

## *November Newsletter 2014*

We've changed the clocks back an hour, Election Day is tomorrow, and Thanksgiving is just a few weeks away. I wonder if everyone feels like I do that the year has just magically arrived at this point without warning. Next time I write we'll be a few weeks from Christmas! 😊



I'm going to start out with sharing about a new service that I'm planning to offer starting this month. Many of you call me for help, and we end up making an appointment for a home visit because it's something that we can't correct over the phone. Sometimes this means a waiting period of days or even weeks. It can be very frustrating for the person I'm working with and myself. Here we are trying to troubleshoot over the phone, when I can't actually see what's going on with your PC or Mac, and then the other person doesn't understand the questions I'm asking or know where to go to change settings that I think might fix the machine. In the past people have asked me if I can take remote access of their machines to work on them, but it's been difficult for them to make a connection with the process that Microsoft made them go through. Also I was reluctant to do this because of all the security issues with Microsoft. 😞 **What is remote access? It is the ability to get**

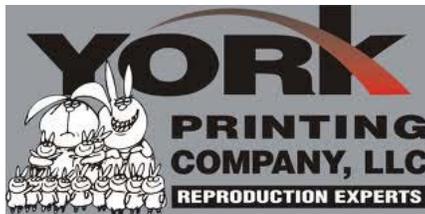
**access to a computer or a network from a remote distance. Like from your house to my house!**

**TeamViewer**, a free program, is very simple to use. The first thing you'll need to do is download a copy of it to your computer and install it! **But make sure you only let people you trust take over control of your machine!** **How does it work?** Once you install the program they will give you an ID and password that you'll see on your screen when the program is open. You would open up TeamViewer, call me on the phone, give me your ID number and password, and I'd use **TeamViewer** that's installed on my machine to connect to your computer. At this point I'll be able to see your computer screen and work on your machine using my own mouse. I have a client, Bill Goetz, who has tested "**TeamViewer**" with me, and we were very successful with it. I was able to setup his printer and scanner using this software program. You should also know that they will change your password after connecting to someone else's computer.....this is for your safety. So next time you use it, the password will be different. If you're interested in this service and want more information you can call me **393-4351** or send an email to [rose2mis@nycap.com](mailto:rose2mis@nycap.com)

Download links are below for Windows and for Macs

<http://www.teamviewer.com/en/download/windows.aspx> for Windows  
(top download on page)

<http://www.teamviewer.com/en/download/mac.aspx> - for Macs (top  
download on page)



I found that many of you were as surprised as I was that Winkflash had gone out of business. I was glad that I was hearing from some of you, and that you had written me with suggestions for other places to have my photo printing done. Shutterfly was a favorite along with CVS, Walmart and Vista Print. Still I decided to check around to see what else is out there. My friend Joan

VanPatten showed me something that she had printed at <http://www.collage.com/> and it was beautiful. The key here is to wait for a discount coupon to get the best price. They really do nice work and I wouldn't hesitate to use them. One surprise was finding "York Photo" in the list of photo printing services that I Googled. I used that company years ago for my "film" prints and they always did a great job. If you want to check it out, watch this YouTube Video. I think I'm going to give them a try! <https://www.youtube.com/watch?v=Mp-1fu4jxgY> \*\*\* and they have 4x4 and 4x5.33 prints for us card makers! Hope this helps Marianne!

I'm going to remind you again about this add on that you can get in Firefox. Open up Firefox, go to Tools, Add-ons, and in the search box type in "Coupons at Checkout". Once you find it, install it. From now on when you go to a website to buy something this add-on looks for coupons to use for your purchase. I can't tell you how many times it's found free shipping or a percentage off on my order.



Last month I put a comparison chart up for phones and I received an email from Linda Arocho about her great find for a smartphone. She's done all the research and gave me permission to share it with you.

*" 😊 Republic Wireless. The plans are sooooo inexpensive – but the smart phones are “extra smart” - cause they are designed to send and receive phone calls, texts, everything (as often as possible) over WIFI. The phones are special – and they have a new deal starting up with a Moto E (I'm so happy with my Moto G with 8 GB) at only \$99 and then you can get a plan to with it for \$10- \$40 a month”*

If you're interested in checking this out, Linda will be glad to send you a referral link. This works both ways....if you get into the plan she's in you can then send a referral link to someone else and a certain amount will be taken off (one time) your phone bill. 😊 Contact me and I'll forward your email to her.



Jill Davis wrote me telling me about Magic Jack Plus and Magic Jack Go. This is another option that might interest people who are trying to get rid of their Landline phone bill. <http://www.magicjack.com/magicJackGO.html> Like Jill said, “ these days every penny counts”. The international Calling interests me with our son living in the Czech Republic.

*“magicJackGO is a home phone replacement service that provides free local & long distance phone calls to mobile phones and landlines in the US and Canada. All you need is high-speed Internet and any landline phone. magicJackGO also offers free international calling to any other magicJack number.”*



There's been some news this past month that I'm really excited about, and I'm hopeful that it will change things for us who are controlled by the Cable companies. Did you hear that HBO is planning in 2015 to sell streaming packages to people outside of Time Warner, Verizon and other cable companies? CBS also announced they'd do the same. What does this mean? It means that there's trouble in paradise for the monopolies that set the price of our packages that they offer; not to mention deciding what is in those packages. I'm sure not everyone needs the hundreds of channels that they offer, and this way you can start to pick and choose what you WANT to pay for. It's only 2 channels, but I have a feeling that others will follow. Wouldn't it be great if you could pay for just what you really want and cut that ever-increasing cable bill? Just recently I had a two hour call with Time Warner to try and get my bill reduced (as I do every year) and I think it's insulting to us, the customers, that we have to go through hoops every year to get a

manageable rate for the services we receive. I should have reminded them that I was without email service for 6 weeks and how they told me that it's a "free service they offer and they'd do me the favor of looking into it anyway". That didn't settle well with me! Last I checked nothing is free from Time Warner or any Cable company! Now consider this, you get your premium channels that you want and subscribe to Hulu Plus and for about 1/3 the price you'd have most of the channels that you want. Sports is the one thing that would leave a lot of people refusing to cancel Cable....but there is a HD Antenna that works within 30 miles of the stations broadcast tower. You can check to see what channels you'd be able to get by checking out this website. <http://tvfool.com/> We'll watch this one and hope that more companies jump on the bandwagon.



This month I've seen some really nasty viruses on machines that have been dropped off at my house. Just a reminder that you have to update your Anti-Virus software whenever it says "*a new update is available*". You also need to do this for your Anti-Malware software like Superantispyware or Malwarebytes. There's all kinds of browser add-ons that cause problems and should be cleaned up too. If you're using Avast Anti-Virus, open it up and click on browser cleanup. It will analyze Internet Explorer, Firefox and Chrome to find and remove add-ons and toolbars with bad reputations. And don't forget to ALWAYS update Adobe Flash Player and Adobe Reader when the message pops up on your screen that there's a new update available.



This might be the best tip of the month for you. Are you like me....getting robocalls all the time? I just setup **nomorobo** on my phone system and it will block those pre-recorded messages that try to get to your landline or cell phones. Since the Do Not Call Registry isn't doing all it should, this will be a great addition to help eliminate those frustrating calls. It just needs one ring to detect a robocal. If it rings once and then stops ringing you'll know it was an illegal call and they caught it. <http://www.nomorobo.com/> (free)



Ransomware has been hitting Apple devices and locking them up. Make sure that you back up all your important information on your iPad, iPhone and iPod Touch because the way to repair this problem is to "reset" your device. That means that everything is removed and you go back to the way it was when you first took the device out of the box. If you see a message from "Oleg Pliss" and a message saying you need to pay them money through PayPal, don't do it. All they want is your money and your password, and your screen will stay locked. This one has been around for a while and probably won't go away any too soon. ☹️



Are you using Window 8? This website has some good tutorials to help you get started. It will show you how to use Apps side by side, and how to swipe, tap, etc with the touch screen. [http://windows.microsoft.com/en-us/windows-8/getting-around-tutorial?inf\\_contact\\_key=b361239dfd598942acb71b3a561fa007145767e8d99d7a1ac4a4c87f19c223f8#apps](http://windows.microsoft.com/en-us/windows-8/getting-around-tutorial?inf_contact_key=b361239dfd598942acb71b3a561fa007145767e8d99d7a1ac4a4c87f19c223f8#apps)



### **Computer Term of the Month - default**

A software function or operation, which occurs automatically unless the user specifies something else. Like your “Default” font is Times New Roman in Word (unless you change it).

Have a good month, and Happy Thanksgiving!

Warm Regards,

Shirl

