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WebUser

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Windows 10's

POWERFUL

NEW TOOLS

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FASTER THAN CHROME

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Windows 10's latest conundrum

In the spirit of Richard Stilgoe's guest appearances in *Countdown's* Dictionary Corner, I've been trying to find amusing anagrams for the name 'Windows Ten' (you have to use the word instead of the number or you just get '10 Windows'). So far I've come up with: 'Disown Newt', 'Twinned Sow' and 'Ed Wins Nowt', none of which would make Susie Dent squeal with delight.

The point I'm circumventing is that you may think there's little more to say about Windows 10 after nine months, but you'd be mistaken. In this issue's cover feature (page 38), we lift the lid on Microsoft's latest

additions and improvements to its ever-evolving operating system, including the long-awaited extensions for its Edge browser. We also look at what's still missing, and explain how you can sign up to try future tools first.

Incidentally, if you find a better anagram for 'Windows Ten', let me know; the best will win a Web User 2015 Back Issues Disc (on sale now from bit.ly/webusercd15).

Robert Irvine
robert_irvine@dennis.co.uk
[#webuser](https://twitter.com/webuser)



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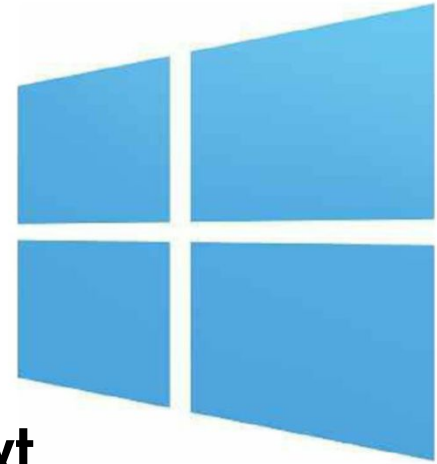


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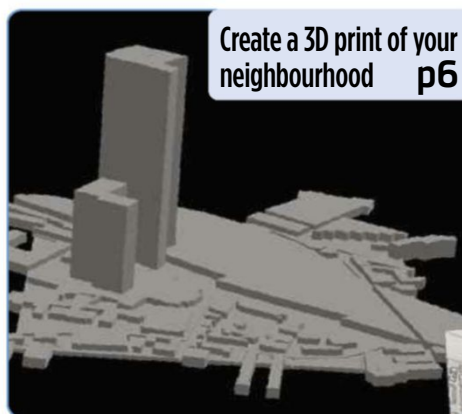
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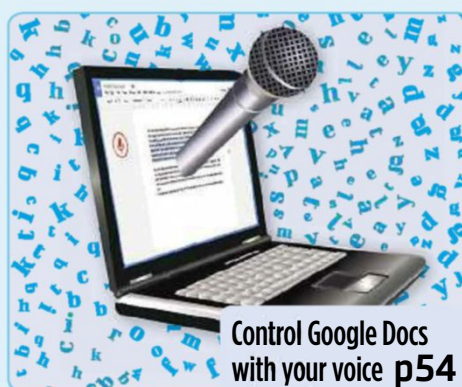


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Workshops, tips, projects and problem solving

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What's New Online

Add iPlayer shows to watch later

Over the past eight years, BBC iPlayer has helped change the way we watch television, allowing us to find and catch-up with specific TV programmes that we missed the first time around. But according to its product manager, Al Boley, we're increasingly using the iPlayer as a service in its own right, using it to discover new programmes that we may otherwise have been unaware of.

To reflect this, iPlayer has been tweaked so that it better reflects our current viewing trends. It has changed the name of its Favourites feature to Added – based on the notion that you can't "favourite" something that you've only just spotted and know nothing about. This means you can go to the iPlayer website or app, click Add on a



programme's information page and build up a collection of shows to watch later. It also links those programmes to your BBC iD and stores your list in the cloud.

As long as you are signed into iPlayer, you can access your saved shows on any smartphone, tablet or computer.

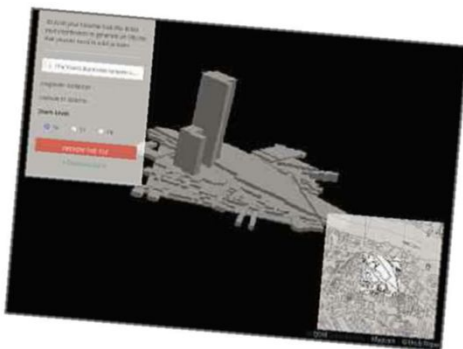
They are stored on the Added tab, ready for a solid binge watch. You can remove programmes by clicking the X next to a show's name and organise them by the most recently added or in alphabetical order. At the moment, you still can't view your saved list through a smart television or set-top box but the BBC promises it's working on this.

www.bbc.co.uk/iplayer

Print your neighbourhood in 3D

bit.ly/neighbour394

If exploring a location on Google Street View feels a tad flat, how about creating a 3D printout of the area? A new tool called Print Your Neighbourhood is bringing an extra dimension to mapping by letting you pinpoint an area of interest and generate a downloadable file that you can send to a 3D printer. It actually draws on real-time 3D-rendered maps created by the open-source mapping lab Mapzen rather than Google, and it's very simple to operate. You only need to enter an address and the level of zoom before clicking 'Preview the Tile'. You can then make adjustments by clicking adjacent tiles. Don't worry if you don't have a 3D printer – you can find local 3D printing services at 3dhubs.com.



Read product reviews on eBay

www.ebay.co.uk

Product reviews were a key part of eBay's listings in its early days, but after they were dropped around 10 years ago, they have been slowly creeping back over the past few weeks. The online marketplace announced at the end of March that it is now inviting buyers to review purchased items for the desktop and mobile web versions of the site. By hovering over the stars beneath a product's title, you can see how its average score breaks down. It'll take a while for the system to build momentum but given how popular reviews are on rival Amazon, we wonder why it's taken this long to revive the idea.

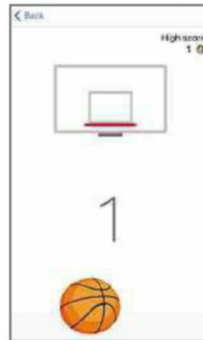


We highlight 10 of the most amazing and amusing things you can do on the web this fortnight

Play basketball in Facebook Messenger

www.messenger.com

Not content with letting you play chess, Facebook Messenger now has a hidden basketball game. Simply make sure the app is updated and send a basketball emoji to a friend. When you subsequently tap the ball, the game begins, allowing you to flick up the screen to dunk some hoops. Try to get 10 baskets in a row for a surprise.



5 TO FOLLOW ON TWITTER

[@drop4drop](https://twitter.com/drop4drop)

Millions of people live without clean water, as this new charity highlights

[@IntChampionsCup](https://twitter.com/IntChampionsCup)

Some of the world's top football clubs are involved in this summer's International Champions Cup

[@TheJungleBook](https://twitter.com/TheJungleBook)

Watch clips and pictures from the reimagined live-action movie.

[@applesupport](https://twitter.com/applesupport)

Get help with Apple products via Twitter - see our feature on page 45

[@Snowden](https://twitter.com/Snowden)

He only follows one account but 1.91 million hang onto the former CIA employee's words

Play classic Apple II games

bit.ly/apple394

When the Apple II 8-bit computer was released in 1977, it was praised for its colour graphics and games. You can now play more than 500 of those games in your web browser, thanks to the efforts of archivist Jason Scott who has made them available on the Internet Archive. Forming part of the Apple II Library: The 4am Collection, each game is in its original form, albeit with the copy protection stripped away. Titles include Pac-Man, Frogger, Paperboy, Spy Hunter and Maniac Mansion, and can be easily controlled using your keyboard.



Hail a taxi in Google Maps

www.google.co.uk/maps

When you search for directions in Google Maps, you usually get options for driving, walking, cycling and taking public transport. The Google Maps app on Android now lets you take a taxi too, from services including Uber, Hailo or Gett. An extra, fifth icon appears on the screen showing fare estimates and pick-up times. When you select a service, you'll be taken straight to the relevant app, so you can quickly book a ride with a single tap. The service is due to appear in the iOS version of Google Maps in the near future.



See more of your Instagram feed

www.instagram.com

Instagram is following Facebook's example by placing the most popular images and videos at the top of your feed. The order is based on your interests, the time of the post and your relation to the person.

Travel back in time

bit.ly/time394

This brilliant tool compares today's journeys with those of 1945. Enter a postcode or location to compare the journey time, distance and fuel cost of the two eras, with the route overlaid on modern and old maps.

Get instant albums in Google Photos

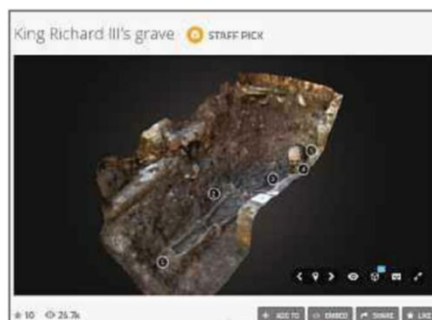
photos.google.com

Google Photos now automatically suggests new albums to create from your recently uploaded photos. It shows your best images of a location, and lets other people add to your albums.

Tour Richard III's grave in 3D

bit.ly/grave394

King Richard III's body was found beneath a car park in Leicester in 2012 and although his remains have since been reinterred, you can delve deep into his grave using this model based on 3D scans and drawings. As macabre as it may sound, you get to see how the former Royal was laid to rest in a hastily-constructed pit and examine his damaged skull and crooked spine.



Web giants fight back against government spies

What happened?

Tech industry giants have chosen sides in the privacy war, with Google, Apple and other companies allying with increased user protection over government demands.

Apple has been fighting the US authorities in court over their demands to access data on iPhones, with the FBI backing out of the looming court battle after finding another way to crack the San Bernardino shooter's handset without needing Apple's help.

That development comes as tech giants stood up to the UK government over the Investigatory Powers Bill – the so-called Snooper's Charter – which sets out new laws concerning internet surveillance, such as requiring ISPs to hold browsing records for a year. Companies including Apple, Facebook, Google and Microsoft submitted evidence on the first version of the bill, and have now followed that up with new comments on the redrafted version.

They call for "important amendments" to ensure "the bill is worthy of emulation around the world" by protecting user trust, and warn that the bill doesn't prevent the government from requesting "backdoors" in technology for authorities to access user data, such as with the recent iPhone case.

The tech giants have also called for



Google now gives users clearer warnings about government-backed attacks on their accounts



clearer language around bulk data collection, warning that gathering info about all users requires a "high level of intrusion", and they should be told when the government wants access to their data. The written response from the tech firms, who also include Twitter and Yahoo, has been submitted to the bill's committee as part of the debate around the looming legislation.

As well as speaking out against the Investigatory Powers Bill, Google has boosted its warnings to people who have been targeted by government-backed hackers. Google has long warned Gmail users that they may be a target of a state-sponsored attack, but has decided to increase the size and visibility of these messages. Rather than appearing as a small pop-up banner, the warnings will now be displayed in a box that fills the page, to ensure they are not missed by users.

How will it affect you?

Whether these moves are cynical attempts at positive marketing or the result of truly held values by company executives, they benefit the rest of us. The Investigatory Powers Bill is full of flaws – and that's according to the government's own reports into the proposed legislation – and any voices

added to the rising chorus of complaints will increase the likelihood that positive changes will happen before it comes into law.

Google's warnings about state-sponsored hacking aren't likely to directly affect most *Web User* readers – the company said fewer than 0.1% of users receive them. However, those targeted are often in

sensitive roles, such as activists, journalists and opposition politicians, so alerting them to such attacks benefits us all.

If you are worried about being targeted in such a way, it's worth following Google's advice and setting up two-factor authentication, which lets you use a code sent to your phone as an extra level of protection above and beyond your password. You could also set up a security key, which is a USB stick you insert into your computer's port to prove your identity. To buy one, search for a FIDO U2F key online – they're available from Amazon for less than a fiver.

What do we think?

Although we question the motives behind all of these moves, they're undoubtedly good news for web users. We've handed over so much of our personal and business lives to companies such as Google and Apple that it has become increasingly difficult to keep our data completely private. Technical measures, such as those implemented by Google, mean you no longer have to be a technical expert to use tools such as two-factor authentication and encryption, so more people can benefit.

That's good news for everyone online, although governments may not agree. Here's hoping the tech giants can convince the powers that be that privacy is indeed worth fighting for.

What we think of this fortnight's top tech news stories and rumours, and how they affect you

Virgin Media kills off three free services

What happened?

Virgin Media has announced plans to end a trio of its free services: online storage tool Virgin Media Cloud, web-hosting service Webspaces and its SmartCall app for making free calls over Wi-Fi. All three will be cut off on 28 April.

While Virgin's decision to end the services may be disappointing, it has at least teamed up with other providers to offer a discount on some alternative tools to make it easier to switch.

How will it affect you?

If you use Webspaces to host a site, Virgin Media said GoDaddy will give you a year of free hosting worth £60. You'll get a letter from Virgin with a code to get the deal, which also includes a free domain name, email and website builder. Make sure to switch over by 28 April, or at least download your site content, because Virgin will delete everything on that date.

Virgin doesn't have a special offer for users of its Cloud service and is merely directing them to Dropbox, which offers 2GB of free

storage. You won't be able to upload anything to Virgin Media Cloud after 28 April, and the company advised that you start downloading your stored files now.

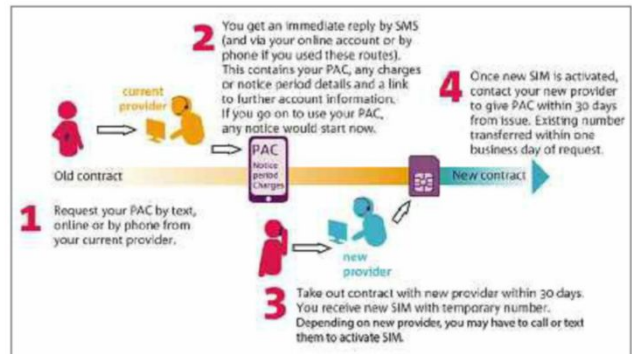
After SmartCall stops working on that date, you can either use apps such as WePhone, Talkatone and WhatsApp to make calls over your Wi-Fi for free, or switch your provider to EE, which offers free Wi-Fi calling.

What do we think?

Virgin's move is disappointing – why offer customers services if you're not going to stick with them? Yes, there are alternatives to Virgin Media Cloud, and most users probably won't mind making the switch, but the effort of downloading gigabytes of your own files and re-uploading them elsewhere won't leave many people feeling particularly warm towards Virgin. The GoDaddy deal is welcome, but it would have been helpful to do more for those using Cloud and SmartCall – perhaps recommending some replacement apps for the latter.



Ofcom to make mobile switching easier



What happened?

Telecoms regulator Ofcom wants to make it easier to switch mobile contracts by putting the responsibility for making the switch in the hands of your new provider. That means you'll no longer need to call your existing mobile phone provider to cancel your contract and get the switching number, which usually prompts an interrogation about why you are leaving along with offers of better deals to make you stay. Rather than run that gauntlet, you will only need to contact your new provider to arrange the switching process.

The news comes after research by Ofcom revealed that one in five people switching services temporarily lost phone service, and one in 10 weren't able to keep their number.

The proposal remains under consultation, with Ofcom expected to make a decision by the end of this year. It's also considering a second option, under which customers would still need to get a switching code – available via text or online

– from their existing provider before moving to another service.

How will it affect you?

Either proposal should make it easier for you to switch your mobile contract from one provider to another. Under the first plan, you'll simply contact your new provider and they'll carry out the work of moving your number across. Under the second plan, you'll need to apply for a PAC switching code, but you'll be able to get it without having to contact the company you're leaving.

What do we think?

The only problem with these plans is they're taking too long to roll out – why wait until autumn to make a decision when it's already clear that switching needs to be made easier? Mobile contracts are notoriously difficult to switch, leaving customers feeling trapped or bullied into staying with their existing provider. These changes are a long time coming, and will be welcomed by users.

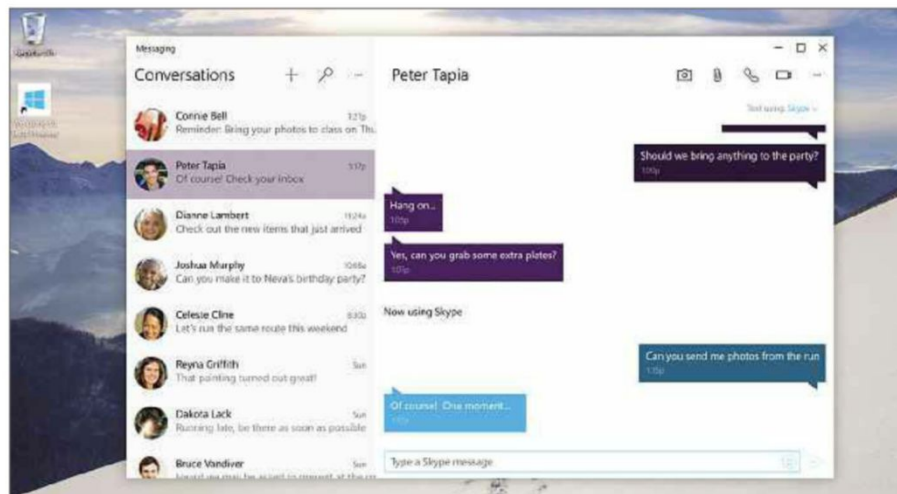
Skype launches Universal app for Windows 10

What happened?

Skype announced a preview of its Universal Windows Platform (UWP) app for Windows 10, which will be available to Windows Insiders over the next few weeks. The UWP app – which can be used on phones, tablets and desktop PCs – is said to strip away the clutter and duplication of previous Skype iterations, and will eventually include features such as group voice and video calling.

At the end of last year, Skype brought out a consumer preview for Windows 10, touting separate, built-in apps for messaging and video. Skype says it learned a lot from that experience, and found that while task-orientated apps worked well for smaller screens, desktop users tend to prefer a single, all-in-one app.

While Skype's Universal app will by its nature work on both phones and desktop PCs, Skype says it intends to make the UWP preview available alongside its current Skype apps. "We'll continue to invest in the built-in apps, with the focus on small screens," said Barbie Stafford, director of product marketing for Skype. "What that means is we'll continue to add features. Last month, we added picture sharing and emojis. In the coming months, we'll add typing indicators, read and delivery receipt, and group video calling."



How will it affect you?

If you're a Skype user, the new Universal app should provide an easy means of making voice and video calls, no matter which device you're using – provided it's running Windows 10, of course.

Although many apps are now available for both desktop and mobile, it's rare for them to offer the same features on both platforms, so hopefully the Skype UWP app will set the standard. It's also interesting that Microsoft will continue to offer its separate Skype apps for the moment, so you won't be forced to switch to the Universal one until you're ready.

Additionally, if you have a Windows

phone, the Universal Skype app provides a good reason to stick with that mobile OS.

What do we think?

Universal apps were one of the big selling points when Windows 10 launched last year, so we were surprised that Microsoft initially offered separate messaging and video apps for Skype, rather than opting for an all-in-one approach. This new Skype app reverses that decision and should prove very useful for conducting text, voice and video chats from any device.

Turn to page 38 to learn more about other upcoming features in Windows 10.



FIRST LOOK

Skullcandy Shrapnel bit.ly/shrapnel394

When it comes to Bluetooth speakers, many of us aren't that bothered about astonishing audio quality, so long as they are loud. In that regard, the Skullcandy Shrapnel represents good value. Shaped like a miniature guitar amp and measuring 97 x 66 x 115mm it packs plenty of volume, even before you activate its 'Beast' mode.

You can't expect brilliant sound quality at this price (RRP £40). The speaker is tuned to pushing the mid ranges and treble, so the sound cuts through even in outdoor situations, but this means that the bass is underwhelming.

The speaker's hard plastic shell is drop-resistant and splash-proof. Although it wouldn't survive a dunk in

a pool, we used it out in the rain without any problems and it would work well as a shower speaker.

The rear of the Skullcandy Shrapnel has a 3.5mm auxiliary port so that you can use it with a non-Bluetooth device and it can be charged using a standard Micro USB cable. Both these ports are hidden behind a protective rubber cover. On top, there are volume controls and a multifunction button for track control and pairing. There's also a built-in microphone, so you can use it for hands-free calling, although the microphone isn't the most sensitive, so you'll need to be quite close to the speaker. In our test, the speaker's battery was good for about 10 hours of listening, which is impressive for such a small device.

Right now on Amazon, the price of the speaker depends on the colour you



choose. The vibrant 'Locals Only' finish costs just £22, which is a bargain considering its build quality and pumped-up volume – two things most people want in an inexpensive portable Bluetooth speaker. Even the all-black version (above) is great value for money at £33.



WHAT'S THE RUMOUR

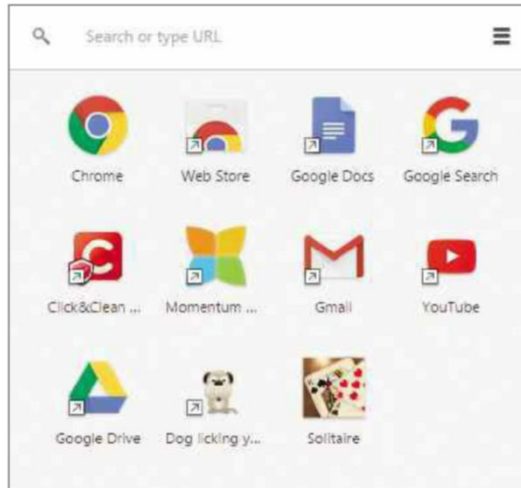
Is Google getting rid of the Chrome launcher?

Google is reported to be removing the Chrome app launcher for Windows, Mac OS X and Linux, citing a decision to streamline the browser.

The Chrome app launcher is a dedicated icon for your computer's taskbar, Start menu or dock that brings up a panel of Chrome apps. The intention has been to allow quick access to Chrome's web apps, such as Docs and Sheets, but Google says in a blog post (bit.ly/chrome394) that it found users "prefer to launch their apps from within Chrome", so it is "retiring" the feature.

The Chrome app launcher will remain on Chrome OS, but will be removed from Windows, OS X and Linux over the next few months. "Beginning in a few weeks, Chrome will no longer enable the launcher when users first install a Chrome app," the blog post reads. "Anyone who currently has the launcher will receive a notice informing them that the launcher will be going away. In July, existing instances of the launcher will be removed."

Google says the decision is down to Chrome's "continued emphasis on simplicity and streamlining browser features," which suggests the company wants to cut down on bloat. Chrome has faced criticism for being too sluggish



and draining system resources, and this looks like a move to strip back the browser and cut down on memory and power usage.

LIKELIHOOD RATING



Although this decision seems done and dusted, the comments below Google's blog post suggest it was taken without consulting Chrome users, many of whom aren't happy. "Eliminating the app launcher is ludicrous" says one - so there's a chance the app launcher could be given a last-minute reprieve.

↑ WEBOMETER ↓

WE LIKE...

↑ Samsung rolls out ad blocking to older devices

In the latest update to its mobile

app, Samsung has added ad blocking for most of its devices that are running Android 5.0 (Lollipop) and later. Previously, this feature was only available on new Samsung devices running Android 6 (Marshmallow).

↑ Apple Pay to work for online purchases

Reports

suggest that it will be possible to buy goods online using Apple Pay from December 2016, using your fingerprint as authentication. See our FAQ on page 36 to learn more about rival service Android Pay.

WE DON'T LIKE...

↓ Facebook ends BlackBerry support

Blackberry users will only be able to access Facebook using its mobile site, after the social network said it would soon end support for the Facebook app on Blackberry devices.



↓ Microsoft 'chatbot' pulled after racist and sexist tweets

Microsoft had to apologise after its AI 'chatbot', Tay, published offensive tweets including a statement suggesting the Holocaust did not happen. The problem was caused by Twitter users bombarding Tay with negative messages.



What's new on Kickstarter

Our favourite new project on the crowdfunding site

Action Man Mission Mercury 10

bit.ly/action394 | From £10

It's Action Man's 50th birthday this year, and this project wants to celebrate by firing him into space. The "very British mission" will see a vintage Action Man figure placed in a small space capsule and lifted to the edge of space by a helium balloon. Once he reaches an altitude of 100,000ft, the balloon will explode and his parachute will be deployed, guiding him safely back to Earth. There will be video-recording and advanced tracking equipment onboard to monitor his voyage and ensure his recovery. Pledge now to help the team reach their £2,001 target by 30 April.



Stay Safe Online

News about the latest threats and advice from security experts

SECURITY ALERT! | What's been bothering us this fortnight

Critical vulnerability found in OS X

Pedro Vilaça, a researcher specialising in Mac OS X at SentinelOne, claims to have found a critical flaw in all versions of the Desktop operating system that can bypass all Apple's built-in security measures, notably System Integrity Protection. According to Vilaça, the flaw is a non-memory corruption bug that allows for local privilege escalation by executing arbitrary code on any binary. SentinelOne said the vulnerability has been reported to Apple and patches will be available soon.

bit.ly/macosex394



Yahoo plans to 'kill passwords'

Yahoo is intensifying its mission to 'kill the password' with the release of a new account login process for

Yahoo apps.

The web services provider stated its intentions to ditch the password a year ago, when it announced its plans to introduce 'on-demand passwords' that would be sent to a user's mobile devices. Now those plans have been polished and rolled into a new login method, Yahoo Account Key.

The service works by sending Yahoo users a push notification on their mobile phones, which they need to approve whenever they attempt to sign into their Yahoo account from a new Desktop browser. Once the user receives the notification and taps the approval button, they are immediately signed in.

bit.ly/yahoo394



allow an attacker to view photos and videos sent via the service. The group was led by Matthew Green, an expert in cryptography and professor at the university's department of computer science, who suspected a bug may exist after reading an Apple security guide in 2015, which described the encryption process. Green alerted Apple's engineers to the potential vulnerability, according to *The Washington Post*. However, after a few months passed with no patch being issued, he and his research team decided to investigate it themselves.

All devices not running the latest version of Apple's mobile OS, iOS 9.3, are vulnerable to the attack and, the researchers claimed, a modified version of the attack would work even on this operating system, although it would require the resources of a nation state.



bit.ly/imessage394

iMessage flaw lets hackers see your photos

Researchers at John Hopkins University have discovered an encryption flaw in Apple's iMessage platform that could

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT:
Mark James,
Security Specialist
at ESET

www.eset.co.uk



Q Is blocking online ads the best way to avoid 'malvertising'?

Peter Simmons, Facebook

A There are many ways to help keep yourself safe from malvertising. Ad blocking will indeed do this but it

also stops legitimate ads. Your favourite websites may not be run by large organisations with bottomless funds and they may need the money they receive from ad revenue to stay afloat.

Instead of blocking ads, you could consider other options such as keeping your browsers and plugins up to date; making sure you install a good, regularly updating internet security program regardless of your operating system; and ensuring your operating system and applications are on the latest or patched versions. You should also uninstall any programs you don't use.

Often, vulnerabilities or exploits are patched quickly so updating them as soon as possible is a must. If you use Flash, then enabling 'click-to-run' stops Flash ads running automatically and lets you choose which ones you view.

Q Do you really need mobile security if you only download apps from official app stores?

Jordan Willis, Twitter

A Absolutely - mobile security has lots of benefits. When you browse the web, open emails or even run apps or games from official app stores, you

are constantly at risk. Although official app stores do their very best to keep you safe, it's still possible for the occasional threat to slip through.

As more and more malware is delivered through emails and web browsing, you need to be constantly on your guard. It's not always easy to spot the bad guys so it's essential to have a good internet security application in place to protect you.

You also need to consider the extra benefits of mobile apps such as anti-theft, parental controls and device management.

When I go exploring, my mum knows I'm safe



ESET Parental Control for Android helps you guide your kids through the digital world – in an open, child-centered way.

Keep your family safer online: eset.co.uk/home/parental-control



ENJOY SAFER TECHNOLOGY™



★ Best New Websites

Site of the Fortnight

PHOTO

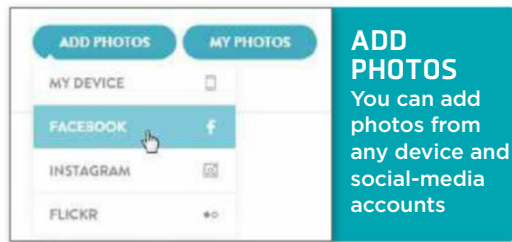
RELAUNCH

Snapfish

www.snapfish.co.uk

The popular photo-printing site has ditched its dated old look for a modern, mobile-friendly design that's as easy on the eye as it is to use. You can now add photos from your PC, mobile device and social-media accounts in a couple of clicks or taps; store them in smart albums that are simpler to manage and share; and use enhanced creative tools for greater control over your designs when turning your pictures into attractive products such as photo books, canvas prints, cushions, mugs and cards. With improved navigation, helpful how-to videos and low prices, this fish offers a sea of photographic possibilities.

Our rating



ADD PHOTOS

You can add photos from any device and social-media accounts



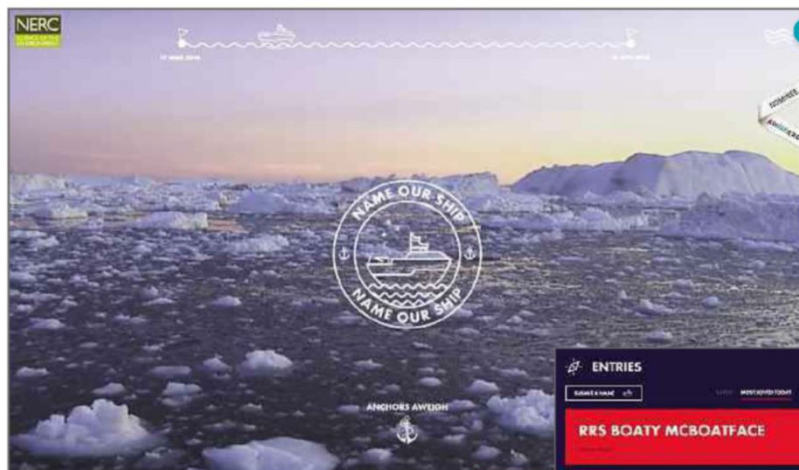
MY PHOTOS

It's now easier than ever to manage, share and print your albums



Add Photos

Add your photos from almost any



ENVIRONMENT

NERC Name Our Ship

nameourship.nerc.ac.uk

This site from the Natural Environment Research Council (NERC) is asking the public to choose a name for its new polar research ship. The campaign has already captured media attention because, at the time of writing, the name RRS Boaty McBoatface had 10 times as many votes as the second favourite, although NERC's terms state that it isn't obliged to accept the public's choice. What's been overlooked is that the site itself is rather good, combining an animated nautical design – we love the waves representing the options menu – with interesting info about the £200m research vessel and an illustrated timeline of polar history. But yes, we voted for Boaty, too!

Our rating



CULTURE

Sexist News

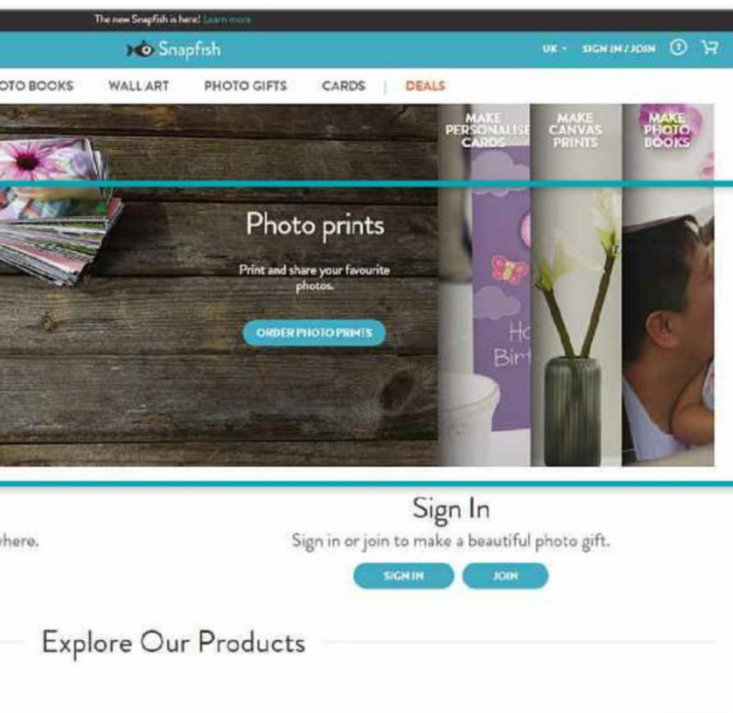
sexistnews.co.uk

From the team behind No More Page 3, Sexist News broadens that campaign's remit to expose sexist content in British newspapers. It offers a weekly digest of stories that revel in body shaming, gender stereotyping and misogyny, as well as a look back at articles from the past, to see how attitudes have (and haven't) changed. As you'd expect, *The Sun* and *The Mail* appear heavily, but the problem clearly spreads beyond the tabloids. Smartly designed, snappily written and more two-fingers-up than handwringing, it's enlightening stuff about an unenlightened media.

Our rating



We review this fortnight's best new and relaunched websites and rate them for content, design and features



SHOP
Turn your pictures into all manner of prints and personalised gifts

MY PROJECTS
Enhanced creative tools let you create perfect projects every time



HEALTH

What's In Your Kitchen

www.whatsinyourkitchen.eu

Did you know that a pint of beer has as many calories as a chocolate bar? Or that some breakfast cereal is 45% sugar? These are just two of the facts revealed by this cleverly presented site from the European Consumer Organisation, which lets you click items in a kitchen picture to learn about the health horrors lurking within. These include misleading portion info, harmful trans fats and excess salt and sugar, with the site outlining current EU legislation on each issue and what needs to be done. It's packed with interesting facts, if a little heavy going.

Our rating 



FILM

What Is My Movie

www.whatismymovie.com

Remember that film where thingy plays a spy leading a double life? If not, this ingenious site could save you a lot of head scratching. Just enter a rough description of a movie you can't recall the name of, and it will suggest suitable matches, which you can filter by title, actor and director. You can rate the suggestions as good or bad, to improve the site's accuracy, and click 'More like this' to view similar films. Sadly, the 'Watch now' option only covers US streaming sites, but we were impressed by its guesses - it even got *The Sound of Music* from 'mountains songs Nazis'!

Our rating 



FOOD

Herbilicious

www.lovefreshherbs.co.uk

Although it's hard to get too excited about coriander and parsley (oregano, though - cor!), this site from Vitacress does a sterling job of promoting the culinary and health benefits of herbs. You can browse 'herbilicious' recipes by herb or food type, including Meat & Poultry, Vegetables & Salads and Pasta & Rice; and download and print recipe sheets, and share them on social media. There are also videos of chefs discussing herbs and a selection of useful tips ("don't discard the stems"). It's a pity the content isn't updated more frequently, but perhaps they don't have thyme.

Our rating 

WebUser

2015 BACK ISSUES DISC

Our 2015 Back Issues Disc containing all 26 issues from last year is now on sale from Amazon. For more information, visit bit.ly/webusercd15 or search for 'webuser disc' on Amazon



ON SALE NOW

You can still buy our 2014 Back Issues Disc from bit.ly/webusercd





RELAUNCH

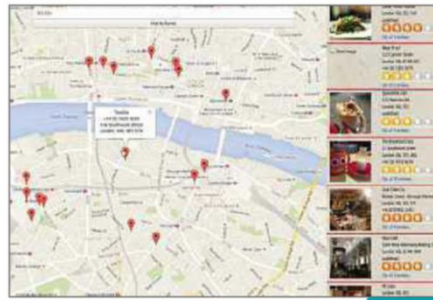
MUSIC

Pitchfork

pitchfork.com

The self-proclaimed “most trusted voice in music” has had its first rejig in six years, with a mobile-friendly look that won't scare off its two million monthly visitors. If anything, the monochrome, streamlined design suggests Pitchfork is taking itself even more seriously. Notable new features include the option to filter content by genre, so you don't have to wade through rap reviews to get to David Bowie reissues; a new Events section; and an improved music player across the top of your browser. Pitchfork has resisted the urge to introduce user comments so its content isn't drowned out by trolls and fanboys.

Our rating



NEW

FOOD

My Burrito Finder

myburritofinder.com

We've seen some niche ideas for food websites before, but this one salsas to the top spot. It finds you the nearest places in your area that serve burritos, for those times when you're craving Mexican food and no other cuisine will do. Just enter your postcode to view the locations of burrito vendors on a Google map. A column down the right-hand side provides details of each establishment, including photos of its food (although not always of a burrito) and links to customer reviews on Yelp. Some towns and cities are more burrito-friendly than others, but the site spans the globe so you're never too far from getting your fill.

Our rating



RELAUNCH

CHARITY

Localgiving

localgiving.org

Localgiving has a new domain name (it was formerly a '.com') and a revamped site that makes it easier than ever to support charities and community groups in your area. Its fresh design ditches the old-fashioned tabs in favour of swish drop-down menus and an image-led layout that works equally well on desktop and mobile. The improved search facility suggests charities, projects and locations as you type, and the donation process has been refined so you can make one-off or monthly payments in a couple of clicks. We like that the homepage highlights new groups, and that you can browse a calendar of upcoming events.

Our rating



NEW

LITERATURE

Discovering Literature: Shakespeare

www.bl.uk/shakespeare

This site from the British Library commemorates the 400th anniversary of The Bard's death on 23 April and promotes its accompanying exhibition, Shakespeare in 10 Acts. You can browse hundreds of items from the collection online to learn more about the social, political and cultural context in which the plays were written. These include such treasures as the only surviving manuscript in Shakespeare's hand, a drawing of his Stratford home and fascinating trinkets from the 16th Century. The site includes exclusive articles by English professors, and lesson plans for teachers. With its tasteful presentation, excellent illustrations and insightful content, it's a b-Williant resource.

Our rating



RELAUNCH

FILM

Free Film Festivals

www.freefilmfestivals.org

If you've ever dreamt of hosting your own film festival, now you Cannes - thanks to this friendly, not-for-profit site. It helps people set up community-run and council-funded movie events, where local filmmakers can screen their work alongside independent films and even Hollywood blockbusters, in venues ranging from pubs and shops to schools and libraries. Previously, Free Film Festivals looked rather tacky, but this classy redesign makes its aims and advice much clearer. It's easier to view details and photos of the eight festivals it currently supports - most are in London, but FFF is keen to spread further afield. ■

Our rating



Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight

Make a one-page website

Personal websites used to be a labyrinth of links and pages, but there's a new trend for one-page websites, which stack lots of information on a single page and let the user scroll down through them. Special effects such as parallax scrolling (where background items scroll slower than the foreground) make this type of page visually dynamic.

Modern page-building services such as Wix (www.wix.com) and Jimdo (www.jimdo.com) have great tools for creating this type of site. There are also WordPress themes you can experiment with - from your dashboard, click Appearance, Themes, then the Add New button, then search for 'one-page' from the 'Search themes' box. However, you can also create a site from scratch using HTML, CSS and JavaScript. For guidance, check out the

excellent tutorial at 1stWebDesigner (bit.ly/first394).

Google continues mobile-friendly crusade

In case you haven't yet got the message, Google is cranking up its mobile-friendly search weighting even further. According to a post on the Google Webmaster Central blog at bit.ly/mobile394, this gives a further boost to sites customised to look good on small screens, when delivering search results to mobile devices. If you haven't already made your site mobile-friendly, now is the time. Check your site's mobile-friendliness at bit.ly/mob394.

Deal of the Fortnight

Fasthosts is offering '.co.uk' domains for £1.19 for the first year, if you sign up for two years or more. Find out more at bit.ly/fast394.

Web-building Helpdesk

THIS ISSUE'S EXPERT: Edmund Turbin, Sales Engineer, WP Engine (wpengine.com)



Q What is the best SEO plugin for WordPress?

Tom Foster, via email

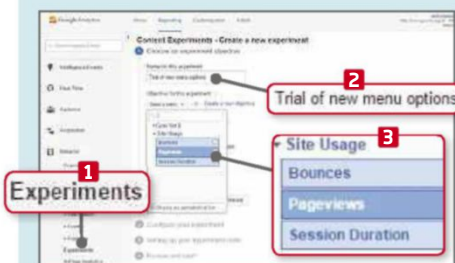
A With more than 40,000 free plugins available in the WordPress directory, finding the right one can be daunting. Yoast SEO (bit.ly/yoast394) makes things easier by providing systematic instructions for improving your site's SEO (search engine optimisation). Its user-friendly guides walk you through the process of adding metadata, selecting keywords and easily adding "nofollow" tags. Yoast's content-analysis tools are valuable for adding search-engine visibility. It provides a preview of how your page will look in search-engine results and advises on how to write your pages based on a simple red, yellow and green grading system.



MINI WORKSHOP | Test different versions of your website

Google Analytics: www.google.com/analytics | 20 mins | Any browser

It's hard to tell if your website tweaks are making a difference. Google Analytics lets you set up experiments to test different versions of a page, so you can compare visitor behaviour before committing to alterations



1 Click the Reporting tab, open the Behaviour menu and select Experiments. **1** Click the 'Create experiment' button. Give it a name **2** and click 'Select a metric' - this can either be a goal you've already set up or a Site Usage statistic (such as Bounces, Pageviews or Session Duration). **3**



2 Choose whether to perform the test with all or just a percentage of your visitors, then click Next Step. Add the addresses of the original page **1** and the experimental page **2** into the form. You can add more variants if you wish. **3** Click Next Step. **4**



3 Click the 'Manually insert the code' button and copy the code listed below. **1** You need to insert it into the HTML of the original page, straight after the opening <head> tag. Click Next Step **2** to send it to Google to validate the code and start running the test. Come back to the Experiments page later to see how it's performing.

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TABLETS



SMART PHONES



GAMES CONSOLES



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Archer C2600 - Wireless Dual Band Gigabit Router

- ⊗ Omni-directional wireless coverage with beamforming technology
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2x USB 3.0 Ports
- ⊗ Dual band Wi-Fi 2.4GHz (800Mbps) and 5GHz (1733Mbps)
- ⊗ TP-LINK Tether iOS and Android App
- ⊗ Run Multiple Devices Simultaneously with MU-MIMO technology

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Product Test

We test and compare the latest products

Samsung Galaxy S7

Jonathan Bray tests the new Samsung Galaxy S7 and compares it to the best smartphones around



The Samsung Galaxy S7 isn't a huge upgrade over the S6 but it is incrementally better. The most obvious improvement is the return of the microSD slot. Galaxy fans were in uproar about its removal from last year's models, so Samsung has brought it back, with no compromise to the design. The slot is neatly hidden away next to the nano-SIM card in an elongated drawer on the top edge, so there's no visible slot to disrupt the phone's clean lines.

The dust-and-water resistance is another feature making a comeback, last seen on the Galaxy S5. Technically, this means it's possible to submerge the phone in up to 15 metres of water for up to 30 minutes, so you could use it to take underwater pictures. More importantly, you don't have to worry about it getting soaked by rain, spilled drinks or a dip in the bath.

Screen and build

The screen is a 5.1in Super AMOLED display with a resolution of 1,440 x 2,560 (the same as last year's Samsung Galaxy S6) and it looks incredibly sharp. Its contrast is excellent and the

colour quality is perfect. The phone has several different screen modes, and it comes with the eye-catching Adaptive mode enabled. That's the one we tested and it delivers excellent results.

With auto-brightness disabled, brightness peaks at 354cd/m², which isn't all that great. As with previous Samsung handsets, though, if you enable auto-brightness on a bright, sunny day, the screen is capable of peaking much higher – up to 470cd/m² – making it perfectly readable in most conditions. It also does a great job of presenting eye-popping graphics without losing natural colours and covers the full 100% of the sRGB colour standard – a perfect performance.

Also unchanged is the glass-sandwich design and exotic, metallic finish that surrounds it. The S7 looks every bit as good as last year's S6 and, if you flip it over, you'll even find some improvements.

The camera hump has been reduced in size, from 1.6mm to 0.46mm and the edges are more rounded, so it's less likely to snag on your pocket. The vertical edges of the phone at the rear are now

smoother and curve up to meet the phone's slim aluminium frame.

The only other major difference is the screen's new always-on capability, which shows useful information such as the time and recent notifications, even when the phone is on standby. It's a permanent fixture with a choice of styles, views and images available. Although it's nice to be able to see the time without tapping, it's begging for more detail. For example, although you can see when you've missed a call or

received a text message, you can't see who it was sent by.

Camera, hardware and performance

There have been significant changes to the camera, which now has a lower resolution of 12 megapixels and a squarer aspect ratio of 4:3 for captured images. We took a series of test shots with an S7 and an S6 and found that in low-light situations, the S7 is much more likely to get sharp pictures. This makes it a more reliable camera, although colours aren't quite as

vivid as on the S6.

Internally, the phone has an octa-core Samsung Exynos 8890 processor made from two quad-core CPUs - one running at 2.3GHz for more demanding tasks, the other at 1.6GHz for more lightweight jobs. It has 4GB of memory and 32GB of storage though you can add more space for photos, videos and apps with the microSD slot.

All this makes for an ultra-responsive experience. Screen swipes, scrolling through image-heavy websites, and panning and zooming web pages and Google Maps feels buttery smooth. It was just as impressive when put through our benchmarks. In our tests we found that it matches or beats the all-conquering iPhone 6s in almost every test and gains a significant lead over the rest of its rivals.

Battery, interface and value for money

These performance increases seem to have no detrimental effect on the S7's large 3,000mAh battery. In our video-playback test, the Samsung Galaxy S7 lasted almost 18 hours in flight mode, looping our test video file with the screen brightness set to 170cd/m² - a result that beats the S6, the iPhone 6s and all its major rivals by a distance.

In real-world use, however, the battery was less impressive. You can expect a day out of it with moderate use, but even with relatively little use we had to reconnect the S7 to its charger well before a day and a half.

It's not clear whether that's



“Galaxy fans were in uproar about the removal of the microSD slot from last year's models, so Samsung has brought it back”

due to the always-on screen (unaccounted for in our test since the screen was always displaying video content) or some other factor, but the S7 isn't the battery-life revelation we were hoping for. If that's your priority, you're better off with the iPhone 6s Plus or Sony Xperia Z5.

But it's great to see that Samsung is putting in the effort to make its phone more battery-efficient. As with many of its rivals, it has a highly effective Ultra power-saving mode, which cuts background tasks to a minimum and switches the screen to monochrome to save power.

As ever, the phone comes with Samsung's comprehensive TouchWiz Android overlay, running on top of Android 6 Marshmallow. It provides plenty of additional tools, although not everyone will like the cartoony user interface and the fact that Samsung can be slow to adapt to new Android builds.

As usual, Samsung is pricing the S7 at the upper end of the spectrum. It's £569, with free-handset contract deals starting at around £40 per month. The Nexus 6P is more than £100 cheaper SIM-free, with phone contracts starting at around £27 per month.

PRODUCT INFO

Samsung Galaxy S7

www.samsung.com/uk
Price: £569 SIM-free;
£40 per month

SPECIFICATIONS

- Octa-core Samsung Exynos 8890 processor, running at 2.3GHz and 1.6GHz
- 5.1in Super AMOLED display
- Quad HD resolution
- 32GB of storage
- Android 6.01 Marshmallow
- microSD slot for cards up to 200GB
- IP68 dust- and water-resistant
- 12-megapixel rear camera
- 3,000mAh battery
- Always-on screen

FOR

- ✓ Currently the best-performing phone we've tested
- ✓ Superb screen
- ✓ Great camera

AGAINST

- ✗ Battery disappointing in standby mode despite strong performance in constant use

APPLE'S ALTERNATIVE

Apple iPhone 6S,
from £539
bit.ly/iphone394



BETTER VALUE FOR MONEY

NEXUS 6P, from £449
bit.ly/nexus394



OUR VERDICT

The Samsung Galaxy S7 is a better phone than the S6 - its camera and performance are improved; in some respects, its battery life is superior; and the return of storage expansion and disaster-proofing presents a

massive bonus. On the downside, it's expensive, and there are cheaper phones that are almost as good, such as the Nexus 6P.

But if you want the best, the Samsung Galaxy S7 is undoubtedly the current must-buy. Fast, sleek,



FEATURES	★★★★★
PERFORMANCE	★★★★★
EASE OF USE	★★★★★
VALUE FOR MONEY	★★★★☆

beautiful and capable - it's a wonderful handset that's a delight to own.

Serif PagePlus X9

Ben Pitt looks at the latest version of Serif's desktop-publishing software

Desktop publishing sounds quaintly old fashioned but we still need documents, both printed and digital (such as PDFs). You can design them in a word processor or image editor, but dedicated desktop-publishing (DTP) software is far superior at handling text and images across multiple pages.

Serif PagePlus X9 is sensibly laid out and labelled, its menus are mercifully straightforward and its key tools are quick to locate. It still supports Windows XP and can be run on modest hardware, and it's extremely spritely on a reasonably modern PC.

The Startup Assistant offers links to video tutorials plus a wide range of high-quality templates – perfect for people without the time

or the design skills to start from scratch. Templates are arranged by document type or as a suite of documents that use the same style. A nice touch is the ability to choose from three colour schemes for each template.

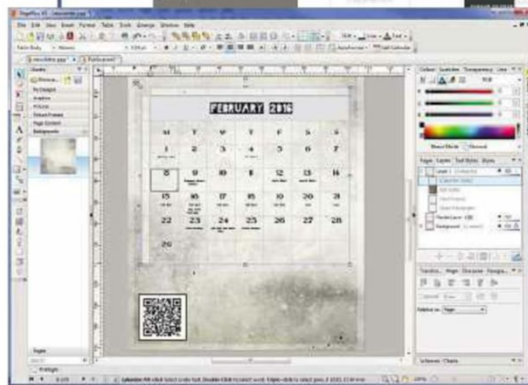
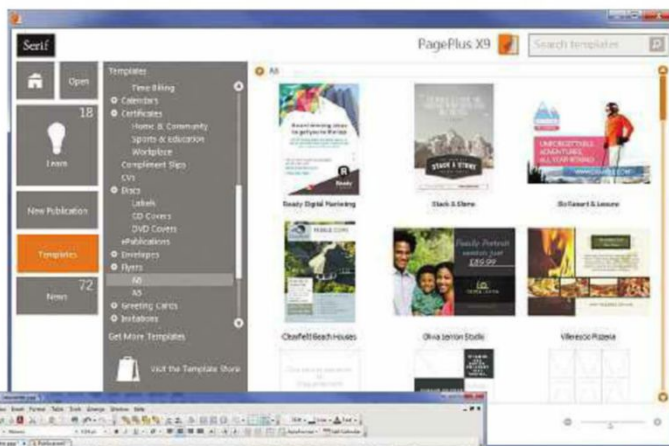
Tools and features

A key benefit over a word processor is PagePlus's support for Master Pages, in which elements that repeat on each page need only be entered once. Simply drag and drop thumbnails to assign Master Pages to individual pages.

PagePlus's graphic-design tools are equally brilliant. The vector-drawing tools let you create shapes such as rounded rectangles, speech bubbles and arrows. Basic adjustments are easier thanks to the new Tool Feedback feature, which shows sizes in millimetres as adjustments are made, and a new Guides Tool allows you to copy and paste guides and move them around in groups.

Text Styles are neatly implemented, with simple controls that let you select all text that uses a particular style or update the style based on the current selection. A Text Format Painter makes a welcome appearance, providing a simple way to apply text formatting from one area to another. There's also a range of new tools for creating tables.

PagePlus handles exports to commercial printing services, providing formats that can be used to professionally print your



many rivals. The strongest contender is Xara Page & Layout Designer 11, but we think Serif PagePlus is more polished, particularly in its handling of

work. New to this version is PDF export using the X4 and X5 standards, which ensure high-quality output for printing. The software also lets you open and edit existing PDFs.

Tools and features

PagePlus's competitive pricing means it doesn't have

Master Pages and Text Styles.

We found little to fault the software. A library of stock photos might be handy but, in practice, anything short of hundreds of thousands of images tends to fall short and you're better off turning to online image libraries to illustrate your work.

PRODUCT INFO

Serif PagePlus X9

www.serif.com
Price: £89.99

REQUIREMENTS

- Windows XP, Vista, 7, 8, 10
- 2GB of memory for Windows 10; 1GB of memory for Windows Vista, 7, 8; 512MB of memory for Windows XP
- Minimum 564MB of hard drive space (DVD install) or 1.66GB (download install)
- 1024 x 768 pixels monitor resolution

FOR

- ✓ Great value for money
- ✓ Perfect tool for creating documents with words and pictures

AGAINST

- ✗ No clip art or stock photography included

OUR VERDICT



Elegant and efficient, Serif PagePlus X9 is the best desktop-publishing software around for the home user. Anyone who needs to make documents from text and images, whether it's printed newsletters or digital PDFs, will find its interface and powerful tools a great

FEATURES	★★★★★
PERFORMANCE	★★★★★
EASE OF USE	★★★★★
VALUE FOR MONEY	★★★★★

help and easy to use.

It's also superb value for money, providing professional tools at an affordable price.

iiyama G-MASTER™ MONITORS 4 GAMERS

RED EAGLE™

GB2488HSU | GB2788HS

24"

27"

144Hz

Free Sync

Panel	LED 1920 x 1080
Response time	1 ms, 144Hz, FreeSync™
Features	OverDrive, Black Tuner, Blue Light Reducer, Predefined and Custom Gaming Modes
Inputs	DisplayPort, HDMI, DVI
Audio	speakers and headphone connector
Height adjustment	13 cm



gmaster.iiyama.com



Web User's Best Buys

Web User and its sister titles test over 2,500 products every year

HARDWARE

SMARTPHONE

Samsung Galaxy S7

£569 from www.samsung.com/uk

Date tested: March 2016



NEW!

The Samsung Galaxy S7 is a better phone than the S6 - its camera and performance are improved and it adds storage expansion and disaster-proofing. Fast, sleek and capable - it's a beautiful handset that's a delight to own.

KEY SPECS

5.1in screen ■ Octa-core 2.3GHz processor ■ Quad HD resolution ■ 32GB of storage ■ microSD slot for up to 200GB expansion ■ Android 6.0.1 Marshmallow ■ 12-megapixel rear camera ■ 3,000mAh battery ■ Dust- and water-resistant

COMPACT PC

Acer Revo One RL85

£269.99 from www.ebuyer.com

Date tested: January 2016



The Acer Revo One RL85 has plenty of storage capacity and provides room for easy expansion at a later date. Performance is respectable and the compact PC's unorthodox design is attractive and clever.

KEY SPECS

Dual-core 1.7GHz Intel Core i3-400SU processor ■ 4GB of memory ■ 500GB hard drive ■ 2 x USB 2 ports, 2 x USB 3 ports ■ Gigabit Ethernet, dual-band 802.11n Wi-Fi ■ Windows 8.1 ■ One-year return-to-base warranty

WIRELESS ROUTER

Netgear Nighthawk X4S

£259.99 from www.currys.co.uk

Date tested: December 2015



The Netgear Nighthawk X4S will boost your network, no matter what type of web connection you have. It's expensive, but built to last, and should make further upgrades unnecessary until the next 802.11 standards are launched.

KEY SPECS

Dual-band 2.4GHz, 5GHz ■ 802.11ac ■ 2.53Gbps theoretical max speed ■ ADSL2+ and VDSL ■ 5 x 10/100/1,000Mbps Gigabit Ethernet ports ■ Dual-core 1.4GHz processor ■ 285 x 185 x 50mm ■ One-year return-to-base warranty

BUDGET TABLET

Apple iPad Mini 2

£219 from www.apple.com/uk

Date tested: November 2015



The iPad Mini 2 has a superb, slim-but-solid design and a good-quality screen. Its performance keeps up with the latest tablets, and the battery life is also impressive.

KEY SPECS

7.9in screen ■ 2,048 x 1,536 pixels resolution ■ 1.3GHz Apple A7 processor ■ 16GB storage ■ 5-megapixel rear camera, 1.2-megapixel front camera ■ 802.11n dual-band Wi-Fi ■ iOS 9 ■ 200 x 135 x 7.5mm ■ 331g

WINDOWS 10 LAPTOP

Asus EeeBook X205TA

£201 from www.tesco.com

Date tested: October 2015



The Asus EeeBook X205TA is a netbook-style laptop with a great build quality and battery life. The price is terrific, too, but you may find it a bit small and cramped because everything's been squeezed into such a tiny case.

KEY SPECS

Quad-core 1.33GHz Intel Atom Z3735F processor ■ 2GB of memory ■ 32GB eMMC storage ■ 11.6in non-touchscreen ■ 1,366 x 768 pixels resolution ■ 2 x USB 2 ports ■ 802.11n Wi-Fi ■ 286 x 193 x 18mm ■ 980g ■ One-year collect and return

NETWORK CAMERA

Y-cam HomeMonitor HD

£150 from www.homemonitor.me

Date tested: June 2015



This isn't the cheapest security camera, but its unique online-storage option will save you money in the long run when saving captured motion-detected footage online.

KEY SPECS

Apps for Android, iOS, Windows Phone, Roku ■ 1/4in CMOS sensor ■ Viewing angle: horizontal 80°, vertical 45°, diagonal 87° ■ 1,280 x 720 pixels resolution ■ 15fps frame rate ■ Ethernet and 802.11n Wi-Fi ■ 85 x 85 x 30mm ■ 1150g

All prices correct at time of review

SOFTWARE & SERVICES

INTERNET SECURITY

Kaspersky Internet Security 2016

£19.99 from bit.ly/shop389
Date tested: January 2016



Kaspersky is rock solid at protecting your PC from the worst of the web, and performed brilliantly in our tests this year, blocking all viruses and malware with its robust defences. Click the link above to save £20 on the software (normal price £39.99).

KEY FEATURES

Anti-virus and firewall tools ■ Protects online shopping and banking ■ Identity and privacy tools ■ Dangerous-website alerts ■ Advanced parental control ■ Licences for one, three and five PCs; for one or two years, or pay monthly ■ Multi-Device version ■ Compatible with Windows 10

ONLINE STORAGE

Google Drive

From free from drive.google.com
Date tested: January 2016

Google Drive is easy to use and has lots of free storage. The Windows software integrates with Explorer, so saving and syncing files is like keeping them in any other PC folder.



KEY FEATURES

16GB free storage ■ Web-based office software ■ Works with XP, Vista, 7, 8+ and 10 ■ Chrome browser add-on ■ Android and iOS apps ■ 100GB extra storage for £1.36 per month; 1TB for £6.01 per month; 10TB for £60.16 per month

WEB DESIGN

Xara Web Designer 11 Premium

£69.99 from www.xara.com
Date tested: November 2015



Xara Web Designer 11 is a great tool for anyone who wants a good-looking website without having to use HTML or CSS code. The interface is easy to use and the software includes all the tools you need to create flexible sites that change depending on the size of the screen.

KEY FEATURES

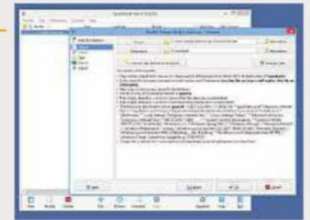
90+ templates ■ WYSIWYG design ■ Create responsive websites ■ Embed codes ■ Add HTML ■ Online editing ■ FTP uploader ■ Hosting (requires registration) ■ Browser preview (Chrome, Firefox, IE, Opera)

BACKUP AND SYNC

SyncBackFree

Free from bit.ly/syncback366
Date tested: March 2015

SyncBackFree is very capable software that gives you plenty of control over how it can be used. If you know what you need from your backups and you're prepared to spend some time configuring the options, SyncBackFree has everything you need.



KEY FEATURES

Synchronise: Copy files in both directions ■ Restore back-up files easily ■ Email logs ■ Schedule backups ■ Simple and Advanced mode ■ Runs on Windows 10, 8, 7, Vista, and XP ■ Extensive Help documentation and support

PHOTO EDITING

Adobe Photoshop Elements 13

£81.08 from www.adobe.com/uk
Date tested: December 2014



With its tidy interface and pop-out trays, Adobe Photoshop Elements provides everything an amateur photographer needs and helps you quickly find the right editing tools.

KEY FEATURES

Compatible with Windows XP, Vista, 7, 8+ and 10 (32- and 64-bit) ■ Bundled photo organiser ■ Content-aware edits ■ Guided edits ■ People-beautifier tools ■ RAW support

VIDEO EDITING

Adobe Premiere Elements 13

£81.08 from www.adobe.com/uk
Date tested: December 2014

Premiere Elements 13's superb interface makes its many features neat but accessible. You won't find better video-editing software for the price.



KEY FEATURES

Automatic editing ■ Export to multiple video formats ■ Burn to DVD and Blu-ray ■ Image stabiliser ■ Stop-motion capture ■ Motion tracking ■ Musical scores and sound effects ■ Upload to YouTube and Vimeo

Best Free Software

SYSTEM CLEANER

Kaspersky Cleaner

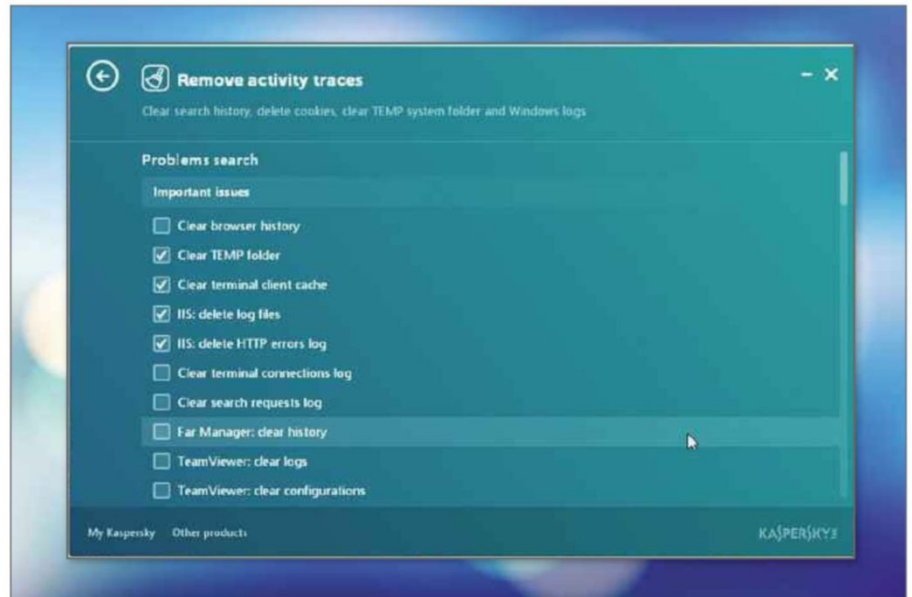
free.kaspersky.com/uk

Min requirements: Windows XP/
Vista/7/8+/10

File size: 24.51MB

There are lots of good, free system cleaners to choose from, chief among them Piriform's ever popular CCleaner. Now, Russian security company Kaspersky, which is best known for its antivirus software, has released its own cleaning tool. Although this is primarily aimed at novices, it offers several useful features for advanced users, including the ability to fix your privacy settings and restore broken system settings.

Kaspersky Cleaner's interface is about as basic as it can be, with a giant



Start Scan button in the centre of the screen and four icons below, which you use to select what's included in the scan. There are no settings, let alone advanced settings, to worry about. Just choose what to target, click the button and the program will get to work, taking a matter of seconds to list all the junk files and temporary items it can remove.

If you're looking for a program that will give you full control over which areas to target, a scheduler to run regular cleanups or even just a lot of

information about what the program can do, you're going to be disappointed with Kaspersky Cleaner. However, if you just want to run a simple cleanup and perhaps restore some functionality removed from Windows as a result of a malware infection, then it will certainly do the job.

Note that Kaspersky Cleaner is currently an early beta so you may encounter a few problems with it from time to time, although we generally found it to be very stable.



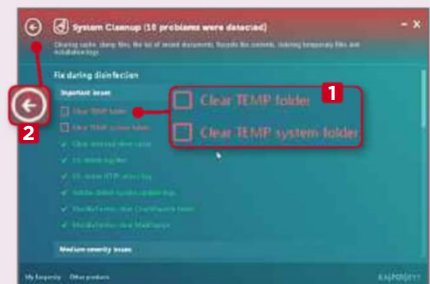
MINI WORKSHOP | Remove junk files using Kaspersky Cleaner



1 Kaspersky Cleaner's interface displays five buttons – Start Scan, **1** System Cleanup (empties the Recycle Bin and removes temporary files), **2** Restore System Settings (fixes potential problems), **3** Private Browsing (fixes your privacy settings), **4** and Remove Activity Traces (cleans up usage and browsing history). **5** Use the four buttons to choose which areas to include in the scan.

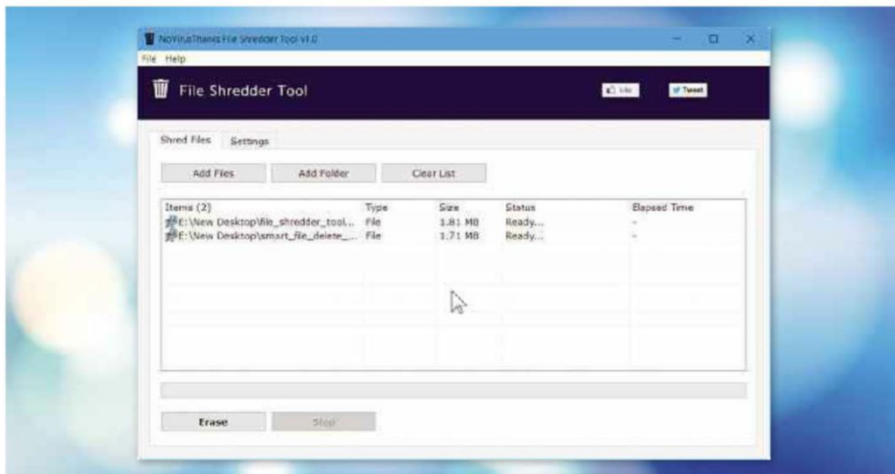


2 Hit the Start Scan button and the system cleaner will work its way through all four areas (System Cleanup, Restore System Settings, Private Browsing and Remove Activity Traces) and show the number of problems found in each section, **1** as well as the total number of problems detected. **2** Clicking Fix **3** will repair them all.



3 If you want to know which problems the program is going to be fixing on your PC, click one of the modules to view the details. It will list important, medium and minor problems, and you can untick any entries you don't want the software to fix. **1** Clicking the Back button **2** will return you to the results screen.

This fortnight's top new software downloads to help you make the most of your PC, and they're all FREE

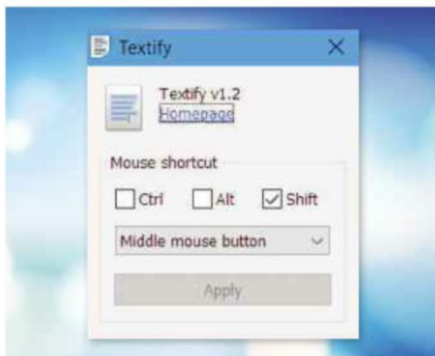


SYSTEM TOOL
File Shredder Tool

bit.ly/filesred394

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 1.8MB

If you have personal files on your PC that you want to get rid of permanently, simply deleting them isn't enough because they can easily be recovered by anyone with the right knowledge and software. File Shredder Tool uses different shredding algorithms to ensure permanent file deletion. You can choose from one pass or three (DoD), seven (DoD) or 35 (Gutmann) passes. This final option takes the longest time to complete, but is by far the most secure.

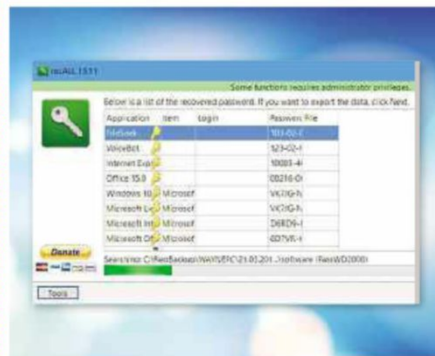


CLIPBOARD TOOL
Textify

rammichael.com/textify

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 78.7KB

Windows error messages usually contain important information but because you can't copy and paste the error code, you need to manually write it down, along with any other details, if you want to search for a solution online. Unless you install Textify. Hover your mouse over the error message, click the mouse shortcut (Shift + middle click, by default), and you'll be able to copy the text you need.



PASSWORD FINDER
recALL

keit.co

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 6.8MB

If you forget the licence key for a particular piece of software or you can't remember an important login, recALL may be able to find it. When you run the application, you can choose between Automatic Recovery, Manual Recovery and Server Emulation (recover passwords of email programs and FTP). Just run the software, click the Next button and it will scan your system and list all the software keys it finds.

New Windows Apps

ToView

bit.ly/toview394

Min requirements: Windows 8+/10 **File size:** 18.9MB

This app lets you watch live UK TV on Windows 10. It includes info about shows, an interactive programme guide, a full-screen mode and can pin your favourite channels to the Start menu.



Chimpact Run

bit.ly/chimpact394

Min requirements: Windows 8+/10 **File size:** 120.3MB

Chimpact Run is like a simpler version of the Nintendo classic Donkey Kong Country. In this game, you have to time jumps in order to avoid obstacles, and collect bananas and other extras.



Perfect Weather Universal

bit.ly/perfectweather394

Min requirements: Windows 10 **File size:** 4MB

This app shows the current weather, and the forecast for today and the next nine days for the selected location. It offers landscape templates and live-tile support so you can see the weather at a glance.



PRIVACY TOOL

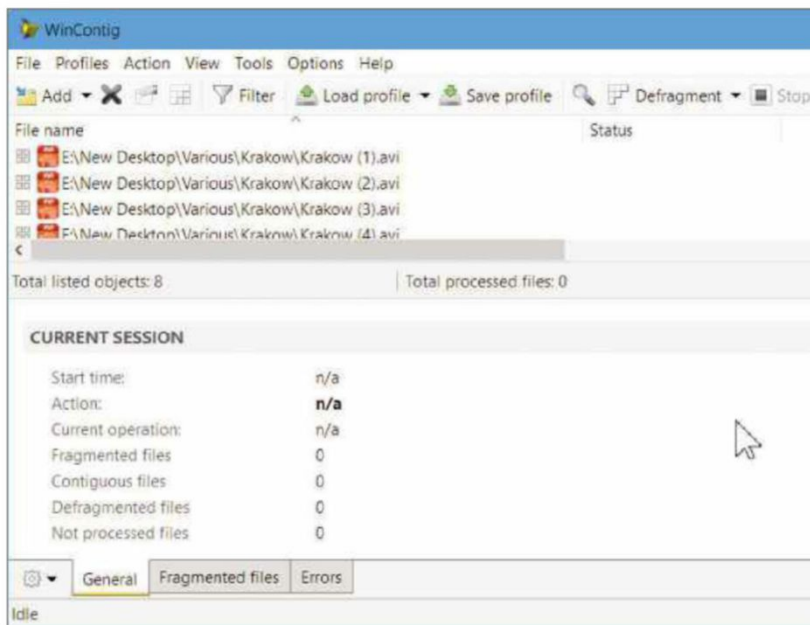
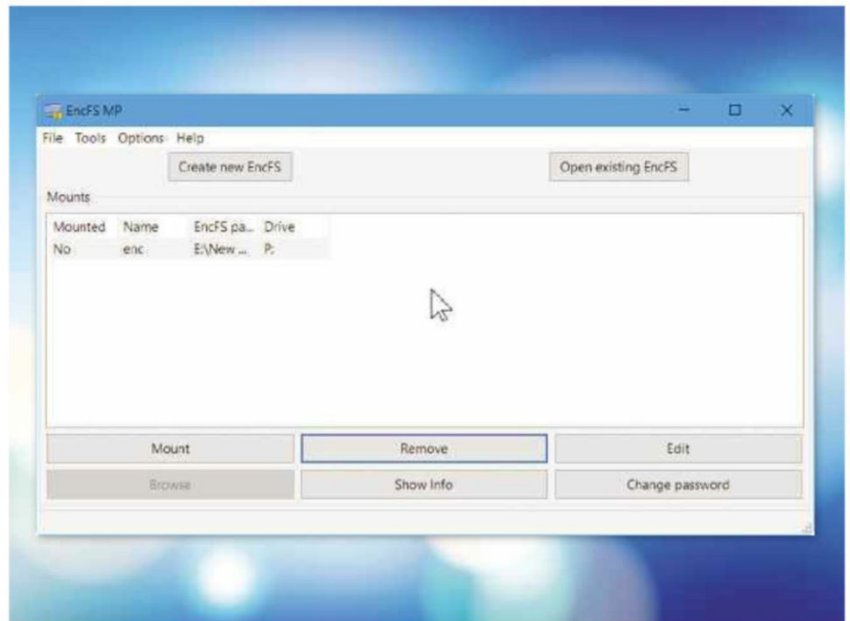
EncFSMP

bit.ly/encfs394

Min requirements: Windows XP/Vista/7/8+/10 or Mac OS X **File size:** 5.9MB

This free program doesn't have the catchiest of names and its purpose, which is to create, mount and edit EncFS (encrypted file system) folders, probably won't excite you too much, either. But if you have files on your computer that you want to keep safe from prying eyes, then EncFSMP (no, we don't know how to pronounce that!) is definitely worth a look.

To use the software, click 'Create New EncFS', select an empty folder and enter a password. Mount the folder and it will appear as a regular drive on your computer. When you unmount the folder, it - and its contents - can only be accessed by someone who knows the password.



FILE DEFRAGMENTER

WinContig 2

bit.ly/wincontig394

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 956KB

Unlike most defragmenters, which target entire drives, WinContig's purpose is to defrag individual files and folders. This lets you focus on quickly optimising the items you consider important, such as large videos or the Windows directory. The software can automatically exclude certain file types from the defragmentation process, check for disk errors and clean up the drive beforehand.

This latest edition adds better integration for Windows 10 and can now organise filenames and paths into separate columns in the 'Fragmented files' and Error tabs. It also now empties your Recycle Bin when deleting temporary files.

SYSTEM TOOL

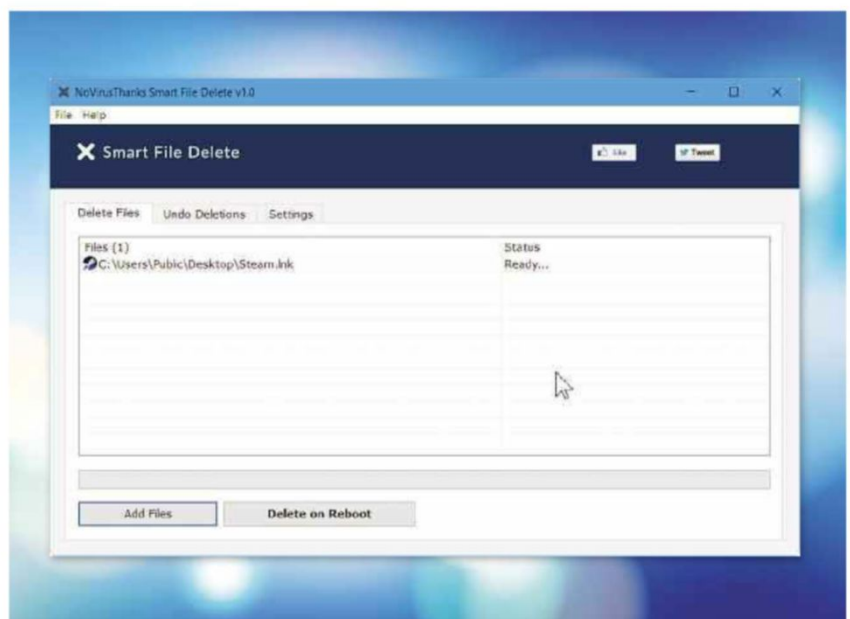
NoVirusThanks Smart File Delete

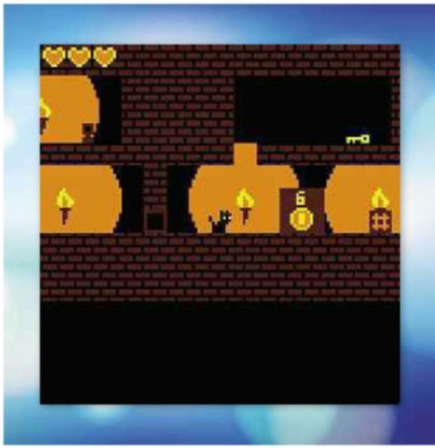
www.novirusthanks.org

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 1.7MB

Occasionally, Windows stops you deleting certain files - usually because it claims they are in use, even when you're sure that isn't the case. Smart File Delete solves this frustrating problem by letting you safely delete locked and hard-to-delete files, which it does by marking them for deletion on the next reboot.

Just drag the files that you want to delete to the program window and click the 'Delete on Reboot' button. When you next restart your PC (you don't need to do so straight away), those files will be deleted automatically. If you change your mind, you can remove queued items from the list.





GAME

Prove Thine Worth

bit.ly/ptw394

Min requirements: Windows XP/Vista/7/8+/10, Mac OS X or Linux

File size: 318KB

In this side-scrolling platform game, you play a black cat that's trying to escape from a dungeon by pushing blocks around and collecting keys and coins. There are six levels to beat (plus another bonus level), and puzzles, traps and enemies to overcome. It probably won't take longer than 10 minutes to complete, so is ideal for a tea-break quickie.

Don't install...

Directory Report

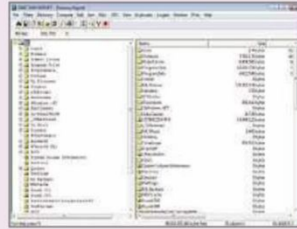
www.file-utilities.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 5.6MB

Directory Report scans your hard drive to show you the size of all the files stored on it, so you can remove the biggest space hogs. Sadly, not only is the interface as dull as its name but it's also a rip-off, costing \$25 (£17.70) with a free trial that's limited to just 10 days. There are plenty of other tools that perform the same task better, and for free.



...Install this instead

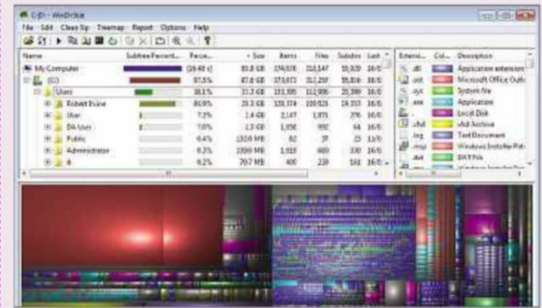
WinDirStat

windirstat.info

Min requirements: Windows XP/Vista/7/8+/10

File size: 631KB

WinDirStat is an extremely useful free tool that lets you easily discover which files are hogging the most space on your PC. It scans your hard drive, creating a list of all the folders on it. As the folders are analysed, they shift in order, with the biggest drifting to the top of the list, so you can immediately spot the space hogs. The blocks are colour-coded, too, so you can see at a glance whether your biggest space hogs are videos, system files or something else. Right-click a block to open the file in Explorer, so you can delete or move it with a minimum of fuss.



UPDATED | New tweaks and fixes for your favourite free programs



OFFICE SUITE

LibreOffice 5.1.1

www.libreoffice.org

Min requirements:

Windows XP/Vista/7/8+

File size: 211MB

LibreOffice is an excellent free, open-source alternative to Microsoft Office. It includes a word processor, spreadsheet, presentation tool and more. This new version lets you hide the white space between pages to provide a continuous flow of text (useful on laptops).

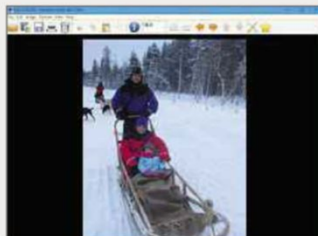


IMAGE VIEWER

IrfanView 4.42

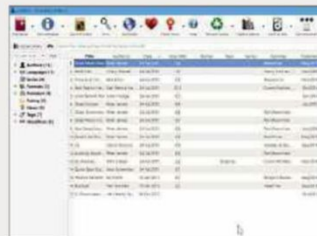
www.irfanview.com

Min requirements: Windows

XP/Vista/7/8+/10

File size: 3.2MB

IrfanView is a lightweight yet feature-packed free image viewer and editor. This update adds a useful 'Save Selection as' menu and various additional options, including 'Show timer countdown', 'Extract all pages from multipage files' and 'Copy extra files to destination folder'.



EBOOK MANAGER

calibre 2.53

calibre-ebook.com

Min requirements: Windows

XP/Vista/7/8+/10, Mac OS X

or Linux

File size: 69.9MB

The latest version of the popular and frequently updated ebook manager and viewer has a new editing tool that lets you create rules to transform book styling. You can now also keep the 'hide toolbars' action visible in the right-click menu to give you a more complete view.



SYSTEM CLEANER

Bulk Crap Uninstaller 3.3

bit.ly/bcuninstall394

Min requirements:

Windows XP/Vista/7/8+/10

File size: 2.4MB

Bulk Crap Uninstaller removes lots of unwanted programs in one go, along with leftover junk. The new version improves the uninstall option and adds new tools such as advanced clipboard copy and better handling of Windows features.

GET FREE SOFTWARE FIRST subscribe to Web User at subscribe.webuser.co.uk

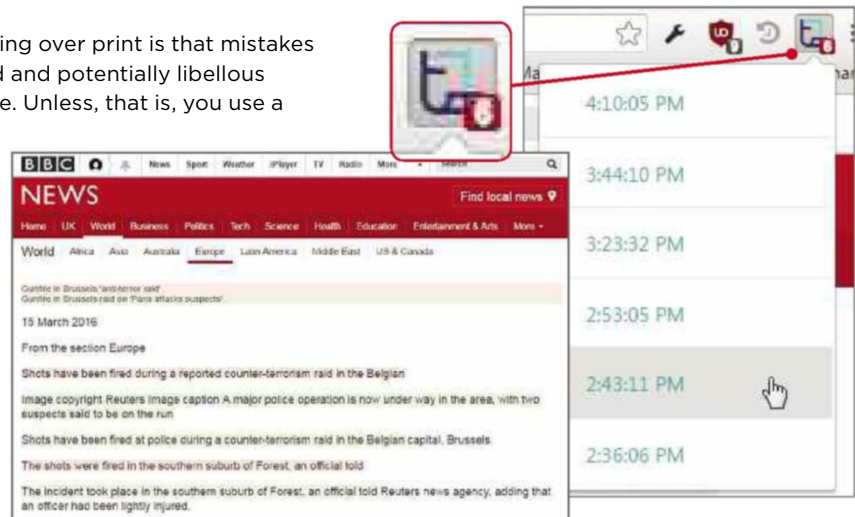
Best New Browser Tools



CHROME

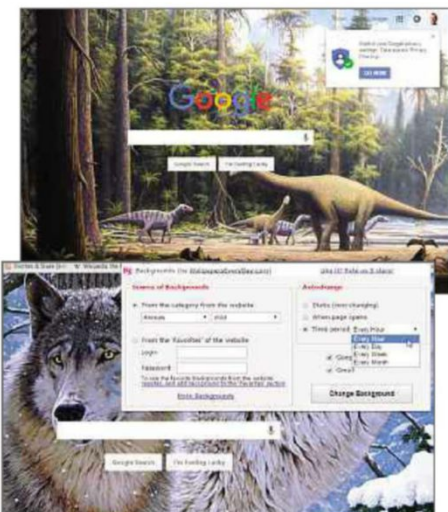
Find out when news stories change

One of the big advantages of online publishing over print is that mistakes can be quickly rectified, clarifications added and potentially libellous content removed before most readers notice. Unless, that is, you use a new extension called Transparent (bit.ly/trans394) to find out if, when and how an online article has been modified. When you visit sites including BBC News, The Guardian and The Telegraph, the add-on detects changes to stories and shows the number of revisions on its toolbar icon. Click this to review the time and nature of each amendment - additions on the page are highlighted in green while deleted text appears red. It's a fascinating way to uncover information that didn't survive the final edit, and to see how articles are updated over time.



Customise your Google backgrounds

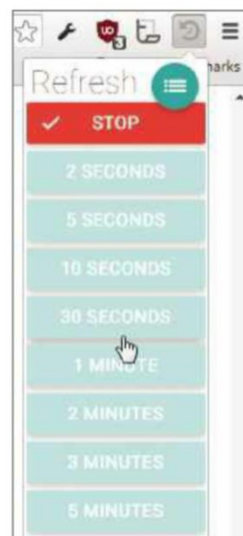
Google's preference for sparse white backgrounds keeps things simple and clean, but day after day it can become quite boring. You can make things much more interesting by installing Backgrounds Every Day (bit.ly/back394), which decorates the Google homepage, your New Tab page and the Gmail interface with attractive, high-definition background images from WallpapersEveryDay.com. You can set these pictures to change every hour, day or week; whenever you open a new page; or with a single click. The add-on



also lets you select a specific category such as Animals, Cities, Food, Nature or 3D, each of which offers several sub-categories. There are more than 100,000 different backgrounds, so you need never to be faced with an empty space again.

Refresh web pages automatically

If you've ever followed a live blog for a big event such as a football match or waited patiently for people to reply to something you've posted online, you'll know how tiresome it is to keep refreshing the page for updates. Instead of hammering your F5 key or your browser's Reload button, let Super Auto Refresh (bit.ly/refresh394) do the hard work for you. This handy extension can be set to reload the page at intervals of your choice, from every two seconds to every hour. It's been



revamped with a smarter, Material Design-style interface, and usefully lets you set different refresh rates for individual tabs.

View delightful dogs on new tabs

Following our last two issues, we tried hard to avoid featuring any cute-animal add-ons in this one, but then we discovered My Dogs New Tab (bit.ly/mydogs394). Not only does this display adorable photos of pooches every time you open a new tab, but it also provides a search box; the time, date and a five-day weather forecast; links to your most visited sites and recently closed tabs; a to-do list; and optional chillout music. But mainly it's all about the dogs, and you can hover your mouse over the image title to learn more about the pictured breed. There's also a cat version: bit.ly/mycats394. Pawesome!



This fortnight's most useful tips and add-ons to help you get the most from Chrome, Firefox, Opera and more



FIREFOX

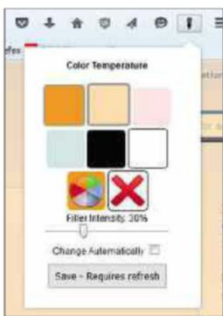
Block web ads with no exceptions

As we explained in last issue's 'Block ads that your ad blocker can't' feature, popular ad-blocking tools including Adblock Plus and uBlock Origin often allow certain ads to be displayed. This is usually because they appear on a whitelist and have been deemed 'acceptable' (in return for money from the advertiser). If you find this approach half-hearted or hypocritical, you may prefer Adblock Ultimate (bit.ly/adblock394), which takes no prisoners in its approach to blocking web adverts. Proudly proclaiming that "we do not whitelist websites, advertisers or ad networks to show you unwanted ads", it offers a faster, less irritating online experience that uses frequently updated filters to blitz all ads and trackers from web pages. There's also an option to block individual elements such as images and videos. Just remember that many sites depend on ad revenue to fund their free content.



Make Firefox easier on your eyes

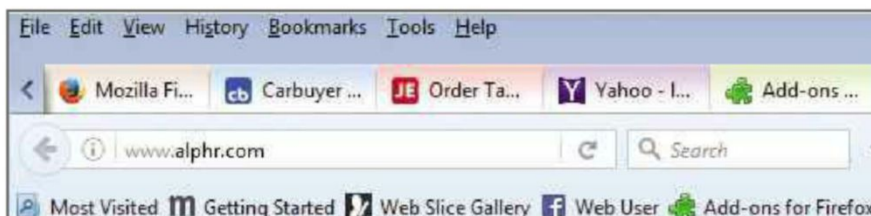
Browsing web pages late at night can lead to sore, dry eyes and headaches. One solution is to install the new add-on FireLux (bit.ly/firelux394), which



performs the same function as the excellent free Windows tool F.lux (justgetflux.com), but limits its influence to Firefox instead of your whole screen. It subtly changes the 'colour temperature' of the browser to match the time of day, so that the hue causes less eye strain as you grow more tired. You can choose the exact colour, adjust its intensity and even specify sunrise and sunset times by clicking FireLux's toolbar button. There's also a Chrome extension called G.lux (bit.ly/glux347).

Change the colour of your browser tabs

ChromaTabs was a popular Firefox add-on that made the browser brighter by assigning different colours to tabs. Sadly, it was incompatible with Firefox from version 3 onwards and its successor, ChromaTabs Plus, ceased to work after version 25. Still, you can't keep a good idea down and the add-on has now made a comeback in the form of ChromaTabs++ (bit.ly/chroma394). As with its predecessors, this changes the colour of tabs to match the icons of the websites they're displaying. You can choose to make all pages from a specific domain the same colour and change the default background colour of your tabs. ChromaTabs isn't perfect - it makes tabs rectangular rather than retaining their rounded corners and requires you to restart Firefox for changes to take effect - but it certainly makes those dull, light-blue tabs look prettier.



OTHER BROWSERS

Copy content without formatting

Sometimes, when you copy and paste text from a web page into an email, document or social-media post, it comes with extra spaces, special characters and other formatting, often relating to different fonts and colours. You can get around this problem using Copy As Plain Text (bit.ly/copy394), which lets you copy and paste without the junk simply by highlighting the text, right-clicking and choosing Copy As Plain Text. The latest update usefully lets you preview the copied text in a new tab before you paste it.



Try the new features in Vivaldi

The third beta version of Vivaldi (vivaldi.com) adds several useful tools, including a session manager that lets you save all open tabs as a single 'session' so you can open them all in one go. The new Tab Zoom feature lets you set different zoom levels for each tab, rather than individual websites; and you can now free up memory by putting specific tabs or all background tabs 'to sleep' until you need them. Vivaldi Beta 3 is available for Windows, Mac OS X and Linux.



App of the Fortnight

SECURITY

WISeID Kaspersky Lab Security NEW

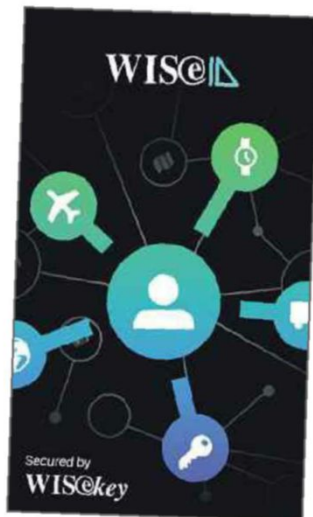
bit.ly/wisedroid394

bit.ly/wiseios394

Min requirements:

Android 4.1, iOS 8

Size: 24MB (Android), 44.4MB (iOS)



This new joint effort from leading antivirus company Kaspersky (www.kaspersky.co.uk) and corporate security firm WISeKey (whose name we'll use as seldom as possible because those random capital letters are really annoying), aims to make your phone and tablet as hack-proof as Alcatraz.

Mobile security has become a huge problem, largely because we now use our tablets and phones for tasks we used to perform on our PCs – such as shopping – but we tend not to protect our mobile devices as diligently as our computers. Also, we trust our mobile devices; they're like friends. But phishing is widespread in the mobile world, and there are lots of dodgy apps, fake adverts and malicious 'updates' out to fool you into downloading malware.

WISeID's official description is strewn with impressive phrases such as 'military-grade encryption' and 'dot pattern recognition'. It aims to protect you on many levels, from recognising a phish before it bites you, to letting you lock away all your sensitive data in an encrypted vault that's accessible to you and you alone. Nothing is stored on company servers. You choose what to save in your encrypted vault: passwords, usernames, payment info, PIN numbers, personal notes, photos and more, using a master password, dot pattern and/or a facial recognition lock.

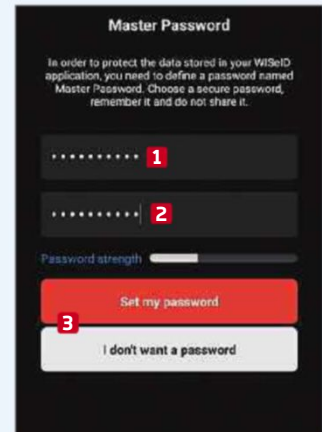
We found a few stability problems (our malware scan crashed the app) and some features – such as identity-theft insurance and an upgrade that lets you use Dropbox as your secure storage – are only available as in-app purchases, but its key tools are free, powerful and efficient, and the paid-for extras are clearly signposted.



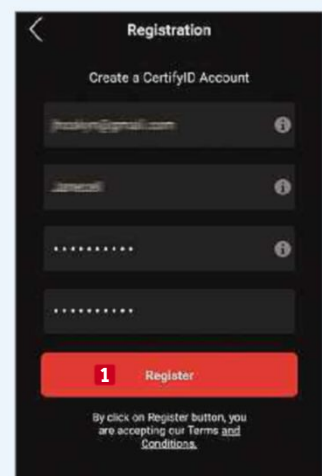
MINI WORKSHOP

Create your encrypted vault using WISeID

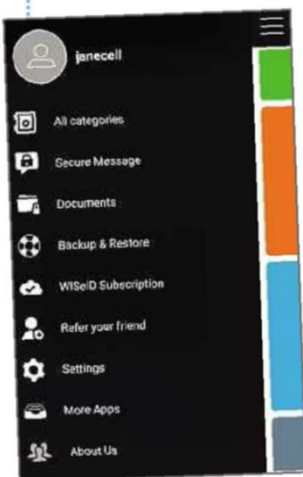
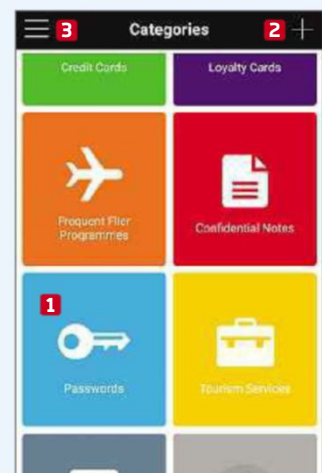
1 Open the app and tap Get Started to run a malware scan. Alternatively, tap Skip to start setting up your vault. To set an optional Master Password, tap OK, then enter **1** and confirm **2** a password. Make sure you remember it because you won't be able to retrieve it. Tap 'Set my password' or, to opt out of this, tap 'I don't want a password'. **3**



2 Tap OK, then Skip to bypass the 'WISwatch' steps. Tap OK to skip face recognition if you wish. You'll be able to create a password, dot-pattern recognition and facial recognition later if you decide you want them. Next, you'll have to create a CertifyID account – this step can't be skipped. Click Register to finish. **1**



3 Log in, tap Cancel on the pop-up and tap OK to access your vault. Tap your Back button to clear the WISwatch screen. Tap a category, such as Passwords, **1** to store and access your data. The information will only be kept in your vault and not on anyone's servers. Tap the plus sign **2** to add a category, and tap the menu icon **3** for settings.



Our rating



This fortnight's top free and paid-for apps for Android, iOS and Windows phones and tablets, and smart TVs

DOCUMENTS



NEW

Monogram

bit.ly/monogram394

Min requirements: iOS 9 **Size:** 34.1MB

Moo (www.moo.com/uk) has long been popular with creative folk who use the company's photos and designs on business cards, party invitations and mini postcards. This new app from Moo lets you do the same thing virtually, creating e-cards and even CVs using your own photos, web links and social profiles, together with photo filters and preset design templates and fonts. When your masterpiece is finished, you can save then share it via messaging apps, email, Facebook and so on.



Our rating



PRIVATE MESSAGING

Confide

bit.ly/confide394

Min requirements: iOS 7
Size: 9.9MB

This message will self-destruct in three seconds. No, really. When you send a message using this new iOS app, it's protected en route by end-to-end encryption and, once its recipient has read it, it will vanish forever. You can send photos and documents as well as text, and there's a Desktop version for your PC, too (getconfide.com). You can retract messages before they're read (a godsend for late-night drink-fuelled texters), but this feature is only available as an in-app purchase that costs £1.49.



UPDATED



Our rating



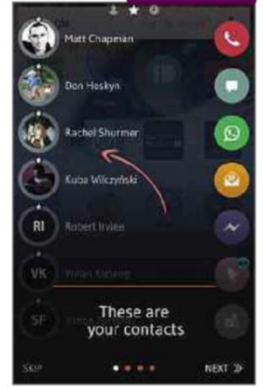
CONTACTS

Drupe

bit.ly/drupe394

Min requirements: Android 4.1
Size: 11MB

'Contacts & Dialer by Drupe' – to give it its full name (it appears as 'Drupe' on your device) – saves you time and taps if you use different apps to call and message friends and family. Swipe 'the Drupe dots' from the side of your screen to see your most-used contacts and most-used messaging apps. Simply drag a contact onto an app, and you're instantly connected. Drupe supports most communication apps, including Facebook Messenger, WhatsApp and your native phone and SMS apps.



Our rating



SHOPPING

Catawiki

bit.ly/cataidroid394

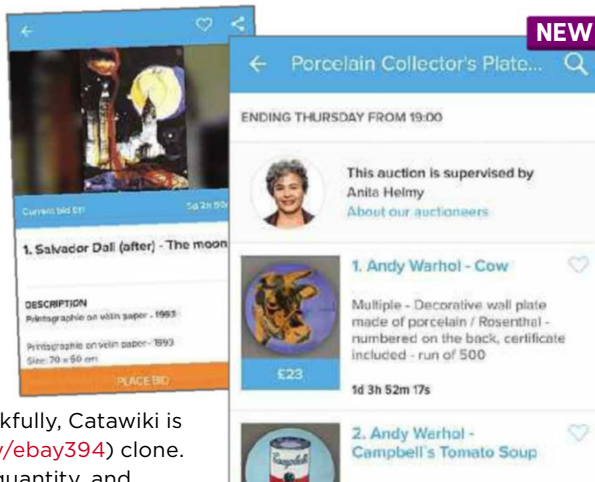
bit.ly/cataios394

Min requirements: Android 4, iOS 7
Size: Varies with device (Android), 23.5MB (iOS)

Bid for a bargain in categories that range from Advertising Signs to Watches, Whisky and Wine. Sound familiar? Thankfully, Catawiki is not just another eBay (bit.ly/ebay394) clone. Quality takes priority over quantity, and auctions are closely monitored by specialist auctioneers to guarantee high-standard lots and no rip-off prices.

At the moment, there are a couple of hundred auctions per week but that's likely to rise fast. All auctions start and end on a Friday, with a starting bid of €1 (80p). Only secure payments are accepted and all items can be shipped worldwide. You can sell as well as buy, but every listing is supervised.

When you first download the app, you're prompted to create an account, but you can tap Skip and look around before you commit to signing up.



NEW



Our rating



GET THE DEFINITIVE GUIDE TO ANDROID

Our new updated Android MagBook is packed with 148 pages of apps, workshops and advice to unlock the full potential of your tablet and phone.



Discover how to:

- Master new tools in Lollipop and Marshmallow
- Stop apps leaking your personal data
- Record anything on your phone and tablet
- Prevent updates from wrecking your device
- Remove hidden junk so it never comes back
- Switch from iOS without losing data

Order it now from Amazon at bit.ly/defguidetoandroid

COPY & PASTE

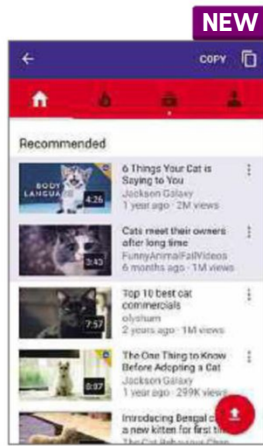
Universal Copy

bit.ly/unicopy394

Min requirements: Android 4.1
Size: 924KB

Android's equivalent to Ctrl+C (copy) is long-tap. If you tap and hold a word, web link or photo, you get a pop-up menu of options including Copy, Cut and Save. You can then go to a text window, long-tap again and select Paste.

By default, not all apps support this feature, which is where Universal Copy steps in. Download and open the app, then switch on Universal Copy in your settings when prompted. Open any app, swipe down from the top of your screen and tap the purple bar. Hey presto, you can now select and copy text from YouTube, Facebook and dozens more apps.



Our rating



PRIVACY

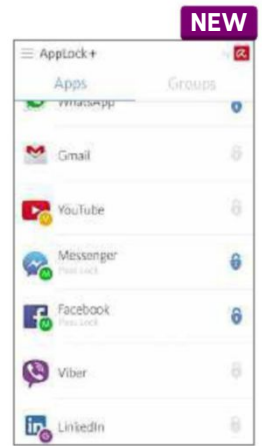
AppLock+

bit.ly/applock394

Min requirements: Android 4.0.3
Size: 4.4MB

This new app from security company Avira lets you lock certain apps remotely when your Android phone or tablet is out of your hands, such as when you've let the kids play games on it or your partner or work colleague has it in the next room.

Using a private dashboard in your browser, you can lock apps using a PIN, set usage limits for games and social apps, and even create groups of apps to lock with one click. Certain other features, such as geo-locking (which locks apps at a given location) and scheduled locking, require in-app purchases of up to £1.78.



Our rating



5 NEW APPS WORTH PAYING FOR

PHOTO ART

Pikazo

bit.ly/pikazodroid394

bit.ly/pikazoios394

Min requirements: Android 4.2, iOS 8
Size: 9.2MB (Android), 5.3MB (iOS)
Price: £2.47 (Android), £2.29 (iOS)
New to Android after a few months on iOS, this app transforms your photos into digital paintings and unusual designs using ever-changing filters.



4.0.3, iOS 6 **Size:** 8.8MB **Price:** 76p (Android), 79p (iOS)
This stunning app has dozens of beautifully designed puzzles to boost your brain and relieve boredom. Play alone, compete with friends or just wonder why there's a 'The' on the iOS version.

SCRAPBOOK

Project Life

bit.ly/projectdroid394

bit.ly/projectios394

Min requirements: Android 4.1, iOS 7
Size: 71MB (Android), 83.5MB (iOS)
Price: £2.51 (Android), £2.29 (iOS)
Designer Becky Higgins has been the web's scrapbooking queen for five years, and she's finally launched an app. Import photos and notes into fully customisable templates, then print or share the results.



MUSIC

CD Scanner for Spotify

bit.ly/cdscanner394

Min requirements: iOS 7
Size: 4.4MB **Price:** £2.29

Importing your CD collection to your online music library is more tedious than filling in a tax return but this app makes it easy. It lets you scan a CD's barcode, then automatically imports the music and info to your Spotify account.



CUSTOMISATION

Elvan

bit.ly/elvan394

Min requirements: Android 4.1
Size: 16MB **Price:** 88p

Turn your boring old Android icons into something special with more than 600 vector icons (simplified photos), alternatives to classic icons and even an icon request tool. It supports all the big launchers including Google Now.



GAME

Sequence - Beauty of Numbers

bit.ly/sequencedroid394

bit.ly/sequenceios394

Min requirements: Android



Pikazo



CD Scanner for Spotify



Sequence - Beauty of Numbers



Project Life



Elvan





Best New TV Apps

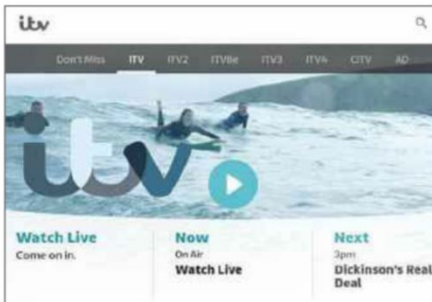
TV

ITV Hub

www.itv.com/mobile

Min requirements: Android 4.1, iOS 8
Size: 43MB (Android), 18.8MB (iOS)

We've been pretty hard on ITV Hub since it launched, mainly because it's failed to address many complaints about its predecessor, the little-loved ITV Player. Still, at least ITV is listening to disgruntled viewers and the latest updates to its mobile service offer some welcome design tweaks and bug fixes, as well as some useful new features. In the iOS version, you can now get notifications when your favourite shows are available to watch, and resume streaming a programme if you lose your connection partway through. On Android, a clever addition lets you preview what's screening live on all ITV channels before you press play - "just like watching telly!". Still no Chromecast support, though.

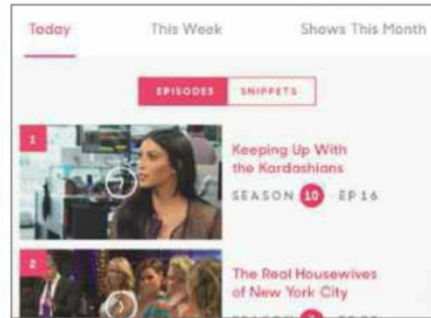


REALITY TV

Hayu

www.hayu.com

Min requirements: Android 4.4, iOS 9
Size: 15MB (Android), 17.9MB (iOS)



A streaming service dedicated entirely to reality TV will be some people's idea of hell, but if you're a fan of such quality programming as *Keeping Up with the Kardashians*, *Made in Chelsea* and *Top Chef*, you'll love Hayu. This new app offers more than 3,000 episodes of reality shows from the US and the UK, which you can browse by name, popularity or recently added, with new instalments available on the same day they screen in America. There are also 'box sets' available, so you can binge-watch entire series, and short videos you can share with friends. On the downside, this big dose of reality will cost you £3.99 per month, after the 30-day free trial, and you can't download shows to watch offline.

MUSIC

Qello Concerts

qello.com/devices

Min requirements: Android 4, iOS 8, Windows Phone 8, PS3/4, Amazon Fire TV, Apple TV, Roku
Size: Varies with device

This app claims to offer the world's largest collection of full-length concerts and music documentaries, featuring such artists as Queen, The Rolling Stones, The Who, Paul McCartney and Bruce Springsteen. Qello Concerts is available for a wide range of devices and lets you stream gigs to your TV in high definition. The free app offers one or more free tracks from every show, more than 30 channels of "continuous concert moments" and special full-length shows. For unlimited access and the ability to create your own playlists, you'll need to subscribe to Qello Concerts for \$7.99 (about £5.65) per month. A 7-day free trial is available.



Don't install...

Andromedia Video Editor

bit.ly/andro394

Editing videos is a fiddly business at the best of times, especially on a mobile device, so the last thing you need is a video-editing app that keeps crashing. That's just one of the frustrating problems with Andromedia Video Editor, which is possibly the worst app of its kind in the Play store. It's slow, bogged down with ads, unable to perform many of the tasks it promises and is completely unreliable. Don't waste your time.



...Install this instead

KineMaster

bit.ly/kine394

Min requirements: Android 4.1
Size: 35MB

KineMaster offers a set of tools unrivalled by other video-editing apps, yet it's wonderfully easy to use.

Choose a title, theme and soundtrack, select the files you want to use and combine them into a perfect movie, complete with an optional audio commentary, colour tints and other effects. KineMaster saves your project after every change you make, so there's no risk of losing your work if something goes wrong, and you can instantly reverse editing changes using the Undo button. Finished videos can be saved directly to YouTube, Facebook and Dropbox, but are watermarked unless you subscribe to the premium service. ■





FAQ

Everything you need to know about the most interesting new technology trends and events

Our guide to Android Pay

No cash? No problem. Android Pay will soon be arriving in the UK, so you no longer need to take your wallet every time you leave the house, as **David Crookes** explains

What is Android Pay?

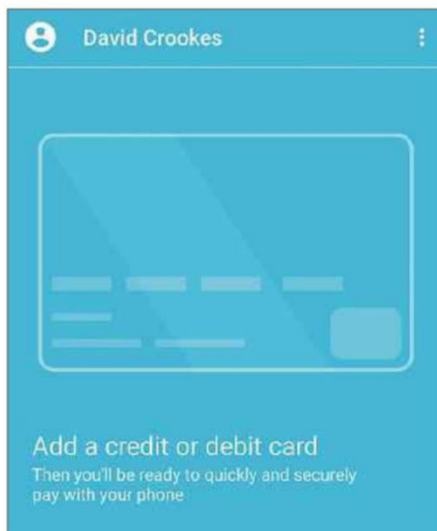
Android Pay (www.androidpay.com) is a mobile wallet that lets you store credit and debit cards on your phone to pay for products and services on the high street and online. Due to arrive “in the next few months”, it’s set to rival Apple Pay, which launched in the UK last year, and marks another step towards a cashless society.

Is it easy to set up?

Yes. Your phone should show the Android Pay app on the home screen but if you can’t find it, you can download it from Google Play (bit.ly/pay394). When you open the app, you can add your card to the Android Pay system, either by taking an image using your phone’s camera or by manually entering the details.

How does it work?

When you pay for items at the till, you usually have the choice of using notes and coins or a credit or debit card. With



Add your bank card to Android Pay and you can start using it straight away



Android Pay, you have the additional option of unlocking your phone and holding it close to a payment terminal. You don’t need to enter a PIN or even launch an app – once the reader recognises your phone, the agreed sum is taken and you can walk away with your goods.

Will it work on any phone?

The service requires an Android device containing a Near Field Communication (NFC) chip. It must also be running 4.4 KitKat or above. This accounts for close to three-quarters of all the phones being



Let’s hope Android Pay works for this woman or she won’t get her goods

used right now, so chances are it will work on your handset. If not, you’ll have to upgrade your phone.

What cards and banks can I use?

It’s likely that all the major UK banks will jump on board as they have with Apple Pay – after all, in the US where Android Pay rolled out last September, most of the top providers have become involved. Here in the UK, Apple Pay works with HSBC, Lloyds, NatWest, Royal Bank of Scotland, M&S and many more.

What about Barclays?

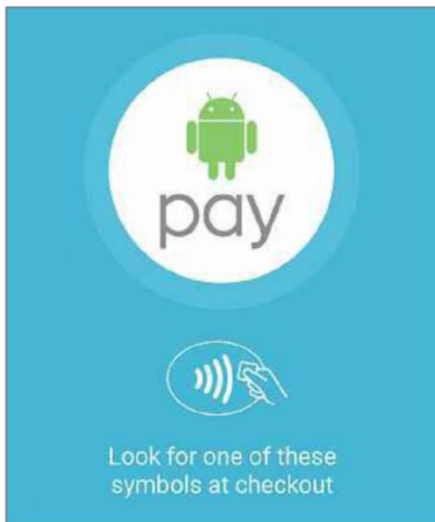
Oh yes, Barclays: it didn’t roll out Apple Pay last year and it’s almost certain it won’t be involved with Android Pay either – at least initially. In the meantime, it has its own contactless-payment service called bPay, which works in much the same way.



Barclays has its own contactless-service payment app, cleverly dubbed bPay

Is there a limit to how much I can spend?

The upper limit set by the UK Cards Association for contactless payments currently stands at £30, which we expect to rise in due course. Contactless-card payments accounted for more than £2.5bn worth of transactions in the first half of 2015 and prompted the payment limit to be upped from £20 last September.



Look for the Android symbol so you can wave your phone instead of your wallet

What if I want a refund?

You can get one. When you're returning an item, the cashier will ask you to tap your mobile phone on the reader and the money will be refunded to your bank or credit-card account.

Can I use loyalty cards with Android Pay?

As it happens, yes you can. Loyalty, reward and membership cards can be stored in Android Pay, each displaying a barcode that the cashier can scan

Where can I use Android Pay?

If Apple Pay is anything to go by, then the number of merchants is set to grow very wide and you should start to see Android Pay stickers appearing in shop windows. One place almost certain to accept it is the healthy high-street food chain Tossed (tosseduk.com) which removed manned tills at two London branches in March in favour of cashless self-service kiosks that only accept cards and mobile payments.

But you're not restricted to the high street. Some music festivals plan to accept mobile payments this year and Android Pay can also be used to make in-app purchases. In this respect, it's going to be a major rival to PayPal.

It all sounds too easy. Is it secure?

Nothing is 100% secure and foolproof but Android Pay appears to be as near as you'll get. The key is the NFC technology, which works at the closest of ranges - your handset has to be virtually touching the reader for the two to communicate. This pretty much eliminates the risk of data leaks and, because NFC doesn't work over Wi-Fi, it makes payments difficult to intercept.

But this is only half the story: your

credit and debit card details are not stored on your device and neither are they shared with the retailer. A virtual account number is used to represent the actual information and it is that, together with a merchant's unique identifier, which is sent in encrypted form to the card provider for verification.

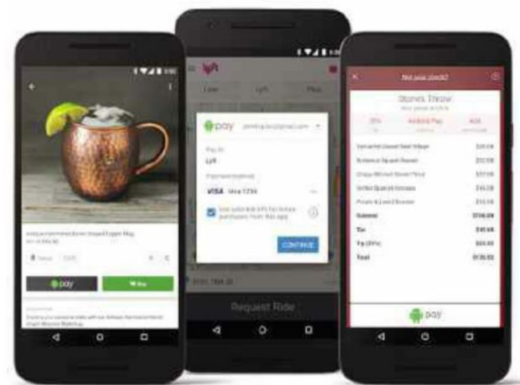
What happens if I lose my phone?

Android Pay requires you to have a password on your handset, so a thief or stranger would need to get past that first. Secondly, even if someone does manage to unlock your phone, your card details aren't stored so there is no risk that anyone opening the Android Pay app will discover any numbers.

If this doesn't allay your fears, there are two options open to you: you can call your bank and cancel the cards in your Android Pay wallet and you can access the Android Device Manager (bit.ly/lost394). This latter service finds your handset and allows you to remotely lock and erase it. The phone will need to be connected to Wi-Fi or a mobile data connection with an active SIM card in order for this to work but, if you act



Use Android Device Manager to find and lock a lost phone



Android Pay works on phones running KitKat, Lollipop and Marshmallow

quickly enough, it should give you additional peace of mind.

Would I know if someone was using it?

It is theoretically possible that someone could get hold of your phone, know the passcode to unlock it and make a payment themselves, but if email notifications are turned on in the Android Pay settings, you will receive a message whenever a transaction has taken place so you'll instantly spot anything suspicious. The most secure way to lock your phone is to use the fingerprint option if your handset has it (this requires Marshmallow).

Can I withdraw cash using Android Pay?

It's possible: contactless cash machines are already available in Canada and Spain, and moves are afoot to allow Android Pay to be used with ATMs in the US. It's likely that in the next year or two we'll be able to get old-fashioned cash out of a machine using our mobiles. But the question is: will we still need to?

SAMSUNG MAKES ANDROID PAY

Although Apple Pay beat Android Pay to the UK market, its biggest threat may come from a manufacturer that makes many of the most popular Android phones. Samsung Pay (www.samsung.com/pay) is currently only available in South Korea and the USA but its likely to hit the UK at some point this year, tempting anyone possessing one of the Galaxy S6 and S7 range of phones or a Galaxy Note 5.

Higher-end Samsung phones have built-in Secure Element chips which produce one-time virtual account numbers and they can also be used in situations where there is no NFC reader. The company also has a system called Magnetic Secure Transmission



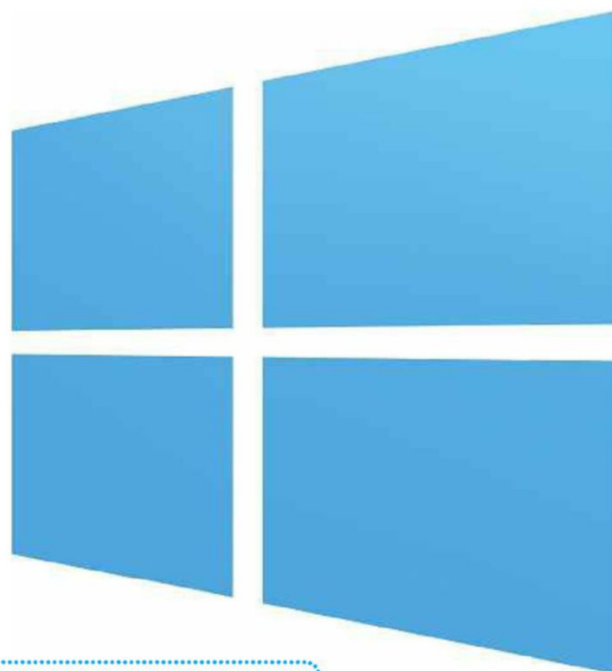
Samsung Pay isn't yet available in the UK, but it's sure to be here someday

that allows its handsets to be used like a normal credit card on any card-reading terminal, vastly increasing the number of retailers that can accept it.

Windows 10's POWERFUL NEW TOOLS

COVER
FEATURE

Microsoft is constantly refining Windows 10 to fix problems and add new features. **Wayne Williams** takes an insider look at what's new and coming next in the controversial operating system



Windows 10 certainly hasn't been without its controversies – privacy concerns, enforced updates, annoying adverts and more – but it isn't all bad. We're particularly pleased that Microsoft is at least listening to users' feedback, even if it chooses to ignore many of their complaints.

Much of this feedback comes from members of the Windows Insider community, who receive new builds of Windows 10 long before everyone else and

get to road-test new tools that might change or be dropped before the next stable release – often deservedly so. Happily, the latest improvements suggest that Microsoft is now making a determined effort to turn Windows 10 into the powerful, versatile operating system that it was originally promised to be.

In this feature, we take an inside look at what you can expect to see in the next wave of big updates, codenamed Redstone 1 and 2, and also explain how you too can become a Windows Insider.

10 BEST NEW WINDOWS 10 TOOLS



The latest Insider builds of Windows 10 introduce some welcome and long-awaited features and improvements. Here's what to expect from the next official release

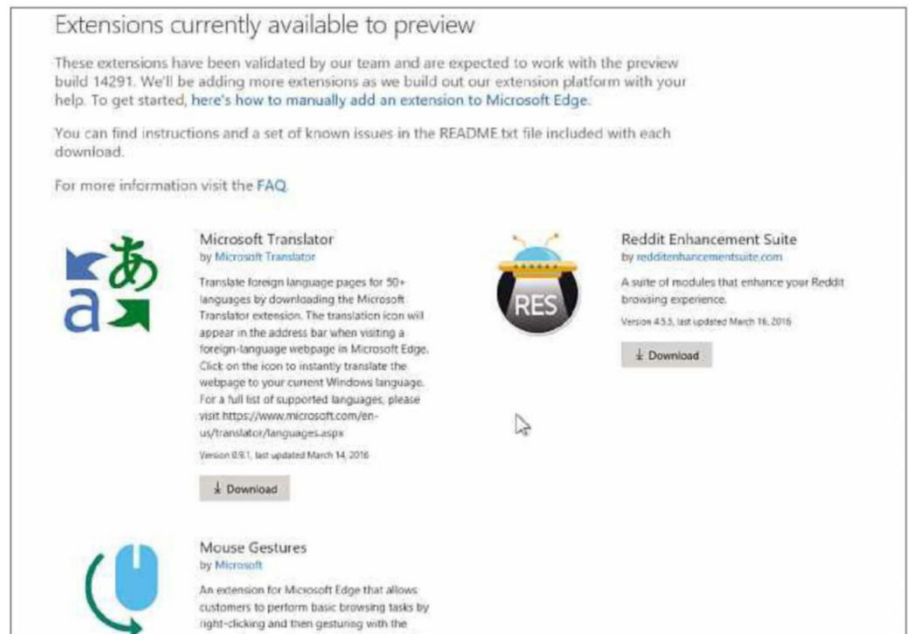
Extensions in Edge

One of the biggest complaints about Microsoft Edge, Windows 10's default browser, is its lack of support for extensions, which are available in all other (non-Microsoft) browsers. Insider testers were therefore delighted when this functionality was finally introduced to Edge in Build 14291 of the operating system, which was released in the middle of March. But before you get too excited, note that there are currently only three add-ons available for Edge - Mouse Gestures, Microsoft Translator and (somewhat randomly) Reddit Enhancement Suite.

It will take a while before the extensions feature is much use because developers will need to create and test add-ons for it, then make them available in the Windows Store. It's definitely a step in the right direction, though, and Microsoft says add-ons for AdBlock, AdBlock Plus, Amazon, LastPass and Evernote are in development.

Other Edge improvements

Microsoft Edge still has a long way to go



It took a while, but there are now three extensions available for Microsoft Edge

to rival Firefox and Chrome, but Microsoft has been avidly tweaking its browser and has made several welcome improvements. From Build 14267,

right-clicking the Favourites bar (which you may need to activate in Settings, Favourites Settings) now lets you only show 'favicons' (with no text) for your bookmarked sites, and add new folders. The new download prompts let you choose where to save a file on your PC, and Edge can now protect your privacy by automatically clearing your browsing data when you close it. To activate this last feature, just click the ellipsis (...) button in the top-right corner, go to Settings and click the 'Choose what to clear' button under 'Clear browser data'.

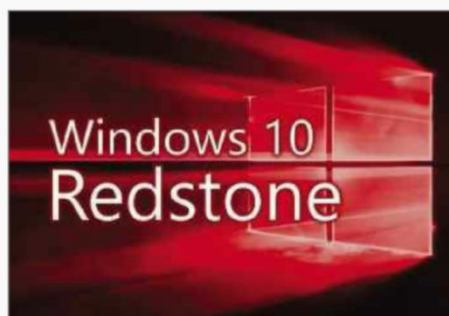
As well as introducing extensions, Build 14291 of Windows 10 also added the ability to pin tabs to Edge for easy access, and a 'Paste and go' option which can save you a little time when

WHAT IS REDSTONE?

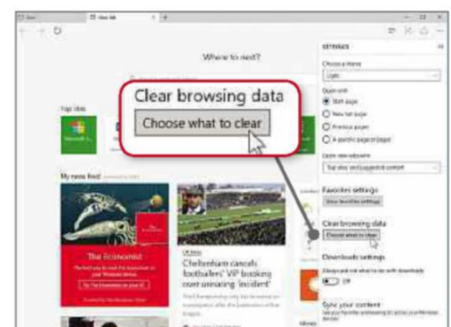
Windows 10 is, according to Microsoft, "the last version of Windows". What the company means by this is that the operating system has a continuous development cycle, with new features being added and adjustments made on a regular basis. The first official release of Windows 10 was codenamed Threshold, after a planet from the Halo video game. In November, Threshold 2, the second stable build of Windows 10 (Build 10586) arrived, which was retitled the November Update.

After that release, Microsoft switched to the Redstone branch of development (named after a material featured in the Microsoft-owned game Minecraft) and that's where Windows Insiders currently stand. Redstone 1 is expected to be released to all Windows 10 users in June of this year, while the Windows 10 upgrade is still entirely free (you'll need to pay for it from the end of July), and will include all the changes and new features introduced since Threshold 2.

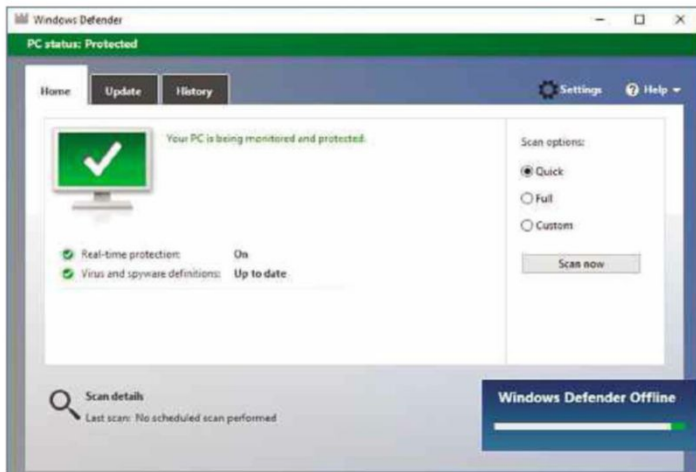
Redstone 2 will follow, probably in Spring 2017, and is planned to be a direct continuation of Redstone 1, which means features that fail to make the first update are likely to appear in the second.



Redstone is the codename for the next official release of Windows 10



Edge now deletes your browsing data automatically when you close it



The latest update to Windows Defender reintroduces a handy offline mode

copying and pasting URLs into the address bar.

It's true that there's nothing groundbreaking about most of these features and they just mean that Edge is catching up with other browsers, but development has certainly accelerated in recent new builds.

Windows Defender Offline

Windows 10 comes with a built-in antivirus tool called Windows Defender. It's better than nothing, but it isn't as useful as dedicated security software from other companies. Part of the problem is that you have to be online to use it, but Microsoft is planning to boost the tool's usefulness by adding an offline mode. This allows you to scan for and remove malware without being connected to the web, so you don't run the risk of further threats downloading

while you're getting rid of the current lot.

Windows Defender Offline was originally introduced in 2011, and was last updated in 2012, but it has been reintroduced in Insider preview Build 14271.

See our Mini Workshop below to find out how to use Windows Defender.

Cortana, or to be a Windows Insider, to gain the same functionality in any version of Windows because this is a service that the Shazam music-recognition service (www.shazam.com) has been offering for years. You can install Shazam's Windows Phone app, which also works on Windows 8+ and 10, from bit.ly/shazam394 and get its apps for Android and iOS from www.shazam.com/apps.

Let Cortana manage your calendar

One of Cortana's cleverest abilities is understanding how - and, more importantly, when - you like to work. For example, if you have an office job where company meetings are

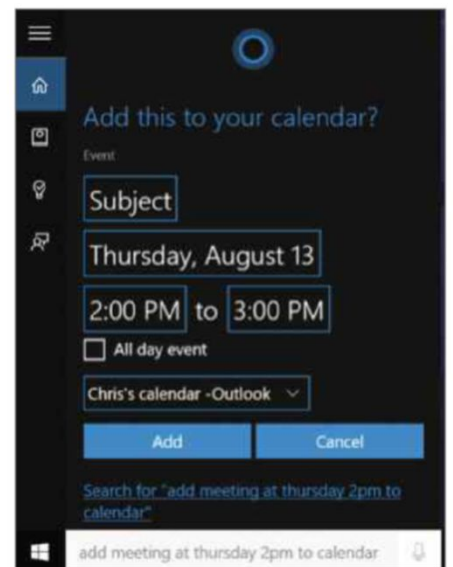
Cortana music recognition

Microsoft's personal assistant Cortana is now able to identify any music you're listening to. Build 14267, released to the Fast ring in the middle of February,

introduced the ability to add a music-search icon to the top-right corner of Cortana. This allows you to quickly start the assistant listening to the tune that's currently playing, so she can identify the song and artist.

Want to know the name of a song? Cortana now tells you instantly

Of course, you don't need



Cortana closely manages your calendar to prevent clashing meetings

MINI WORKSHOP | Activate Windows Defender Offline



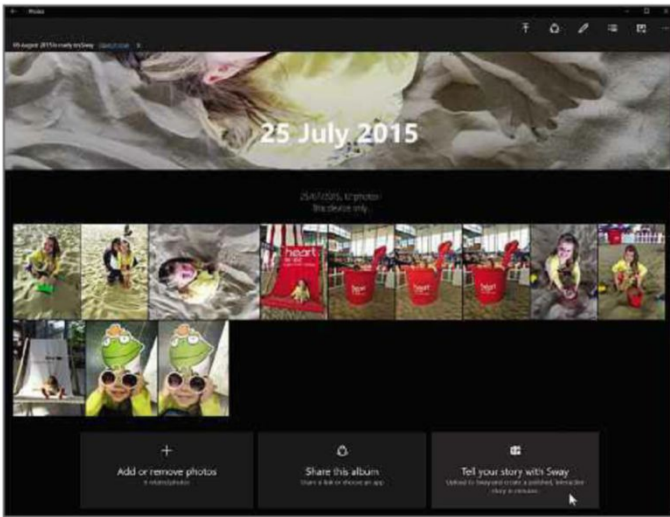
1 Windows Insiders can test a new offline mode in Windows Defender that will make it possible to run a system scan at bootup, without an internet connection. This is handy if you suspect your PC has been infected with malware. Save all your work and close any open programs, then go to Start, Settings and click 'Update and security'. **1**



2 Click Windows Defender **1** and scroll down until you see the Windows Defender Offline option. **2** If it's not there, you need to make sure you are running the very latest Insider preview build (at the time of writing, this was only available on the Fast ring but that may have changed now). Click the Scan Offline button. **3**



3 A message will display. **1** Be warned that there's no easy way to stop the process. Your PC will then restart and Windows Defender will run a scan once it's rebooted. The process will take around 15 minutes to complete, depending on the speed and configuration of your system. When it's finished, Windows will load as normal.



You can now create 'stories' to share online directly from the Photos app



It's now easier to send photos to someone you're chatting to on Skype

commonplace, Cortana will alert you to any that might be considered unusual – such as breakfast or evening meetings scheduled outside your usual working hours. This allows you to rearrange them or reschedule other elements of your day to accommodate. This is just the first step and other advanced calendar-management capabilities are planned for the future.

location, time and people at a later time so that a reminder can be presented to you when it's most relevant. Microsoft says that in future builds, Cortana will be able to retrieve this information on request, just like a "real personal assistant".

The Photos app now has Sway integration (Sway is Microsoft's new storytelling app, see www.sway.com). To use this feature, open an image album in the Photos app and click the 'Tell your story with Sway' button.

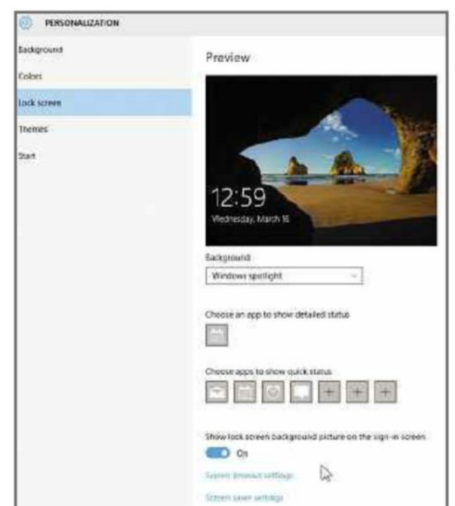
The Mail and Calendar apps have also been updated, allowing you to drag and drop attachments into email messages, print a week view in the calendar, turn off the message preview text in the message list and get rid of spam with a right-click 'Move to Junk' option.

The Movies & TV app has been updated, too, and lets you pick subtitles during playback, while the Groove music app offers improved syncing with your other devices.

You don't need to be a Windows Insider to get these new features – just make sure you're running the latest versions of the apps.

Logon improvements

One notable change in Build 14279, introduced at the beginning of March, means that the same single background



You can now have the image of your choice on your login and Lock screens

More ways to get reminded in Cortana

Cortana also now remembers things for you, such as the name of a book you want to read or a to-do task without a set due date. You can add specific details including



Cortana now reminds you to perform tasks when you're in a specific location

Send photos in Skype

You can now easily attach photos to new Skype messages as you compose them, and take and attach photos using the Camera app. While you're writing a message to someone, just click the paperclip icon in the lower left-hand corner to find or capture an image to send.

App improvements

Windows 10's default installed apps have had a few updates to make them more useful. The Maps app has been totally overhauled and now includes multiple search functionality that lets you view several searches on a single map view at the same time. There's also search in 3D cities and Cortana-powered turn-by-turn directions.

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image now appears on both the login and Lock screens – similar to what you see on smartphones. However, this doesn't work if you're using the Windows Spotlight feature to customise your Lock screen. Microsoft has promised to tackle this discrepancy in a future build, and will also make the transition between Lock screen and login smoother.

Note that Windows needs to be activated before you can personalise your PC in this way.

Windows 10 Mobile

Windows 10 is intended for use on smartphones, as well as PCs and tablets, but while the latter two versions were released last July, Windows 10 Mobile failed to materialise. Although Windows Insiders have enjoyed access to a preview version of the mobile operating system for compatible Windows phones (it also came preinstalled on the new Lumia 950 and 950 XL handsets), the full release has been dogged by constant delays. Microsoft finally began the official rollout of the mobile OS on 17 March, although only to devices deemed to offer the 'best experience' and those that have received the most positive feedback from Insiders. You can find out more about the rollout at bit.ly/win10mobile394.

Features included in the smartphone OS include:

- Continuum – lets you use your Windows 10 Mobile phone like a PC – albeit a rather underpowered one. It works fine as long as you have the right hardware.
- Fully customisable tiles – you can add a background to your device, and add photos to individual tiles.
- Edge browser – the Mobile version of Microsoft's new browser works well, and has a handy Reading List mode.
- Action Centre – swiping down from the top of the phone will display key settings such as Wi-Fi, Bluetooth, Rotation Lock and Settings.
- Transfer My Data – this app makes it easy to switch from Android or iOS.
- Windows Hello – unlock your device using iris or fingerprint recognition.

Not all features are available for all compatible Windows phones – for example, Continuum and Hello both require hardware capabilities that are only offered by newer devices.

Windows 10 Mobile is finally here and offers several powerful features



WHAT'S STILL MISSING



Despite Microsoft's best efforts, Windows 10 is still lacking in certain areas. Here are the features we'd like to see in future updates to the OS

More extensions for Edge

As mentioned earlier, extensions have finally arrived in Microsoft Edge, but it's going to be a while before your favourites become available in the Windows Store and the few that are currently offered require sideloading. Also, there's no guarantee that developers will create Edge versions.



Windows Media Center/DVD player

Microsoft dropped Media Center from Windows 10, citing lack of interest as its reason, and instead rolled out a very basic DVD player that costs

£11.59 (bit.ly/msdvd394). A proper freebie replacement is long overdue.

Support for more compression formats

Although Windows 10 offers built-in support for opening files compressed in the ZIP format, there's no sign of it adding compatibility with the many other compression formats, including RAR. That means a lot of people will still need to install a third-party tool such as PeaZip (www.peazip.org) for the task.



A unified uninstaller

Windows 10 apps are uninstalled by

going to Settings, Apps & Features, while programs are uninstalled through the Control Panel, Programs and Features interface. You can choose to uninstall something from the Start menu by right-clicking its entry or tile, but all that does is open the relevant uninstaller. This is something Microsoft should have sorted out from the very beginning.

A junk file cleaner

Windows 10's Disk Cleanup tool is very basic when compared to the likes of CCleaner (www.piriform.com/ccleaner). How difficult would it be to create a fast cleanup app for the new OS?





HOW TO BE AN INSIDER

If you're keen to try Windows 10's new tools before everyone else, why not become an Insider yourself? **Wayne Williams** tells you how

Becoming a Windows Insider is actually very straightforward.

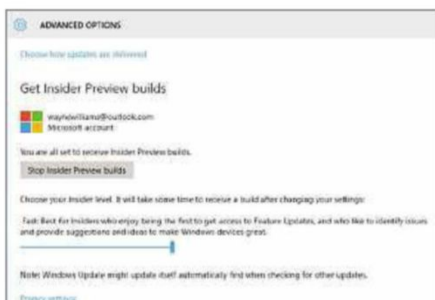
If you're already running Windows 10, click Start, select Settings and choose 'Update and security'. Click the 'Advanced options' link and you'll see a 'Get Insider preview builds' section. Click the 'Get started' button and read the information that appears in a pop-up message. This explains that you'll be installing pre-release software and services that might not be fully tested (testing them, after all, will be your job as a Windows Insider). The information advises that you should:

- Know your way around a PC and feel comfortable reinstalling Windows from scratch.
- Want to try pre-release software and share your opinion about it.
- Don't mind frequent updates with significant changes.
- Aren't installing the preview builds on your everyday computer.

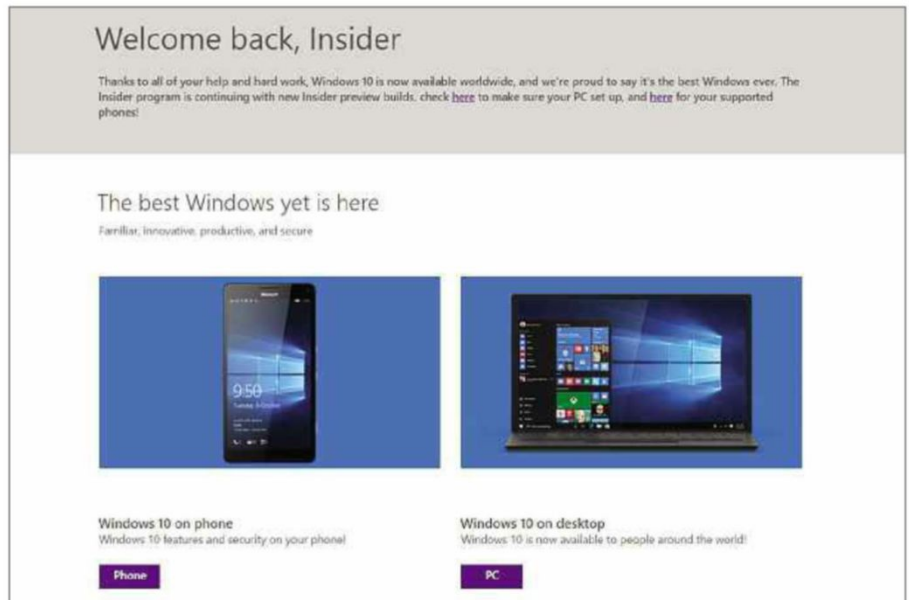
This last point is an important one. While you're unlikely to run into major problems (the ring you select will determine the degree of risk you'll face - see below), it's still possible you may occasionally encounter issues, so make sure you don't install Windows 10 Insider builds on a PC that you rely on at all times.

It's also important to understand that if you do join the Insider programme and decide to leave, you may need to remove everything and reinstall Windows from scratch - which is another reason not to install the OS on your everyday PC.

Once you've joined the programme, you'll need to use the slider to select which public ring you want to be on. There are three rings to choose from and Microsoft describes them like this:



You can choose which Insider ring you belong to and cancel at any time



Once you've become an Insider, you'll get access to all preview builds

• FAST

This is best for Insiders who enjoy being the first to get access to builds and feature updates. It incurs some risk to your device and you'll be expected to identify issues and provide suggestions and ideas.

• SLOW

Best for Insiders who enjoy getting early access to builds and feature updates. There's less risk to your devices, and you'll be asked to provide feedback.

• RELEASE PREVIEW

Best for Insiders who enjoy getting early access to updates for the Current Branch, Microsoft applications, and drivers. This carries minimal risk to your devices and you'll be expected to provide feedback.

If you've yet to upgrade to Windows 10, but still want to try the Insider preview builds - on a spare PC, or using VirtualBox (www.virtualbox.org), for example - you can sign up to the programme at insider.windows.com. You don't need a product key to use an Insider build of Windows 10. Provided you install the new updates as they arrive, you can continue using the new OS without paying a penny for a licence. However, not all features are available on non-activated builds.

Once you've signed up to the programme, you can look for new builds for Windows 10 by going to Start, Settings, 'Update and security' and clicking the 'Check for updates' button. You will automatically receive updates when they eventually arrive, so you can just wait for Windows to update itself if you prefer (it depends how eager you are to have the latest builds).

Once you join the Insider programme (or switch rings, or quit and rejoin), there's a brief wait before new builds are available for you to download. This is usually around 24 hours, but it could be slightly longer.

You can view news and announcements, complete quests (which basically means reading stories) and provide feedback through the Feedback Hub. Click Start and type Insider to access it.





Give Microsoft feedback about Windows 10 help it improve the next release


NEW BUILDS, NEW PROBLEMS



Insider preview builds usually fix bugs, but they can also introduce new problems. Here are some of the issues that Insiders have struggled with recently

 An issue that caused some Surface Pro 3, Surface Pro 4 and Surface Book devices to freeze and all inputs (keyboard, trackpad and touch) to stop working. The workaround for this problem was to hold down the power button to force the device to 'hard reboot'.

 Some PCs froze or had a bluescreen error when resuming from hibernation. Disabling hibernation solved the problem in most cases.


 There was a known driver bug that prevented Kaspersky security programs from working as expected in builds from the Development Branch. Microsoft teamed up with Kaspersky to fix this issue for a future release, but there was no quick workaround, so the software giant recommended users switch to Windows Defender or use another third-party antivirus product to remain protected. Everything's fine now, though.




Thankfully, Kaspersky has fixed compatibility problems with Windows 10


One recently reported Insider problem caused Surface Pro devices to freeze

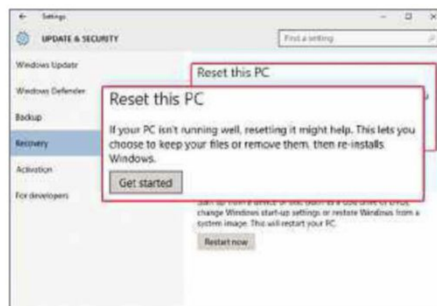


 Turning on the setting 'always show all icons in the notification area' disrupted the layout of the notification area (the 'systray') causing it to appear out of alignment.

 When browsing in Microsoft Edge, certain charts were rendered as

black or were positioned incorrectly. Known affected sites included Cortana, Bing.com, and PowerBI.com.

 If you chose 'Reset This PC' under Settings, 'Update & Security', Recovery, your PC could end up in an unusable state. There was no workaround at the time, so affected users had no choice but to reinstall Windows. This serious problem existed for two Fast ring builds, but was eventually fixed by Microsoft.



One of the worst problems messed up your PC completely when you reset it

• Note that when Microsoft releases a new build, it tells you what it's fixed and highlights any known issues so you can decide whether or not to install that particular Insider build. Testers in the Fast ring tend to experience the most problems. ■

NEXT ISSUE

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Apple Support ON TEST



Is it better to tweet companies for help than to email or phone them? **Edward Munn** contacts Apple to find out

Apple recently introduced a support account on Twitter, making it easier than ever to contact the company about problems with iPhones, iPads and other Apple products. To get help with a specific fault, tweet the company using the [@applesupport](#) handle. Unlike most Twitter accounts, Apple Support can also be contacted via direct message- even if you don't follow each other - and you'll normally be invited to do so after you've sent a tweet. It's a good idea to follow Apple Support on Twitter, because it also posts tips and advice to help you get the most from the company's products and services.

What sort of help can I get via Twitter?

You can tweet Apple Support about any problem you have with an Apple product and if it cannot easily be resolved via direct message, they'll advise you on the best course of action, which could involve telephone support or taking your device to an Apple Store or authorised service provider.

How fast is it?

Apple's response times on the social network are usually under half an hour, but the service is based in the US, so don't expect a fast reply if you tweet early in the morning.

How else can I contact Apple?

Visit getsupport.apple.com and follow the steps onscreen to choose your product and the type of problem you're experiencing. The website then suggests a number of ways to get help including live chat, email, a phone call and booking an appointment at your nearest Apple Store. You can also visit www.apple.com/uk/contact for other useful contact information, including the UK Apple freephone number (0800 107 6285) and details of your local, authorised Apple service provider. ■

WHEN APPLE MET ED

Here's what happened when we asked Apple for help on Twitter



@AppleSupport I've been having problems streaming music with my Airport Express. Can you help?
4:28PM

@Ed7471 We'd love to help get your music streaming correctly. Can you DM us which device you're trying to stream from?
4:45PM



We tweeted Apple Support to tell them that we were having problems streaming music via Airplay and received a reply within 20 minutes asking us to explain which device we were using to stream the music.



When I try to connect to my Airport Express with my iPad... the music sometimes stutters or the connection fails altogether and the music starts playing through its speaker again. Other times it works absolutely fine... I've performed all software updates on my iPad and the firmware update on my Airport Express. The status light on the Airport Express is always green when I've had these problems. Thanks.
4:52PM

Thanks for getting back to us with that information. Based on your description, it may be best to get you in contact with our Airport troubleshooting team by phone, but we do want to confirm a few details first. It sounds like you may be using Airport to stream audio from the iOS device to a wireless speaker; do you ever encounter issues playing music directly through the iPad/iPhone? Also, how long has this been happening?
5:26PM



We offered more detail than we were asked for in our direct message to Apple Support in the hope that it would help resolve the problem more quickly. Within the hour, Apple Support explained that we would most likely need to troubleshoot the problem with its specialist team on the phone, but the representative also asked further questions to help clarify our problem.

Overall, we were very impressed with Apple's response times on Twitter and we found its representatives knowledgeable and thorough in their questioning. If you've got a problem that can be resolved with a simple tip, then it's a quick and efficient way of getting help, but if you anticipate a certain amount of back-and-forth, arranging a phone call immediately could save you time in the long run.

Best free Android email apps



Gmail comes pre-installed on most new Android devices, but is there a better free alternative? **Edward Munn** finds out

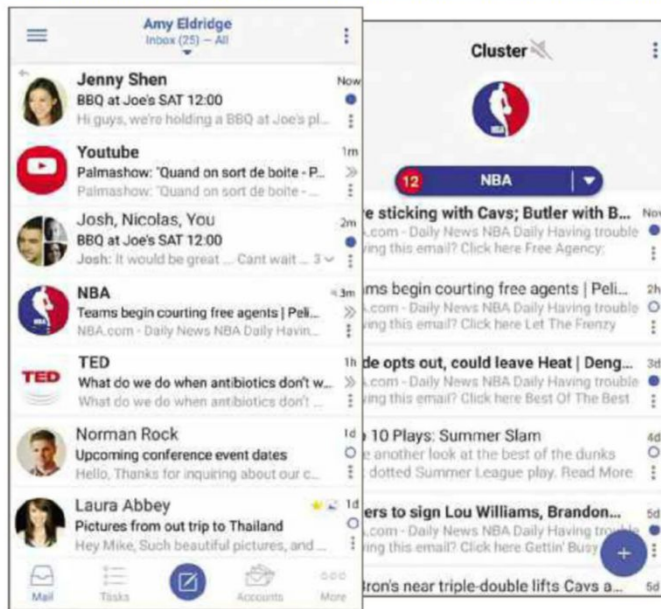
TypeApp | bit.ly/typeapp394 | ★★★★★
FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★☆



What we liked:

TypeApp (previously Type Mail) won the Gold Award in our round-up of free Android email apps last year (bit.ly/webuser367) thanks to its unbeatable combination of features, performance and usability. Since then, its developers have added the one feature we thought it lacked, which made it a shoo-in for our top prize again.

The new tool, Clusters, removes unnecessary clutter from your inbox by grouping together emails from automated services and organising them into neat subfolders. For example, all our promotional emails from Groupon were collected in one 'cluster' that appeared in our inbox according to the time the last message was sent. Unlike Gmail's Promotional and Social filters, this means you can find newsletters quickly without having to check a second (or third) inbox, but they take up a minimum of space so that you can concentrate on more important correspondence. What's



more, the tool lets you perform group actions such as muting future notifications, and deleting or marking as read all emails from a particular sender, which makes managing your inbox easier than ever.

Adding multiple accounts (including Gmail, Outlook, Office 365, Yahoo and Exchange) is very straightforward and you can easily jump between them using TypeApp's top or side menu (or you can view all your emails in one

unified inbox). The app displays sent and received messages in a useful 'Conversation' view and also boasts a 'task list' feature, which lets you set reminders for emails that require further attention. TypeApp also offers an unrivalled number of customisation options and we love its Do Not Disturb tool, which lets you set both quiet hours and quiet days for specific accounts.

How it can be improved:

There's very little we don't like about TypeApp, but we think its interface could be refined a little further. Also, its search function isn't as

sophisticated as Gmail's.

OUR VERDICT

It's not often that we get excited about an email app but TypeApp managed to enthuse us with the introduction of its excellent new Clusters feature. If you're looking for an excellent free Android email app, look no further.

Gmail | bit.ly/gmail394 | ★★★★★

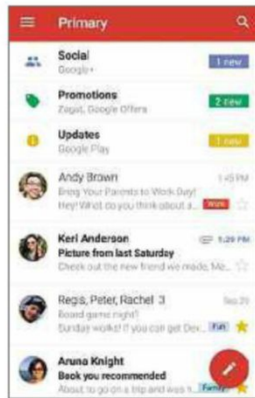
FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★

WebUser
SILVER
AWARD

What we liked:

Since our last round-up of free Android email apps, Gmail has introduced Gmailify (see our Workshop last issue, bit.ly/webuser393), a useful new option that lets you link another email account to your Gmail inbox and take full advantage of the app's best tools. Gmail automatically splits your emails into three default categories – Primary, Social and Promotions – so the account you link to it also benefits from its intelligent inbox organisation (along with the app's excellent spam filter). This means that you'll no longer be disturbed by notifications from promotional emails because only your Primary inbox notifies you of new email by default.

Unsurprisingly, Google also offers some of the best email search tools available (letting you use operators including 'to:', 'from:' and 'subject:' to



narrow your search), as well as the option to add attachments directly from Google Drive. Although you can only Gmailify one account, Gmail still lets you add multiple IMAP and POP3 accounts, which can be viewed independently or using the 'All inboxes' option.

How it can be improved:

Unfortunately, Gmail still doesn't support Exchange accounts on all devices and its automatic inbox organisation can be a hassle if you don't remember to check the Promotions and Social categories.

OUR VERDICT

Gmail won our Bronze award last year, but its new account-linking feature now gives it the edge over Mailwise. If you use Gmail as your primary email account, Google's app should be your top choice.

Mailwise | bit.ly/mailwise394 | ★★★★★☆

FEATURES ★★★★★☆ PERFORMANCE ★★★★★☆ EASE OF USE ★★★★★

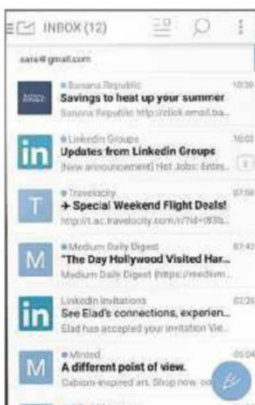
WebUser
BRONZE
AWARD

What we liked:

Mailwise is an excellent free email app with an easy-to-use interface that offers support for IMAP and Exchange accounts. Like our Gold Award-winner, the app aims to keep your inbox clutter-free by grouping promotional emails and newsletters into subfolders for each sender. This not only leaves more room for your important emails but also makes it easier to perform group actions such as deleting or archiving all messages from one source.

Mailwise also compiles sent and received messages into our favourite of all the award winners' 'conversation' views, stripping unnecessary formatting and making it quick and easy to see an overview of your correspondence.

The app lets you use swipe-based gestures to perform actions: a swipe left



archives a message (or a group of them), while a swipe right gives you the option to star, move or delete it. Like both our other award winners, if you add multiple accounts, you can view them separately or in one combined view.

How it can be improved:

Unlike TypeApp and Gmail, Mailwise doesn't support POP3 accounts and there's no push option for IMAP accounts. You still have to carry out separate searches for downloaded emails and those stored on the server, too.

OUR VERDICT

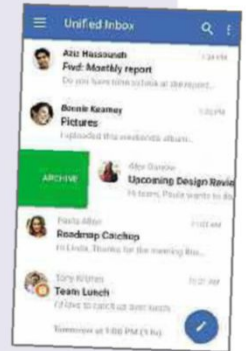
Mailwise won our Silver Award last year, but the free version of the app has had no significant improvements, so we would recommend TypeApp or Gmail first.

BEST OF THE REST

Microsoft Outlook

bit.ly/moutlook394

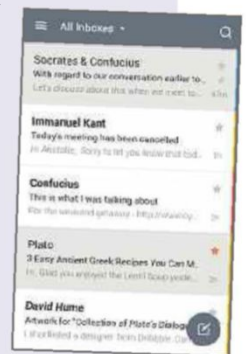
Microsoft Outlook for Android offers tools for email, contacts and calendar, as well as a file/attachment manager, all in one app. We like the idea of its 'Focused' inbox, which helps you find all your important emails in one place, but found its algorithm less sophisticated than Google's because several of our emails unexpectedly ended up in the Other inbox. Although Outlook's abundance of features is impressive, we couldn't see ourselves using it as our primary calendar or contacts app.



CloudMagic

bit.ly/cloudmagic394

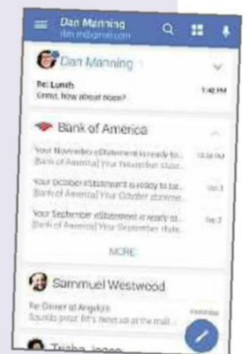
We love the simplicity of CloudMagic, which works with Exchange and all IMAP email accounts, and has recently added calendar support so you can read your emails and manage your schedule in one place. Although there have been plenty of small refinements made to the app since our last round-up, it still lacks the tools to stop promotional emails cluttering your inbox.



WeMail

bit.ly/wemail394

WeMail aims to tidy up your inbox by organising all your emails according to their sender. Like TypeApp, promotional emails are grouped together and if you open an email from a friend, the app displays your previous correspondence in an easy-to-read conversation view. However, the app's interface doesn't display as many emails to a page and its Contacts feature produced multiple instances for entries with more than one email address



Stop software NAGGING you

Don't let programs pester you with petty requests and reminders.

Robert Irvine explains how to disable nag screens that drive you to distraction



Avoid downloading nagware

You're no doubt familiar with freeware (free software) and shareware (paid-for software with a free trial), but lots of programs these days are categorised as 'nagware'. This is free software that persistently reminds you to buy a licence or to upgrade to a premium or pro version. The nag usually appears as a pop-up message when you launch the software or when you try to perform a task that isn't available in the free version.

Although it's only fair that developers encourage users to cough up, these reminders can prove extremely tiresome when they obscure part or all of your screen, and force you to wait to continue what you were doing. The pushiest nagware also displays payment information and suggests that the only way to stop seeing the message is to purchase a licence, thereby hassling you into paying. Notable nagware includes the popular free tools WinZip, WinRAR, Sandboxie, AVG AntiVirus and SUPERAntiSpyware.

The easiest way to avoid nagware is not to download it in the first place. Check that the program is truly free and not described as 'shareware', 'freemium'



Although SUPERAntiSpyware is a good program, it nags you to upgrade

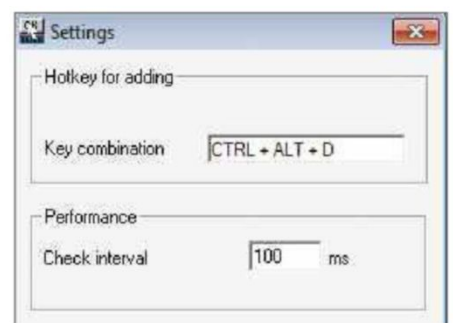


Nonags may look dated, but the software it hosts is free of junk and nagware

or 'demo' by the download site, or by an impartial source such as the brilliant AlternativeTo (alternativeto.net). Read the user reviews, too, as these may mention nagware. You could also try Nonags (www.nonags.com), which has been offering software that's free from junk, malware and nags for 21 years. Ironically, there's a paid-for version of the site called NonagsPlus, which is ad-free and offers extra features, but NoNags doesn't nag you into using it.

Close nag screens automatically

If one of your favourite programs is blighted by nag screens, and you're determined to keep using it, there's a little tool called ClickOff that could save you a lot of irritation. It hasn't been updated for a few years – indeed, the developer's website has vanished – but you can grab it from MajorGeeks at bit.ly/clickoff394. Once installed, it runs quietly in the background until you encounter a nagging pop-up message. When you do, hover your mouse over the window's title bar and press Ctrl+Alt+D (you can change this to a different hotkey in ClickOff's settings). Not only will this close the offending nag screen, but ClickOff will automatically block the message



ClickOff automatically closes nag screens that keep opening in software

next time the software tries to open it. Because ClickOff is no longer updated, it might not work with every nag screen in every program in every version of Windows, but as its FAQ says: "Just try it, it won't break anything". We found ClickOff worked with every unwanted window we tried it on, and it's easily disabled if you change your mind. Not bad for a 337KB tool from 2012!

Disable the Windows 10 upgrade nag

Of all the software nags in recent years, none comes close to the persistence and presumption of Microsoft's prompt to 'Get Windows 10'. By now, more than eight months after it launched, we'd imagine that most *Web User* readers have decided whether or not they want to upgrade to the new operating system (although our cover feature on page 38 may change your mind!). So there really is no need for Microsoft to keep 'reminding' Windows 7 and 8+ users to update to Windows 10 – that is, if it hasn't forced the upgrade on them already (see Barry's column on page 74). If you're tired of being nagged, you can disable the notification using the invaluable free tool GWX Control Panel (bit.ly/gwxcontrol387). Simply run the program, click 'Disable 'Get





FIX THE GOOGLE PHOTOS BACKUP NAG

One of the best things about the Google Photos app for Android is that it automatically backs up your pictures and videos to a private album in the cloud, to safeguard them against loss, theft and accidental deletion. On the downside, one of the most common error messages encountered by Android users is one that complains, like a needy lover: 'Unable to back up. Three days [or more] since last backup'.

This is caused by Google Photos only backing up files when you're connected to Wi-Fi, which might not be very often on your phone. To fix it in Android Lollipop and Marshmallow, go to Settings, Google, Google Photos Backup, tap 'Back up photos' and change the setting to 'Over Wi-Fi or use mobile network'. Note that this



Back up photos over your mobile network to avoid nags from Google

will eat into your mobile data usage, so you may want to limit automatic backup to specific folders and leave the setting for backing up videos to 'Over Wi-Fi only'.



GWX Control Panel stops Microsoft nagging you to upgrade to Windows 10

Windows 10' App (permanently remove icon) and 'Disable Operating System Upgrades in Windows Update', then restart your PC. This removes the nag from your taskbar and prevents it from sneaking in through Windows Update (you can re-enable it if you change your mind). You can also use GWX Control Panel to delete Windows 10 installation files that have already been downloaded to your PC.

GWX Control Panel won't work if you requested the Windows 10 upgrade and are now being nagged that 'Your upgrade is ready'. Instead you'll need to delete the installation files and remove the updates that are nagging you to install them. To do this, go into the Control Panel, choose 'Uninstall a program' and click 'View installed



If you've changed your mind about Windows 10, disable the upgrade nag

updates' in the left-hand menu. Look for the following updates, select them and click Uninstall: KB2952664 (on Windows 7), KB2976978 (on Windows 8+) and KB3035583 (on both operating systems). Restart your PC, go into Windows Update and disable the aforementioned updates by right-clicking them and choosing 'Hide update' - this will stop them downloading again.



Hide nagging overlays in your browser

All browsers now have built-in pop-up



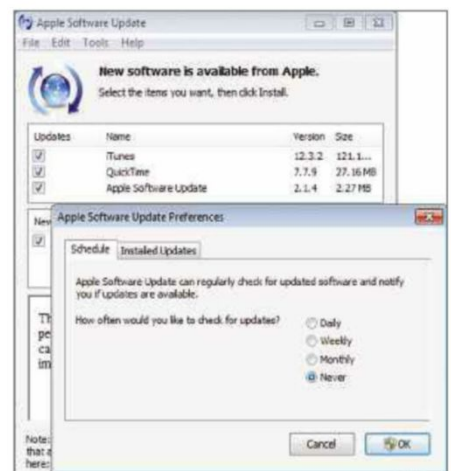
Remove website overlays to stop them forcing you to subscribe

blockers, but that doesn't prevent websites from displaying annoying overlays. Usually, these urge you to "subscribe for unlimited access", "sign up for our newsletter" or "share this on Facebook and Twitter", and are purposely difficult to close. Fortunately, help is at hand from a Chrome and Firefox add-on called BehindtheOverlay (bit.ly/over394), which stops these nagging pop-ups obstructing your view. Just click its toolbar button (which looks like a tied-back curtain) or press Ctrl+Shift+X on your keyboard to make the overlay disappear. It even works on those that don't have an 'X' button to close them,

including the one that blocks the Groupon homepage.

Stop Apple nagging you in Windows





We're pleased that Apple makes some of its software compatible with Windows, but it tempers this willingness to work with its rival by pestering users with its annoying Software Update screen. You're certain to have seen this if you have iTunes, iCloud or QuickTime installed on your PC, because it prompts you to update Apple programs even if you rarely use them. To disable Apple Software Update, go to C:\Program Files\Apple Software Update and double-click Software Update. Click the Edit menu, select Preferences and set the 'How often would you like to check for updates?' preference to Never. ■



Turn off Apple Software Update to stop it nagging you to update Apple software

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1		EE: Broadband & Calls	£9.95 (£1 for 12 months)	12 months	17Mbps max speed	∞ unlimited**	CHEAPEST £12.00
2		Plusnet: Broadband	£9.99 (£2.50 for 12 months)	18 months	17Mbps max speed	∞ unlimited	£30.00
3		TalkTalk: Broadband	£7.50 (HALF PRICE for 18 months)	18 months	17Mbps max speed	∞ unlimited	£45.00
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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. Correct as of 24 March 2016.

Ofcom

Broadband Genie's helpline is powered by Simplify Digital, the Ofcom-accredited switching service

In the next issue of our sister title Computeractive...

SNEAK PREVIEW!

Computer active

SOFTWARE SETTINGS YOU MUST CHANGE

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- Make restore points easier to set up
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13 April**



Take a Screen Break

Give your eyes a rest from your computer by taking our fiendish fortnightly challenges. Can you unravel our OS-themed word search and guess our musical emoji?

WEB USER WORD SEARCH

Can you find the following operating systems in the grid on the right? Names may appear vertically, horizontally or diagonally, and forwards or backwards

- ANDROID
- CHROME OS
- DEBIAN
- FEDORA
- LINUX MINT
- MAC OS X
- RASPBIAN
- STEAM OS
- UBUNTU
- WINDOWS

M	L	Z	A	S	E	B	H	R	M	X	C
F	I	H	N	X	L	T	A	A	T	H	P
H	N	R	D	N	V	S	C	J	R	Q	N
H	U	U	R	B	P	O	K	O	P	D	U
E	X	J	O	B	S	O	M	A	E	T	S
O	M	E	I	X	W	E	R	B	N	K	S
J	I	A	D	O	O	O	I	U	J	U	P
T	N	H	U	S	D	A	B	L	Z	W	W
F	T	P	D	E	N	U	R	Y	K	G	D
O	Y	T	F	O	I	W	I	P	A	P	E
K	V	L	S	S	W	N	W	I	Q	T	O
G	U	S	U	N	K	T	J	E	T	C	H

CAN YOU IDENTIFY THESE STAGE MUSICALS FROM THE EMOJI?

1

2

3

4

Get the answers online at bit.ly/quiz394

COMPETITIONS

WIN 1 OF 2 Linksys WRT1900ACS router

Linksys' new WRT1900ACS router, which won four stars in our review in Issue 391, operates on both the 2.4GHz and 5GHz bands. In our tests, it was extremely fast on 5GHz, beating rival routers. You can buy extra antennae - £49.99 for a pack of four - to boost the signal further. To enter, email your address to webusercomp@dennis.co.uk with 'linksys' in the subject line. For more info, visit www.linksys.com and follow [@Linksys](https://twitter.com/Linksys) on Twitter.



WORTH £179.99 EACH

WIN 1 OF 6 MAGIX Audio Cleaning Lab

MAGIX Audio Cleaning Lab is optimised specifically for digitising vinyl records and restoring audio recordings. The new Auto Cleaning feature improves music and speech quality by analysing them automatically. There are also new fade in/out effects. To enter, email your address to webusercomp@dennis.co.uk with 'magix' in the subject line. For more information visit www.magix.com/gb and follow [@MAGIX_INT](https://twitter.com/MAGIX_INT) on Twitter.



WORTH £34.99 EACH



Practical WebUser

16 pages of workshops, tips, projects and problem solving

Enhance your photos with Polarr Photo Editor | bit.ly/polarr394

Polarr has released a new PC version of its popular web and mobile image editor for Windows 7 and later. Here's how to get started

Polarr launched early last year as an online-only photo editor, though it has since released apps for iOS, Android and Mac OS X. Last November, it added a Windows 10 app to its line-up, but you don't have to update to Microsoft's newest operating system to try Polarr because it's now available for older versions of Windows, too.

The free version has some limitations:

any adjustments are global (which means you can't make changes to only one part of a picture) and the custom filter, batch exports and premium filter packs are missing. To remove these restrictions, you'll have to upgrade to the Pro edition for \$19.99 (around £14).

Polarr is a good alternative to Picasa, the popular free photo-editing tool which Google has stopped supporting.

EXPORT

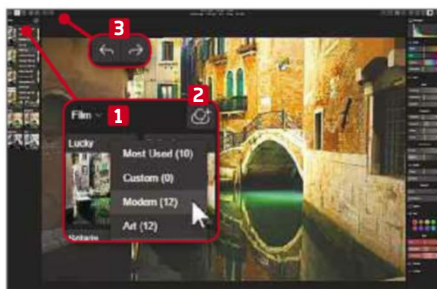
When you've made all your tweaks, click this button to save a copy of the image in PNG or JPG format, with or without a watermark



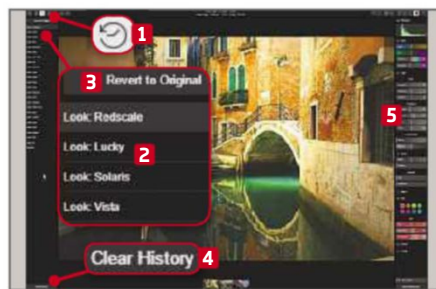
1 Polarr's deceptively simple interface belies the wealth of advanced tools it provides for making professional improvements to your photos. To edit an image, drag and drop it on the main window. **1** You can also add images using the Import button **2** or by pressing Ctrl+O.



2 All your imported images are shown in a filmstrip along the bottom **1** and you can switch between them by clicking a thumbnail. To make some quick changes to a picture, click the Filters button **2** and choose an effect in the left-hand sidebar. **3** The filter is applied immediately.



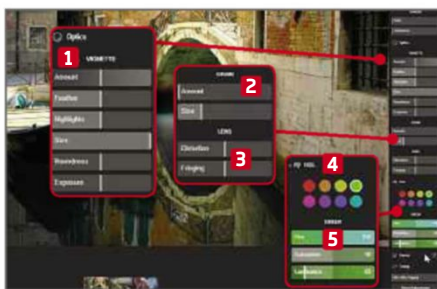
3 Click the arrow next to the filter heading **1** to select a different pack. The free edition includes Most Used, Modern, Art and Film. You can create your own filters **2** but only in the full paid-for version. Any changes you don't like can be undone and redone using the arrow buttons. **3**



4 Click the History button **1** to jump back to an earlier point in your edit. **2** To clear all the changes you've made so far, click 'Revert to Original'. **3** You can also undo all changes by clicking the Clear History button. **4** The sidebar on the right **5** lets you make more advanced changes to your image.



5 The right-hand sidebar is crammed with advanced tools, including a histogram, **1** colour sliders **2** and light settings. **3** You can play around with the sliders as much as you like until you get a result you're happy with. If things don't work out, you can reset all the adjustments **4** and start again.



6 The Optics section lets you apply a vignette to your photo, **1** and adjust the grain, **2** distortion and fringing. **3** The HSL (Hue/Saturation/Luminance) section **4** lets you make changes to colours. Select green, for example, and use the Hue slider **5** to change the green parts in your photo to a different colour.



7 The Curves tool **1** lets you fine tune a photo's colours and lighting, while the Toning settings let you tinker with the colour of highlights **2** and shadows. **3** Drag the circle in one or both boxes to get the result you require. You can adjust the balance using the slider below. **4**



8 The buttons in the top-right corner provide access to more tools. **1** You can zoom in or go full screen; show before and after; show the original image; and crop and straighten the image. You can also apply a radial or gradient mask. To crop and straighten, select the option **2** and choose from the various tools. **3**

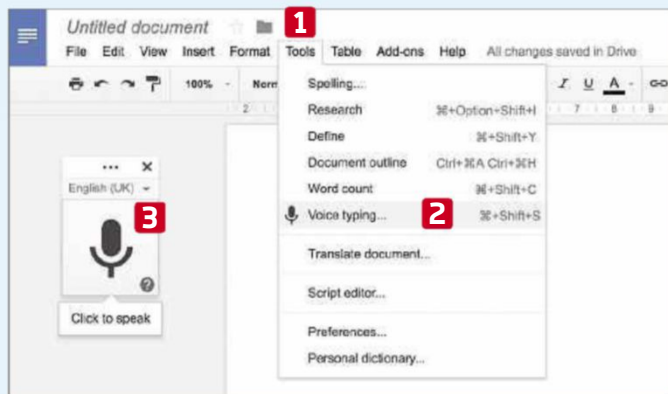


Use your voice to type and edit in Google Docs

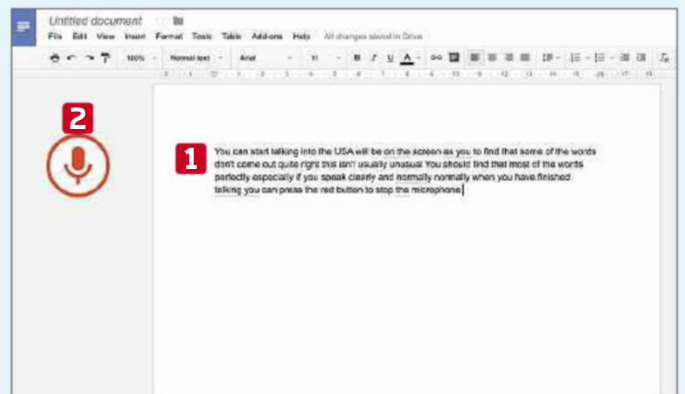
Google Docs: docs.google.com | 20 mins | Chrome browser

Unless you're a super speedy touch typist, using a keyboard to get your thoughts and ideas down is an inefficient and quaintly old-fashioned way of working. Google has spotted this problem and has come to the rescue of all two-finger typists by adding a new kind of interface to its online word-processing tool, Google Docs. Now, at the push of a button, you can lean back in your chair and speak your documents aloud – the words will appear on screen as you say them. If you get something wrong or want to go back and make changes, you can even vocalise your edits – moving around the document, cutting and pasting text, and deleting and editing as you go.

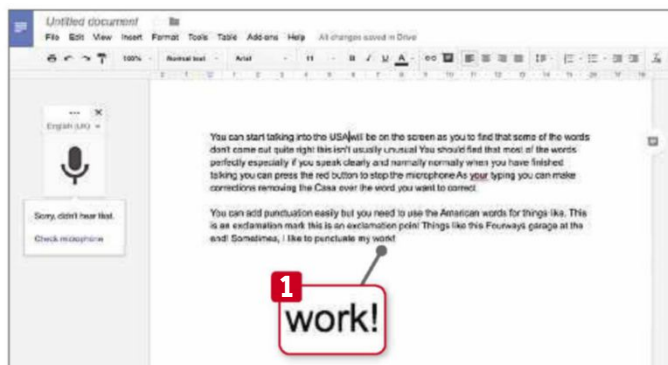
In all fairness, it takes some getting used to and you'll probably want to go back to using a mouse and keyboard to skip through sections and make small changes. However, for the bulk of your writing, this could make a big difference to anyone who finds typing slow or difficult.



1 Open an existing document in Google Doc or start a new one by clicking the New button and selecting Google Docs. From the document's menu, choose Tools, **1** then 'Voice typing'. **2** A box with a microphone icon appears. **3**



2 You'll be asked to let Google use your microphone. Click Allow. Talk into the microphone clearly and without rushing, and the words you say will appear in your document, as you say them. **1** The microphone icon turns red while it's listening. **2**



3 You can punctuate your work as you go. **1** You can say "full stop" (or "period"), "comma", "exclamation point", "question mark", "new line" or "new paragraph". It can take a few moments for the sentence to be scanned and the words to be replaced by their equivalent symbols.



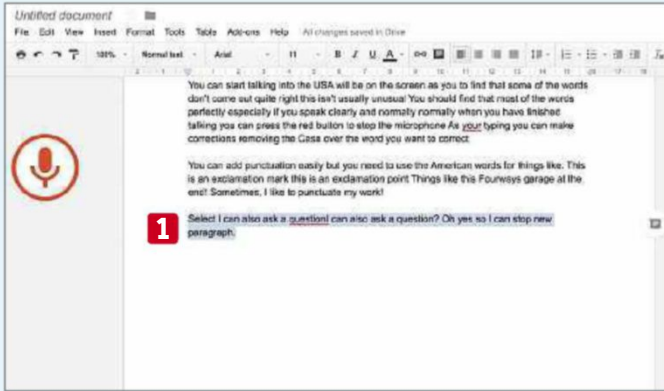
4 As you're typing, you can still use the mouse and the cursor keys to move around the document and make any corrections. Right-click underlined words to see suggested corrections **1** or just type your corrections if you prefer.



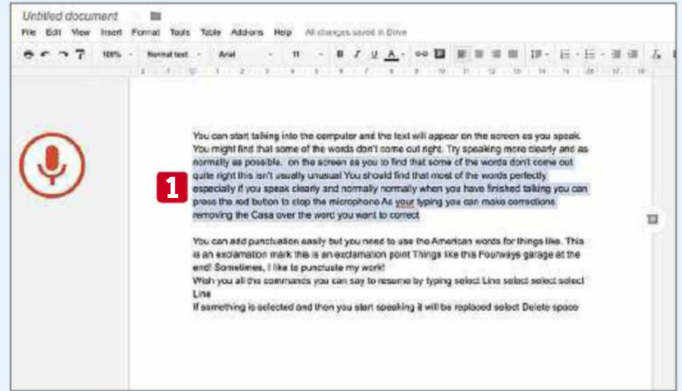
EXPERT TIP

Andy Shaw says

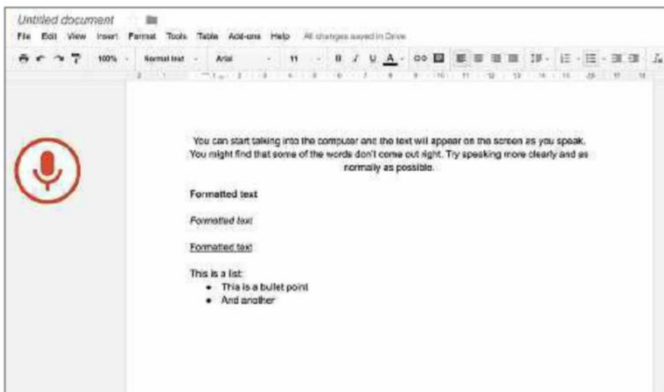
For voice typing to work, it's a good idea to be in a quiet room and ensure that the microphone's input volume is turned up. To get the best results, you might want to try using an external microphone or headset. Speak slowly and clearly, and pause before and after you say a command. This can help the system differentiate commands from words that you want to appear in the text.



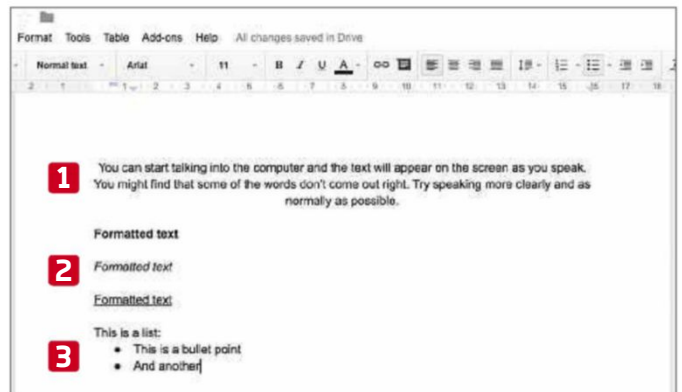
5 If you'd prefer to leave your keyboard and mouse alone, there are spoken commands that will do the same job. To select text, you can say "select" followed by the word or phrase you want to select. You can say "select word", "select line", "select paragraph" **1** and "select all".



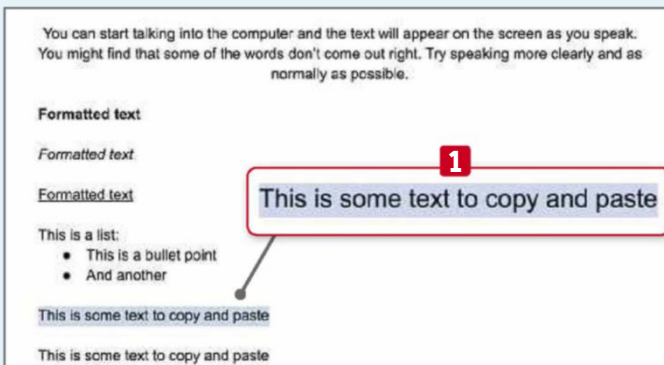
6 You can use these commands in conjunction with 'next', 'last' and a number (if necessary). So you could say "select last five lines". **1** Once you've finished with your selected section of text, say "deselect", "unselect" or "select none" to release the cursor again.



7 Saying "move to" or "go to" moves the cursor around the document. You can use 'end of', 'start of', 'previous' and 'next', and link them with 'word', 'line', 'paragraph' and 'document'. So you can say "move to previous paragraph", "move up three paragraphs" or "go backward five words".



8 You can format your document in a number of ways. If you have the whole document selected ('select all') you can 'align' it ('centre', **1** 'justified', 'left' or 'right'), and format sections with 'bold', 'italics' or 'underline'. **2** You can even 'create bulleted list' and 'insert bullet'. **3**



9 Once you've moved to and selected a section of the document you want to edit, **1** you can use words such as 'copy', 'cut', 'paste' and 'delete'. You can also 'delete last word', which is useful if you've just made a mistake.



10 There are plenty of other things you can do to your document using your voice, from creating tables to inserting headers and footers. If you want to find out more, take a look at Google's 'Type with your voice' Help page at bit.ly/speech394. **1**



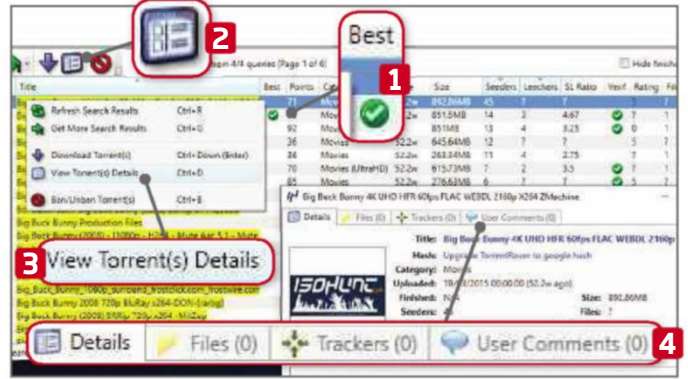
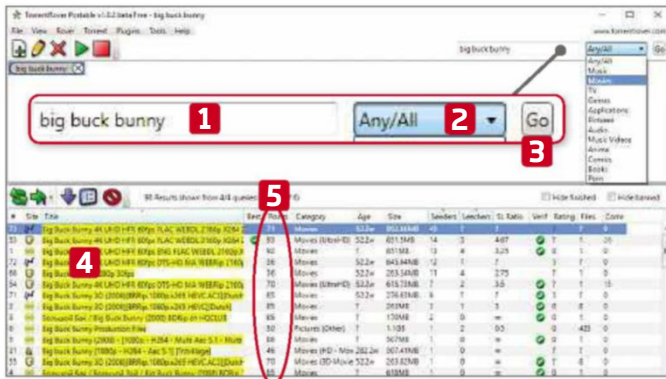
Find the best and most trustworthy torrent files

Finding safe, trustworthy torrent files isn't easy, but TorrentRover helps by polling various torrent search engines, bringing the results together in one list and ordering them by their trustworthiness. If your ISP blocks

torrent search sites, you may need to use a VPN while running the software. You'll also need separate torrent software (such as Deluge from deluge-torrent.org) to download the files you find.

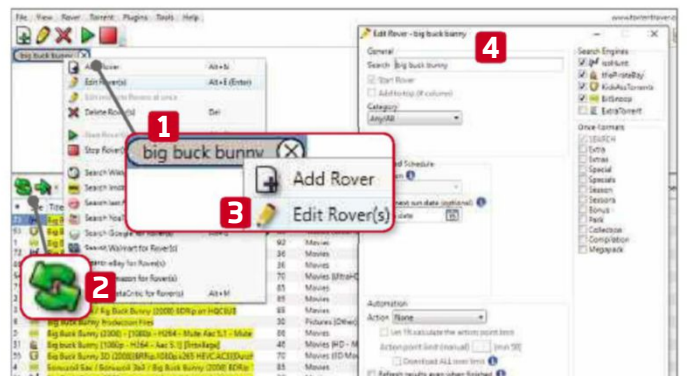
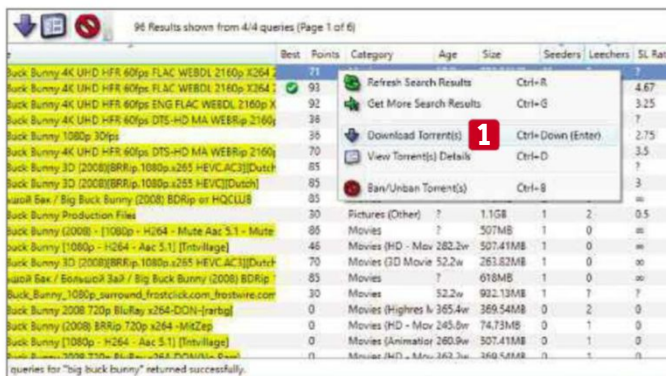


TorrentRover: www.torrentrover.com | 10 mins | XP, Vista, 7, 8, 10



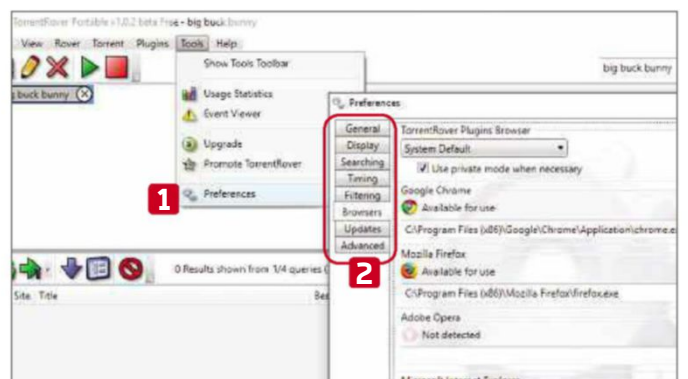
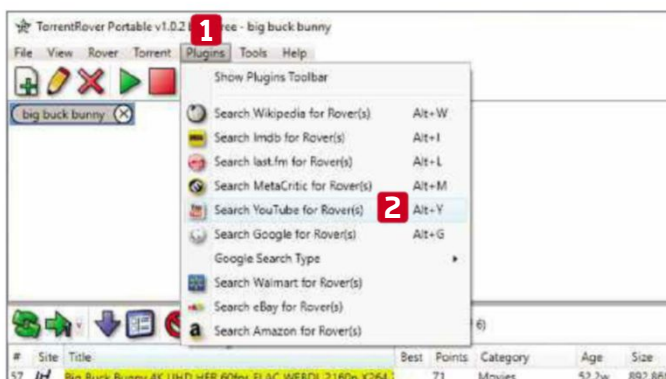
1 Enter the item you'd like to search for into TorrentRover's search box, **1** select a category if you wish, **2** then click the Go button. **3** Results appear below **4** and are given points **5** based on elements such as the number of people sharing the file and the number of positive comments.

2 Look for the file with the tick in the Best column. **1** To see more information about it or any other file, highlight it and click the Details button **2** or right-click it and select 'View Torrent(s) Details'. **3** You can view information on the file, its contents and any comments made. **4**



3 Right-click a file to download and select 'Download Torrent(s)'. **1** TorrentRover downloads the torrent file, then launches your default torrent software to download the actual file. The free version only allows three torrent downloads per day, but you can earn more by liking it on Facebook.

4 TorrentRover will remember your searches (or 'Rovers'), even after you've closed and reopened the software. Select a search **1** to view the results again and click the double-arrow button to refresh it. **2** You can also edit the search with a right-click **3** to configure the results it displays. **4**



5 If you want to broaden your search beyond torrents, you can do so from the Plugins menu. **1** Click it and choose the type of search you want, from YouTube to MetaCritic. **2** The software opens your browser and performs the search for you.

6 To configure the software, select Preferences **1** in the Tools menu. There are eight tabs **2** that group various options, ranging from which helper tools to use (from your torrent downloading and browser software) through to whether it automatically checks for updates.



Get an ad-blocking Chrome-like browser

Brave uses the same Chromium technology as Google's Chrome browser so it looks and feels the same, but it comes with a built-in ad blocker so you can browse the internet more quickly and with greater privacy. By default,

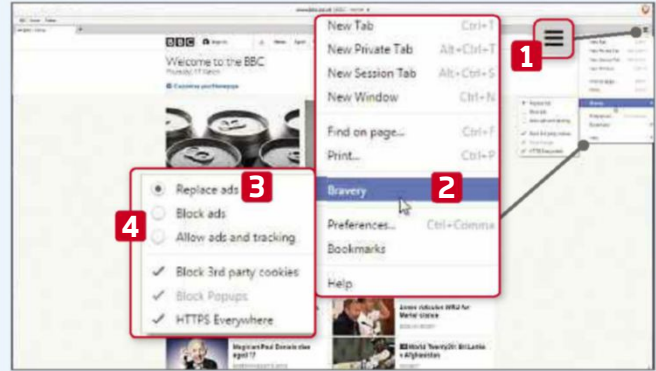
you will only see adverts that respect your privacy (by not tracking you) and the browser also requests secure connections from all websites that offer it.



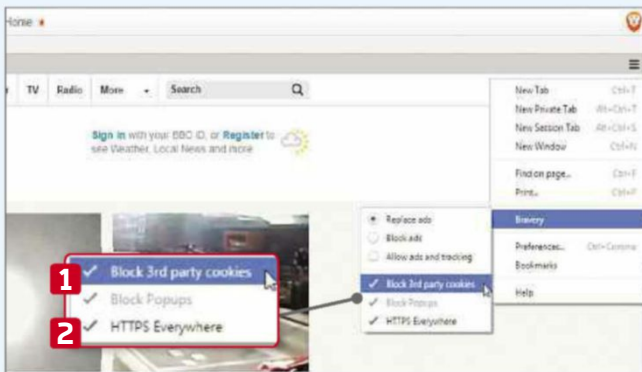
Brave: brave.com | 10 mins | XP, Vista, 7, 8 10



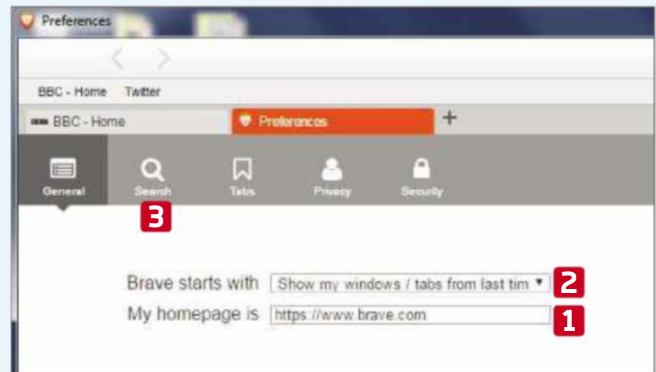
1 Download, install and run Brave. Type a URL in the address bar, **1** press Enter and the browser tells you how quickly the page loaded. **2** You can click the star icon **3** to bookmark the site or use the + icon **4** to open a new tab.



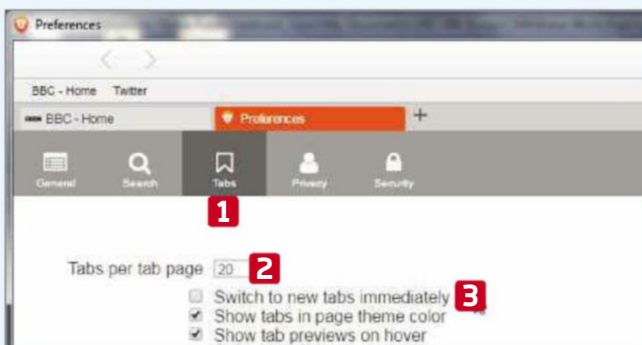
2 Click the menu button **1** and hover over Bravery. **2** By default, the browser is set to 'Replace ads' with higher quality ads **3** that don't use trackers. You can change this setting to 'Block ads' or 'Allow ads and tracking'. **4**



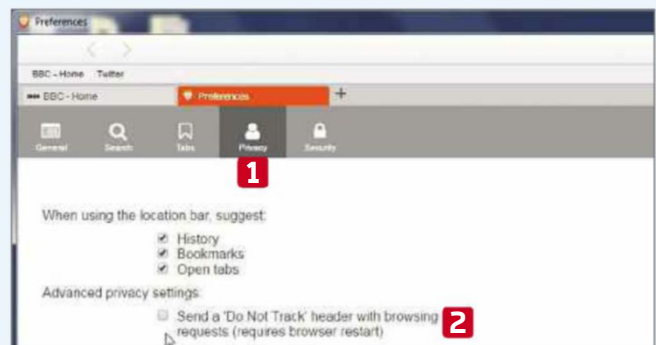
3 In the same menu, you'll see the browser is set to block third-party cookies and browser pop-ups, and to always request a secure HTTPS connection where available. You can click 'Block 3rd party cookies' **1** or 'HTTPS Everywhere' **2** to disable these options.



4 Click Preferences to load the Settings page. The General tab lets you set your homepage **1** and choose to load your previous session, homepage or new tab page when the browser starts. **2** You can change the default search engine from Google to DuckDuckGo in the Search menu. **3**



5 When you open more than six tabs, Brave divides them into 'pages' so that they're not squeezed too small. The Tabs menu **1** lets you increase this figure up to 20 **2** and you can also activate the option that switches to new tabs immediately. **3**



6 By default, Brave suggests content from your history, bookmarks and open tabs when you type in the address bar, but you can deactivate these options in the Privacy section. **1** To stop web applications from tracking you, tick the Do Not Track option. **2**

Weekend Project

Get to grips with some serious PC DIY to boost your computer's performance



How to...

Edit your videos for free in YouTube

Wayne Williams ditches expensive, complex video-editing software and demonstrates how to edit your movies online with YouTube

If you're going to show off your home movies, you'll need to spend a little time polishing them. This means trimming any boring or unnecessary scenes, inserting titles and captions where required, and optionally adding a soundtrack. While you can do this on your PC using your choice of video-editing software, or on the smartphone or tablet used to capture the video, YouTube

also provides all the tools you're likely to need. Using its online editing tools makes a lot of sense because it's free, you don't have to install any software and you can use a less powerful PC, letting YouTube's servers do most of the hard work. Editing video is still time-consuming, though, so set aside a few hours and start by uploading your unfinished masterpieces to YouTube.



Upload your videos

Uploading your films to YouTube is incredibly easy. Go to www.youtube.com/upload and click the up arrow to browse for the video you want to add, or drag and drop your file to the window. Use the drop-down box to select the required privacy option - Public (visible and searchable to all), Unlisted (you'll be able to share the link with others, but people

you don't know won't be able to find the videos), Private (visible only to you) or Scheduled (will publish at a time of your choosing).

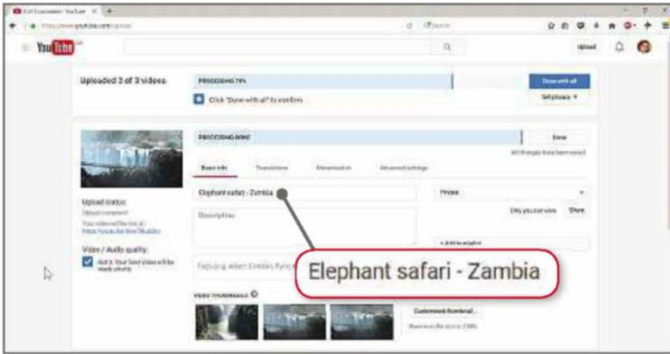
While the video is uploading, you'll be able to fill in some basic information including a name, description and tags. You can also add the video to a playlist and include a customised thumbnail.

If the video is shaky, YouTube will offer

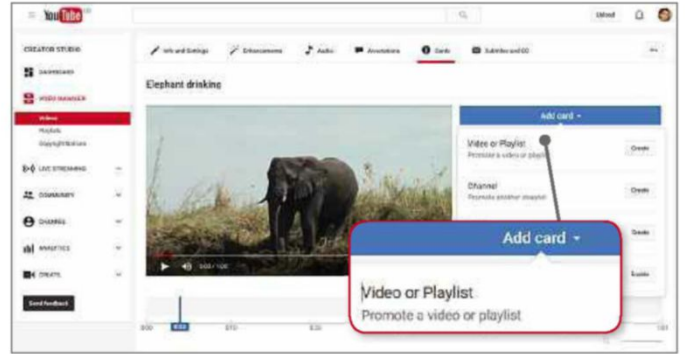
to stabilise it for you. Just click the 'Yes, fix it' button and the adjustment will be made. You can undo this if you're not happy with the results.

Edit without sharing

The main purpose of YouTube is to share videos but you can keep your creations private if you prefer. This means you can use its editing tools without sharing your



While you're waiting for videos to upload, fill in some information about them – it'll make them easier to find later



You can add up to five 'cards' to each video, to link them to other videos and websites if you're keeping your video in YouTube



Drag and drop video files to the upload arrow to copy them to YouTube's servers

movies with all and sundry, or just use it as a place to back up your films. When uploading clips, set them as Private or Unlisted. Once you've edited your videos online, you can download the finished versions for watching offline or on a TV, tablet or smartphone.

You don't need to use a video downloader because Google lets you save copies of your own videos. In the Video Manager (www.youtube.com/my_videos), select Videos and click the down arrow next to the Edit button for the clip you want to save. Select Download MP4. You will need to use a conversion tool if you want to save the video in a different format.

Use YouTube's video editor

YouTube has a powerful video editor that can be accessed at www.youtube.com/editor. This lets you trim clips, remix Creative Commons-licensed videos, add photos, find and add (legal) audio tracks, and spice up your videos with transitions, titles and effects. We'll show you how to start editing your videos in our Mini Workshop, below. We'll also show you how to further enhance your video in our Mini Workshop on page 61.

The editor can be controlled using your mouse, but it also supports keyboard shortcuts. The left and right arrow keys

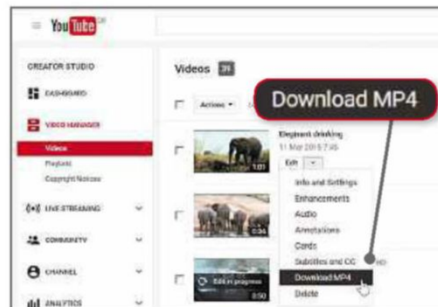
let you move between the items, while Enter or Plus adds a chosen item to the editing timeline. Hit the spacebar to preview your video.

There are actually lots of different editing tools to be found throughout YouTube, so it can be difficult to find the particular tools you're looking for.

Add cards and annotations

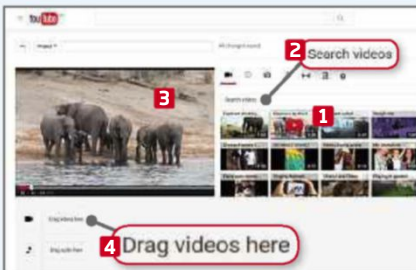
Cards are used to add interactivity to videos. You can add up to five cards per video and they can be used to show images, titles and polls, as well as links to other YouTube channels, websites and the like. To add a card, go the Video Manager, select your clip and click Edit. In the tab bar at the top, select Cards, then click 'Add card'. Click the Create button next to the type you want to add. You may need to agree to some terms and conditions before you can use it. Enter the URL to direct viewers to, and upload an image or pick one of the suggestions. Edit the card and click 'Create card' to finish.

You can also add annotations in the Video Manager. Select the Annotations

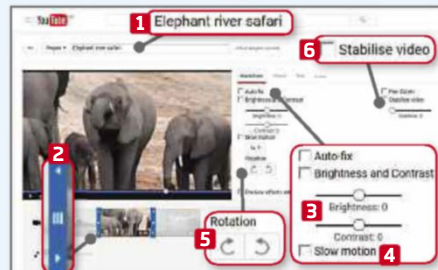


You can keep your videos private and download them again when you've finished

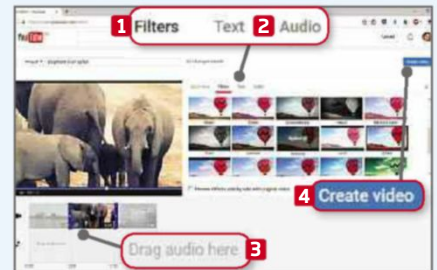
MINI WORKSHOP | Edit your videos in YouTube



1 Open the YouTube editor and thumbnails of all of your uploaded videos will appear on the right. **1** If you have a lot of videos, you can search for the one you want by name. **2** Clicking a thumbnail will start that video playing on the left. **3** Drag any videos you want to include to the storyboard. **4**



2 Give your project a name. **1** Click a thumbnail and you can use the handles **2** to adjust the start and end point of your clip. Auto-fix automatically adjusts the lighting and colour, or you can use the sliders **3** to make changes manually. You can also slow down **4** your video by increments, rotate **5** and stabilise **6** it.



3 Click Filters **1** to apply some global effects to the overall colour. Filters can be layered on top of one another. You can also add some text and tweak the audio. **2** If you want to add a soundtrack, drag it to the timeline. **3** Click 'Create video' **4** when you're done.

WebUser Bookstore

NEW!



THE DEFINITIVE GUIDE TO ANDROID

If you use an Android tablet or phone, our new 148-page book will tell you how to get the most out of your device. It explains everything you need to know about the latest versions of Android (Lollipop and Marshmallow), so you'll feel confident that you won't get left behind. We also reveal the best apps for everything you'll ever want to do, and expose the dodgy apps that make your device slow and drain the battery. And as hackers continue to switch from PCs to phones and tablets, we'll show you how to stay safe.

**BUY IT NOW FROM
AMAZON**

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THE DEFINITIVE GUIDE TO WINDOWS 10

This 148-page book is the only guide you need to Microsoft's fantastic new operating system. You'll learn how to master all the new tools and software, and how to upgrade without losing anything. It has been updated to include fixes for problems that have appeared since Windows 10 launched.



BUY IT NOW FROM AMAZON
at bit.ly/guidetowindows10

THE DEFINITIVE GUIDE TO FREE SOFTWARE

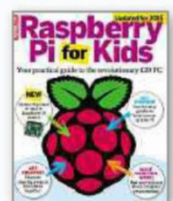
Free software can be a worry. Is it as good as a paid-for package? Will it sneak junk on to your PC? Does it nag you to update to a premium version? In our new 148-page book *The Definitive Guide to Free Software*, we recommend only the best free programs that deliver high-quality features and no nasty surprises.



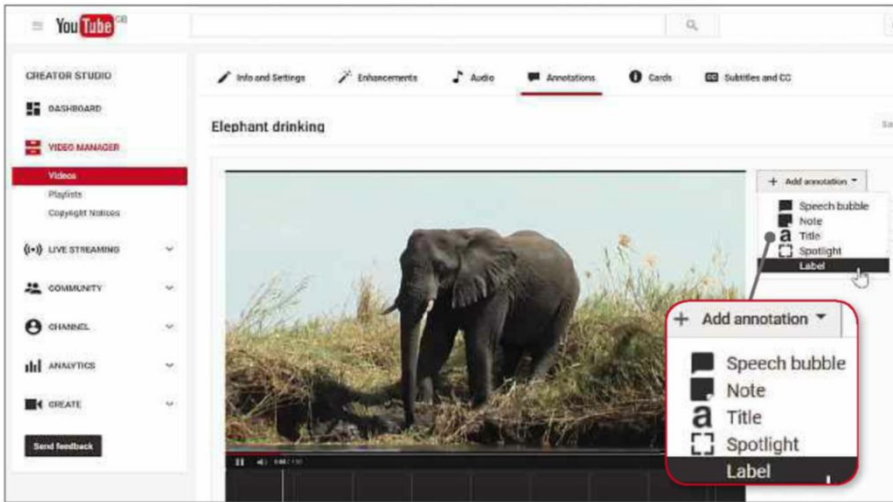
BUY IT NOW FROM AMAZON
at bit.ly/guidetosoftware

RASPBERRY PI FOR KIDS

The Raspberry Pi is the incredible £20 British computer that's taking the world by storm. It's ideal for children of all ages to experiment with, play games and learn valuable skills. We've updated this 148-page book for 2015 to include instructions on mastering the new Pi models (A+ and B+).



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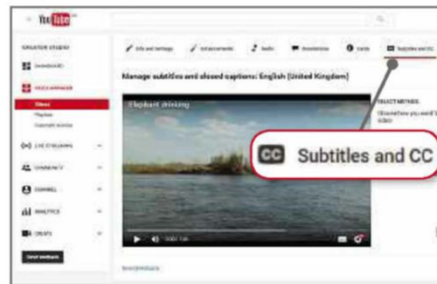
The Annotations tool adds titles and notes to your videos

tab and click the 'Add annotation' button. You can choose a speech bubble, note, title, spotlight or label. Select the type you want and enter some text. You can then format it, and set the start and end display times. You can also optionally add a URL.

the drop-down list. You can then upload your own subtitle file, use 'Transcribe and auto-sync' (type or paste in all of the words spoken in the video) or create new subtitles or captions by typing them in as the video plays.

Add subtitles and closed captions

Subtitles and closed captions can be added through the Video Manager. Click the 'Subtitles and CC' tab, then select the language that's primarily spoken in your video. If all your videos use the same language (English, for example), you can set this as the default choice for all new uploads. Click the 'Add new subtitles or CC' button and choose a language from



You can add subtitles to your video in a variety of ways



The YouTube Capture app lets you carry out basic edits on your iPhone

Record and edit videos straight from iPhone to YouTube

YouTube Capture (www.youtube.com/capture) is an iPhone app from Google that lets you record and edit videos on your phone. You can stitch together an unlimited number of clips, trimming and rearranging them as required; add an optional soundtrack from your music collection or Capture's audio library; and then upload the result to YouTube and share the link on social networks. It hasn't been updated for a few years but it still works well, and can be used on older devices running iOS 6 and later.

Editing tips

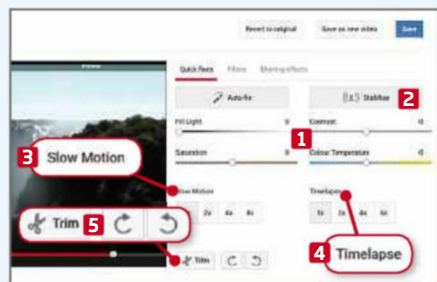
When editing your video, you should avoid too many jumps and cuts, and use transitions and effects sparingly. YouTube's editor offers lots of different transition types but you should stick to the simpler ones, such as wipes and slides. There are many other options, including hearts, circles and stars that open and close, but they just make your movie look cheesy. ■



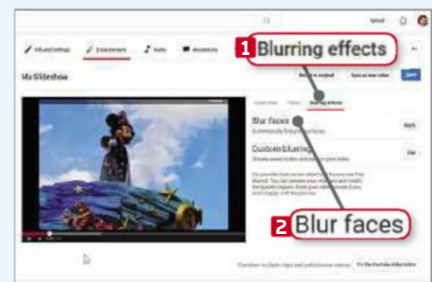
MINI WORKSHOP | Enhance your videos



1 The Video Manager includes an Enhancements option. To use it, click Videos, **1** then click the down arrow next to the Edit button for the video you want to tweak. Select Enhancements. **2** The original and enhanced videos will begin to play side by side. **3**



2 The 'Quick fixes' section lets you 'Auto-fix' your video or you can use the sliders below to make changes manually. **1** You can also Stabilise your film **2** and apply a 'Slow motion' **3** or 'Timelapse' effect. **4** Videos can be trimmed and rotated. **5** Filters can be applied on the next tab.



3 YouTube has recently added a set of Blurring Effects. **1** The editor can automatically find and blur faces in your video **2** or you can blur specific items or areas, such as car number plates. Select the latter option, then draw around the area to blur. YouTube will automatically track (and blur) the object throughout the video.

NEXT ISSUE

How To... Run Windows software without Microsoft spying

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Web User's Top Tips

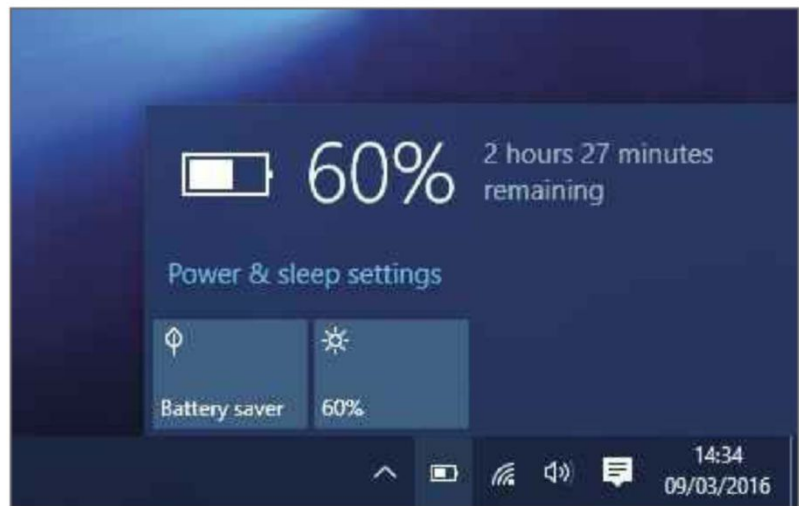
Our experts tell you how to look after batteries so you can use your devices for longer

TOP TIPS FOR BETTER BATTERIES

Use it or lose it

Rechargeable batteries in laptops, phones and tablets need to be used regularly to maintain their health: the worst thing that can happen to a rechargeable battery is for it to be left in a fully-discharged state for any length of time. Eventually it will stick there and never charge up again, so make sure it is always at least partially charged.

The second worst thing is keeping it at 100% charge, as will happen if you keep your laptop permanently plugged into the mains. Eventually the battery will lose its ability to charge. A laptop must be regularly used on battery power to keep it in good condition, so do this for a couple of hours twice a week for optimum health and performance.



Modern rechargeable batteries are like muscles; they need regular exercise to keep them healthy and working well

Store your battery for an extended break

If you are planning to leave your laptop untouched for a period, it's worth preparing its battery so you can store it in the best possible state. Avoid leaving the battery either fully-charged or fully-discharged because both states are bad for it. Either run the laptop or tablet down to 50% or charge it up to 50% if it's already lower, then shut it down. To properly power off a tablet, hold down the power button until the power off option appears on the screen. The battery will last several weeks in this state.

Recalibrate an inaccurate battery

If the battery-level indicator in

Windows' notification area develops a fault, it can misread the battery level and shut down your laptop at 20% instead of 5%. Some laptops can automatically recalibrate the indicator, which solves the problem. To do this, charge the laptop up to 100%, then run it on the battery until it shuts down. Leave it for several hours, then charge it up to 100% again. It's not necessary to completely discharge the battery if there is no fault.

Make the most of speed charging

Batteries charge very quickly at first, then slow down as they approach 100%. If you are in a rush to go out, don't bother waiting for your device to charge fully because the last 20% or so will take ages. If the battery is charged to over 80%, just unplug it and go. When the battery is low, 20 minutes of charging can get it up to 50%.

BATTERY MYTHS DISCHARGED

⚡ "You need to run the battery down to 0%"

This isn't true and it's not good for your battery. Recharge it when it falls below 20%.

⚡ "You need to charge the battery to 100% every time"

You don't and it is perfectly adequate to charge it up to 80%.

⚡ "Using another charger will damage the battery"

It won't, but cheap third-party chargers are sometimes low-powered, which means the phone, tablet or laptop takes much longer to charge.

⚡ "Leaving the phone, tablet or laptop plugged in overnight will damage it"

It won't because chargers are smart enough to switch off when the battery reaches 100%.

If you see words that look like they've been typed in a typewriter, follow the instructions and type them exactly as they appear, paying close attention to spaces and punctuation.



Turn off background tools

Many apps on phones and tablets run in the background, consuming battery power. The more apps you have, the faster the battery drains. A battery booster itself or task-killer app can shut down these apps but they aren't without drawbacks because some apps automatically restart if they are shut down and the battery booster is yet another app that runs in the background, drawing its own power.

Senior vice president of Apple, Craig Federighi, recently commented that apps open in the background on Apple devices don't use any battery power, but apps that use tools such as push notifications will still create some drain, whether or not they are open in the background.

The best way of ensuring minimal battery drain is to uninstall any apps you don't use. Uninstall Facebook and Twitter, and access their websites in Chrome or Safari instead, creating a bookmark for quick access. The mobile websites are almost as good as the apps and will save battery life.

Disabling location services will also prolong your battery life. On Android, go to Settings, Location, or 'Privacy and Safety', Location. Turn on Location only when you need it, such as when using maps and navigation.

Know your cycles and capacities

A battery is designed to be charged up a certain number of times and typical values are 300, 500 and 1,000. Charging from 0% to 100% is called a cycle and a battery designed to last 1,000 cycles will last more than three times as long as one designed for 300 cycles. When buying a laptop, phone or tablet, check how many cycles the battery will last.

It doesn't matter how often a battery is charged. If you drain it by 50% on Monday and charge it up 20% on Tuesday and 30% on Wednesday, that counts as one cycle of 100%. If a battery is designed to last 500 charge cycles, it won't stop charging at 501. Over a lifetime, batteries slowly lose the capacity to charge. At around the cycle design limit, the battery will be significantly poorer than when it was new but it should still work.

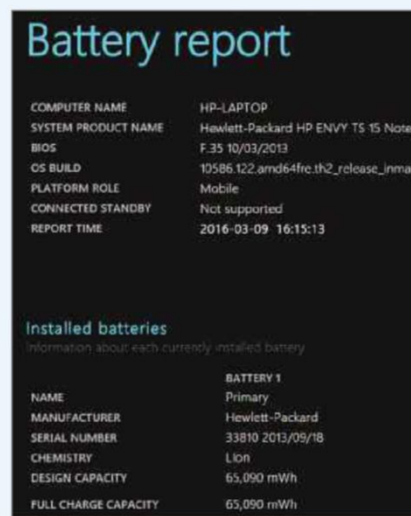
The design capacity for a battery is the charge it's designed to hold when brand new. A battery tool will show the maximum capacity the battery can currently hold and how healthy or degraded the battery is. Compare the two figures and if the maximum or full charge is much less than the design charge, it means the battery is worn out.

TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Create a detailed battery report...

Windows can produce a detailed and comprehensive report on the state of the battery and its recent usage, which is useful for monitoring its health. Press Windows+R, type `cmd`, then press Enter. At the command prompt, type `powercfg /batteryreport` and press Enter. Go to the `C:\Users\YourName` folder and double-click `battery-report.html`. It opens in a browser and contains a lot of interesting information.



Generate a battery report and see how your battery is performing

...And a full energy report

There's a more advanced report available but it's quite technical. Click the Start menu, search for 'command prompt' and, when it appears, right-click it and select 'Run as administrator'. Type `powercfg -energy` and use your computer normally for one minute. Afterwards, go to `C:\Windows\System32` and drag `energy-report.html` to the Desktop. Double-click to read it. The report is useful for identifying power problems, including battery issues.



Use the laptop manufacturer's tools to show your battery's status

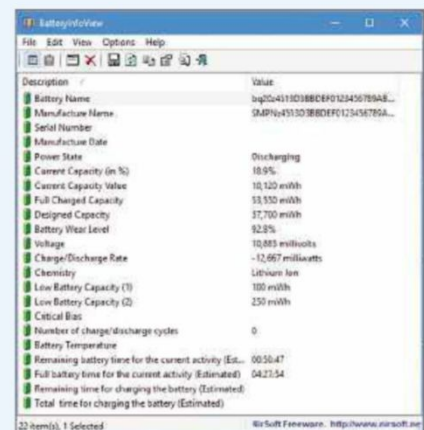
Check your manufacturer's tools

Laptop manufacturers often bundle a collection of tools with their devices and these may include tools to show the battery status and other information. With HP, for example, run the HP Support Assistant, click 'Battery and Performance', then click Battery Check. This results in a brief report stating whether the battery is functioning well or not, but if you click the Advanced button, you get a more detailed report which reveals the battery age, cycle count, temperature, design, full charge and remaining capacities. These figures provide an indication of the battery's health and how much longer it's likely to last.

Try other battery tools

Not every laptop comes with its own battery tools. If yours doesn't, there are a couple of alternatives you can try. BatteryInfoView (search for it at www.nirsoft.net) is a free tool that displays a wealth of information including the battery design and fully charged capacities, the percentage of wear, current capacity and more. The information it displays will depend on the type of laptop you own.

BatteryCare (batterycares.net) adds an icon to the notification area, hidden in the pop-up tray. Hover your mouse over it to display the battery time remaining and percentage charge. Click it for quick access to Windows power plans, to easily change from High Performance to Power Save, for example. Right-click it and select Show to open the program window and see more battery info.



Get detailed information about the battery with BatteryInfoView

Ask the Expert

Roland Waddilove, computer programmer and PC journalist since 1981, answers all your technical questions. Email us for help at webuser@dennis.co.uk



SECURITY

Malware arrives with doc viewer

Q I downloaded a free file viewer to read a DOCX file I received in an email from a trusted source. A few days later, I got an update notification that set off alarms in my AVG software. I immediately removed the file viewer and allowed AVG to take care of the unspecified threat. Is this a common occurrence or do you think this might have been a false alarm?

David Lee, via email

A You took the safest recommended course of action. It's rare for false alarms to occur with security software – in the overwhelming majority of cases, a security alert is real. It's too late now because AVG has removed it but one way to check whether a threat is real or not is to upload the file to the VirusTotal website (www.virustotal.com). This uses 55 different antivirus tools to scan the file and displays the results for each one.



Upload files to VirusTotal to check them against multiple security programs

Sometimes all 55 agree that it is clean or it is malware, but sometimes results differ from one tool to another, so 50 might say a file is clean while the other five report it as malware. In that kind of situation, it's likely that the five are reporting false positives.

You don't really need a separate viewer to open DOCX files. Save the file to your Desktop and go to the OneDrive website (onedrive.live.com), then drag the saved file to the browser to upload it. You can now click the file to view, print or edit it in Microsoft Word Online. Google Docs can open Word documents, too.

making lots of Registry tweaks, and some of Windows 10's major updates have involved changes to the Registry, so we wouldn't recommend doing this.

Explorer can be customised in easier and safer ways, which can be reversed. You can use the Quick Access area in the top of Explorer's left-hand pane to remove duplicate folders. Right-click any item in Quick Access and select 'Unpin from Quick access'. Drag your favourite folders to the Quick Access area to add your own locations.

Click View to open its tab on the ribbon bar and click Options. On the General tab, you'll find an option at the top to start Explorer with the 'Quick access' folders or This PC view. Select This PC. The Privacy section at the bottom has tick boxes to show or hide recently used files and folders. Clearing the ticks stops folders being duplicated in Explorer.



Customise Explorer by tweaking Folder Options

and folders. Clearing the ticks stops folders being duplicated in Explorer.

Close Explorer and open it again. Shrink the Folders listing by clicking the arrow next to it, then close Explorer again. From now on, it will always open with folders hidden, and devices and drives showing.

Another option is to create a custom view. Right-click the Desktop and select New, Shortcut. For the location of the item, type `explorer.exe` followed by the folder to show. For example:

```
explorer.exe c:\users\yourname\documents
```

Use quotes around the path if there are spaces in the folder names, such as:

```
explorer.exe "c:\my folder"
```

Click Next, name the shortcut **Explorer** and click Finish. Double-click the icon to open Explorer with your custom view.

TABLETS

Amazon and iCloud compatibility

Q Is there any way I can get iCloud (www.icloud.com) on my Amazon Fire tablet? I tried the built-in browser, Silk, but I keep being told that the browser I'm using is incompatible. Is there any way I can access it?

Patrick Ryan-O'Brien, via email

A No. Mobile web browsers are not powerful enough to support the iCloud website. Only Apple's mobile devices, such as the iPhone and iPad, can use it.

WINDOWS 10

Make Explorer less confusing

Q Windows 10 sometimes seems illogical to me. This PC in File Explorer shows Desktop, Documents,

Downloads, Music, Pictures and Videos folders, which are also repeated below the hard-drive entry. The ones attached to This PC are mostly empty but, irritatingly, some downloads from the web go to one Download folder while the rest go to the other one. Why has Microsoft, in its infinite wisdom, made folder control so complicated?

Windows 10 Forums (www.tenforums.com) gives details of how to remove or reinstall all or part of the This PC folder entries, but I am cautious because I don't know if this will damage the file system. What's the best way to solve this?

David Guest, via email

A Windows stores the location of system folders – including Documents, Downloads, Music, Pictures and Videos – in multiple places in the Registry. Removing the folders involves



SECURITY

Kaspersky installation error

Q I just bought Kaspersky 2016 but it doesn't work. I load the CD but I then get error code 1714. I've tried lots of things and have wasted time on the phone to Kaspersky's technical support. Can you help? If not, I will send the product back.

JB TEE, via email

A Error 1714 is often displayed when a program can't install because there is a previous version on your computer that needs removing first. If you have an older version of Kaspersky running, use the uninstaller to remove it. If you don't, you may have had it in the past and some files or settings that have remained on the drive are preventing the new version from installing.

Go to bit.ly/kasp394 and find the Kaspersky removal tool. Click the 'How to use this tool' link, then click the download link and run the program. After cleaning up the PC, you should find that Kaspersky installs without any problems.

EMAIL

Check whether emails are being read

Q As a contractor working in the UK and Europe, I have accumulated many email contacts over the years, which I regularly use to pitch for work. I suspect some of these addresses might now be inactive, because staff have left or changed jobs, and I am trying to find software that can check all my email addresses to see whether they still work or not. So far, I have found Valid Email Verifier, Advanced E-mail Verifier Personal Edition, G-Lock Software Email Verifier and Atomic Mail Verifier. Can you recommend any of these or are there better alternatives?

Barry Singleton, via email

A None of these will help you. When someone leaves a company, their email address is not always deleted. It might be ignored or messages could be redirected to someone else, such as whoever has taken over their job. The email account would still exist and so these tools would report it as valid.

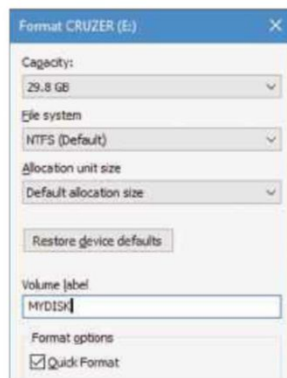
A better option is to include a polite request in your email, asking to be informed if the person you're contacting is no longer at the company or to forward it to the relevant person now doing the job. If someone is reading the messages, you might get a response.

Another solution is to use an email tracking tool. There are several available, such as Sidekick (free from www.getsidekick.com, but it only works with Gmail), which notifies you when your email is opened and read. An alternative is GetNotify (www.getnotify.com), which works with any email system or software. After signing up for the free service, just add '.getnotify.com' to the end of an email address. You will receive an 'email read' receipt in your inbox if and when the message is opened.

These aren't completely foolproof and can be blocked, but they usually work and will help you track your messages and find out if they are being read.

GENERAL PC

Copy files with long names to an external drive



The NTFS disk format is more flexible than FAT. Use it for external drives

Q I'm trying to save files from my Acer laptop to an external drive but many of them fail to transfer because the filename is too long. I'm worried

that if my laptop crashes, I will lose the files because they are not backed up. I am running Windows 7.

Alex Spiroglou, via email

A The files on a computer's hard drive must have legal filenames. In other words, the length must be less than 255 characters and they shouldn't contain any illegal characters, such as colons and backslashes.

If your filenames comply with these criteria, then the failure to copy to the external drive could be caused by a formatting problem. Different drive formats have different capabilities. Windows PCs use the NTFS format but external drives are often supplied in the FAT format, of which there are several versions. The reason for this is that FAT works with Windows, Linux and Apple Macs, so anyone can use the drive. An NTFS disk only works with Windows.

If there are files on the external drive that you want to keep, copy them to the PC's hard drive. Open Explorer, select Computer, right-click the drive and select Format. Set the file system to NTFS and the allocation unit size to 'Default allocation size'. Enter a short name for the volume label, tick Quick Format and click Start. The contents of the drive are erased and the file system is replaced with NTFS.

It will work exactly as it did before, but you shouldn't have any more problems with filenames.

HARDWARE

Duplicate CDs

Q I'm looking for an efficient way to reproduce CDs. I need to produce about 20 at a time for my church members. Can you help, please?

Devere Archer, via email

A A Google or Bing search for 'CD duplication' turns up a few companies, but they cater for larger orders and the minimum is usually 50 discs. Some are quite cheap, though, and will do a batch of 50 discs for around £40. Alternatively, you could buy a standalone CD duplicator. You just put the discs in and press Copy.

Maplin sells a 7-in-1 Standalone DVD/CD duplicator for £179 (bit.ly/dupe394), but you also have to buy the DVD/CD writers to go in it. You can have up to seven but you don't have to fill them all, and internal CD

drives can cost less than £15 each. For a similar price, there's the Acard 1-to-3 Disc Duplicator from Disk Depot (£186, bit.ly/depot394), which comes with all the drives populated.

Another option is to buy a second-hand PC. Some on eBay sell for as little as £40. You could then write two CDs at a time, which would halve the time it takes to produce them.

The cheapest solution is to get someone to share the job. Send a master copy to a friend with a computer and you can each duplicate 10 discs each.

Maplin's CD/DVD duplicator can copy multiple discs at a time



This fortnight Roland fixed some Windows 10 laptop problems, simply by removing the manufacturers' junkware

Your Top Tips

Our pick of the best advice from our readers. To get help or offer it to others, visit forum.webuser.co.uk



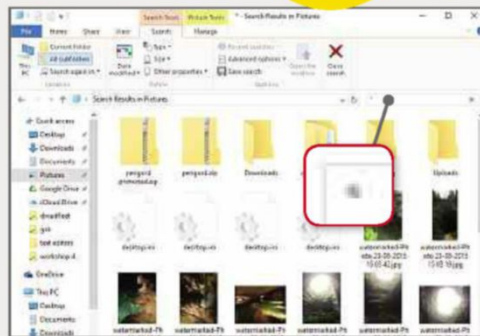
TOP TIP

GENERAL PC

Rename lots of files in one go

If you have a lot of files that you want to rename, such as photos, you can do them all in one go. Select them all, then right-click one and choose Rename in the menu. Name the first one and all the other files will be given the same name with a number in brackets, such as pic(1).jpg, pic(2).jpg and so on.

To rename files contained in subfolders, type an asterisk into the search box to list all the files, then press Ctrl+A to select them. Right-click



Type an asterisk into the search box to list all the files in subfolders, then rename them

one and select Rename – all the files in the current folder and its subfolders will be renamed.

David Bewley, via email



press Enter. In the Computer Management window, select Disk Management in the Storage section. The USB flash drive appears in the bottom part of the window. Right-click the name on the left in the grey area and select Properties on the menu. Click the Policies tab and select the 'Better performance' option. Click OK and close Computer Management.

The downside of this speed tweak is that when you want to unplug the flash drive, you have to go to the icon in the notification area, click it and select Eject. It's a small price to pay, though.

N Hart, via email

WINDOWS 10

Stop ads in Windows 10 Spotlight

The Windows 10 Spotlight tool displays photographs and fun facts when you start up your computer, but it also shows ads. If you want to disable it, simply open the Start menu, search for and open 'Lock screen settings', click the Background section and select either Picture or Slideshow instead of Spotlight. Next (and perhaps more importantly, in this case) scroll down and toggle off the switch for 'Get fun facts, tips, tricks, and more on your lock screen'.

If you don't want to turn off Spotlight completely, I've read that you can use the

drop-down menu on any adverts you don't like to stop Spotlight from showing similar ones.

Dave_1, Web User Forums

SECURITY

Avoid scam emails

A good way to find out whether you've received a phishing email is to have several email addresses and to change the email address you use for your online bank every month or so. The bank will update your email address immediately, so if you receive an email to the account that you are not currently using with your bank, then you know it's fake.

Stan Elliott, via email

HARDWARE

Speed up USB flash drives

Working with a file that's stored on a USB flash memory drive can be tediously slow. I use a 32GB USB drive as a backup for important files and it works well but it's very slow. I've discovered that you can speed it up a little by turning on write caching. This lets you get on with other things while files are being written to the device.

Press Windows+R and type `compmgmt.msc` into the Run box, then

BROWSERS

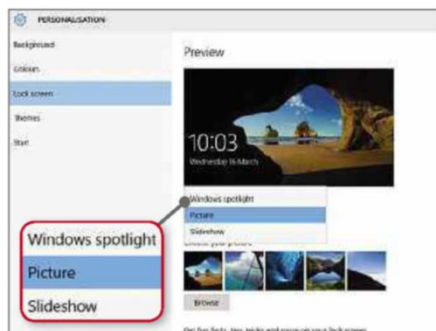
Hide all Chrome extensions quickly

Did you know that you can quickly hide or reveal the Chrome extension buttons next to the address bar? On my browser, I have buttons for Avast, Adblock Plus, Google Translate, Web of Trust and the Google URL shortener. To hide them away, just hover the cursor at the very end of the address bar (just to the right of the 'Favourite' star) and you'll see an arrow that lets you expand the address bar to its full length, shunting all the extensions off the page. To restore the buttons, simply drag the address bar back to its original position. If you need to access any of the extensions while they are hidden, just click the main menu button and you'll find them sitting at the top of the list.

Bedstor, Web User Forums



Hide all Chrome extensions by expanding the browser's address bar



Switch off Windows 10's Spotlight feature in its Lock screen settings



HARDWARE

Create more hard drive space

I have upgraded my computer with an SSD (solid-state drive) and it's provided a great performance boost, making it much faster. The main drawback, however, is that SSDs have a much smaller capacity than old-style mechanical drives. I've seen SSDs of more than a terabyte, but the price is way beyond my budget.

One way to get more space on a small SSD (and this tip works for mechanical hard drives, too) is to compress the drive's contents. Open Explorer and select This PC (or Computer on Windows

7). Right-click the drive and select Properties. On the General tab, you'll find an option to 'Compress this drive to save disk space'. Tick the box and click Apply.

I got almost 10GB of extra space on my SSD by doing this. In theory, adding compression should slow down the drive, but my SSD is still significantly faster than the old drive it replaced.

Harry Brooke, via email

SOFTWARE

Password-protect Word documents

To protect a document with a password in Word 2007 (and, I suspect, in other versions of Word, too), create your document, save it and click the Microsoft Office button. Select 'Prepare and Encrypt Document' and you'll be asked to enter a new password twice. The application warns that if you lose the password, there will be no way to recover your document. After saving the document again, you'll need to enter the password every time you want to open it in the future.

You can remove the password at any time by clicking the Microsoft button, selecting 'Prepare and Encrypt



Word's Encrypt Document option lets you protect documents with a password

Document' again, then deleting the password and clicking OK. Save the document once more and, the next time you open it, you won't be asked for a password.

Anthony McNee, via email

PHOTOS

Move your Flickr photos to Google Photos

Following the news that Flickr is charging users a premium subscription to continue using its automatic uploader, I decided to download my entire online image library and move the files to Google Photos. Thankfully, this was more straightforward than it sounds.

On the Flickr website, I opened Camera Roll, clicked the first image on the list and scrolled to the bottom of the page, then held down the Shift key as I clicked the last entry. This produced a pop-up window that said '3,577 selected'. I then clicked the Download button and was able to download all my images and videos as eight separate ZIP files. As you'd expect, this took some time but once it was finished, I extracted the files, installed Google Photos 'Desktop uploader' and told it which files to upload. Google compresses your images slightly if you choose the 'High quality' option, but if you still have plenty of storage space on your Google account,

you can click Original. I much prefer the Google Photos interface to Flickr so once I've filled my 15GB free allowance, I'll upgrade to 100GB of



Google Photos uploader automatically uploads new photos to your PC

online storage at the cost of £2 a month (which is less than half the price that Flickr is charging for its Pro subscription).

Bertie White, via email

SECURITY

Identify dodgy phone numbers

It sounds really obvious but if you want to check the origin of an unfamiliar phone number, more often than not you can do so by simply typing it into Google. If it's a legitimate business trying to call you, the phone number will normally bring up the website of the company or its Google business listing. Alternatively, if it's a dodgy business or telemarketing campaign, a Google search often produces a listing at WhoCallsMe

(whocallsme.com) or other similar site, which relies on a community of users to reveal the identity of a caller.

I once searched Google to check a mobile number listed on an online ad for a private car sale and it revealed that the person had tried to sell several other vehicles within the last month!

Bill, via email

WINDOWS 10

Roll back troublesome drivers

If anyone has upgraded to Windows 10 and finds that something no longer works, such as the sound, touchpad, USB devices and so on, it may be because Windows 10 has updated the driver and it no longer works with the hardware. It's worth seeing if there is a previous version of the driver that can be installed.

Click in the search box next to the Start button and type device manager. Click it in the search results and expand an entry (for example, 'Display adapters'), then double-click the device that isn't working (for example, the graphics card) and select the Driver tab. If there is a previous version of a driver, you will be able to click the Roll Back Driver button.

Paul Curtis, via email

APPS

Get offline directions from Google Maps

I've been able to save maps offline on Google Maps for Android for some time but when I tried it again recently, I realised that you can now save a much larger area than before and even take advantage of offline navigation. Indeed, the app lets you search for specific locations and ask for directions (you can even view details such as opening hours and contact information for some businesses), which is really handy if you're in a foreign city without Wi-Fi or mobile data.

To save an area offline on your phone, tap the app's menu button, select 'Offline areas' and tap the plus icon to choose the area you want to save. Google tells you how much space your selection will take up before you download it, which is also handy.



Google Maps lets you save large areas to your phone for use offline

Andy Thompson, via email



Readers' Helpdesk

Our pick of the best solutions posted on our reader forums. Visit forum.webuser.co.uk – it's friendly and free!

HARDWARE

How can I stop my trackpad zooming in and out?

Q My laptop's touchpad is driving me nuts because it keeps changing the zoom level so I end up either seeing tiny print or huge letters. At the moment I am using a cordless mouse, which works fine, but I'd appreciate any advice that would let me use my touchpad again.

vihawkins, Web User Forums

A Most modern touchpads support multi-finger gestures, such as pinch to zoom. As long as you're careful and learn how to use them, they can be useful. However, you can also turn them



You can change your PC's touchpad settings in the Control Panel

off or alter the sensitivity by going to Control Panel, Mouse and looking for the appropriate options. I have a Toshiba laptop with a Synaptics touchpad and if I go to Control Panel, Mouse, Device Settings, I can click Settings to bring up the Touchpad Properties window, which includes Pinch Zoom. When I click Pinch Zoom, I can untick Enable Pinch Zoom, then click Apply and OK. I don't know what sort of PC or touchpad you have, but maybe there's something similar on your PC.

I can also change the sensitivity for my touchpad by going to the same place but choosing Pointing instead of Pinch Zoom. From there, I can select Sensitivity, then Touch Sensitivity. Decreasing the sensitivity is recommended if you notice erratic pointer movements or clicks, and is also useful for people working in areas with high humidity.

succulent 95 and Madeline, Web User Forums

EMAIL

What's the best way to change my email account?

Q Last year, I changed my broadband provider from EE to TalkTalk, but I have not yet set up a new email account with TalkTalk. Instead, I have maintained my old email address and settings, and still receive email via Outlook 2010. However, some emails I send don't seem to reach their recipients, so I want to transfer my service to TalkTalk. What's the most seamless way to do this? If I set up my TalkTalk email in Outlook, how do I access emails sent to my old address?

rayatt, Web User Forums

A One of the benefits of using email software like Outlook is that you can use several email accounts at the same time. You can add TalkTalk as a separate email account and leave the EE account as it is, so you can continue to keep an eye on it.

Alternatively, to ensure you never have to change your email provider again, you could set up a webmail



Use your POP3 settings to make Gmail gather your mail from other services

account that isn't connected to your ISP, such as Gmail. You can then change the settings on your EE account so that all your emails are forwarded to Gmail. There's also an option in Gmail's settings that lets you 'Add another email address you own', so you can send emails from another account within Gmail's interface. Using Gmail also means you can easily access your email on any PC or mobile device, wherever you are.

Lastly, if you don't mind spending a little money, consider buying your own domain name from a domain name registrar. This will only cost a few pounds a year and will give you an email address you can use for life.

Helmut, Curchenn and TheTechGuy, Web User Forums

SOFTWARE

How do I recover a corrupt PDF file?

Q After a few hours of malware scanning, I successfully cleared a Trojan from my laptop. Initially, everything seemed to be fine but then I realised that some of my PDF files wouldn't open and showed a 'file corrupt' error. I know these files were usable before the virus, so can anyone suggest how I might recover them? The broken files have a PDF version 0.0 in their attributes.

StevenMiller, Web User Forums

A If the PDFs are image-based, try using a free image extractor such as Some PDF Images Extract (bit.ly/extractor394). Otherwise, try PDFaid's free online Repair PDF tool at bit.ly/

repair394. Its website says there are many reasons that PDF files become corrupted and the tool looks for all types of problems and can fix most of them. If the web-based tool doesn't do the trick, its developers say you can email the files to them and they'll fix them for you.

Dave_1 and calimanco, Web User Forums



PDFaid offers a number of free web-based tools for converting and repairing PDFs

Star Email

Mug
winner



Don't get drawn in by online arguments

I read with surprise the Page 404 column in Issue 392 of *Web User*, because Barry Collins' article entitled "If you're going to take offence, take a hike" was talking about the exact XKCD cartoon I had looked up the day before.

Barry's column talked about how enraged and self-righteous people become in online discussions when you disagree with them about something they feel passionate about, even when you know you're right and they are either moronic fanboys or just loudmouthed and uneducated – which generally they are, aren't they?

I had a similar incident the other day when discussing the lack of development progress for the image editor GIMP (www.gimp.org) – not for the first time, I might add. It's amazing



how it winds you up and if you're not careful, you end up feeding those self-righteous people in your efforts to get your point across – which, by the

way, never happens because there is no "last word" online. You just end up frustrated, spoiling your day and giving yourself heart palpitations. Worse, you can end up providing your email address so you can continue the "discussion" and you end up getting emails in the same vein.

My advice is simple: if you see something annoying that you want to address, and the urge to propagate the text field grows immense, just close your browser, switch off your monitor, power down and make yourself a brew. Put your feet up, chat to your partner or play with the kids. Just leave those annoying, infantile people alone and don't get involved – live your life instead!

JayH, Web User Forums

Easily offended people make me laugh

"If you're going to take offence, take a hike!" Twitter users getting "offended on behalf of others they do not even know!". Both quotes from Barry Collins' Page 404 column in Issue 392. Spot on and so true! Thanks for giving me a laugh.

It was made even funnier because, on the previous page in your Inbox section, you have a letter from an obviously irate reader who has a burning issue about GIFs showing people with their hair on fire. This includes the classic line "Can you please be more careful when you print your magazine because this sort of 'joke' may upset some people". It reminded me of the old Mary Whitehouse line when complaining about nudity on TV in the Sixties and Seventies:

"I didn't see it, but..."

Jeff Brown, via email



Why I love marvellous Malwarebytes

In reference to the Star Email in Issue 392 by David Guest, 'Doubts about free Malwarebytes'. I have to say that I find Malwarebytes Anti-Malware to be one of the most efficient and reliable products I've ever used.

I first came across Malwarebytes some years ago, when my computer was held to ransom and money was demanded to reinstate my account. Using my wife's login, I was able to research information about so-called ransomware. Malwarebytes not only explained the type of problem I had inadvertently downloaded, but was able to provide me with a release code. Following this experience and the support I received, I downloaded Malwarebytes Anti-Malware Free and was able to see how much rubbish had accumulated on my computer.

It safely partitions what it believes to be malware and allows you



to make the decision whether to keep it or delete it without damage to the system. The free version doesn't offer real-time protection and the site tells you this; so I got into the habit of scanning my computer daily following a session, just to be sure.

Last year, I bought myself a new laptop from one of the leading high-street sellers and performed a scan with Malwarebytes. It highlighted more than 100 possible malware threats on my new system, before I had actually used the laptop. Now I use the Premium version of the program, which costs a bit more but provides real-time protection, blocks

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possible infiltration and actually tells you what it is blocking. This is especially useful if you are streaming or downloading, which I do quite often. So, from my experience, I love Malwarebytes and will continue to use it.

Laurence Timperley, via email

My perfect, problem-free laptop

I was interested to read David Guest's email about security and malware in Issue 392. About two years ago, I bought a new laptop that seems to serve all my needs. I use it for email, online shopping, editing photos, watching videos, playing music, PHP programming, creating websites, viewing my security camera, banking, writing documents and more.

I have never installed antivirus software or anti-malware software on it. I've never suffered an infection or had to update an application, or perform time-consuming 'system maintenance'. The laptop has never crashed and occasional system updates take about 10 seconds. It boots up in six seconds and shuts down in three.

David is right, none of us should have any hassle with computers anymore. By the way, the laptop I purchased was a Chromebook.

Ron Hayward, via email



Speed-test results don't add up

I'm not sure how speed-testing tools all manage to show unrealistic results – it almost seems like a conspiracy. I have just downloaded Windows 10, which was 2.8GB in size and took 81 minutes to download, at a speed of 0.59Mbps. However, the speed tester I tried showed a download speed of 5.92Mbps.

I previously noticed my computer reporting download speeds as low as 62Kbps while downloading – similar to an old 64k modem – but I did not do a speed check at the time. The slowest "speed check" I have recorded is 2.98Mbps and the fastest is 8.16Mbps.

I am currently with Sky for broadband. This was supposed to change to Plusnet Fibre on 4 March but that failed, too.

Alistair Newton, via email

How I stop websites spying on me

I am writing with regard to your 'Stop Websites Spying on You' feature in Issue 393 (bit.ly/webuser393). I use Privacy Badger (bit.ly/badger393), as you recommend, but I have had to disable it on two sites because it blocks my bank's verification system, which stops me paying for goods by card. From your list of the worst sites for tracking, I only look sometimes at Mail Online, which topped the list. That will now stop.

DuckDuckGo (duckduckgo.com) has one big problem. It is US-oriented and 95% of the sites that come up in search results are American and in dollars,

which isn't much good for shopping searches. I will turn Google Analytics back on after reading your article. And I have used SpyDetect Free (bit.ly/spydetect393) before.

I delete a lot of cookies every day that are either spurious or on sites that I only visit now and again. Occasionally, I have removed one that contains my username or password, but this isn't a big problem. I am not on any social-media site so I should not really get cookies from Twitter and the like, but I find one now and again.

I hope some of this may help people who are reluctant to try your suggestions.

Martin Fletcher, Thorpe Hesley

Web User offers no relief from back pain

I refer to Mr Irvine's editorial in Issue 392 of *Web User*. In it, he writes as follows: "I'm pleased to confirm that our 2015 Back Issues Disc is now available to buy from Amazon". However, I am upset to learn that this disc contains no yoga, Pilates, stretching or core-strengthening exercises at all, and therefore does not offer good value for money in terms of relief from back pain.

Keep up the great work - I think your magazine absolutely rocks.

Paul Scanlan, via email

Web User says: We apologise for the lack of back-pain advice in our 2015 Back Issues Disc. However, it does include 26 issues of *Web User* packed with useful tips about Windows 10, free software and apps you should (and shouldn't)



Our 2015 Back Issues Disc is on sale now from Amazon, visit bit.ly/webusercd15





download, beating unfair web restrictions and much more. Order it now from bit.ly/webusercd15.

How dare Virgin Media close Webspaces

I recently received a letter from Virgin Media which informed me that it will stop offering its Webspaces web-hosting service on 28 April, and has instead "teamed up with GoDaddy to bring you 12 months' free hosting services, plus a free website builder, domain name and professional email". However, it included a caveat at the end, saying that the "Offer is available to recipient of discount code only. GoDaddy is a third-party provider for which Virgin Media accept no liability".

Virgin Media has taken this decision without any discussion with its customers and without thinking about the implications. True, they do have the fastest broadband service, but at the same time there seems to be no loyalty from Virgin Media to their longstanding customers. I am currently awaiting a reasonable reply from them, but it can take up to eight weeks for it to come. Since they are closing the Webspaces service without warning and only giving us a few weeks to find an alternative, this is unfair to say the least.

The offer that Virgin Media is providing is not worth the paper it's written on and is in fact highly restrictive. The service offered by GoDaddy does not even come close to what I had before. Yes, there was only 200MB of space and you didn't get a unique domain name, but at least it was free and you could use the service as you wanted. By removing this service, along with their cloud service, they've become no better than any other provider, yet they've increased their fees by at least £4 per month per customer. What Virgin Media is doing may not be illegal but it's certainly immoral.

Andy Baynes, via email



WILL THE ARRIVAL OF WEB EXTENSIONS ON EDGE MAKE YOU MORE LIKELY TO USE IT?

I'm always keen to try new things. I currently use several different browsers - Chrome mostly, but Edge is good for quick browsing. I used to be a Firefox fan but it got slow.

Jenny Jacks @JenJacks3

Yep - I like Edge. It is now my default browser on my many Windows 10 machines. I will continue to use it, with or without extensions. It is the fastest and most stable browser that I have ever used.

Tornado

I doubt it. Now, if it had been genuinely ready for proper use when it was launched...

David Ward @davidewuk

I'll give it a try, but it will have to be a game changer for me to shift from Chrome.

Peter Fitzsimmons

DO YOU THINK MICROSOFT IS BEING TOO HEAVY-HANDED IN PERSUADING PEOPLE TO UPGRADE TO WINDOWS 10?

Yes, yes and erm - yes! Every glitch or problem with updates is seemingly excused by the "but it's free!" brigade. What will happen when it ceases to be free and people are paying for these glitches?

Claudia Ridley

Yes. I'm holding out with Windows 7 for as long as possible.

Jack @imthegoldmaster

No. In my business I frequently come across clients still using Internet

Explorer 8, which has a number of stability and security flaws. Left to their own devices, most people resist change, even if it means they aren't secure or stable.

Keith Pearson

It has tried to download automatically three times. It's rammed down my throat each time I turn on my PC.

David Lester

TWITTER RECENTLY CELEBRATED ITS 10TH BIRTHDAY. BUT WILL IT STILL BE AROUND IN 2026?

Yes, but not as we know it. Twitter has lost its lead as the front-runner for breaking news. Unless it has something very cool up its sleeve, it's going to get absorbed by bigger companies.

Jawad Bhatti

I don't think it will be much different. There may be some form of calling feature, much like WhatsApp or Messenger, but otherwise it will stay pretty much the same.

Jason 'Boz' Bowyer

In 10 years we'll be sending messages telepathically in our driverless cars, printing lunch in a pill on our 3D printers.

Derek @dlee1

ARE YOU LOOKING FORWARD TO USING ANDROID N'S SPLIT-SCREEN APPS (bit.ly/split394)?

I already have split-screen apps on my Samsung Galaxy Tab S, so this is nothing new to get excited about.

Gary Olsen @Gary_Olsen

For large-screen devices - yes. But it's rather useless for my Nexus 5 (providing I even get Android N).

Paul Wallace

I would be if the Nexus 10 was still getting updates.

Dave McAlister @dpmcalister

! Page 404



Microsoft sneaking Windows 10 onto PCs is a stupid own goal, says **Barry Collins**

Forcing upgrades will backfire on Microsoft

A message arrives from Kevin, the chief executive of the non-league football club I'm a director of. "Does anyone know who upgraded Carl's computer to Windows 10 over the weekend?" he asks. "It's great, don't get me wrong, but someone should have a) asked him first and b) explained how it works!"

Well, Kevin, it was Microsoft who upgraded Carl's computer behind his back, and yes they darn well should have asked him first and explained how it works. Poor Carl is far from the only person to switch on their PC on a Monday morning, only to find it's been mysteriously upgraded to a new operating system - it's happening to millions of people.

Indeed, on the very day that Kevin's plaintive message about Carl's PC arrived, a tradesman complained to me about the exact same thing happening to his PC. He popped round to give me a quote for a new fence and asked me to write down my email address so he could send said quote over. "I won't get it to you until Friday, mind," he said. "My computer's being repaired. It got upgraded to Windows 10 somehow

and now it doesn't work. The bloke in the shop is trying to roll it back to Windows 7 for me."

All this unnecessary disruption to people's livelihoods is a result of Microsoft's sheer desperation to make us adopt Windows 10, whether we want it or not. Last October, it published a blog post called "Making it easier to upgrade to Windows 10", in which it outlined plans to make Windows 10 a Recommended Update. This meant that if you left your PC on Microsoft's suggested security settings, Windows 10 would arrive with the regular monthly security patches and fixes.

"Depending upon your Windows Update settings, this may cause the upgrade process to automatically initiate on your device," Windows boss Terry Myerson conceded. "Before the upgrade changes the OS of your device, you will be clearly prompted to choose whether or not to continue," he added, although that "clear prompt" seems

to have escaped my two correspondents. What's more, Myerson promised that "if you don't love" Windows 10, "you will have 31 days to

roll back to your previous Windows version", but when the upgrade messes up your PC and you have to pay a chap to fix it for you, that's not exactly the Sale of the Century. In fact,

it's a massive pain in the rump.

The stupidest thing about Microsoft's attempt to foist Windows 10 onto a reluctant audience is that they've done it via the automatic update system. You can bet your bottom Bitcoin that millions of people will now be switching off automatic updates through fear that Microsoft is going to shove another unwanted upgrade down the pipe - an upgrade that, by the way, swallows up 3GB of your monthly data allowance.

All the good work Microsoft has done over the years in convincing people to switch on automatic updates and receive the latest security patches has

been undone at a stroke by a decision motivated by desperation and greed. Now everyone's security is at greater risk, because many will stop updating their PCs, leaving them vulnerable to botnets and all the other critical flaws that can be used to attack our systems. That free upgrade to Windows 10 could turn out to be the biggest piece of malware of all.

“When the upgrade messes up your PC and you have to pay a chap to fix it, that's not exactly the Sale of the Century”



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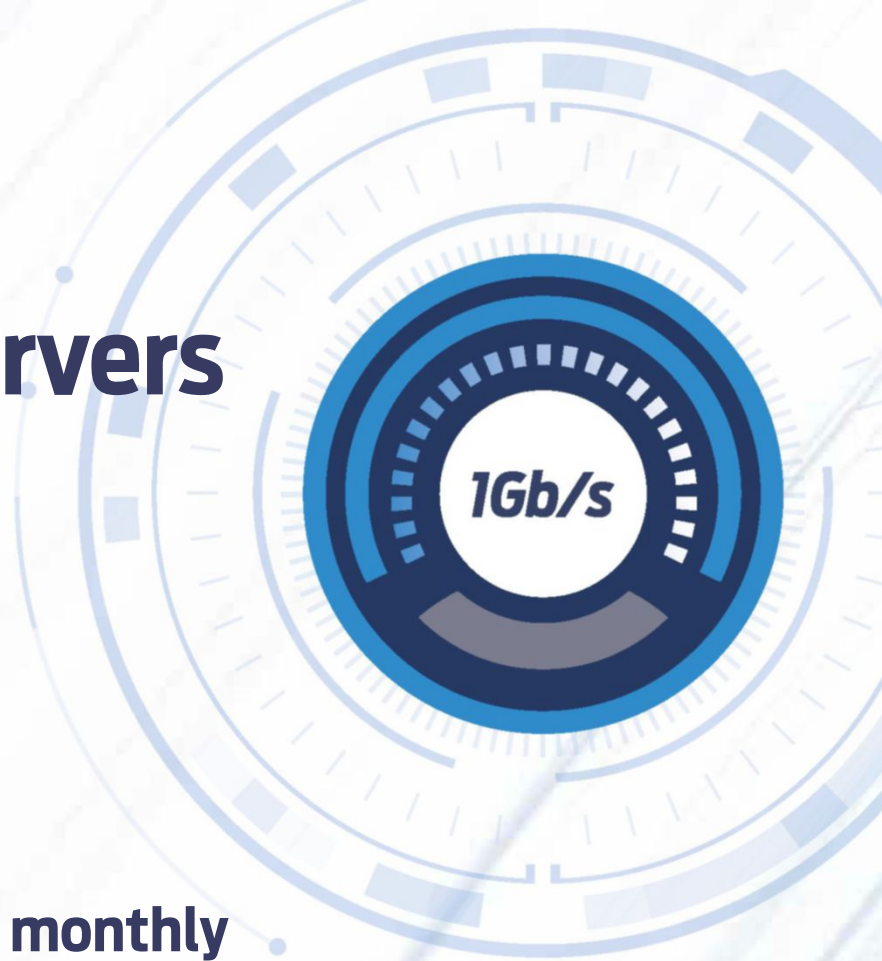
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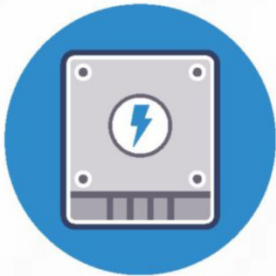
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