside the apps you want to lock (see screenshot, left). You'll now need to enter your passcode to access them.

To hide photos you don't want others to see, tap Hide Pictures at the top right, the Picture icon (third from top right) and then open the folder containing the photos. Tap the photos and then tap the Hide icon (eye with a cross symbol). These photos will be hidden from your Gallery app and will only be accessible from within Droid Protector, which itself is locked with your passcode.

## ANDROID

### Share any article with two taps



Chrome ([www.snipca.com/14045](http://www.snipca.com/14045)) has made it easier for you to share any article you read with third-party apps that support this functionality, including email, social networking, cloud storage and reader apps. Open any article you want to share and then tap the menu button (on Samsung devices) or the three dots at the top left (on Nexus devices).

Now tap Share and select the app you want to share it with. Follow the steps to share it using that app.

Chrome remembers your app selection and adds it to the Share option, so the next time you want to share something with that same app, repeat the process and then tap the app's icon.

## ANDROID

### Remotely lock your lost device from someone else's phone



In Issue 414's Phone and Tablet Tips, we showed you how to remotely locate and lock your lost devices using Google's Android Device Manager. This is a useful way to find your device from the web or from a second Android device that you may own.

Google has now added the option to find your lost device from someone else's Android phone or tablet by logging into your account as a Guest in Android Device Manager ([www.snipca.com/14044](http://www.snipca.com/14044)).

To do this, the person whose device you're using will first need to log into Device Manager using their account. They'll then need to tap their account dropdown menu at the top and tap Guest.

Now enter your Google login details for the lost device and tap Accept to sign in. Immediately you'll see your device's location on a map. Tap Ring and then Ring again if you want to make your device ring loudly. To

## Best New Apps

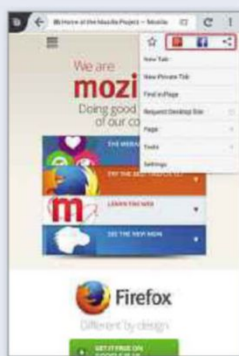
What you should install this fortnight

### Firefox Browser for Android

Free

Android: [www.snipca.com/14048](http://www.snipca.com/14048)

After a huge update, Firefox now lets you send videos to your TV via Chromecast, which we showed you how to do in Issue 433 using Firefox Beta (see 'Use Chromecast with Firefox' Workshop). You can now set Firefox to clear all your browsing data (including the **cache**) whenever you close it.



### Clips

Free

iOS: [www.snipca.com/14050](http://www.snipca.com/14050)

This app saves all the text, images and URLs you copy on your device. These items can be accessed from within the app or from the Clips **widget** (in your Notifications Center). Tap any of these items to paste it into any other app you want (such as Mail).

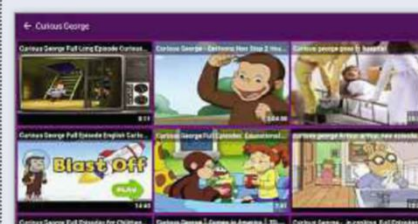


### HomeTube

Free

Android: [www.snipca.com/14052](http://www.snipca.com/14052)

HomeTube features a list of children's shows (including *Curious George*, *Peppa Pig*) that are available on YouTube. You can customise this list based on your children's preferences. Use the Settings to set HomeTube as your default **app launcher**, giving your kids easy access to it.





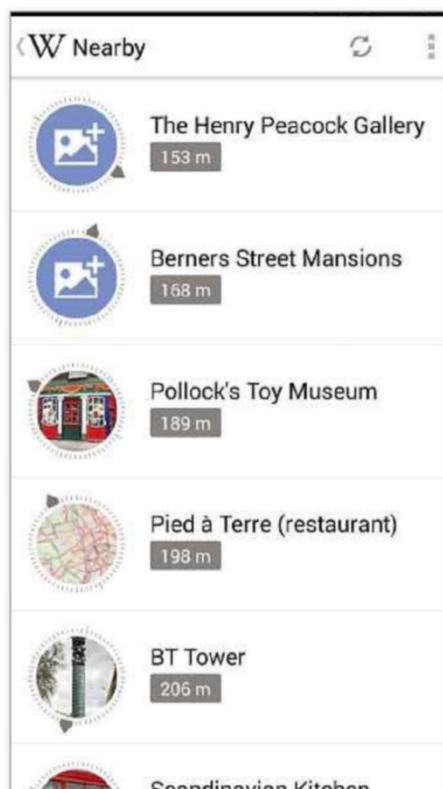
remotely lock it, tap Lock, enter and confirm a password (which you can use later to unlock your device) then type a phone number, which will appear on your device's lock screen, letting whoever has it know how to contact you. Tap Lock at the top to activate this. If you're sure you won't get your device back and want to completely wipe all its data, tap Erase and then Erase again.

## ANDROID/iOS Find cultural landmarks around you



Often, when you go to a new place (especially abroad) you may be close to a museum or other cultural landmark without realising it. The Wikipedia app now has a new 'Nearby' feature that displays all the places with Wikipedia entries that are near you.

Open Wikipedia (Android: [www.snipca.com/14046](http://www.snipca.com/14046); iOS: [www.snipca.com/14047](http://www.snipca.com/14047)), tap the three lines at the top left on Android (the 'W' icon in iOS) and then tap Nearby to see these places. Tap Allow if you're asked to grant location access, which determines your precise location via GPS. On Android devices, you'll see a small icon pointing in the direction of the landmark, with its approximate distance. Tap a place to read more about it.

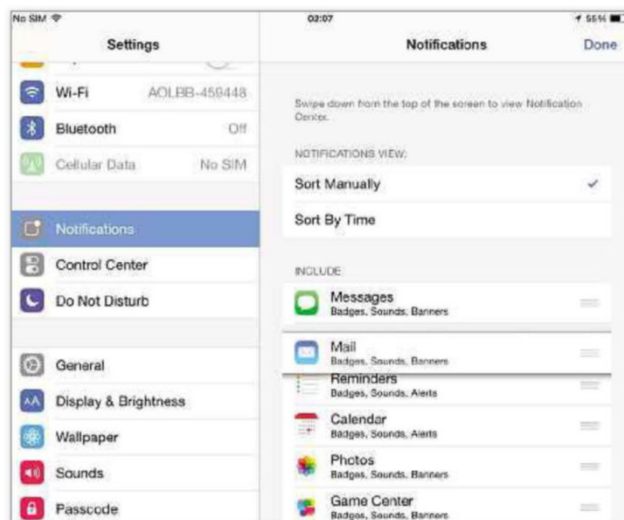


## iOS Prioritise which app's notifications appear first



There's an easy way to prioritise your app notifications so you'll always see those you want at the top of your notification panel.

Open Settings, tap Notifications and then tap Sort Manually (it's set to Sort By Time by default). Now tap Edit at the top right. Next, tap the three lines beside any app you want to appear at the top and drag to reposition it within this list. Tap Done at the top right when finished.



To disable notifications from a specific app, tap that app and then tap the Allow Notifications slider to turn it off.

## Games With Kids

What to play together on your phone and tablet

### AGES 0-5

#### Endless Alphabet

Free [www.snipca.com/14051](http://www.snipca.com/14051) (Android)

Free [www.snipca.com/14053](http://www.snipca.com/14053) (iOS)

This is the ideal game to teach your kids how to spell. They need to tap a letter (which makes a sound prompting them where to drag it) and move it to its correct place in the word's outline. A voiceover then pronounces the word and a short animation explains its meaning.



### AGES 6-10

#### Math Maniac

Free [www.snipca.com/14054](http://www.snipca.com/14054) (Android)

In this game your child has 10 seconds to tap any of the tiled numbers on the grid that add up to the total below. Those tiles then disappear and they'll have to repeat the process for the next total using the remaining tiles.



### AGES 11-16

#### New Words With Friends

Free [www.snipca.com/14055](http://www.snipca.com/14055) (Android)

Free [www.snipca.com/14056](http://www.snipca.com/14056) (iOS)

Challenge your teenage children to a game of Scrabble with this updated version of Words With Friends. They can now practice the game alone using the offline Solo Play mode and use the in-game dictionary to get meanings of words, which will increase their vocabulary.



# Make Windows Better

Clever tips for every version

## WINDOWS 7, 8, 8.1

### Change your PC's name



Any new PC with a pre-installed operating system comes with a default computer name created by the manufacturer. This will usually be a mix of letters and numbers that will mean nothing to you, so it's a good idea to change this to something more recognisable.

To find your PC's name, right-click the Computer icon on your Desktop, click Properties and look under 'Computer name, domain, and workgroup settings'. Click Change Settings beside 'Computer name'. In the System Properties dialogue box that appears, click the Change button. Type a new name (avoiding any spaces, punctuation marks and special characters) and then click OK. You may need to enter your PC's login details. Click OK after doing that and then OK again to restart your PC with the name change.

## WINDOWS XP, VISTA, 7, 8, 8.1

### Free up space on your PC by deleting downloads



If your PC is running short of space, the first place to look for junk you can safely remove, such as setup files, is your Downloads folder. This will be on your C Drive unless you've changed your browser's default Downloads folder.

In Windows Vista, 7, 8 and 8.1 open your C Drive, click the Users folder, then your user account folder, and then Downloads. In Windows XP, open the C Drive, 'Documents and Settings', your user account folder, My Documents, then Downloads.

You can safely delete old setup files because they have already served their purpose. But if you do want to save a setup file to reinstall something later, you could copy it to a **partition** with free space, or to an external drive, then delete it from the Downloads folder.

## WINDOWS 8, 8.1

### Personalise your wallpaper on the Modern tile interface



In Windows 8, Microsoft introduced new wallpaper options that you can personalise however you want. To do this, move your cursor to the bottom right of the Modern tile interface to activate the Charms bar, then click Settings. Next,

## WINDOWS 7, 8, 8.1

### See Taskbar previews faster



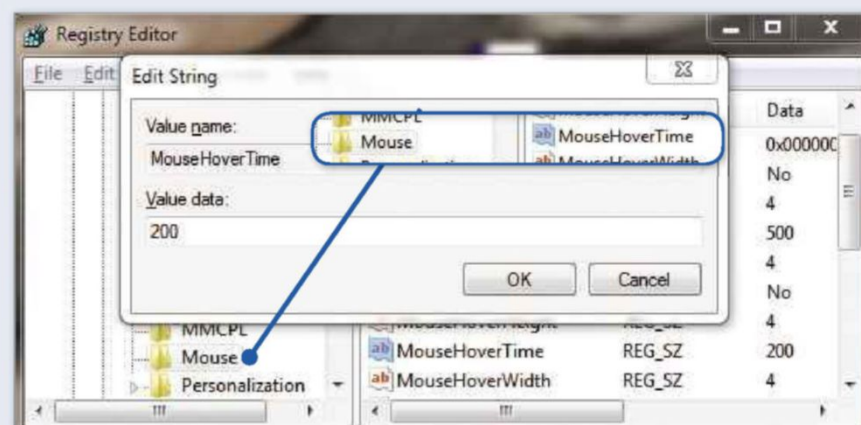
Moving your cursor over any minimised item in your Taskbar displays a thumbnail preview of it. However, you'll probably notice a slight delay between hovering over the item and the thumbnail preview appearing. You can reduce this delay by making some tweaks in the Registry editor.

Click the Start button, type **regedit** and press Enter. Next, navigate to the following key by clicking the dropdown menus at the side: **HKEY\_CURRENT\_USER\Control Panel\Mouse** (see screenshot, below).

Double-click MouseHoverTime on the right. Its default 'Value data' is 400, which means it takes 400 milliseconds (0.4 seconds) for your thumbnail

preview to appear. Decrease this value to reduce the time it takes to display. We find that 200 milliseconds is ideal because thumbnail items pop up almost immediately. Click OK and then restart your PC.

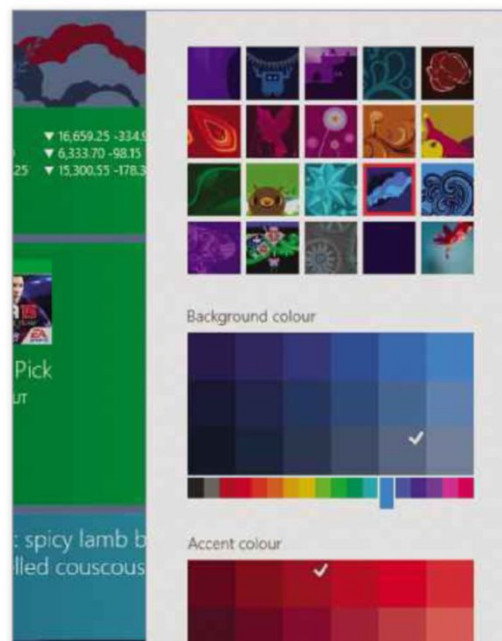
There are keyboard shortcuts that let you switch between minimised items on your Taskbar. Press the Alt key and keep pressing Tab to switch between Taskbar previews. Release the Alt key to open the item you're currently previewing. Alternatively, keep the Windows key pressed then keep pressing the Tab key to open all your Taskbar items in the stylish 'Flip 3D' view. Release the Windows key to open the item you've navigated to.



click Personalise at the top. You'll see 20 wallpaper options and two colour palettes at the bottom – 'Background colour' and 'Accent colour' (see screenshot, right).

If you want a plain wallpaper, click the penultimate option (of the 20) and change its background colour. If you want your Desktop and Modern tile interface to use the same background, then click the last option.

If you want to use one of the other wallpapers, select it then click a colour at the bottom of the 'Background colour' palette to see different shades of that colour, which you can apply by clicking. Do the same thing in the 'Accent colour' palette to change the colour of patterns in your wallpaper.





### EXCEL

## Print important data from multiple sheets on one page

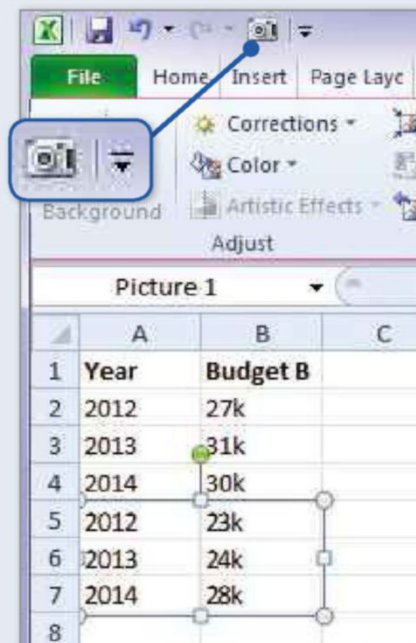
 Sometimes it's useful to be able to collate the most important information from across a number of worksheets in Excel into one sheet that you can then print as a single A4 page. The best way to do this is by adding the Camera tool to your Quick Access Toolbar (at the top left). To do this, click the down arrow on the toolbar (see screenshot, right), then More Commands. Next, click the 'Choose commands from' dropdown menu and click 'Commands Not in the Ribbon'. Scroll down the left-hand column, click Camera, then click the Add button to add it to your Quick Access Toolbar (the camera icon will be added to the right-hand column). Click OK.

We'll now collate sections of data from multiple sheets onto one sheet for a handy print-out. Highlight the cells

you want to print from your first sheet and then click the Camera icon at the top to take a snapshot of that section. Click the next sheet at the bottom left and then click where you want to paste this snapshot. Reposition the snapshot by clicking and dragging it. Repeat this process to collate data from as many sheets as you want.


Once you've finished collating all the important data onto one worksheet, click File at the top left and then click Print (or Ctrl+P on your keyboard).

The best thing about the Camera tool is that any changes you subsequently make to the data on any earlier sheets will automatically apply to the sheet with the pasted snapshot. This means you won't need to spend time changing data values across a number of sheets.



### WORD

## Generate and auto-update a Table of Contents

 You can easily generate a Table of Contents (ToC) in Word. This will list all the 'Headings' you specify and the page numbers that they appear on.


To do this, highlight the text you want as your first entry in your ToC (usually a heading, section title or chapter name in your document). Now click the References tab, the Add Text dropdown menu and then click 'Level 1' (see screenshot, below). Scroll through your document and repeat this process for all the other headings you want to include in your ToC (clicking Level 1 each time). Once you've finished, click an area at the

start of your document where you want to insert your ToC, then click the Table of Contents dropdown menu (beside the Add Text dropdown menu) and then click Automatic Table 1 to create your ToC.

If you later add more headings using this method, you can easily update your ToC. To do this, click the ToC you generated and then click Update Table. Select 'Update entire table' and then click OK.

### ONENOTE

## Access illustrated templates and set them as your default

 OneNote 2013 has numerous pre-set templates which are not immediately visible. To access them, click the Insert tab, then click the top half of Page Templates in the Pages section (the bottom half is a dropdown menu, so don't click that).

You'll see a panel on the right containing a number of template sections. Click the dropdown menu within a section to see all the templates within it. For example, click Planners to see three types of To-Do List templates.


Unlike standard OneNote templates, these templates

contain illustrations.

You can set these templates as defaults for each of your OneNote sections. To do this, navigate to the template section you want to set a default for. Next, right-click the specific template you want to set as your default, then click 'Set as Default for This Section'.

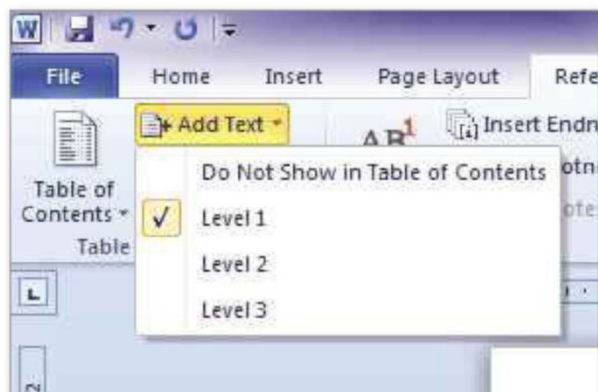
### OUTLOOK

## Add pictures to the body of your email and edit them

 Adding attachments to Outlook emails is easy – simply drag a file and drop it into an email. But if you want to add 'inline pictures' (images that appear in the body of your email), the process is slightly different.

Move your cursor to whichever line you want to insert the picture and then click the Insert tab. Next click Picture, navigate to and select the image you want from your PC, then click Insert. Click and drag the handles on the picture's edges to resize it. You can also add effects to inline pictures by clicking them and then clicking the Format tab at the top.

Be careful not to add too many inline pictures to an email, or you run the risk of making its file size so big that it may cause problems when you come to send it.



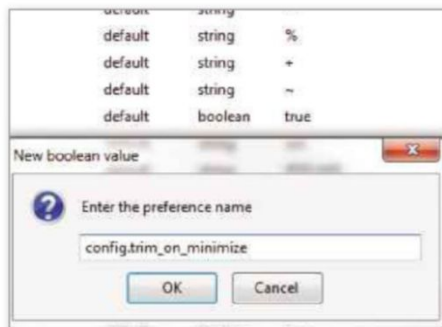


# Firefox

Preview open tabs, save PC memory and master the scroll-wheel shortcuts

## Use Firefox without slowing down your PC

If you tend to open lots of tabs in Firefox and then keep the browser minimised while working on something else, you may notice your PC running slowly. This is because Firefox uses a lot of your PC's memory (RAM) when running in the background. We recommend moving Firefox to your hard drive when it's minimised, which will reduce the



Conserve the amount of memory Firefox uses via the browser's advanced settings

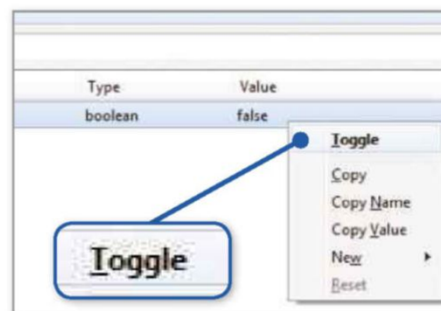
amount of memory Firefox uses. You can do this by accessing Firefox's advanced settings.

In the address bar, type `about:config` and press Enter. Now untick 'Show this

warning next time' and click 'I'll be careful, I promise' to access Firefox's advanced settings. In the list that opens, right-click anywhere, move your cursor to New and then click Boolean. Type `config.trim_on_minimize` in the box that appears and then click OK. Now select 'true' in the next screen and then restart Firefox.

## Preview all your open tabs

The keyboard shortcut to open Firefox tabs is Ctrl+Tab. But if you want to use this shortcut to preview your Firefox tabs instead (similar to the minimised programs previews you see by clicking



Preview your open Firefox tabs using the Ctrl+Tab keyboard shortcut by tweaking the browser's advanced settings

Alt+Tab in Windows), you need to tweak Firefox's advanced settings again.

Type `about:config` in the address bar and then press Enter. Next type `browser.ctrlTab.previews` in the Search bar at the top. Right-click the value 'false', click Toggle (see screenshot, below left) so the value says 'true' and then restart Firefox.

## Use your mouse to control how you browse

If you use a mouse, there are various ways you can make navigation easier in Firefox. These involve using the scroll wheel (which you can scroll in the usual way or press like a button).

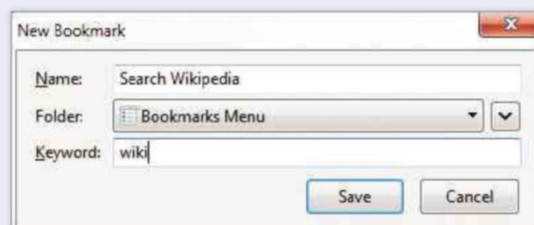
Move your mouse over a link you want to open and press the scroll wheel. This opens the link as a background tab. If you want to open a new tab and go directly to it, press the Shift key and then press the scroll wheel. To close a tab (without clicking the X icon) move your mouse to the tab and then press your scroll wheel.

Press the Shift key while scrolling up to navigate to the next web page and press it while scrolling down to visit pages you've previously visited. To zoom in and out of the page, hold the Ctrl key while scrolling.

## Search other websites from the address bar

You can use Firefox's address bar to search for content directly on other websites (such as BBC News, YouTube and Wikipedia). To do this, you need to connect that specific website's search bar to your Firefox address bar. We'll show you how to do this for Wikipedia, but it works for any website with its own search bar.

Go to Wikipedia ([en.wikipedia.org](http://en.wikipedia.org)), right-click the search bar, then click 'Add a Keyword for this Search'. In the New Bookmark dialogue box (see screenshot), you can rename the site (optional) and save it to a Bookmarks



Create a Bookmark that lets you search websites directly from Firefox's address bar

folder by clicking the dropdown menu. Next, type a short, simple keyword in the Keyword field (we used 'wiki') and click Save.

Now, whenever you want to search for a Wikipedia entry using Firefox, type `wiki` in the address bar, add a space, type your search term and press Enter.

## Recover an online form after a crash

Websites don't automatically save online forms you're filling in, which means that if the site crashes or you lose your network connection when completing or submitting the form, you'll have to re-do it all over again. Lazarus is a free Firefox **extension** that autosaves web forms every few seconds. Go to [www.snipca.com/13658](http://www.snipca.com/13658), click 'Add to Firefox', Install Now then Restart Now.

Now, if disaster strikes while filling in a form, wait until you regain network connection and then right-click the text box where you last wrote something. Now, go to Recover Text to see a list of all the autosaved entries up to the last point Lazarus managed to save them. Click the entry you want and it'll automatically pre-fill the form for you.





## Ello

Ello is a new social network that wants you to say goodbye to Facebook – but should you ‘like’ it?

### What is it?

A new social network that bills itself as the ‘anti-Facebook’ because it doesn’t pass on your data to other companies. This means it has nothing to sell to advertisers, and therefore displays no adverts on the site. Remember what Facebook used to be like before everything you posted resulted in a related advert 30 minutes later?

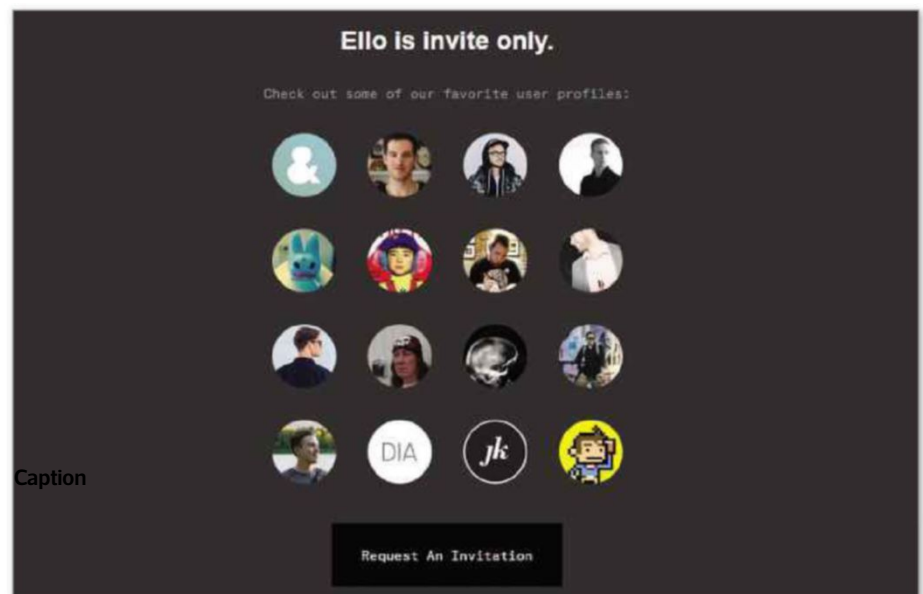
### That sounds great. Is there a catch?

Only that Ello (<https://ello.co>) is currently a closed **beta**, which means you need an invite to join. You can request this by clicking Request An Invitation on the homepage (see screenshot, right). Ello is currently sending out invites in small batches, so keep an eye on your inbox.

New websites often launch as invite-only to control how quickly they grow, giving the developers time to fix persistent bugs (Gmail, for example, was officially ‘invite-only’ for almost three years). It also helps to create a buzz of exclusivity, like a party with a strictly controlled guestlist. And it’s working – people are selling invites for \$100 on eBay. Yes, really.

### Should I believe Ello’s advert-free claim?

Yes, it’s the website’s main selling point. Just read what its “manifesto” says: “We believe there is a better way. We believe in audacity. We believe in beauty, simplicity and transparency. We believe that the



people who make things and the people who use them should be in partnership”.

Ello’s core message (“you are not a product”) chimes with many people fed up with Facebook. It will make money by selling paid-for features to users, not data to advertisers. But Ello’s self-righteous stance is a bit irritating. Is a social network really “a tool for empowerment” – as it claims – or just a place to post photos of your holiday?

### What does Ello look like?

It’s very simple – probably too simple for most people – with black text on a white background and little else (see screenshot below). Your profile is little more than a photo, a small biography and a few links.

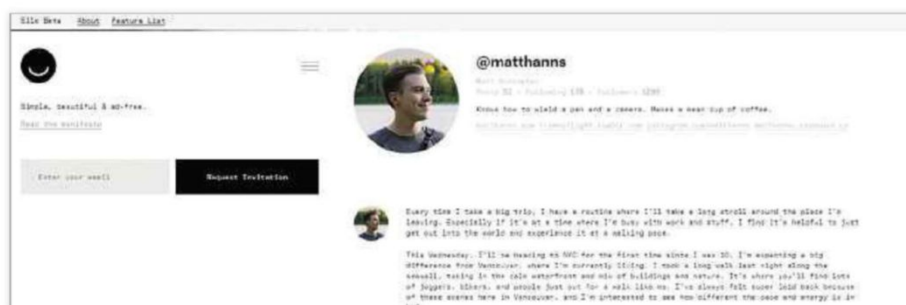
Ello obviously thinks the typewriter font looks cool, but it’s very hard to read.

### Will it replace Facebook?

No. Too many people already use Facebook – over a billion every month. Ello has no chance of persuading enough people to leave to create a tipping point, and you’re unlikely to find friends and family on it. Once the hype dies, Ello will probably remain popular among young, creative types who are always eager to try new things. But it won’t ever be used by one-seventh of the world’s population.

### What caused the hype?

It began in September when Facebook started to disable the accounts of people who weren’t using their real name. This angered many users, who found Ello’s anti-establishment ethos more to their liking. At one point over 30,000 people an hour were joining, including most notably a group of US drag queens who wanted to continue using their stage names. Facebook has since loosened its ‘real name’ policy (see News, Issue 434), but that won’t be enough to stop Ello’s rise. For a few more months, at least.



# REMOVE PERSONAL INFO FROM THE WEB

The web has known you for nearly 20 years, so it's got plenty of information on you. Jane Hoskyn reveals how to remove this data and deep-clean your digital legacy

**Y**ou've been using the internet for, what, 15 years? Probably more like 20. In that time, you've left a rich trail of personal litter all over the web. Forum posts, photos and account sign-ups – hundreds, if not thousands of them. They've faded from your memory, but they haven't faded from the web.

This digital litter trail could seriously damage your dignity, not to mention your security. Back when you were running Windows 98 on a 256MB PC with a dial-up connection, you were probably a lot less security-savvy than you are now.

## KEY POINTS

- Remove yourself from Google
- Disappear completely from any website, including Facebook
- Find and remove old and embarrassing links and photos
- Make your public information private, so only you can see it
- Erase all your hidden online data for good

You signed up for every website that prompted you, gave your full name on forums and used your dog's name as your password – everywhere. In the worst-case scenario, your former, less-clued-up self might be responsible for getting you hacked today. At best, he or she is a privacy-threatening embarrassment.

## Do you have a right to be forgotten?

"This will be the first generation of humans to have an indelible record," writes former Google CEO Eric Schmidt in his book, *The New Digital Age* ([www.snipca.com/14012](http://www.snipca.com/14012)). To make your own record somewhat less indelible (more delible?), start by giving it a good hard look. Type your own name (the more unusual, the better) into Google and brace yourself for an uncomfortable experience. Laid out in front of you, and for anyone who cares to look, is the biography you never wanted. It feels like a terrible intrusion, but you were the one who put most of that information there – and if you don't clear it up now, chances are it will long outlive you.

When the 'right to be forgotten' was enshrined in EU law in May this year, most coverage focused on requests by celebrities and criminals to have their horrible histories erased. But this isn't about celebrities. Archive news stories about the famous and infamous were around long before Google. What the internet has changed is the way normal people like you and me have had our private lives turned public, so the right to be forgotten is as relevant to us as it is to, say, a politician with a dodgy past.

We'll show you how to give your online history a deep-clean. First, we'll show you how to limit and edit the information that Google reveals about you to complete strangers, and how to remove outdated links from Google and other search sites. Then we'll explain how to batch-delete information you've shared online, without having to give up using Google or Facebook – but if you *do* want to give up using Google or Facebook, we'll show you how to do that, too. We also reveal some great free tools for tracking down forgotten online accounts and erasing your data from them, completely and permanently.



## ERASE YOURSELF FROM GOOGLE

### Prune your social profiles

Before you can start clearing your trail of digital debris, you need to know what's out there. Log out of your Google account, so that you see what everyone else can see, and search for your own name. Add your home town or other identifying information to narrow down the results if your name is less unusual than, say, "Jane Hoskyn".

If you belong to any social-network sites such as Facebook or Flickr, your profiles on these sites will appear at the top of your Google results. This is broadly down to the way that people use these sites (lots of linking and sharing), which makes them very, very public.

The most obvious way to remove your social profiles from Google is to delete the accounts. We'll show you how to do this later (see pages 55 and 56), but this should be a last resort. Deleting your Facebook, Flickr or Google+ account deletes everything you've uploaded to them over the years – and in most cases you can't get it back.

Instead, try pruning out the old, outdated and embarrassing content. It's easy to delete individual posts on the big social sites. On Facebook, click View Activity Log on your profile and work your way through your posts, photos and comments, clicking the pencil to the right of any item and selecting Delete. Click the months and years on the right to jump back in time and remove older info. To delete or edit Google+ posts, use



Use your Activity Log to delete posts and comments quickly from Facebook

Google's form ([www.snipca.com/13973](http://www.snipca.com/13973)), and to delete a Twitter post ('tweet'), click the three dots below it, then Delete Tweet.

### Batch-delete photos or posts

Your quest to delete all your unwanted data will take an age if you do it one post at a time. Annoyingly, Facebook, Google+ and even Twitter (which makes a virtue of "throwaway") don't let you batch-delete your own posts, and the tight controls put in place by Facebook and Google+ prohibit third-party batch-deleting tools.

Facebook does at least let you delete entire albums of photos. Click Photos on your profile, click Albums, then click an album to open it. Click its cog icon and

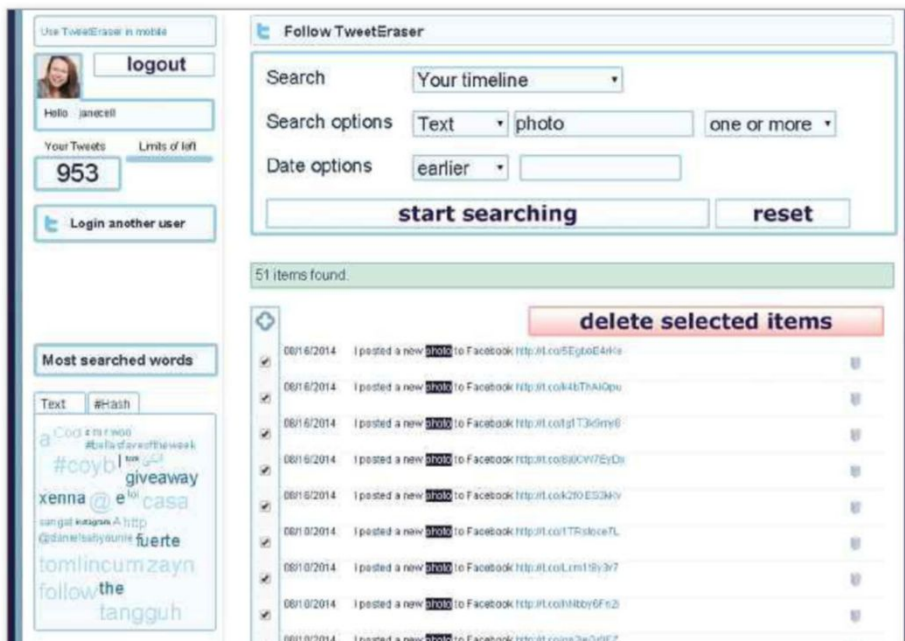
select Delete Album. This will only work with albums you've created, not 'smart' albums like Timeline Photos.

The Fast Delete Messages extension (Chrome: [www.snipca.com/13974](http://www.snipca.com/13974); Firefox: [www.snipca.com/13975](http://www.snipca.com/13975)) lets you delete entire Facebook message threads with one click of a [bookmarklet](#), but there's no tool for batch-deleting posts.

To delete a batch of Twitter tweets, use the free online tool TweetEraser ([www.tweeteraser.com](http://www.tweeteraser.com)). Click 'Sign in with Twitter', then click 'Authorize app' to link TweetEraser with your Twitter account. You can then search for tweets within a specific date range or that contain certain words, and delete some or all of them in one go. It's especially useful for weeding out tweets posted on your behalf by a linked account (umpteenth unwitting tweets that say 'I posted a new photo to Facebook', for example – see screenshot, left).

Photo-sharing site Flickr bucks the trend with its excellent built-in tools for batch-deleting and editing. Hover over You at the top of the home page and click Organize to open the Batch Organize window. Your entire photo stream appears along the bottom. Drag any unwanted photos onto the main window (or click 'Select all'), open the 'Edit photos' dropdown menu and select Delete.

Photos and posts you delete from these sites stay on the sites' servers for several days, and some may be stored indefinitely unless you delete your account (Facebook's policy: [www.snipca.com/13981](http://www.snipca.com/13981)). But retrieving data is still difficult (impossible, according to Facebook [www.snipca.com/13980](http://www.snipca.com/13980)), so back it up to your PC before you click Delete (see box, page 54). ►



Batch-delete your unwanted Twitter posts with TweetEraser

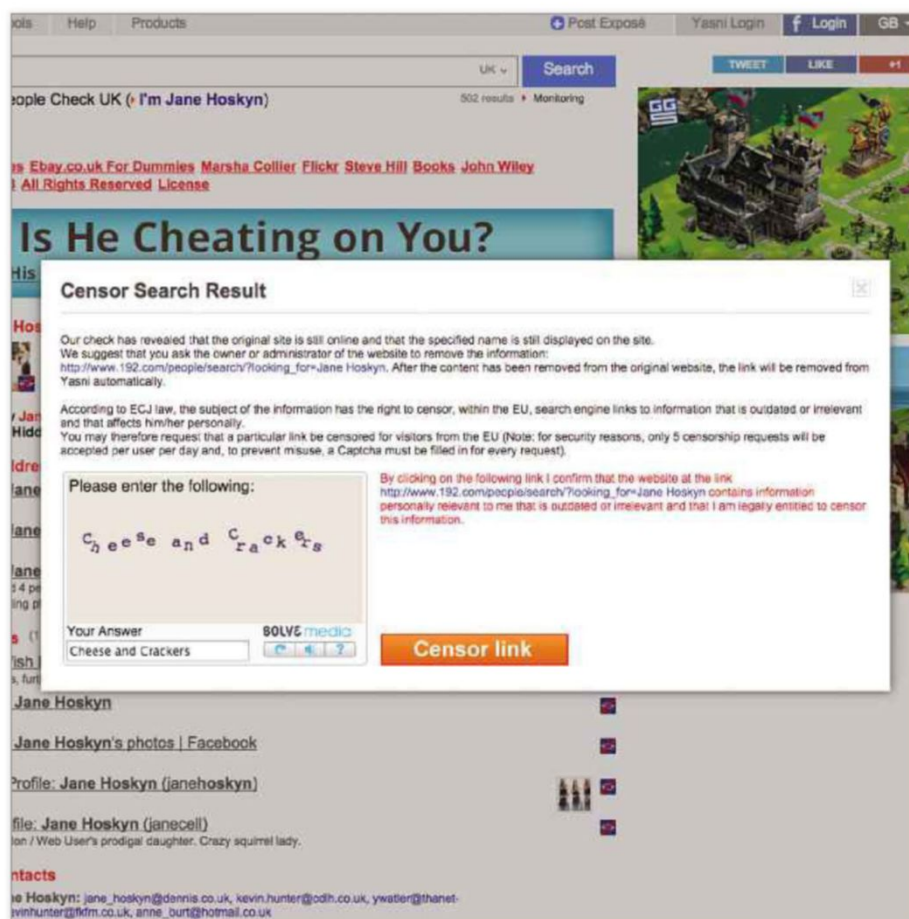
## Remove information you can't find in Google

Social-network sites may dominate Google, but they're only a tiny component of your online history (assuming you use them at all). Google isn't much use for weeding out older data, because anything after the first page of results is lost in a forest of links that don't relate to you at all. Instead, use the free online tool Yasni ([www.yasni.co.uk](http://www.yasni.co.uk)) to find old forum posts and outdated references to you on directory sites, blogs and elsewhere.

Type your name into the 'What does the net know about...' box (Yasni suggests adding a nickname to narrow down results), then click 'Find out' to uncover a wealth of links to your personal info, including your address and phone number, on sites like Amazon (including your Wish List), Ancestry.co.uk and the directory sites 192.com and Yell.com.

In many cases, you can remove your info from these sites yourself simply by clicking the links and deleting what you find there. Some directory sites may require you to fill in forms and follow a specific process to remove your details. Free website UnlistMyInfo (<http://unlistmy.info/sites>) has opt-out instructions for dozens of online directories, and it's very useful, albeit with a strong US bias.

In some cases you'll need to contact whoever runs the website and ask them to remove your info. If there's no Contact



Use Yasni's Censor Search Result tool to remove outdated links instantly

page, get the site's registered contact details from a WHOIS domain database. Type **whois** into Google followed by the website's URL, then click a result to find a contact email address, postal address and/or phone number. You may even see this information at a glance in the Google results.

## Remove outdated links from Google

When you delete or edit your details on pages linked from Yasni or Google, the search links don't instantly disappear. You can wait until they do (you may be waiting a very long time) or ask the search sites to remove the outdated links.

To ask Yasni to remove a link, click the small red, white and blue icon to the right of the link, complete the dreaded captcha and click 'Censor link'. We don't like the use of the word 'censor' here – this is about accuracy and privacy rather than censorship. We also don't like that Yasni is covered in adverts ("Is He Cheating on You?") that refuse

to bow to our advert-blocker Adblock Plus (<https://adblockplus.org>). But Yasni clawed back some credit when it gave us a captcha that actually made us smile ("Cheese and Crackers", see screenshot above) and, more importantly, instantly suspended the link we asked it to remove. If anyone clicked it, they'd be taken to a 'Censored results' page.

To ask Google to remove a link to content you've managed to remove, use the 'Remove outdated content' form ([www.snipca.com/13968](http://www.snipca.com/13968)). Type or paste the URL of the page that's been changed, click 'Request removal', then click Yes when you're asked 'Has the site owner updated or removed the content?'. Type in a word (such as your name) that's on the old version of the page but not on the new version, so Google understands that the page has been updated.

If you couldn't get the original content deleted, you can still ask Google to remove its link to the offending page, under the new 'right to be forgotten' ruling. To submit a request, go to Google's 'Search removal request' page ([www.snipca.com/14028](http://www.snipca.com/14028)) and enter your name (or the name of the person mentioned in the link), your email address and the full



See links to old and outdated info at a glance in Yasni



URL of the page you want removed from Google. Then use the big text box to explain why you want the link removed, and attach a scanned copy of your passport or other form of ID. The process is relatively quick, but it's not guaranteed to work – of the 60,000 links that UK users have asked Google to remove since May 2014, just 18,000 have actually been removed.

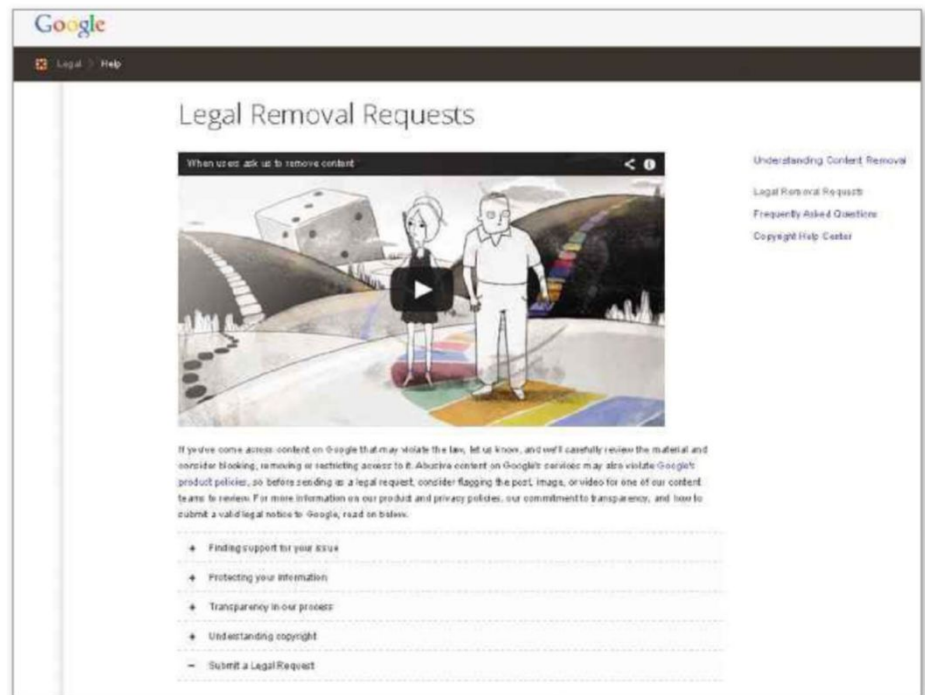
If you want Google to remove content that you believe to be offensive or defamatory, use the Legal Removal Requests page ([www.snipca.com/13969](http://www.snipca.com/13969)). This applies to content hosted on Google services such as Blogger, Google+ and Picasa as well as links on the Google search site. Click 'Submit a Legal Request' and select the Google service where the content is hosted. For links hosted on Google's search site, choose Web Search.

## Hide your info from Google

The simplest reversible way to remove your info from Google searches is to hide it rather than delete it. If you use Facebook, start by checking what non-friends can see on your profile. Click the three dots next to View Activity Log, click Timeline Settings, then click View As to see what's visible to anyone who looks you up on Facebook – including people who don't have Facebook accounts.

For a closer look at who can see and share your posts, profile and app activity, click the padlock at the top-right of your profile page and click Privacy Check-up. To change any of these settings, click the padlock and click See More Settings.

Use your Activity Log to set individual Facebook posts to private retrospectively.



Ask Google to remove offensive content using the Legal Removal Requests tool

Public posts have a little globe icon. Click the globe next to any of your own posts and use the dropdown menu to select Friends, Only Me or Custom (where you allow only certain people to see the post).

To quickly make all your Public content visible to Friends only, click the three dots next to View Activity Log, click Timeline Settings, click Privacy on the left, then click the Limit All Posts link on the right. Next, click the Edit link next to 'Do you want other search engines...' (a few lines below Limit Past Posts) and untick the box. You'll need to click Confirm in an annoying "really?"-style pop-up. This prevents your profile and

posts turning up in Google searches.

Flickr gives various options for hiding your entire photo stream or individual photos, including photos you've already posted. Go to your Batch Organize page as before, drag selected photos into the window, click Permissions and choose a privacy level.

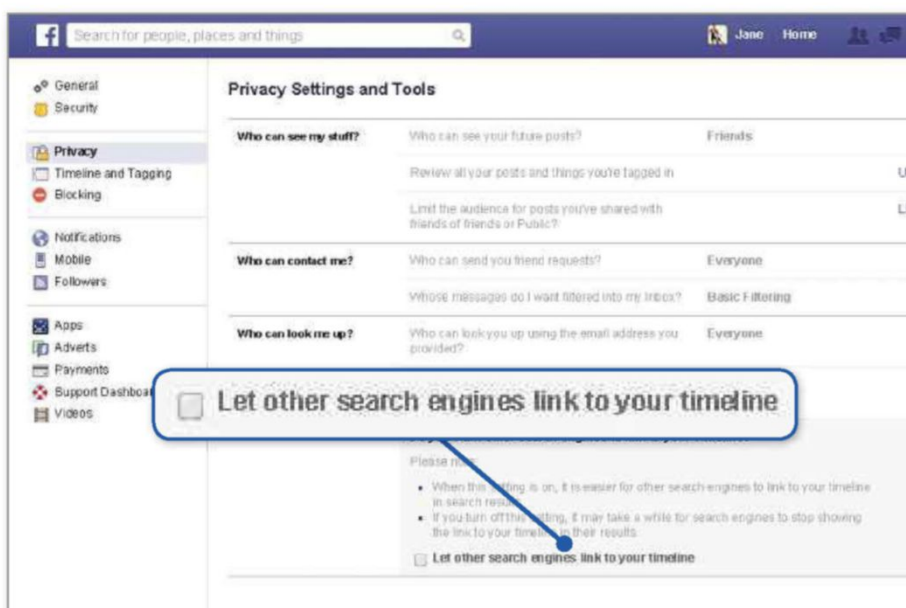
Twitter doesn't let you make individual posts private, but you can choose to 'protect' all your tweets retrospectively so that only selected people can see them ([www.snipca.com/13976](http://www.snipca.com/13976)). On Google+, you can't hide posts retrospectively but you can limit all future content to yourself or chosen friends ([www.snipca.com/13985](http://www.snipca.com/13985)).

We've only mentioned a selection of social sites and web accounts here. To check your privacy settings across a much wider range of sites, use AVG's free tool PrivacyFix (Chrome: [www.snipca.com/13986](http://www.snipca.com/13986); Android: [www.snipca.com/13987](http://www.snipca.com/13987); iOS: [www.snipca.com/13988](http://www.snipca.com/13988)). When you visit a website, PrivacyFix automatically checks its privacy settings and tells you how much of your personal information strangers can see and whether your activity is being stored.

## Remove your data from Google's servers

Sites like Google, Facebook and others store plenty of info about you on their servers, even after you've removed it from public view.

Google, for example, stores information about searches you make, every video you ▶



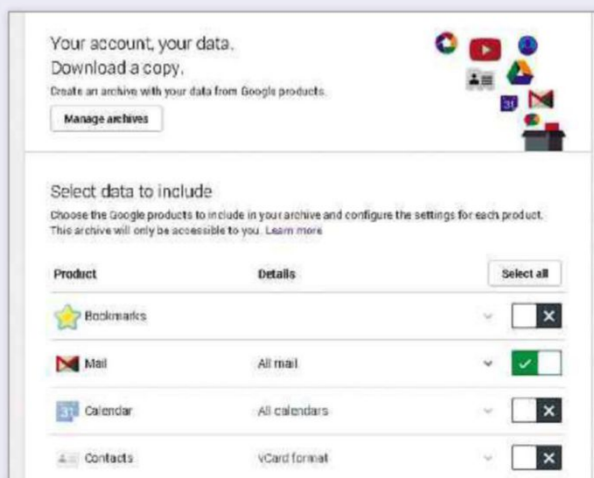
Prevent search engines listing your profile by tweaking your Facebook privacy settings

## BACK UP BEFORE YOU DELETE

When you're having a clear-out, it's easy to get carried away and delete too much – as you'll know if you've ever had a "tidy up" at home, only to end up selling half your worldly possessions on eBay.

At least when you're having a web clear-out, you can guard against chucking out treasured data on a whim, by backing it up first. Google's free online tool Takeout (<https://google.com/takeout>) lets you download your data from Google services including Gmail, Google+ and YouTube. Only you can download your own data, and there are restrictions on how many archives you can create. Find out more in Google's 'Download your data' FAQ ([www.snipca.com/13989](http://www.snipca.com/13989)).

The process is very simple but the archive files may be huge, depending on how much data you want to download, so we'd recommend archiving only one service at a time. Go to Takeout, click 'Select none' to untick all the boxes, then



Use Google Takeout to download your emails and other Google data before deleting it

tick one service. We'll use Gmail as an example (confusingly, it's called Mail in Google Takeout). Click Next, choose whether to save the archive to Google Drive or receive a download link via email, then click 'Create archive'.

Facebook has a built-in tool for downloading all your data. Click the small arrow at the top right of the page,

click Settings, click 'Download a copy', then click the green Start My Archive button. Your archive includes everything you've ever posted on your Timeline (Wall); sent and received messages; photos and videos, and even your Friends list. If you've been using Facebook for a few years, this archive will be enormous, so you may have to wait several hours while it's created. Facebook will email you a download link when it's ready.

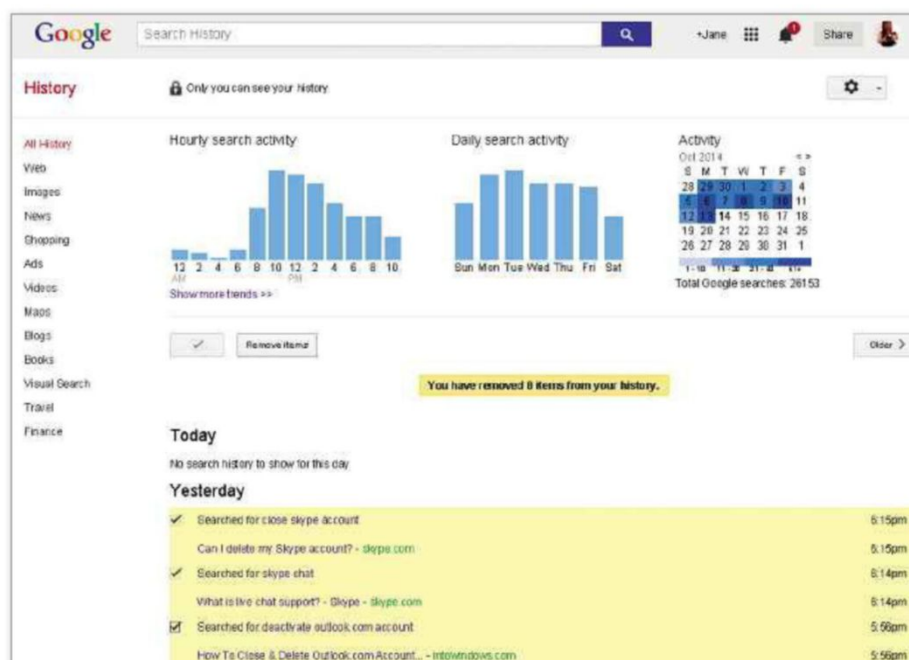
Similarly, you can download an archive of all your Twitter posts by clicking 'Request your archive' on the Account Settings page ([www.snipca.com/14009](http://www.snipca.com/14009)).

Free program Bulkr (<http://clipyourphotos.com/bulk>) is a superb backup tool for Flickr users. Even if you don't plan to delete any photos or videos, use Bulkr to download full versions of every item you've uploaded, divided into sets and containing the original metadata if you wish.

watch on YouTube, every Android app you install, and plenty more besides. This information won't turn up in people's Google searches, but it's used for all sorts of things, including targeted adverts and 'personalised information' in the Google Now tool on your Android tablet or phone. Your information is currently helping to build Google's forthcoming Knowledge Vault encyclopaedia, which draws on data "automatically extracted" from people's Google activity (<http://research.google.com>).

To extract yourself from this creepy involuntary **crowdsourcing**, log into your Google Dashboard ([www.snipca.com/13982](http://www.snipca.com/13982)) and delete the data you don't want Google to store. Click 'Expand all' to review and edit data, including your location history, registered address and search history. To edit your search history, for example, click 'Remove Search History items' (or go straight to [www.snipca.com/13990](http://www.snipca.com/13990)) and tick any items that you want to remove, then click 'Remove items'.

Google does at least help you remove your details from other companies' databases. Gmail now automatically looks for an 'unsubscribe' link in emails and moves it to the top of the email, next to the sender's email address, so it's much



Remove items from your search history using your Google Dashboard

easier to see and click. You can find out more on Gmail's Google+ page ([www.snipca.com/13983](http://www.snipca.com/13983)).

Facebook has no Dashboard equivalent. When you delete posts, photos and other personal data from your profile, "some" of it is deleted from Facebook's server,

while "some" remains until you permanently delete your account ([www.snipca.com/13981](http://www.snipca.com/13981)).

### Delete your Google account

If you are committed to wiping yourself off the face of the internet, deleting your



## DELETE YOUR ONLINE ACCOUNTS

Google account is the best way to achieve it. But it's a drastic, irreversible move, and we'd recommend trying any of the other steps we've mentioned before you even consider this one.

Google's dominant presence in your digital life may be unwelcome, but you'd probably miss it if it were gone. We know we would. Communicating with friends and family, storing your photos and documents and even working out how to get from A to B are all easier and far cheaper (usually free) thanks to Google.

If you use an Android tablet or phone, deleting your Google account would render it pretty much unusable, because you'd be unable to install or update apps. You'd also lose all your Gmail emails and contacts, Google Drive documents, YouTube videos and Google Photos (including photos you've stored in Picasa).

Still want to do it? OK, here's how. Go to 'Google accounts' ([www.snipca.com/13984](http://www.snipca.com/13984)), an apocalyptically sparse page with a couple of links for removing Google services (our links were for removing Gmail and Google Books, because we'd logged into those servers



Google accounts

### Delete a Product

[Remove Gmail permanently](#)

[Remove Google Books permanently](#)

### Delete Account

[Close account and delete all services and info associated with it](#)

You can delete your entire Google account with one click – but we wouldn't recommend it

recently), along with a Delete Account link ('Close account and delete all services and info associated with it'). This Delete Account link will remove your entire Google account. If you click it and confirm, all your Google data will be erased, with no chance of getting it back.

We recommend deleting individual Google services instead. You can delete Gmail, YouTube and other Google services without having to resign

wholesale from Google. There's no simple dashboard for picking off separate Google services, so you'll need to log into them in turn and use the 'Remove... permanently' link (see box, below).

### Delete your Facebook account

Deleting your Facebook account is much less dramatic than ditching Google. You can easily back up all your posts and photos (as outlined above), and Facebook ►

## DELETE 15 ACCOUNTS IN 15 MINUTES

### AMAZON

Use the Contact form ([www.snipca.com/13997](http://www.snipca.com/13997)) to ask for your account to be closed.

### APPLE

Contact Apple ([www.snipca.com/13998](http://www.snipca.com/13998)) and ask them to close your Apple ID account.

### DROPBOX

Click 'this link' ([www.snipca.com/13999](http://www.snipca.com/13999)), log in and complete the secure form.

### EBAY

Click 'request to close your account' ([www.snipca.com/14001](http://www.snipca.com/14001)), log in and choose a reason for leaving.

### FLICKR

Log into [www.snipca.com/14003](http://www.snipca.com/14003), complete the captcha and click 'Terminate this Account'. This closes your Yahoo and Flickr accounts, and deletes your photos.

### FRIENDS REUNITED

Click 'Remove my account from Friends Reunited', then ask Customer Care ([www.snipca.com/14004](http://www.snipca.com/14004)) to delete your data.

### GENES REUNITED

Log in and ask the team to delete your account ([www.snipca.com/14005](http://www.snipca.com/14005)).

### GOOGLE

Log into Gmail, then go to the 'Google accounts' page ([www.snipca.com/13984](http://www.snipca.com/13984)) and click 'Remove Gmail permanently'. Do the same to delete other individual Google services, including Google+.

### GROUPON

Click 'If you have general questions Click here' ([www.snipca.com/14006](http://www.snipca.com/14006)) and ask for your account to be closed.

### OUTLOOK.COM

Log in and click 'Deactivate account'.

### PAYPAL

First, withdraw any money from your account or you'll lose it. Then click Profile, Account Information, Close Account.

### SKYPE [www.skype.com](http://www.skype.com)

Remove your personal info using the



steps at [www.snipca.com/14010](http://www.snipca.com/14010), then contact Customer Service ([www.snipca.com/14015](http://www.snipca.com/14015)) to ask for your account to be removed.

### TWITTER

Go to Settings ([www.snipca.com/14009](http://www.snipca.com/14009)) and click 'Deactivate my account'.

### YAHOO

See Flickr (and screenshot above).

### YOUTUBE

To delete your YouTube channel and uploaded videos, go to [www.snipca.com/14008](http://www.snipca.com/14008) and click 'Delete channel'.

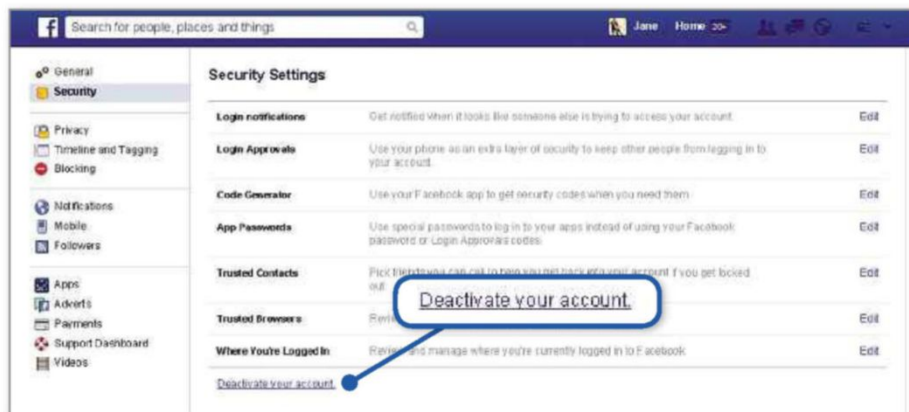
isn't responsible for as many elements of your online life as Google. It's just Facebook, after all.

Try telling Facebook that. It strongly discourages you from deleting your account, urging you to 'deactivate' it instead. Deactivating your Facebook account is like a turbo version of hiding all your posts, and prevents anyone – including you – seeing your Timeline. Go to your security settings ([www.snipca.com/13992](http://www.snipca.com/13992)) and click 'Deactivate your account'. All your data remains on Facebook's servers and you can reactivate your account at any time by logging back in.

To delete your account, go to [www.snipca.com/13993](http://www.snipca.com/13993) and click 'Delete my account'. Some of your data will stay on Facebook's servers for up to 90 days, and certain content you've sent to friends, such as messages, may still be visible.

## Track down old accounts you'd forgotten about

One way to track down old accounts is to search your webmail archive (assuming you haven't deleted it). Type phrases like "confirm email" (with quote



Click 'Deactivate your account' to hide your Facebook profile until you log in again

marks) and **username** into the search box to find account sign-up emails going back years.

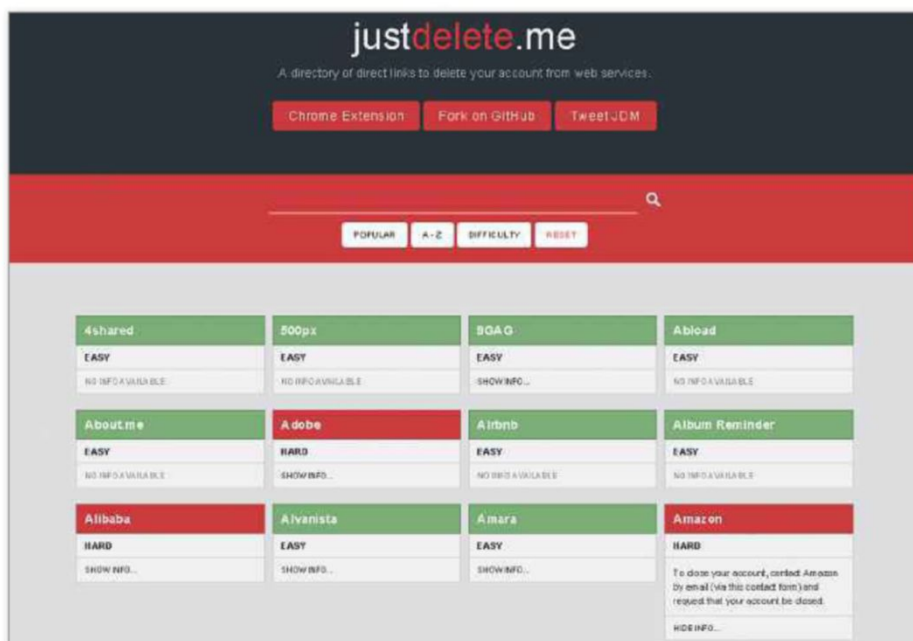
A few third-party tools make the search easier. Type your most-used usernames into the search box at KnowEm (<http://knowem.com>), and the site will reveal where those usernames are registered. The greyed-out links indicate sites where your username is registered. Chances are, it's you.

If you can't find the 'Delete account' links on any of these sites, look them up

on Just Delete Me (<http://justdelete.me>) and Account Killer ([www.accountkiller.com](http://www.accountkiller.com)). They're very similar tools, each listing scores of direct links to websites' 'Delete account' pages and giving advice on how difficult it is to remove your data, but they cover a slightly different range of sites. The 'Where to delete an account' browser extension ([www.snipca.com/13971](http://www.snipca.com/13971), Chrome only), from the makers of Just Delete Me, takes you straight to a site's account-deletion page when you click the small coloured dot in the address bar.

We found this worked brilliantly with accounts that are easy to delete, such as Gmail and other Google services, but not so well with websites that you have to contact with a deletion request, such as Amazon, Skype and the original UK social network, Friends Reunited. You can contact these sites' customer-service departments using the links we've given you (see box, page 55), but what next? They tend to leave you to work out what to do. This isn't by accident – they don't want to lose your custom or your info from their database.

Our advice is to give your username and email address in the contact form or via email, and ask for your account to be closed and all associated data to be deleted. Never give your account password in an email to customer services – they don't need it and they should never ask for it, even if you want to close your account. **ca**



Go straight to a site's 'Delete account' page by clicking links on Just Delete Me

**NEXT ISSUE** On sale Wednesday 12 November



## CLEAN YOUR PC'S HIDDEN AREAS

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## PART 1

# First 100 days of Windows 10



Microsoft's new operating system has arrived (sort of), and Jane Hoskyn will spend the next three months trying it out. Here's the first instalment of her Windows 10 Technical Preview diaries

## Week 1: Hello, Windows 10

I hate surprises, and I hesitate to disagree with my colleague Stuart Andrews (see Final Straw, Issue 434), but I love Windows 10. The name, I mean. It's neat, round and confident. Almost as neat and round as 'Windows One', which would have looked so good on the bookshelf next to Xbox One and OneDrive, had it not disqualified itself some time ago by being the name of a previous incarnation ([www.snipca.com/14027](http://www.snipca.com/14027), see screenshot below). "Windows 10 – it's Windows 9, but 'One' better" (You can have that one for free, Microsoft.)

According to our lead Workshop in Issue 434, I can install this glossy new operating system right now, provided I've got a couple of hours to spare and don't mind risking my PC's life by filling it with what is essentially a massive **beta**. The truth is, I can't install Windows 10 now, and nor can you. But we can install the Windows 10 Technical Preview, which is close enough to qualify for bragging rights. For the sake of brevity, I'll refer to it as Windows 10 from here on in.

Our Workshop recommends installing Windows 10 on a virtual drive to avoid destabilising your PC. With apologies for flouting yet another colleague's advice, I've decided to forego the virtual drive and install Windows 10 directly onto my Window 8.1 laptop – partly out of laziness, partly to see what will happen, and partly out of spite for my laptop, a

machine so unloved I'd appreciate it more if used to replace the broken tile in my bathroom. It fails at basic cursor control and displays the Desktop the wrong way up about 30 per cent of the time. If Windows 10 breaks it, it'll be doing us all a favour.

## Day 7, 4am

Wake up. Create a **system restore point**, just in case. Go back to sleep.

## Week 2: Downloading the Technical Preview

In return for my kindness towards its controversial name, Windows 10 hits me round the face with a pig of an installation process.

It all starts innocuously enough, as I log into Microsoft via the time-honoured route of getting my password wrong, clicking 'Can't access your account?' and waiting for a password-reset link. Eventually, I'm in and ready for my next challenge – getting into the Windows Insider Program.

The first rule of Windows Insider Program is, you must join Windows Insider Program before downloading Windows 10. The Program is essentially a beta-testing group, and it's designed to gather users' feedback. A cynic might suggest this is so Microsoft can blame us if their OS turns out to be rubbish.

The instructions state that I have to download the Windows 10 installer file, copy it to a USB and install it from there. There are lots of download links to choose from, and I go for 'English (United Kingdom) 32-bit' because I don't trust my laptop to handle the 64bit version, and because I don't want my new Desktop to spell 'colour' wrong. There's not an awful lot of guidance on the Microsoft website about which download link is right for you, presumably because they expect users of the Technical Preview to be



Downloading the Windows 10 installation file requires patience and good Wi-Fi

technical experts.

My woeful Wi-Fi hates the enormous 2.9GB installer on sight and point-blank refuses to download it, so I try again on my Windows 7 PC. The file still takes an hour to download via cabled broadband to transfer to a USB stick.

With heavy heart, I return to my laptop. My heart is heavy not because I'm about to stab Windows 8.1 in the back (via a **USB 2.0** socket), but because I confidently expect that none of this will work.

Oh me of little faith.

When I plug the USB into my laptop and double-click the installer file, it automatically creates a virtual DVD drive and opens its contents in File Explorer. I find myself staring at a list of files and folders called 'boot', 'efi', 'setup' and the like. I've no idea what to do next. For the first time in perhaps two decades, I wish an installation wizard would appear out of nowhere and lure me into its interminable tick boxes. With nothing to lose but a useless laptop and possibly my job, I double-click 'setup' and cross my fingers – and I'm in. **ca**

## Windows 10 so far: 5/10

I love a new operating system, and I'm very partial to the name, but installing the Technical Preview is more time-consuming than I'd anticipated. The new Start button still feels a long way off.



Windows 1.0 – not to be confused with Windows 10



# New ways to

# recover deleted files

File-recovery tool Recuva is one of our favourite programs ever, but there are some things it can't do. Jane Hoskyn finds free tools that recover what Recuva can't

**R**ecently we've shown you how to wipe adware from your PC, remove old software and even deep-clean the internet (see our cover feature, page 50). But not all files deserve to be removed, and we've all experienced that stab of horror when we've deleted the wrong photo or document – or an entire folder of them.

The first obvious damage-limitation strategy is to check the Recycle Bin (not always the answer, especially if you're in the habit of emptying it immediately after filling it). The next obvious step is to run Recuva ([www.piriform.com/recuva](http://www.piriform.com/recuva)).

Piriform's popular free tool is so good it

featured in our recent list of 20 best free programs of all time (Issue 431). If you've never used it before, give it a go. It's very easy to download and install, lets you recover all sorts of file types including ZIP files and emails, and guides you through the process with a clear, informative wizard. It even adds a 'Scan for deleted files' option to your right-click menu in Windows Explorer and the Recycle Bin. As recovery programs go, it's very hard to beat. But is it impossible to beat?

We set ourselves a challenge: find free tools that recover what Recuva can't. It turned out to be quite a challenge. Read on to find out which programs reach the parts that Recuva can't – and why, ultimately, you shouldn't stop using this excellent tool.

## Recover files that Recuva can't

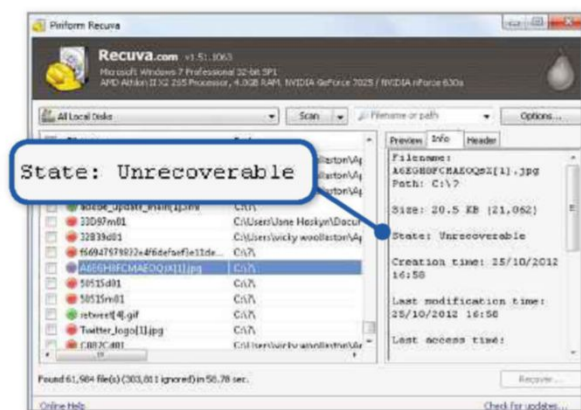
Hundreds, if not thousands, of the files that Recuva detects in the depths of your hard drive are designated 'unrecoverable'. This means that Recuva has found them, but can't restore them to your PC. Surely there's a tool that can bring them back from the dead?



**UndeleteMyFiles recovers more deleted files than Recuva – but it's only free for 10 days**

The one program that managed to restore a few of our 'unrecoverable' files was the portable program UndeleteMyFiles (UMF) ([www.snipca.com/14071](http://www.snipca.com/14071)). Its File Rescue tool is very similar to Recuva – it scans your chosen drive for deleted files, tells you which ones it can recover, then lets you save them to your PC. You can see files in a folder-tree view, which is easier to navigate at a glance than Recuva's list.

As well as File Rescue, UMF has a Deleted File Search tool for quickly unearthing specific deleted files, and a Files Wiper tool for deleting sensitive files permanently, so they can never be



**Many of the deleted files Recuva finds are 'unrecoverable'**



## THE HIDDEN COST OF 'FREE' FILE-RECOVERY SOFTWARE

File-recovery tools are often much less free than they claim to be. They download for free, they scan for free and they find lost files for free – but if you want to save those lost files, you have to pay.

We first noticed this trend when using EaseUS MobiSaver Free ([www.snipca.com/14037](http://www.snipca.com/14037)) to recover deleted photos and texts from our Android tablet (there's also an iOS version: [www.snipca.com/14038](http://www.snipca.com/14038)). It works a treat, up to the point when it asks for \$39.95 (£25) to let you save your files. We scoured the Licence Agreement for the free version and found this sneaky clause: "If you wish to save recovered files, you must purchase the full version" (see screenshot, right).

A similar clause appears in the licence for Recover Files ([www.snipca.com/14035](http://www.snipca.com/14035)), which can even scan



### EaseUS MobiSaver, like many recovery tools, hides its true cost in the small print

floppy disks for deleted files, unlike Recuva. Its setup wizard also contains a couple of **PUPs** (Save2PC and AnyTV). Recover Files gets great reviews on **download mirror** sites, but we're not going near it again.

iTunes Photo Extractor ([www.snipca.com](http://www.snipca.com))

com/14057) and iPhone Backup Extractor ([www.snipca.com/14058](http://www.snipca.com/14058)) both claim to extract photo and video files from iTunes backups for free – another useful function that’s missing from Recuva. We downloaded the programs, ran them, got our hopes up and... you guessed it... were asked to cough up.

Repeating this pattern over and over is frustrating. Worse, it's bad for your PC. We'd advise steering clear

of 'free' programs whose claims seem too good to be true. There may be files that Recuva can't recover, but it's a powerful, reliable program that lives up to its claims. If you only ever use one recovery program, Recuva is still your best bet.

recovered by anyone.

But there's a catch. Despite claiming everywhere on its website that it's free ("Free – absolutely free, no joke"), UMF is just a trial program. You can use it and all its features for 10 days before you have to register (software-speak for "pay"). This is less reprehensible than the many file-recovery programs that claim to be free until you actually try to save any files (see box, above), but it's still dishonest. We're happy to pay for good software, but only if it's not dressed up as "free".

## Recover files from old and damaged PCs

Recuva works on any version of Windows since 98, which is impressive – but **open-source** program PhotoRec (part of the TestDisk **partition**-recovery program, [www.snipca.com/14060](http://www.snipca.com/14060)) goes several steps further by recovering deleted files on Windows 95 and MS-DOS computers, as well as Linux and Mac. And it's genuinely free, honest.

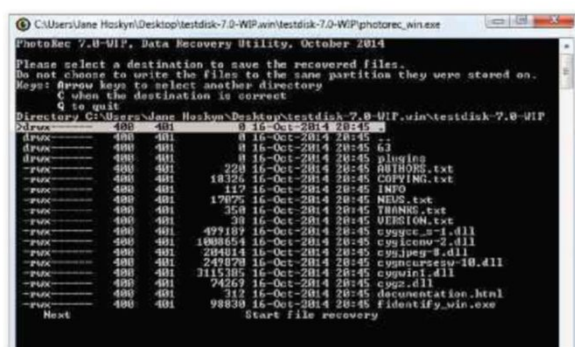
Despite its name, PhotoRec doesn't just recover deleted photos. It can scour local drives, external drives, CDs and digital-camera memory cards for deleted videos, documents and archive files, even if the data or device has been reformatted or severely

damaged. As long as you can switch your computer on, PhotoRec will recover data from it.

On the downside, PhotoRec isn't exactly slick. Its program window is a Command Prompt-style text box that you navigate using your arrow keys and Enter. In some respects, this is a virtue – it gives you a sense of control and makes the program faster than any of the other scanning tools we mention here, including Recuva. If you need advice, head for the excellent PhotoRec Wiki and Forum ([www.snipca.com/14061](http://www.snipca.com/14061)).

## Recover overwritten Clipboard clips

We'd always assumed that **overwriting** is the one guaranteed way to delete data permanently, without any hope of recovering it, which was bad news for




## Get deleted files from your oldest PC using Command Prompt-style tool PhotoRec



**Using ClipX, press Ctrl+Shift+V to restore overwritten Clipboard text and photos**

those of us in the habit of copying text to our Clipboard and forgetting to paste it somewhere before overwriting it. But the brilliant free Clipboard manager ClipX ([www.snipca.com/14062](http://www.snipca.com/14062)) proves that even overwritten Clipboard clips can be resurrected.

ClipX is a tiny (65KB) program that runs quietly in the background, storing all your cuts and copies until you press Ctrl+Shift+V to open your Clipboard history. Use your arrow keys to select the text or photo you'd copied and overwritten, then press Enter to copy it back to your Clipboard, ready for pasting into any supported program.

Note that ClipX can only start saving Clipboard clips from the moment you install it. We're still waiting for a tool that can restore every single Clipboard item we've ever overwritten. Now there's a program we'd pay good money for. 



# Create multiple virtual desktops

You don't need a second monitor to get loads more Desktop space. Robert Zak reveals the best free tools for creating virtual desktops

One of the key features of the newly unveiled Windows 10 is a built-in virtual desktop tool, as introduced by Microsoft in an official video ([www.snipca.com/14022](http://www.snipca.com/14022)).

Unless you've seen this technology in action, you'd be forgiven for wondering what a virtual desktop is. 'Multiple desktops' would be a more apt phrase. When you've set up a couple of virtual desktops on your PC, you can switch between them and instantly access different desktop layouts, each with their own open programs. It effectively gives you a second screen to work on. Some virtual desktop tools let you create three, four, five or more desktops, each of which you can use for a different purpose – work, play, photo editing and so on.

Here we'll show you some of the most

useful ways to set up virtual desktops, and the best free tools for the job.

## Set up two extra desktops

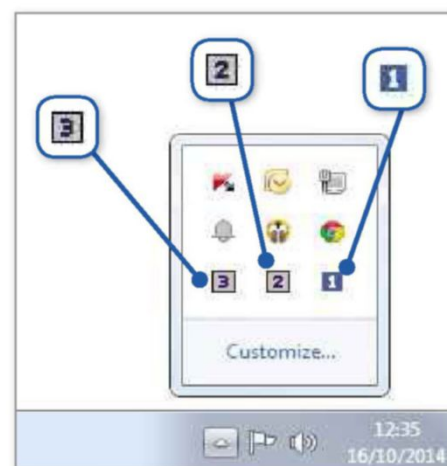
Free new tool Tri-Desk-A-Top ([www.snipca.com/13967](http://www.snipca.com/13967)) is a good introduction to virtual desktops, and lets you set up two virtual desktops in addition to your default Windows Desktop.

Once you've installed and opened it, three icons ('1', '2' and '3') appear in your system tray. Each number corresponds to a different virtual desktop. Desktop '1' is your default.

If you double-click the '2' icon, your Windows Desktop will disappear, along with every shortcut on it, to be replaced by a blank virtual desktop. Don't panic! Your programs are still open on desktop '1', just as you left them. You can now

open a whole new set of programs on desktop '2', and switch instantly between the two desktops by clicking their system tray icons. To set up another virtual desktop, just click '3'.

Any open programs continue running in the background on your desktops until you close the programs or Tri-Desk-A-Top

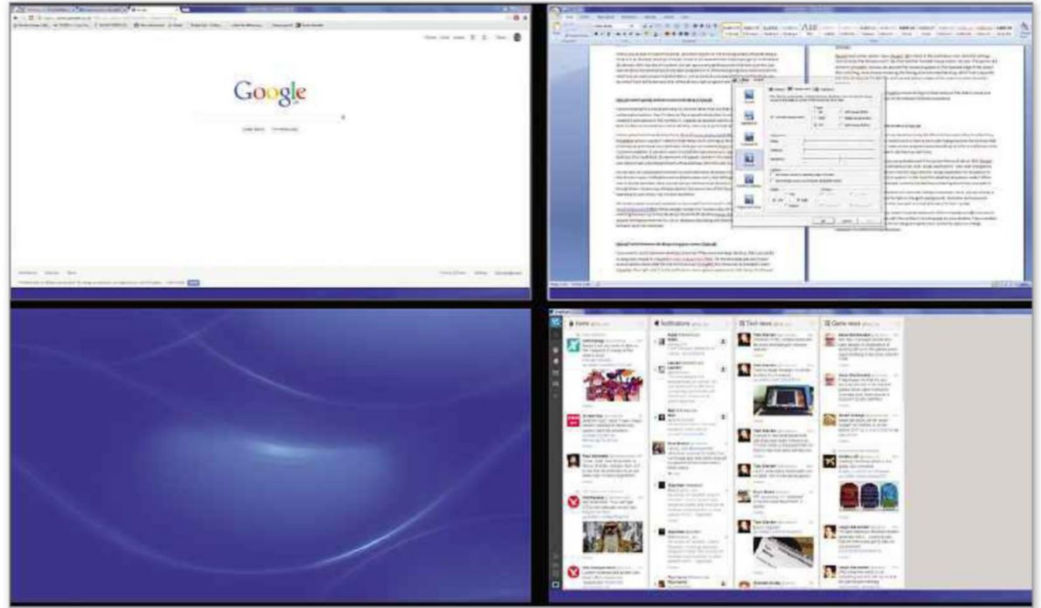


Click the '1', '2' and '3' icons to switch between Desktops using Tri-Desk-A-Top



(right-click one of the icons and click 'Exit Tri-Desk-A-Top'), so be aware that this may slow your computer down. Any shortcuts you create on your virtual desktops remain in place after you close and re-open the desktops.

If you want even more desktop space and an even quicker way to switch between them, download Desktops 2.0 from Microsoft's website ([www.snipca.com/13962](http://www.snipca.com/13962)). It lets you assign number keys or Function keys (F1, F2 and so on) to switch between up to four desktops.



## Switch quickly between several desktops

Get a quick preview of all your virtual desktops in Dexpot

Dexpot ([www.snipca.com/14034](http://www.snipca.com/14034)) is a more advanced tool that has loads of options for customising up to 20 virtual desktops. When installing it, choose 'Custom installation' and untick the box to avoid installing the Opera browser.

Despite Dexpot's wealth of tweakable options, you don't have to delve deep into its settings to quickly preview all your desktops. Open Dexpot, and all the virtual desktops (four by default, until you create more) will appear stacked on your Taskbar. Hover your mouse over the stack to see a thumbnail of each virtual desktop, then click one to go to it.

You can also set up keyboard shortcuts to switch between desktops in Dexpot. Right-click its system tray icon, click Settings, click Controls, then click the '+' next to 'Switch desktop'. Here you can set up shortcuts to go directly to specific desktops, or to scroll through them.

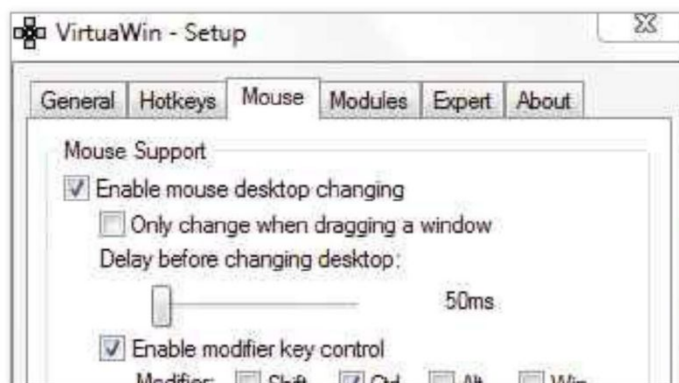
## Swipe your mouse to switch desktops

Dexpot lets you switch between virtual desktops by swiping your mouse to the edges of your Desktop. You move seamlessly to a new desktop by moving your mouse to the left, right, top or bottom of your screen, or to the corners. You can also set the mouse cursor to jump to the opposite side of the screen when you switch to a new desktop (for example, when you

swipe right, the cursor appears on the left of the new desktop). This really makes it feel as though you're moving from one monitor to the next. To set this up, right-click Dexpot's system tray icon and click Settings. Click Controls, go to the 'Mouse switch' tab, then tick 'Activate mouse switch'.

The trouble with swiping to switch desktops is that it's all too easy to switch by accident. Free program VirtuaWin ([www.snipca.com/13960](http://www.snipca.com/13960); click the top download link) guards against this by letting you set keyboard keys that you have to press at the same time as swiping your mouse to the edge of your screen (left or right only).

Once you've installed VirtuaWin, right-click its system tray icon (a green square), click Setup, go to the Mouse tab and tick 'Enable mouse desktop changing'. Move the slider to set the time it takes for your mouse-swipe to open a virtual desktop and use the 'modifier key' setting to choose a key to press when swiping.



VirtuaWin lets you swipe your mouse between Desktops, with an extra key press to guard against accidental switching


## Customise your virtual desktops

Dexpot has powerful customisation options that make your PC more organised and even safer. You can give each virtual desktop its own background, screensaver and resolution, and you can even assign it a password.

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Next, choose which programs you want to open automatically when you switch to 'Photos desktop'. Click the Start-Up tab, Browse, then navigate to a program that you want to open automatically with the desktop. Select it then click Apply.

Finally, to add a password to 'Photos desktop' – so no one else who uses your computer can tamper with your work – click the Properties tab, then type your password into the box.

If you don't need this multitude of options and just want to have different backgrounds for different desktops, try the free program Moo0 Multi-Desktop ([www.snipca.com/13964](http://www.snipca.com/13964)). When you've installed Moo0, a small bar with the numbers 1-4 appears on your Windows Desktop. Right-click the green Options icon to change wallpapers for different desktops. 

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# Problems Solved

## PROBLEM OF THE FORTNIGHT

### What password do I need for Windows 8?

**Q** I have bought a new computer that runs Windows 8. It appears that I need a password to operate Windows 8 properly. My old computer runs Windows XP and I never needed a password to access that. I contacted Microsoft to ask for the password but I didn't get very far. I would appreciate any help you can give this ancient surfer.

Alex Burness

**A** When Windows 8 is first set up it offers the option of two login types – a local account or a Microsoft account. The latter is not a requirement but does enable the downloading of apps from Microsoft's Windows Store and the ability to sync information between two or more Windows 8/8.1 computers. You'll also need to do this to upgrade Windows 8 to 8.1, if you are indeed using Windows 8 (any new PC purchased from around July onwards should have Windows 8.1 installed).

Either way, Microsoft cannot supply with you a password for a Microsoft account, as this will typically be chosen by you when setting up Windows. It is possible to log into Windows 8/8.1

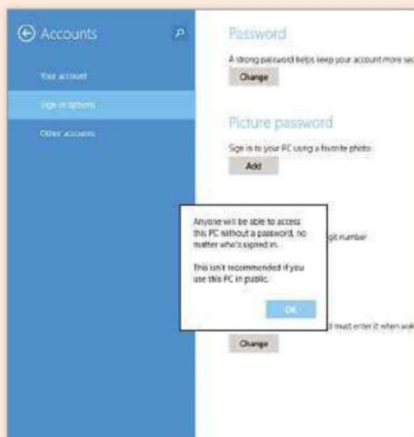
using credentials from an existing Microsoft account, such as a Hotmail or Outlook.com username and password – and we'll explain how to do so.

Our guess is that you've set up your PC with a local account. If you're happy with that arrangement but simply want to disable the need to log in with a password when you wake the PC, then this is possible. First, press the Windows key+C to open the Charms bar, click Settings, then 'Change PC settings'. Next, click Accounts followed by 'Sign-in options' and, under the 'Password policy' heading, click the Change button followed by OK to confirm.

If, on the other hand, you want to use Windows 8/8.1 with a Microsoft account then you must follow a different procedure. Bear in mind that while no personal files and folders are at risk when switching from a local to a Microsoft account, we'd advise backing up just in case anything goes wrong. Next, proceed as above but instead of clicking 'Sign-in options', click 'Your account' followed by 'Connect to a Microsoft account'.

If you already have a Microsoft account (i.e. Hotmail or Outlook.com) then here you can simply type your username (such as alexburness@hotmail.com) and the relevant password and click Next, followed by Switch to agree to turn your existing local account into a Microsoft account – this process will take a few moments.

Otherwise, if you don't have an existing account, click the 'Create a new account' link (at the bottom of the screen, under the marginally more prominent 'Don't have an account?' heading) then fill in the personal-details form, the additional-security form and, finally, the communications-preferences form and Captcha security check, clicking Next at each turn. Finally, click Switch.



Set up the way you access your Windows 8 PC via 'Sign-in options' in Settings

### Can I block emails from certain countries?

**Q** Like countless others I get spam messages, most of which are irritating rather than offensive. The originators of most of the stuff appear to be based in Canada, but the messages (according to the country-of-origin codes) come from Russia, eastern Europe or Africa. I may be naive (for me, computers are for working on rather than taking apart), but is it possible to bar incoming emails with address codes from countries you know you have no contact with?

Ben Phillips

**A** There are ways to filter or block messages based on their place of origin but it's unlikely to be an effective anti-spam method. For starters, many spammers 'spooF' their email addresses and locations, so someone in Nigeria can make it appear their messages originate from the UK, for example.

If you still want to try, the method you use depends on the email tools at your disposal. In recent versions of Outlook, for example, select the Home tab on the Ribbon, then choose Junk in the Delete group. Next, choose Junk E-mail Options followed by the International tab. Click the Blocked Top-Level Domain List button and tick the relevant country boxes. Click OK twice.

Do remember to check Outlook's Junk email folder regularly, just in case legitimate messages are being incorrectly identified and filtered.

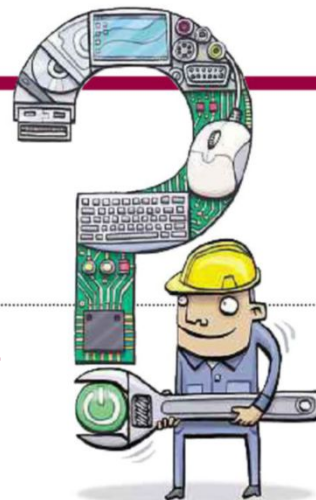


In Outlook, block emails from certain locations via your Junk E-mail Options



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## How do I view backed-up photos with Picasa?

**Q** I have something like 50,000 photos stored on my laptop, which I organise and view with Google Picasa. It's clear to me now that I should save the photos onto an external backup drive, as there is little storage space left on my laptop. My question is: if I have all my photos on an external drive, how do I use Picasa on my laptop to sort and view them as I do currently?

Stephan Robertson

**A** A precise answer depends on how you intend to arrange your files between your laptop and external drives, but we can give you general instructions.

First, connect your external drive, then press Windows key+E to launch Windows Explorer and use this to move some or all of your photo folders to your external drive (or drives – there's no reason why you can't spread them over several devices, if that suits your purposes).

Now launch Picasa as usual. You didn't



Use Picasa's Folder Manager to manage photo files on external drives

tell us which version of Picasa you're using but we'll assume it's the latest (3.9). Open the File menu and choose 'Add Folder to Picasa' to open the Folder Manager dialogue box. In the folder list on the left you'll see a list of locations. Folders and drives that are currently indexed will have either a blue circular-arrow icon or a green tick: those locations with the blue arrow are indexed

every time Picasa is launched; those with a green tick are indexed just once, after you click OK in this dialogue box.

As new additions to your setup, your external drive (or drives) will appear in the folder list with a red cross. To index the drive in Picasa, click it in the folder list, then choose the Scan Always (see screenshot) or Scan Once button. If you want to index only specific folders or files on an external drive, double-click the drive entry and scroll down to the folders/files, then click your choice of scan type. Click OK to close Folder Manager.

That's really all there is to it. However, if you disconnect an external drive then Picasa will obviously be unable to index or display its contents, until it's attached again. If you want to prevent a drive or folder from being scanned, return to the Folder Manager dialogue box and choose 'Remove from Picasa'.

## Can I use USB for Samsung Galaxy S4 file transfers?

**Q** I am considering buying a USB on-the-go (OTG) cable for use with my Samsung Galaxy S4 phone. Will this cable let me transfer files between the microSD card on my phone and a USB device connected via the USB OTG cable. If so, how?

Keith Jones

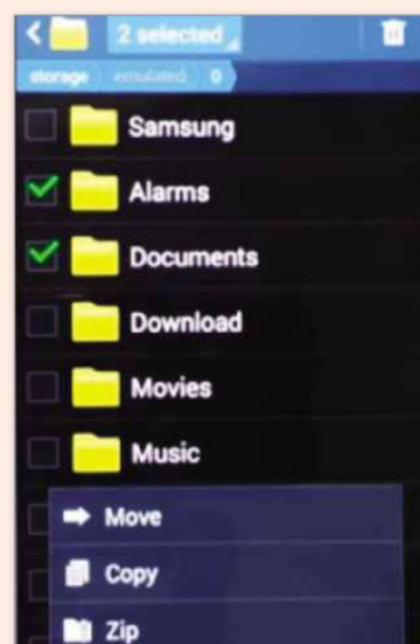
**A** Yes, is the quick answer. When you attach a USB device, like a thumb drive, to the 'female' end of the OTG cable your S4 will take a moment to recognise it and then launch Samsung's My Files app, which is a basic file-management tool.

My Files will display the contents of the attached USB device. Now long-press a displayed file or folder until a tick appears alongside. Tap the tickboxes that appear to select more files/folders if required. Tap the S4's Menu button (to the left of the Home

button) then tap either Move or Copy (we'd suggest Copy to be on the safe side – until you get the hang of it).

Next, tap the entry of the destination storage device – labelled 'SD memory card' in this example. Tap 'Copy here' (or 'Move here'), or first create a new folder by tapping the Menu button followed by 'Create folder'.

Copying or moving the opposite way is the same process, using My Files to first navigate to your microSD card.



Use Samsung's My Files app to transfer files to and from your phone via USB

# Problems Solved

## How do I stop this RunDLL message?

**Q** I wonder if you can help. Every time I restart my Windows 7 PC I get the following message: "Run DLL. There was a problem starting C:\users\robert\appdata\local\conduit\background container\background container.dll. The specified module could not be found". When I clear this message everything seems normal again. What is this? Is it anything to worry about? And how do I stop this popping up on every restart?

Robert Smith

**A** At some point in the past the Conduit Search browser hijacker has found its way onto your system. Whether or not you were aware of its presence, we're guessing that your security software has removed it, because this message relates to Conduit and some of its behaviours. To be sure, update your security software immediately and run a full scan.

Even though your security software has removed the threat, some digital traces have been left behind. To clean up this message, click Start followed by Control Panel, 'System and Security', Administrative Tools, and then double-click Task Scheduler. Now click Task Scheduler Library in the left-hand navigation pane then scroll through the list in the middle section to find the BackgroundContainer tasks: right-click this, choose Delete and then click Yes to confirm.



Remove traces of unwanted programs using Task Scheduler

## Is my cheap tablet just junk?

**Q** I wish I'd listened to your scepticism about cheap tablets. I recently bought one and, even though it worked okay for a few weeks, it will now not rotate to landscape mode. I'm worried that if I press the Reset button I might lose all the apps that came with it, including Google Play Store. Is this the case?

Also, while it does connect to the web it sometimes tells me that it's not within range, even though all my other nearby devices connect to the same Wi-Fi network just fine. It seems all but impossible to contact the eBay seller who sold me the tablet.



Unlock your tablet's screen rotation in the Display settings

Harry Shaw

**A** You didn't tell us anything about the tablet other than it being 'cheap', so we can't offer detailed

guidance. It is unlikely that pressing any Reset button will wipe the device completely, but we can't say for sure.

In terms of the rotation problem, perhaps you have accidentally set the orientation lock. We suspect your device may have a physical switch that locks this setting, but otherwise tap Settings, Display and look through the options there – in the latest version of Android, for example, tick the 'Auto-rotate screen' option.

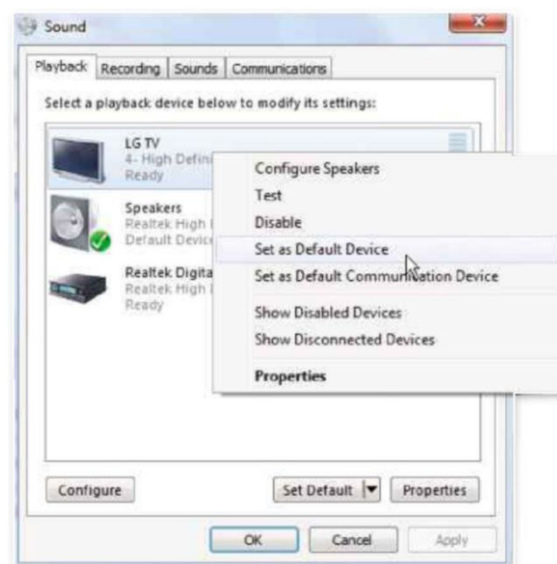
Sadly, the Wi-Fi problem is most likely down to poor build quality. A cheap tablet will contain cheap components, including a basic antenna. Short of venturing inside your tablet to replace the component (not recommended), all you can really do is move closer to your router or Wi-Fi hotspot.

## How do I get PC sound on my HDMI TV?

**Q** I have an Acer Aspire 5738Z laptop with Windows 7. I can connect it to my TV via an HDMI lead to view photos and videos but I don't get any sound via the TV's speakers. How do I get the audio signal through?

John Stoyles

**A** This problem is usually caused by the failure to set the TV as your PC's default audio-output device. First, make sure your PC is connected to your TV and that your TV is displaying your PC's screen. In Windows 7, click Start followed by Control Panel then 'Hardware and Sound'. Next, click 'Manage audio devices' in the Sound section and select the Playback tab. Here, you should see a list of audio-output devices, including your TV. Right-click the entry for your TV, choose 'Set as Default Device' in the pop-up menu and then click OK to



Play your PC's audio through your TV by tweaking your audio playback settings

close the dialogue box.

Note that you may need to restart your media applications. Also remember to switch the default audio setting back to your PC speakers afterwards.



## How do I connect a monitor without HDMI?

**Q** With advancing years I require all the help I can get with my eyesight. I read your glowing review on the Dell UltraSharp U2412M monitor (see Buy It section or Issue 378) and believe this is the device I need to overcome my difficulties. However, I understand the device does not have an HDMI input and my Zoostorm PC does not have a DVI output.

My online research suggests a cable or connector converter does not always work and DVI does not support sound. The latter is relatively unimportant as I have a separate sound system, but I want to know how to connect this monitor to my PC without spending a fortune. Can you help?

Alan Orchard



Connect an older PC to a newer monitor using an HDMI-to-DVI adapter cable



**A** You might be over-complicating this problem. The UltraSharp monitor includes a standard 15-pin VGA socket, in addition to the DVI and HDMI connectors. So, assuming your PC has a standard VGA output – and almost all PCs do – then you need only to connect a standard VGA cable between

the two for the display to work. You probably already have this cable for your current monitor. You won't have sound but the Dell UltraSharp U2412M doesn't have built-in speakers, so you wouldn't get sound with HDMI or DVI anyway.

However, be warned that with a VGA connection the picture and colours will not be as sharp and faithful as they would with DVI, and if the cable is too long then you might not be able to use the display's full resolution. If your PC has an HDMI output, then an alternative is to use an HDMI-to-DVI cable (from around £6, [www.snipca.com/13639](http://www.snipca.com/13639)).

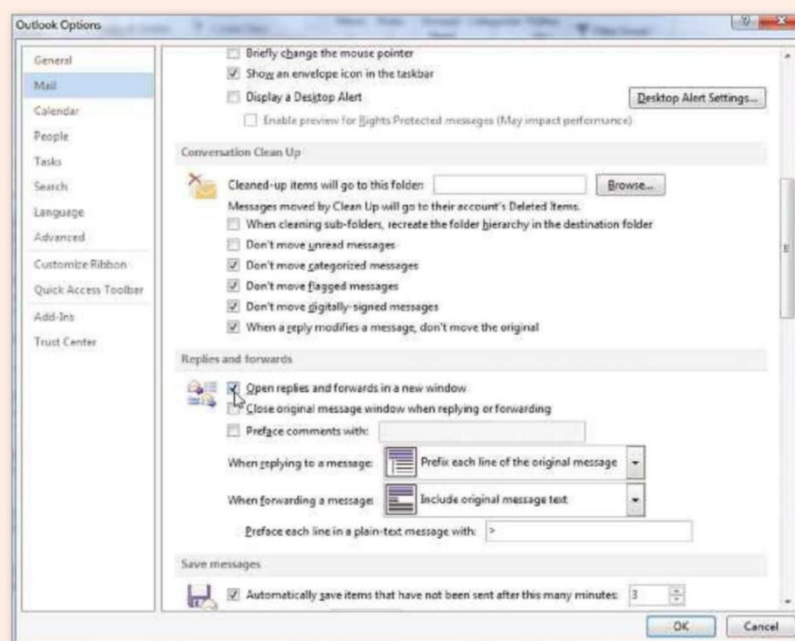
## How do I write email replies in a new window?

**Q** In my old email program (Outlook Express) I could hit the Reply button and a new window would open for me to compose my reply. My new Windows 8.1 computer came with Outlook 2013, but this doesn't work in the same way.

For example, now when I hit Reply, the cursor appears within the program itself. This isn't a big problem because I can still reply, but I find it annoying, as I used to be able to have several 'reply' windows open at the same time when the need arose (I found this useful for cross-referencing).

Can I do this in the new Outlook? Or is there any way to put Outlook Express onto Windows 8.1? It seemed much simpler!

Paul Arthurs



Make sure every reply in Outlook 2013 opens in a new window via the Mail tab

**A** Outlook Express is no longer supported by Microsoft and will not work in Windows 8.1, so we're afraid you'll have to forget about resurrecting it on your new PC.

However, it's easy to achieve what

you want in Outlook 2013, using one of two methods. If you want to only occasionally open replies in a new window then click Reply as normal, then click the Pop Out button above the editing pane (Outlook 2013's 'flat' design means this button is easily overlooked). To work on several replies at once, just repeat this for each one.

Alternatively, to make sure every reply always opens in

a new window, click File, then Options. In the dialogue box that appears, select the Mail tab and scroll down to the 'Replies and forwards' section. Tick the 'Open replies and forwards in a new window' box and click OK.

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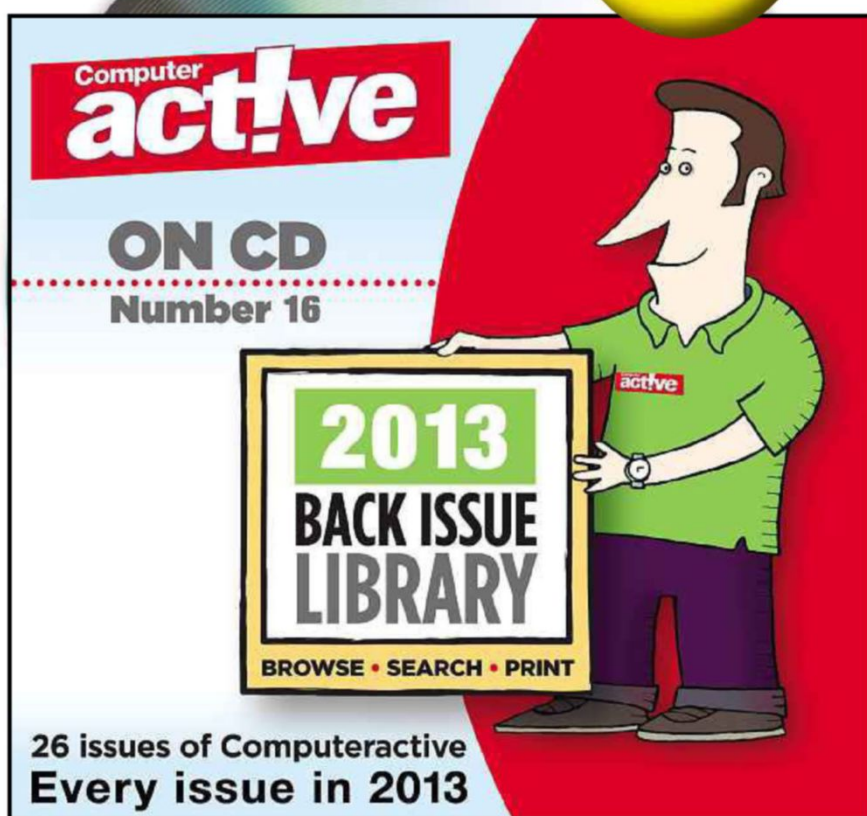
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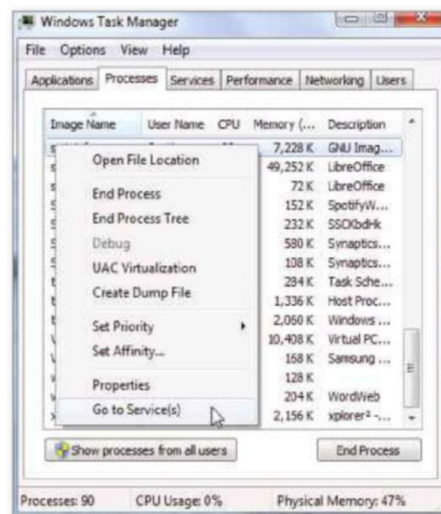
## How do I deal with my PC's slow-down problem?

**Q** I have a problem with something called svchost.exe using a lot of memory and slowing down my computer. What is svchost.exe and what can I do to fix the problem?

Rob Weeks

**A** The svchost.exe (or Service Host) process is used by many Windows services and is usually nothing to worry about. Indeed, there might be several instances of svchost.exe running at any one time, each serving a different program. If one or more of these instances are taking up a lot of memory then further investigation is a good idea.

Right-click any blank space on the Windows Taskbar and choose Task Manager. Select the Processes tab then click the 'Show processes from all users' button. Now scroll through the list to the group of svchost.exe processes. Right-click the one that you believe to be the



**Shut down processes that use a lot of memory in the Windows Task Manager**

problem (i.e. the one that's taking up a lot of memory) and choose 'Go to Service(s)'. Task Manager will open the Services tab, highlighting the service that's related to the selected svchost.exe entry.

The highlighted service might be recognisable, but in all likelihood you'll need to Google it to find out what it's for and what to do next. If your research tells you the service is not necessary, then you can disable it by right-clicking it and choosing Stop Service. However, we'd recommend this only if you're absolutely certain of your research. A much safer option would be to exit (or even uninstall) the related program before restarting your PC.

Bear in mind that some viruses disguise themselves as svchost.exe. Your security software should prevent infections but, if you're suspicious, right-click the svchost.exe entry in Task Manager's Processes tab and choose Open File Location. The folder that opens in Windows Explorer should be C:\Windows\System32. If it's anything else then right-click the svchost.exe file in Windows Explorer and choose your security software's scan option.

## How do I run my Windows games on my Android tablet?

**Q** I recently bought a small Android tablet to take on holiday and use as a games console. On my Windows PC I have a couple of logic games that I'd like to put on the tablet, to help to keep the old brain working. I've tried to transfer them but no joy. To help, I bought a program called 123 Copy, but I've only managed to transfer music files with this. How do I transfer my favourite Windows games?

Will Ong

**A** You cannot do what you want because the Android operating system will not run programs written for Windows. There's no way around this – it's simply not possible.

However, it does sound as though the particular games are very simple so, in theory at least, it might be possible to use an app on your Android tablet to remotely access and control your Windows PC. This means leaving your PC switched on all the time and would

require your tablet to have Wi-Fi access (or a fast and reliable 3G signal – though watch out for data charges). Though a complicated arrangement, it might just be sufficient to play your logic games.

If this sounds tempting then you could use the RemotePC ([www.remotepc.net](http://www.remotepc.net)) tool that we recommended to Eric Coulter in last issue's Problems Solved. Download the host app for your PC and then install the Desktop Viewer app to your Android tablet: this is a free download from the Google Play Store ([www.snipca.com/13594](http://www.snipca.com/13594)). The setup process is pretty easy but if you need detailed steps refer to the answer in Issue 434.



Use RemotePC's free Desktop Viewer app to control your PC using your tablet

### NEXT ISSUE

ON SALE  
12 Nov

- Why won't my user profile load?
- Why is my PC so sluggish?
- How do I stop my PC waking up on its own?
- How do I deal with this TomTom update error?
- ...And many more

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# Kindle

## Fix unresponsive screens, make your battery last longer and read EPUB books

### Screen stops responding

If your Kindle's screen is displaying the screensaver and your device stops responding, it usually means the battery needs a recharge. However, if the screen fails to respond while you're using it (for example, reading a book or browsing the Kindle Store), your Kindle has most likely crashed. To get it working again, hold down the power button for 20 to 30 seconds. This makes your Kindle reboot, rather than shut down (you won't lose any data doing this). First the screen will go blank, and then you'll see a loading bar as the Kindle starts up again. The process may take a couple of minutes before it turns back on. This force-reboot fix can also get your Kindle working again if it's become slow to respond when turning pages or navigating through menus.

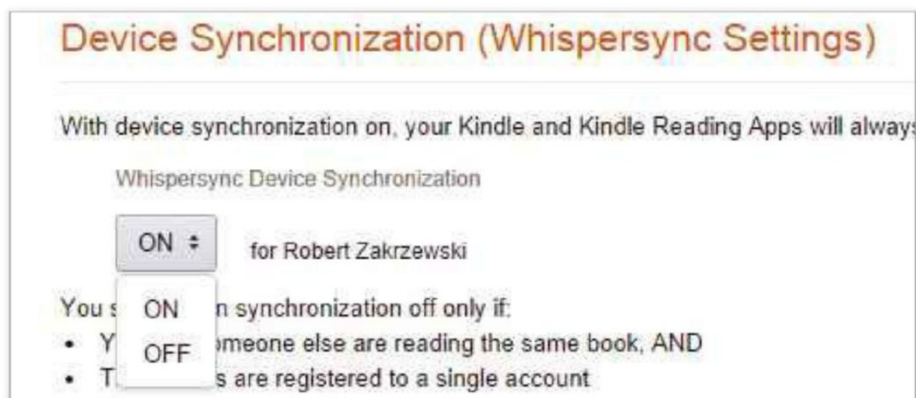
### Battery drains too fast

All Kindle models are renowned for their impressive battery life. For example, if you read for half an hour each day, it should last two weeks before needing a recharge. If you find the battery doesn't survive that long, it may be because your Kindle is constantly looking for Wi-Fi networks (or mobile networks if you have the 3G model) in the background. If you have Wi-Fi switched on all the time, whenever you are out of range of any network, your Kindle will still try to connect to a network, and these efforts will drain your battery.

To fix this, go to Settings (press Menu on a non-touchscreen Kindle to see Settings, or the three horizontal lines at the top-right corner of a touchscreen Kindle), then tap the Airplane Mode slider to switch off all wireless connections. To prolong your battery life, stay in Airplane Mode until you need to download content. To switch connections back on, just tap the slider again.



Activate Airplane Mode to prevent your Kindle searching for Wi-Fi networks all the time



Switch off Device Synchronisation if you and someone who shares your account are reading the same book

### The 'furthest page read' is wrong

You can skip straight to the 'furthest page read' on your Kindle, and by default this page is synchronised across all the Kindle devices that use the same account, as well as Kindle apps on your PC and other devices. So if you're sharing an account with family or friends, and they're reading the same book as you, the 'furthest page read' may be the page they've reached, not the one you've reached. You'll also see their highlights and comments as well as your own.

To fix this, turn off the synchronisation (Whispersync) feature. Go to your Amazon account on your PC, click Your Account, 'Manage Your Content and Devices', then click Settings. Scroll down to Device Synchronization, click the dropdown menu and select OFF (see screenshot, above). If you like reading across multiple devices, you can turn this feature back on when you're no longer reading the same book as someone else.

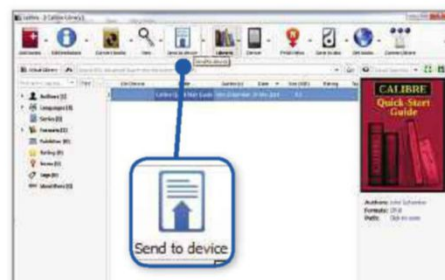
### Kindle says you have a credit-card problem

If you keep seeing a message on your Kindle home screen telling you 'There was a problem with your credit card', you're experiencing a common problem that's easily resolved. This tends to happen if the card details you've entered are incorrect or the card has expired, but the message may continue to show up even after you've updated your details. If you're using a touchscreen Kindle, tap

and hold the message until the option 'Delete from Device' appears, then tap that. If you're using a non-touchscreen Kindle, navigate to the message, press the right button on your directional pad and click 'Delete from Device'.

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6x4 Photo 190g (70)	£7.99
A4 Photo 190g (25)	£7.99
Buy One Get One Free:	
6x4 Prem Gloss 255g (40)	£9.99
7x5 Prem Gloss 255g (30)	£9.99
Buy One Get One Free:	
A4 Prem Gloss 255g (15)	£9.99
A3 Prem Gloss 255g (20)	£34.99
A3+ Prem Gloss 255g (20)	£29.99
6x4 Semi-Gloss 251g (50)	£8.99
A4 Semi-Gloss 251g (20)	£15.99
A3 Semi-Gloss 251g (20)	£34.99
A3+ Semi-Gloss 251g (20)	£29.99

We stock papers from Ilford, Epson, Canon, HP, Kodak, Fotospeed & PermaJet

### PHOTOGRAPHIC

<b>Camera Tripods</b>	
Full range of tripods in stock from Benro, Manfrotto & Vanguard.	
Manfrotto 190XProB	£109.99
Vanguard AltaPro263	£89.99

<b>Camera Bags</b>	
Huge range of bags in stock - over 50 bags on display in our showroom.	
Vanguard range from	£29.99
Tamrac range from	£29.99
Billingham range from	£99.99

<b>Camera Batteries</b>	
Replacement Li-ion batteries for digital cameras, made by Energizer & Duracell.	
Canon NB-ZL	£9.99
Canon LP-E5	£9.99
Canon LP-E6	£19.99
Canon LP-E8	£15.99
Canon BP-511	£12.99
Nikon EN-EL3e	£15.99
Nikon EN-EL14	£19.99
Nikon EN-EL15	£24.99
AA Rechargeables x4	£4.99

<b>Screw-type Filters</b>	
Slit frame to reduce vignetting, and matt frame to reduce lens flare and reflections	
46mm UV / Haze	£4.99
49mm UV / Haze	£4.99
52mm UV / Haze	£4.99
55mm UV / Haze	£5.99
58mm UV / Haze	£6.99
62mm UV / Haze	£7.99
67mm UV / Haze	£8.99
72mm UV / Haze	£8.99
77mm UV / Haze	£11.99
Skyline filters from:	£6.99
Circular Polarising filters from:	£18.99
ND4 and ND8 filters from:	£11.99
Starburst filters from:	£11.99

<b>P-Type Square Filter System</b>	
The P-Type square / rectangular filter system comprises three parts:	
1) An adapter ring that screws onto the front of your DSLR lens	
2) A filter holder clips onto the ring	
3) One or more P-Type filters	
49-82mm Adapter Rings	£4.99
Filter Holder	£5.99
ND2 Filter	£9.99
ND2 Grad Filter	£11.99
ND4 Filter	£9.99
ND4 Grad Filter	£11.99
Circ Polarizing Filter	£29.99

<b>Canon Compatibles</b>	
BC13e Black 26ml	£2.99
BC16 B/C/M/Y 15ml	£2.99
BC16 PC/PM/R/G 15ml	£2.99
PG15 Black 26ml	£4.99
CL18 B/C/M/Y/PC/PM 15ml	£3.99
CL1521 B/C/M/Y/GY 9ml	£3.99
PG1525 Black 19ml	£4.99
CL1526 B/C/M/Y/GY 9ml	£3.99
PG1550XL Black 25ml	£4.99
CL1551XL B/C/M/Y/GY 12ml	£3.99
PG37 Black 12ml	£9.99
PG40 Black 26ml	£13.99
PG50 Black 26ml	£12.99
PG510 Black 11ml	£13.99
PG512 Black 18ml	£14.99
PG540XL Black 21ml	£13.99
CL38 Colour 12ml	£12.99
CL41 Colour 24ml	£16.99
CL51 Colour 24ml	£14.99
CL511 Colour 11ml	£15.99
CL513 Colour 15ml	£16.99
CL541XL Colour 15ml	£15.99

<b>Canon Originals</b>	
BC16 B/C/M/Y 13ml	£8.99
BC16 PC/PM/R/G 13ml	£8.99
PG15 Black 26ml	£12.99
CL18 B/C/M/Y 13ml	£10.99
CL18 PC/PM/R/G 13ml	£10.99
PG19 All colours, each	£9.99
PG129 All colours, each	£22.99
PG1520 Black 19ml	£10.99
CL1521 B/C/M/Y/GY 9ml	£9.99
PG1520/CL1521 set of 5	£46.99
PG1525 Black 19ml	£10.99
CL1526 B/C/M/Y/GY 9ml	£9.99
PG1550/CL1526 set of 5	£46.99
PG1550 Black 15ml	£10.99
CL1551 B/C/M/Y/GY 7ml	£8.99
PG1550/CL1551 set of 5	£42.99
PG40 Black 16ml	£14.99
CL41 Colour 12ml	£18.99
PG50 Black 22ml	£21.99
CL51 Colour 21ml	£25.99
PG510 Black 9ml	£11.99
CL511 Colour 9ml	£15.99
PG510/CL511 Combo	£24.99
PG512 Black 15ml	£16.99
CL513 Colour 13ml	£20.99
PG540 Black 8ml	£11.99
CL541 Colour 8ml	£15.99
PG545 Black 8ml	£11.99
CL546 Colour 8ml	£13.99
KP-108IP Ink & Paper	£29.99

Many more in stock!

<b>Brother Compatibles</b>	
LC970 / 1000 Black	£3.99
LC970 / 1000 CMY	£2.99
LC980 / 1000 Set of 4	£11.99
LC980 / 1100 Black	£3.99
LC980 / 1100 CMY	£2.99
LC980 / 1100 Set of 4	£11.99
LC985 Black	£3.99
LC985 CMY	£2.99
LC985 Set of 4	£11.99
LC1240 CMY	£2.99
LC1240 Set of 4	£11.99

Full range of Brother Original cartridges in stock!

<b>Kodak Originals</b>	
ESP Black Series 10 Ink	£6.99
ESP Colour Series 10 Ink	£12.99
ESP Black & Colour Ink	£18.99
ESP Black Series 30 Ink	£6.99
ESP Colour Series 30 Ink	£12.99
ESP Black & Colour Ink	£18.99

Kodak Papers also in stock!

<b>Dell Cartridges</b>	
Comprehensive range of Dell Original and Dell Compatible cartridges in stock - call or check website for details!	

<b>HP Compatibles</b>	
No.15 Black 46ml	£4.99
No.21 Black 10ml	£7.99
No.22 Colour 21ml	£11.99
No.45 Black 45ml	£4.99
No.56 Black 45ml	£9.99
No.57 Colour 24ml	£12.99
No.58 Photo 24ml	£12.99
No.78 Colour 36ml	£9.99
No.88XL Black 58ml	£9.99
No.88XL CMY 17ml	£8.99
No.110 Colour 12ml	£10.99
No.300XL Black 18ml	£14.99
No.300XL Colour 18ml	£16.99
No.336 Black 10ml	£7.99
No.337 Black 24ml	£10.99
No.338 Black 24ml	£10.99
No.339 Black 34ml	£12.99
No.342 Colour 12ml	£10.99
No.343 Colour 21ml	£12.99
No.344 Colour 21ml	£14.99
No.348 Photo 21ml	£12.99
No.350XL Black 34ml	£14.99
No.351XL Colour 21ml	£16.99
No.363 Black 20ml	£6.99
No.363 CMY/PC/PM 6ml	£4.99
No.364 Black 6ml	£6.99
No.364 PC/CMY 5ml	£5.99

<b>HP Originals</b>	
No.21 Black 5ml	£11.99
No.22 Colour 5ml	£14.99
No.38 Colours, each	£26.99
No.56 Black 19ml	£19.99
No.57 Colour 17ml	£28.99
No.110 Colour 5ml	£19.99
No.300 Black 4ml	£10.99
No.300 Colour 4ml	£12.99
No.301 Black 3ml	£9.99
No.301 Colour 3ml	£11.99
No.301B/C Combo	£17.99
No.336 Black 5ml	£12.99
No.337 Black 11ml	£18.99
No.338 Black 11ml	£18.99
No.339 Black 21ml	£25.99
No.342 Colour 5ml	£14.99
No.343 Colour 7ml	£20.99
No.344 Colour 14ml	£28.99
No.348 Photo 13ml	£23.99
No.350 Black 4.5ml	£11.99
No.351 Colour 3.5ml	£14.99
No.363 Black 6ml	£13.99
No.363 CMY/PC/PM ea.	£9.99
No.363 Set of 6	£39.99
No.364 Black 6ml	£7.99
No.364 PC/CMY 3ml ea.	£6.99
No.364 Set of 4	£22.99
No.364XL Black 14ml	£14.99
No.364XL PC/CMY 6ml	£13.99
No.901 Black 4ml	£11.99
No.901 Colour 8ml	£14.99
No.920XL Black 49ml	£22.99
No.920XL Colours 6ml	£9.99
No.940XL Black 49ml	£26.99
No.940XL Colours 16ml	£16.99

Many more in stock!

<b>Lexmark Compatibles</b>	
No.1 Cartridge	£10.99
No.2 Cartridge	£11.99
No.3 Cartridge	£14.99
No.16 Black	£10.99
No.17 Black	£9.99
No.23 Black	£11.99
No.24 Colour	£12.99
No.26 Colour	£12.99
No.27 Colour	£11.99
No.28 Black	£11.99
No.29 Colour	£12.99
No.31 Photo	£11.99
No.32 Black	£9.99
No.33 Colour	£11.99
No.34 Black	£11.99
No.35 Colour	£12.99

<b>Lexmark Originals</b>	
No.14 Black	£18.99
No.15 Colour	£20.99
No.32 Black	£22.99
No.33 Colour	£24.99
No.36 Black	£19.99
No.37 Colour	£20.99
No.100 Black	£15.99
No.100 Colours	£9.99

Many more in stock!

## EPSON

COMPATIBLE & ORIGINAL INK

At Premier Ink, we stock two types of cartridges for Epson printers - **Originals**, which are made by Epson, and **Compatibles**, which are made by a UK company called **Jet Tec**. Using **Jet Tec Compatibles** is a way of saving money, without compromising on the quality of your prints. Here're the results from two independent ink tests that agree...

"Jet Tec's colours were superb, with single greys and blacks very close to Epson...so Jet Tec wins!"  
- Total Digital Photography Magazine

"What we're looking at here is not only the best choice of ink for the R300 printer, but also the best ink in this group test, period. There's just no getting away from the superb combination of performance and pricing!"  
- Computer Upgrade Magazine

**Digital**  
PHOTOGRAPHY  
★★★★★  
**Ink Test Winner!**

Code:	Originals:	JetTec:	Suitable Printers:
T007 Black	<b>£29.99</b>	16ml <b>£3.99</b> 20ml, 3 for <b>£10.99</b>	Photo 790, 890, 900, 915, 1280
T008 Colour	<b>£23.99</b>	48ml <b>£3.99</b> 50ml, 3 for <b>£13.99</b>	Photo 790, 870, 890, 895, 915
T009 Colour	<b>£29.99</b>	60ml <b>£3.99</b> 70ml, 3 for <b>£13.99</b>	Photo 900, 1270, 1280
T026 Black	<b>£39.99</b>	16ml <b>£3.99</b> 20ml, 3 for <b>£10.99</b>	Photo 810, 830, 830u, 825, 835
T027 Colour	<b>£29.99</b>	48ml <b>£3.99</b> 50ml, 3 for <b>£13.99</b>	C62, CX3200
T040 Black	<b>£44.99</b>	17ml <b>£3.99</b> 20ml, 3 for <b>£10.99</b>	440, 640, 660 Photo 700, 1200
T041 Colour	<b>£39.99</b>	57ml <b>£3.99</b> 46ml, 3 for <b>£13.99</b>	740, 760, 800, 850, 860, 1160
T050 Black	<b>£32.99</b>	15ml <b>£2.99</b> 16ml, 3 for <b>£7.99</b>	440, 640, 660, 740, 760, 1160
T051 Black	<b>£36.99</b>	24ml <b>£3.99</b> 26ml, 3 for <b>£7.99</b>	Photo 700, 750
T052 Colour	<b>£36.99</b>	30ml <b>£3.99</b> 36ml, 3 for <b>£10.99</b>	C64, C66, C84, C86, CX3600/3650, CX4600, 6600
T053 Colour	<b>£26.99</b>	43ml <b>£3.99</b> 46ml, 3 for <b>£10.99</b>	R200, R220, R300, R320, R340
T0441-4 Set of 4	<b>£44.99</b>	<b>£14.99</b> , 3 sets for <b>£42.99</b>	RX500, RX600, RX620, RX640
T0441 Black	<b>£19.99</b>	13ml, 3 for <b>£13.99</b>	Photo R800, R1800
T0452-4 each	<b>£9.99</b>	8ml <b>£3.99</b> , 3 sets for <b>£10.99</b>	Photo R240, R245
T0481-6 Set of 6	<b>£69.99</b>	<b>£19.99</b> , 3 sets for <b>£57.99</b>	RX420, RX425, RX520, RX525
T0481-6 each	<b>£15.99</b>	13ml, 3 sets for <b>£10.99</b>	Photo R240, R245
T0540-9 Set of 9	<b>£109.99</b>	<b>£35.99</b> , 3 sets for <b>£99.99</b>	Photo R240, R245
T0540 Gloss	<b>£89.99</b>	13ml <b>£3.99</b> 21ml, 3 for <b>£13.99</b>	Photo R240, R245
T0541-9 Set of 9	<b>£14.99</b>	13ml <b>£4.99</b> 21ml, 3 for <b>£13.99</b>	Photo R240, R245
T0551-4 each	<b>£34.99</b>	<b>£14.99</b> , 3 sets for <b>£42.99</b>	RX420, RX425, RX520, RX525
T0551 Black	<b>£89.99</b>	8ml, 3 sets for <b>£10.99</b>	Photo R240, R245
T0552-4 each	<b>£89.99</b>	8ml <b>£3.99</b> 8ml, 3 sets for <b>£10.99</b>	Photo R240, R245
T0591-9 Set of 9	<b>£99.99</b>	Check Website.	Photo R240
T0591-9 each	<b>£12.99</b>	13ml Check Website.	Photo R240
T0611-4 Set of 4	<b>£34.99</b>	<b>£14.99</b> , 3 sets for <b>£42.99</b>	D68, D80
T0611 Black	<b>£89.99</b>	8ml, 3 sets for <b>£13.99</b>	DX3800/3850, DX4200/4250
T0612-4 each	<b>£89.99</b>	8ml <b>£3.99</b> , 3 sets for <b>£10.99</b>	DX3800/3850
T0711-4 Set of 4	<b>£34.99</b>	<b>£14.99</b> , 3 sets for <b>£42.99</b>	DX4000/4050/4060/4080/4100
T0711 Black	<b>£89.99</b>	7.4ml, 3 for <b>£13.99</b>	S2021, SX1001091515200205215
T0711-4 each	<b>£89.99</b>	5.5ml <b>£3.99</b> 7.4ml, 3 for <b>£10.99</b>	SX40045415615, D7982912
T0791-6 Set of 6	<b>£74.99</b>	Check Website.	Photo 1400
T0791-6 each	<b>£12.99</b>	13ml Check Website.	Photo 1400
T0801-6 Set of 6	<b>£51.99</b>	<b>£19.99</b> , 3 sets for <b>£57.99</b>	P50, R265/265/360, RX560/585
T0801-6 each	<b>£89.99</b>	7.4ml, 3 for <b>£10.99</b>	R655/650, PX700/710/800/810
T0870-9 Set of 9	<b>£74.99</b>	Check Website.	Photo R1900
T0870-9 each	<b>£79.99</b>	11.4ml Check Website.	Photo R1900
T0871-9 Set of 9	<b>£79.99</b>	11.4ml Check Website.	Photo R2880
T0961-9 Set of 9	<b>£74.99</b>	Check Website.	Photo R2880
T0961-9 each	<b>£99.99</b>	11.4ml Check Website.	Photo R2880
T1281-4 Set of 4	<b>£29.99</b>	<b>£14.99</b>	S22, SX125, SX130, SX235W, SX420W/425W/435W/445W, BX305F
T1281 Black	<b>£79.99</b>	5.5ml <b>£2.99</b> 5.5ml	SX235W/420W/425W/435W/445W, SX305F
T1282-4 each	<b>£79.99</b>	3.5ml <b>£3.99</b> 3.5ml	SX235W/420W/425W/435W/445W, SX305F
T1291-4 Set of 4	<b>£42.99</b>	<b>£16.99</b>	SX235W/420W/425W/435W/445W, SX305F
T1291 Black	<b>£10.99</b>	11.5ml <b>£5.49</b> 11.5ml	R3000
T1292-4 each	<b>£10.99</b>	7.7ml <b>£4.49</b> 7.7ml	R3000
T1571-9 Set of 9	<b>£20.99</b>	25ml Check Website.	R2000
T1591-9 each	<b>£14.99</b>	17.7ml Check Website.	Photo 3800, 3880
T5801-9 each	<b>£41.99</b>	80ml Check Website.	Workforce WF-2010W, 2510WF, 2520NF, 2530WF, 2540WF
No.16 Set of 4	<b>£24.99</b>	<b>£14.99</b>	Expression Home XP30, XP102, 202, 205
No.16 Black	<b>£69.99</b>	5.4ml <b>£4.99</b> 5.4ml	XP302, 305, 402, 405
No.16 CMY, each	<b>£5.99</b>	3.1ml <b>£3.99</b> 3.1ml	Expression Home XP30, XP102, 202, 205
No.18 Set of 4	<b>£22.99</b>	<b>£14.99</b>	XP302, 305, 402, 405
No.18 Black	<b>£69.99</b>	5.2ml <b>£4.99</b> 5.2ml	Expression Home XP30, XP102, 202, 205
No.18 CMY, each	<b>£5.99</b>	3.3ml <b>£3.99</b> 3.3ml	XP302, 305, 402, 405
No.24 Set of 6	<b>£44.99</b>	No.24XL Set of 6 <b>£69.99</b>	Expression Photo
No.24 BLCM, each	<b>£7.99</b>	5.1ml No.24XL BLCM, see <b>£11.99</b> 9.8ml	XP750, 850
No.24 CMY, each	<b>£7.99</b>	4.6ml No.24XL CMY, each <b>£11.99</b> 8.7ml	XP750, 850
No.26 Set of 4	<b>£30.99</b>	No.26XL Set of 4 <b>£54.99</b>	Expression Premium
No.26 Black	<b>£89.99</b>	8.2ml No.26XL Black <b>£14.99</b> 12.1ml	XP600, 805, XP700, 805
No.26 Photo Black	<b>£79.99</b>	4.7ml No.26XL Photo Black <b>£13.99</b> 9.7ml	XP600, 805, XP700, 805
No.26 CMY, each	<b>£79.99</b>	4.5ml No.26XL CMY, each <b>£13.99</b> 9.7ml	XP600, 805, XP700, 805
Please call or check our website if you cannot find cartridges for your printer			



# Broadband Deals

Call **FREE** on 0800 542 4709 to switch your broadband today

	Provider	Package Name	Monthly Price	Contract Length	Broadband Speed	Allowance	First-year Cost*
1		Plusnet: Broadband & Calls	<b>£9.99</b> (£2.49 for 12 months)	12 months	17Mbps max speed	∞ unlimited	<b>CHEAPEST</b> <b>£29.88</b>
2		EE: Broadband & Calls	<b>£9.95</b> (£2.50 for 12 months)	12 months	17Mbps max speed	∞ unlimited**	<b>£30.00</b>
3		TalkTalk: Broadband	<b>£3.50</b> (HALF PRICE for 6 months)	12 months	16Mbps max speed	∞ unlimited	<b>£31.50</b>
4		Fuel: Broadband	<b>£4.00</b> (HALF PRICE for 6 months)	12 months	16Mbps max speed	∞ unlimited**	<b>£36.00</b>
5		Sky: Broadband & Calls	<b>£7.50</b> (HALF PRICE for 12 months)	18 months	17Mbps max speed	∞ unlimited	<b>£45.00</b>
6		Virgin: Broadband & Calls	<b>£15.50</b> (£10 for 12 months)	18 months	50Mbps max speed	∞ unlimited**	<b>£120.00</b>
7		Sky: Fibre Broadband & Calls	<b>£20.00</b> (FREE for 6 months)	18 months	38Mbps max speed	∞ unlimited	<b>£120.00</b>
8		Plusnet: Fibre Broadband & Calls	<b>£19.99</b> (£8.99 for 6 months)	18 months	76Mbps max speed	∞ unlimited	<b>£173.88</b>
9		ldkjklffjlkjfkfjk a;kfjaskfjlask EE: Fibre Broadband <b>ASJDFL</b> & Calls asjfhla jsf	<b>£19.95</b> (£5 for 3 months)	18 months	38Mbps max speed	∞ unlimited	<b>£194.55</b>
10		ajfkasjflkjsfd Virgin: Broadband & Calls	<b>£28.00</b> (£22.50 for 12 months)	18 months	152Mbps max speed	∞ unlimited**	<b>FASTEST</b> <b>£270.00</b>

Call **FREE** on 0800 542 4709 for impartial switching advice

Terms & Conditions apply - see ISP sites for details

\*First-year cost does not include line rental. Cost is calculated at monthly price x12 with all introductory offers subtracted. Additional charges incurred outside of free inclusive calls not included in first-year cost.

\*\* Fair-usage or restriction policy applies.

Data supplied by [www.broadbandgenie.co.uk](http://www.broadbandgenie.co.uk). Correct as of 15/10/2014

**Ofcom**

Broadband Genie's helpline is powered by Simplify Digital, the Ofcom-accredited switching service



# Jargon Buster

**32bit** A measure of how much information a computer can process at once. Most older computers are 32bit.

**64bit** A technology that processes information in larger chunks. Most modern computers are 64bit.

**720p** A common resolution of HD video: 1280x720 pixels.

**802.11n** A standard for wireless networks that allows for high transfer speeds.

**ADF** Automatic Document Feeder. A device that feeds sheets of paper into a photocopier or scanner, one by one.

**Aperture** An opening that controls the amount of light entering a camera lens.

**API (or Platform)** Application Programming Interface. A system built into a program so that other programs can work with it.

**App launcher** An app that changes how the Android homescreen looks and works, especially for managing and opening apps.

**Beta** A version of software that's being tested. Beta versions are often released so problems can be ironed out.

**BIOS** Basic Input-Output System. Essential software built into every PC that connects the vital components. It's visible for a few seconds when the PC starts.

**Bookmarklet** A small, very simple program stored as a bookmark in your web browser.

**Bootable** A DVD with system files on it so it can be used to start up your computer.

**Cache** A temporary space for storing information. Can be memory used on a computer processor, or space on a hard drive used by a web browser.

**CSC** Compact system cameras. A camera that uses interchangeable lenses, but doesn't have a viewfinder that uses a mirror. Offers many of the benefits of a DSLR without the size and cost.

**Crowdsourcing** Obtaining ideas, info or money from a large group of people, usually online, rather than from more traditional sources.

**Download mirror** A website that contains the same downloadable software as others, bundled in a branded installer.

**dpi** Dots per inch. A measure of printed image quality, or the size an object will be shown on screen.

**Dual core** When two processors are combined into a single chip.

**DVI** Digital Visual Interface. A common type of display connector that can carry a digital signal.

**Exposure** The amount of light collected by a camera's sensor.

**Extension** A program that adds extra features to your browser.

**Firmware** Basic software stored on a device, such as a music player, to control its operation. Can sometimes be upgraded in a process often called flashing.

**HDMI** High-definition media interface. A type of connection that transmits high-definition video and audio signals. It is found on many new TVs, media PCs and high-definition products such as Blu-ray disc players and the PlayStation 3 and Xbox 360 games consoles.

**IMAP** Internet Message Access Protocol. A method for email that lets the user manage messages stored on a remote server.

**ISO** A type of image file that contains all the data from a CD or DVD disc.

**Megapixel** A measure of the amount of detail that can be recorded by a digital image. A one-megapixel image is made up of a million dots (pixels).

**Metadata** A set of data that gives information about a file.

**MFP** Multifunction Device. A combined printer and scanner.

**MicroSD card** A small type of memory card. Can be converted to SD size using an adapter.

**Miracast** A standard for connecting a computer to a TV or monitor wirelessly.

**MP4** A type of digital movie file often used for portable players.

**NAS** Network-attached storage. A hard drive attached to a network that can be shared by other PCs.

**Noise** Visible dust-like speckles that appear in some camera and TV images. In photos, they are caused by the camera's sensor.

**OCR** Optical character recognition. The process by which printed text is scanned and converted into documents that can be edited.

**Open source** Software that can be modified by anyone, rather than just by the employees of the company that created it.

**Overwrite** A way of ensuring data is securely erased by writing new data or nonsense data in place of the data to be deleted.

**Parallel cable** Normally used to connect a PC to a printer, but also used to link two PCs together. Parallel cables allow data to be swapped between computers at a higher speed than serial cables.

**Partition** A large hard drive can be split into two or more partitions or 'virtual' drives. Once partitioned, each section is treated by Windows as though it were a completely separate, smaller hard drive.

**Phablet** A smartphone with a screen size that is midway between that of a typical smartphone and a tablet.

**Processor** The processor – or central processing unit – is the brain of a computer. Processors now are tiny and capable of millions of calculations per second.

**PUP** Potentially Unwanted Program. Malware which has been unknowingly installed by the user in addition to a desired download.

**Quad core** A computer that has four processors on a single chip, which allows it to operate faster than standard (single-core) computers.

**RAM** Random-access memory. The computer's working area, used for data storage while the PC is switched on. Its capacity is measured in megabytes (MB): the more memory your PC has, the more things it can process simultaneously and the faster it will seem. Any information in RAM will be lost when the power is switched off.

**Raw** A format for digital photos that stores the image exactly as the camera captured it, without compression or optimisation, but which is not compatible with all image editors.

**Remote-code execution** When a hacker is able to start a program running on a remote computer.

**Resolution** The amount of detail shown in an image, whether on screen or printed.

**SD card** Secure Digital card. A popular type of memory card.

**Sensor** The part of the camera that captures each image. Analogous to a piece of film on a film camera.

**System Restore Point** The collection of system files stored by System Restore on a given date and time to which Windows can revert if a problem occurs.

**Tag** A keyword used to describe a file or web page. Many programs use tags to organise related information quickly.

**USB 2.0** Faster successor to USB that's used by devices such as external hard drives.

**USB 3.0** A faster version of the USB standard used to connect devices to a computer.

**VGA** Video Graphics Array. A standard socket for connecting a monitor to a computer.

**Web apps** Programs that aren't stored on your computer, but on a web server instead and run through your web browser.

**Widget** A small program such as a calendar that runs on the Windows Desktop.

# The Final Straw



STUART ANDREWS is  
Computeractive's Mr Angry  
@SATAndrews

Stuart Andrews doesn't want to be stuck in...

## iPhone queues

Every year I'm amazed by the queues outside Apple when a new iDevice is launched. In September around a thousand people waited outside Apple's Covent Garden and Regent Street stores for the iPhone 6, some camping out for days. Even those who merely waited overnight endured thunder and rain. Why? To be among the first to own a gadget they could have bought online.

Of course, new iPhones will sell out,

“

What is it that inspires grown men to fly to Australia so they can buy an iPhone 6 before anyone else?

”

and there might be a few days' wait involved, but is it worth all that effort to get your new phone before everyone else?

Some think so. A chap called Sam Sheikh was the first in the Covent Garden queue to get his new iPhone, having joined it the week before. "I'm getting a feeling of success and victory," he told reporters, comparing the experience with last year, when his failure to get a gold iPhone had left him feeling "like a loser".

Good grief. There are a few things I might queue overnight for, but they don't include an iPhone 6. I can see why you might do it for tickets to see a band who perform live once a decade, or for the chance to see your football team win the FA Cup. But a new iPhone? It won't look or feel any different if you get it one week later, and it's hardly a once-in-a-lifetime



thing. Seriously, ladies and gentlemen: Apple launches a new one every year!

I don't have anything against the new iPhones. I've heard they're the best Apple has produced in years. Personally, I'd rather save myself £500 and buy a Moto G, but there are plenty of people out there who disagree. I just don't understand the veneration it generates. Does owning an iPhone really make people feel that good?

It seems to. What else could prompt the normally brilliant Stephen Fry to babble on in *The Guardian* about "exquisite dimensions" and "the best and most beautiful mobile telecom technology ever yet produced"? What is it that inspires grown men and women to fly to Australia – cue 2,000-strong queues – so they can buy an iPhone 6 before anyone else?

Some of those queuing outside Covent Garden were told they might not even get their preferred iPhone, but stayed anyway. I wonder how many ended up buying their second or third-choice iPhone, just because they refused to go home empty-handed.

For some reason the iPhone inspires the sort of senseless adoration that only cult leaders, heart-throb actors and pop groups attract. It makes normally sensible

men and women behave like Moonies or adolescents. But then there is one thing that makes me even more depressed than all this nonsense, and that's the attitude it inspires in Android geeks. For every review of the new iPhones you'll see a mass of vitriol, stating that they're rubbish, produced in sweatshops and bought by mindless sheep.

Curiously, you never read these comments about Android phones. They, of course, are hand-built in excellent working conditions by well-paid staff who can't stop smiling, then sold at cost to free-thinkers who work for the good of mankind. Oh. Sorry. It turns out that they're just another smartphone made in similar factories and sold with slightly lower profit margins to rival geeks.

When I remember this, I feel kinder towards those poor souls in the queue. I might not understand them, but good luck to them – I hope their new phones make them happy. But the Android fanatics? Lighten up. You're not fighting injustice or exposing corruption, merely getting cross about another Apple phone.

✉ Do you agree with Stuart?  
Let us know at [letters@computeractive.co.uk](mailto:letters@computeractive.co.uk)





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