



January 2014 Newsletter



Happy New Year! I hope that the coming year is filled with blessings for you and your family; for good health, peace, joy, and abundance of love.



I can't begin to tell you how many people have called me in the past 2 or 3 weeks with complaints about their email service. Many find that it's slow, others are saying that the mail just won't leave the outbox. One thing that many people don't realize is that if it's a problem with the internet provider it will also cause problems with the way your computer works. If you find that you can't open programs, that things are freezing up on you and that the machine is barely crawling along...it's the internet. ☺

*I found that I was being banned from sending any email by Time Warner because they said I was a spammer! Once I called them and talked to them, I found out that it was a problem on their end, "I shouldn't worry about it" and that they were having all kinds of problems with getting their mail service up and running properly. So when you've called and asked me for help I've given you the number for Time Warner, and now many of you are back up and running! This is a good phone number to keep handy **1-866-321-cable** (for Time Warner) If you have a phone with Time Warner you can get to level 3 help for your wi-fi if you just dial **611**. Verizon's number is **1-866-221-4096** or **1-800-922-020***

When you find that your internet service is out, here are a few things to help you correct the problem.

- Look at the router and see if the lights are flashing on the unit. They should be green and if they're amber you probably have an outage in the area.*
- The lights to look for are the **Power**, (which should be solid green) **Wi-Fi** or **Ethernet**, and the connection to the computer which would say PC. Not all routers have this. Sometimes there are only 3 lights, but they need to be on.*
- First thing to try is unplug the power cable from the back of the router. Wait about a minute and plug it back in. This refreshes your IP (Internet Protocol) Address with Time Warner and will take care of your problems 95 % of the time.*
- If that doesn't work, just restart the computer from a complete shutdown.*

- *If that doesn't work, call them and ask them to test/reset your modem/router. A lot of the time there's nothing I can do because it's on their end. ☺*
- *If you continue to have problems, and the router is theirs, take it back and ask them to replace it. Like anything else, they do wear out.*

*Let me continue on about the email problem; the culprit "**Windows Live Mail**". Not the most stable program out to use for your mail, but this is what Microsoft switched to when they decided to not use Outlook Express anymore. If you're having problems with the software, you might have to reinstall it, or if you have Windows Live 2011 look for the 2012 version. **Just make sure you backup your contacts and mail first!** I've even suggested to some of you to purchase Outlook or to switch to another email client like gmail. If you're worried about using Outlook, check out this link!*

10 Tips for Mastering Microsoft Outlook 2013

<http://www.pcworld.com/article/2038282/10-tips-for-mastering-microsoft-outlook-2013.html>



Now that the holidays are over, it's time to clear the table and do a jigsaw puzzle! We'll be starting on Noah's Ark in a few days, and thanks to my friend Ro, I've found some really interesting puzzle sites and puzzles to do. Not all of us have a place to spread out the pieces and work on a project like this, and I'm always blaming the dogs for eating them when I get to the end and seem to be missing

some critical pieces (which were there all the time!) So this website might be the answer to lack of space and not losing pieces!

<http://www.nationalgeographic.com/games/photo-puzzle-jigsaw/>

If you're not a puzzle person, how about some brain games! I can't think of anything better to pass time on the cold winter nights. ☺ <http://www.gamesforthebrain.com/> I know that Mary is checking this one out already!



Have you updated to iOS 7 on your iPad? If so, this tip on how to make your text easier to read is for you. To make your font bolder so you can read it easier, tap on Settings and select General. Tap on Accessibility and look for the section called Vision. Turn on the Bold Text setting. Your gadget will reboot to make the change. You should now see a thicker, more readable font.

If you use a Mac, you must have security software installed!

That won't help against a new threat called Kumar in the Mac. It's a virus that has a stolen valid developer ID. That means your Mac's security won't see it as a threat.

So, you also need to practice the same safety precautions PC users do.

- Don't open email from people you don't recognize.
- Don't download unsolicited attachments or click on unsolicited links.
- Don't visit shady websites.
- Even on reputable websites, watch out for strange things. If it asks you to download something out of the blue, don't. The site might have been compromised. *(courtesy of the Kim Komando website)*



I can't believe it! I'm getting spam on my android phone!! There is a way to stop the spam with an app called "**Call Control**". Call Control will automatically block active spammers and the reverse lookup allows you to track spammers to their source. You can even add numbers to the Community Blacklist and choose to block specific numbers that won't leave you alone. The app is free and you can get it from Google Play.

Search Public Records for Free from this website. It gives you basic information, but if you want more details you'll need to pay a fee. 😊

<http://publicrecords.searchsystems.net/>

Computer Term for the month! Drive-by download - When malware takes advantage of security flaws in your programs to download to your computer without your permission. All you have to do is visit a website that hosts the malware and your computer is infected.

Accidentally Closed Tab Tip

Tabbed browsing is awesome but with so many tabs open, it's not hard to accidentally close the wrong tab. The next time you accidentally close a tab in IE, Firefox or Chrome, just use this shortcut to bring the tab back:

Crtl + Shift + T

*****BONUS TIP***** *If you accidentally closed a bunch of tabs, simply keep using the keyboard shortcut until the tab you are looking for pops back up!*

OR...watch this video

😊 <http://www.youtube.com/watch?v=UzRldKlVldw&feature=youtu.be>

The Password Manager, Perfected.

Keeping track of passwords and making them secure is startlingly simple with Dashlane's free password manager. Automatically import your passwords from Firefox or any other browser into your secure password vault. Save any missing passwords as you browse, make a new password right within your browser, and get automatic alerts when websites get breached. And with the auto-login, you will never have to type any password on any of your devices again. It's that simple. Encrypted on your own machine!

<https://www.dashlane.com/en>



Often I'm asked about what printer is best that's on the market. This link gives you the ones that are highest rated. I just purchased a HP Photosmart 7520 all in one (my Photosmart C410 was beyond repair ☹) and it's amazing! It's not on the list, but it should be!

Best multi-function

printers <http://www.pcmag.com/article2/0,2817,2371839,00.asp>

One last tip! We've all been there: we click on something that we didn't mean to and it gets closed or deleted! The next time you catch yourself clicking on something that you didn't mean to click on, do this: ***Don't release the mouse button and drag the mouse to another part of the computer, then release the button. You just erased the errant click!***

And remember If you use Windows XP after the "**end of life**" date in April 2014, you're pretty much begging for cyber-criminals to hijack your computer and steal every bit of data on it.

Dell still has Windows 7 machines for sale and that's the only place I know of that's selling them. If you're running an older machine it's time to update. What is old? Any machine that's 4-5 plus years old is ready to be replaced. Want Windows 8? That's what you'll end up if you go to any store to purchase a new machine. This is what to expect.

<http://www.zdnet.com/windows-8-1-unveiled-will-it-change-your-mind-about-windows-8-7000016112/>

We're off to a brutally cold start to the New Year and though the snow is pretty it's a hardship for many. Take care, stay warm and make sure your pets are inside. Our little Dachshunds are out for a few minutes and they're finding it hard to walk back to the house. And to Barbara and Bob....you're not missing a thing!

Warm Regards,

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