



October 2015 Newsletter

Happy October!! Now let's get busy!



The first thing I want suggest that you do is sign up for an email newsletter from a website called **The Cheapskate**. www.cnet.com/cheapskate Click on **join** to sign up. An example of what you can get is a free software subscription for whatever program they find that has a special offer, perhaps a free Photoshop course, the best free alternative to Microsoft Office, etc. I just got an email from them today offering a “free” program that will clone my Mac operating system. They have some good deals too....you might be asked to pay for the product up front, but the rebate they offer will end up reducing the price to “0”. Deals change all the time, so you need to be on top of this one!

Just in case you didn't know, CNET has **reviews**, a **how to** listing, **games, video, news** and **downloads**. I've subscribed to this site for years and they always have something of interest.



El Capitan.....Where does Apple come up with these names for their operating systems? It's been released (September 30), and I'm looking forward to this one. Having used Windows machines for 20 years, I miss some of the features that aren't available on the Mac. This is why I never gave up my Windows machines! Whenever there is a new operating system released for the Mac, it's generally a good idea to upgrade. They improve features that will help the user to accomplish tasks easily (like the split screen that's been added), and improve security (in this version they've added a new security feature called "System Integrity Protection"). **Who shouldn't upgrade?** Anyone who has an older machine, if you haven't been upgrading all along when newer versions of the operating system have been released, or if you run software that **won't be compatible with the newer version**. It's also really important that you backup everything on your Mac before you do an upgrade like this. One hiccup and you've lost all your information! If you want to see what features will be added to the Mac Operating System, check out this link.

<http://www.macworld.co.uk/feature/mac-software/best-new-features-in-os-x-el-capitan-3616306/>



Have you ever taken a video with your camera and when you view it, it's sideways? I think we all have, and now the question is what to do to correct it. My favorite is to use **Windows Live Movie Maker**. Open the video in this software program and then look at the top bar. They have the option to rotate the video to the left or to the right. If that doesn't work, try **VLC Player** and that will change the orientation for you. They also have a free app for the iPad and iPhone. Search for "**Video Rotate & Flip**" at the iTunes Store.



Now for my yearly Spiel! Have you made your traditional call to Time Warner yet? They raise your bill, you call them, you threaten to cancel your service, and then you are close to begging them to cut services to save money. I hate that they do this to all of us and I'm still hoping that news comes along soon that will allow us to cut the apron strings with this company. I know that some streaming services are offering certain stations and once that's made available on a larger scale, I think a lot of us will be making some changes. When I called them this time I told them that I wanted a different package, and they told me there weren't any (even though I found some on-line). **There are three things you need to remember when you call them on the phone.** 1. **Do some research** - Compare plans and see what the

competitor is charging so you can tell them that you can get a better deal somewhere else. 2. **Talk to the right person** - If the first person that you talk to doesn't help you, call back and talk to someone else. 3. **Be persistent** - Don't give up negotiating with them even if they say there's nothing they can do for you. When that happens ask to talk to a supervisor. **Some people have told me that the phone calls don't work, but if you go to their office and complain you'll get better results.** This is what the person on the phone said to me. *"We don't have any packages for you to enroll in at this time, but call back at Christmas when we have some special offers"*. Tell me....why do we have to go through this every year?

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rounded rectangular background.

Just a warning! Facebook users are still getting infected with viruses when they click on links to videos if they're not careful. The thing to watch out for is when they ask you to **install Adobe Flash Player** to view it. If you're already viewing videos without any problems on Facebook, then **you know something is wrong with the request.** If you click on the link, what you'll really be installing is the virus that's attached to that link!



Windows 7 is still my choice for an operating system, and some of you have asked about how to find a machine with Windows 7

to replace your old PC. If you want to avoid Windows 8 or 10, check out the special deals for Windows 7 at HP.com. They have some really nice all-in-one machines and laptops for a decent price. **If you are thinking of buying a Windows 7 machine, you can only order them on-line.** This link will show you the ones available.

<http://store.hp.com/us/en/mlp/Laptops/windows-7-204022--1>

<http://store.hp.com/us/en/mlp/desktops/windows-7-204008--1> The all-in-ones are great because you don't have a tower....just the monitor with the components built into the back. When you check these prices, think back to what you paid for your first computer. I paid about \$3000 and that was in 1995! The nice thing today is that you really don't need to add on any extras to a new computer that you buy. When I call HP I tell them I want it just the way it is....no add-ons!



Do you have toolbars that you just can't get rid of? I

know that sometimes you find a new one installed for your browser and you have no idea where it even came from! Trying to get rid of them is not always easy because they're in the registry keys and they need to be removed with a more sophisticated program.

[Download for Windows - Free](#)

Click on the link above and "Download Now Free Full Version" in the middle of the page. Make sure that when you install it you watch the prompts. Hit decline on the first two and then take the checkmarks out of the boxes on the last screen. (or you'll probably install another toolbar you don't want!)

Note: You may encounter an error from your browser saying that the Toolbar Cleaner program could harm your computer. This is a false error, the program is perfectly safe.



DEADPIXEL **Question of the day!** Do you know what a dead pixel is? Right now, at this very second, you're looking at pixels. Sure, you might think you're reading words on a screen, but those words are just thousands of pixels in the millions that make up your screen. Each pixel is a group of the colors red, green and blue that combine to make any color needed. Unfortunately, pixels are mortal. They can die or get stuck on a color, which can affect the brightness and clarity of your screen. How do you know if something is wrong with any of your pixels? They tend to look like tiny discolored dots on your screen. This free website will help to repair the pixel. <http://www.jscreenfix.com/>



I also have a tip for fixing a pixel that's worked for me. Take a pencil and use the eraser end to press on the pixel and very often it will release it and repair the spot.



Fake Security Warning

A new form of pop-up security scams seems to be catching a lot of people off guard with their cleverly designed schemes. You'll essentially get a popup that appears to lock up your browser and warn you that you've been infected and that you need to call a toll free number so a certified security expert can help you. **This scam is not limited to Windows users as a Mac specific version of the scam has been planted around the Internet as well.** The scammers plant malicious links on social media, in clever phishing email messages, in user forums and in the comments section of popular websites. Here's the thing, **none of the legitimate antivirus programs will post an 800 number as your first course of action,** because they actually don't want you to call them. Good security software will block known attacks and malicious websites and will only detect infections during a scheduled or manual scan. They won't ever pop-up their 800 numbers so now you know it's a **red flag.**



Ever lose your Windows Product Key? When you bought your computer or your new copy of Windows, you may have assumed you'd never have to re-install the operating system. However, there are plenty of reasons why you might have to re-install Windows. Whether a particularly nasty virus has torn apart your registry, or years of digital muck has built up on your hard drive and is hurting your performance, a clean slate could be just what the doctor ordered!

But what if you don't have the Windows product key? It's easy to forget, but to prevent piracy, Windows and other software requires a unique product key for installation and re-installation.

Did you hang on to your packaging? Did you write it down somewhere? If not, don't fret! You don't need to purchase a brand new license.

Enchanted Keyfinder can track down your lost product key.

Just download the free program and extract it to your computer. Once you run it, Enchanted Keyfinder will search through your registry to find where the key is hidden! It also can find the product keys for **Microsoft Office**.

No installation is required, and the keys are stored in common file formats that are easy to open and print. I would definitely run this now and keep a printed copy of your product keys in a safe place, just in case.

Enchanted Keyfinder works on Windows 9X, ME, NT, 2000, XP, Vista and Windows 7. sourceforge.net/projects/ekeyfinder



In Facebook, if you see a headline that says **“Get Newly Introduced Facebook Dislike Button on Your Profile”**, **don't click on it!**

This scam is either a survey scam or an attempt to steal a user's login credentials. If you fall for this scam, change your password immediately.



Have you updated your Apples devices **to iOS 9**? Is so , you probably have noticed something different. The keyboard now defaults to lower case and switches to caps only when you hit the shift key. If you want to go back to the old all caps Keyboard, just go to Settings, General, Accessibility and under the keyboard Option turn off Show lowercase keys.



And finally....what about Windows 10? I'm sure that many of you like it, but I don't hear from you! I hear from the people who are having all kinds of problems with the upgrade and find themselves wanting to go back to the older operating systems. Here's the latest on what I'm hearing:

Activation issues

First and foremost, some people are reporting difficulty activating Windows 10 once it's installed. The bad news is there's really nothing you can do on your end to fix it. The good news, however, is that this issue usually resolves itself after a few minutes.

Chrome is crazy

Chrome browser users are running into a bunch of problems with bogging and slow-downs, especially with performing heavy tasks like streaming video.

We'll have to wait for Google to iron out the bugs but in the meantime, turning off all your extensions will help a bit. If that doesn't help, try reinstalling Chrome.

Where are my favorites?

The new Edge browser is so much better than Internet Explorer. To be fair, it would be difficult to make a browser worse than IE, but Edge is a nice simple browser that's quick and clean.

But where are your favorites?

Click the ... button to open the menu and then click Settings. Scroll to Import favorites from another browser, and then choose your old browser and click Import.

Folder fail

According to some users, there actually is one area where Windows 8 is better than Windows 10: The email app in Windows 10 doesn't allow people to create subfolders when organizing their email.

For most people, this is hardly an issue. Unfortunately for people who do have an issue with it, there's no fix for the time being.

Connectivity complaints

A number of Windows 10 users are complaining that their Wi-Fi is cutting out and it won't reconnect. This is actually a pretty common problem across all versions of Windows, and the fix is the same as it is for Windows 8, Windows 7, and every other version out there: Reboot.

Some users have said that disabling Wi-Fi sharing helps make Wi-Fi connectivity a bit more stable.

To be fair, every operating system needs to be tweaked at first. Time will tell how user friendly this one will be.



Computer Term's of the Month (Question from Lori Stein)

CAPTCHA



A CAPTCHA (an acronym for "Completely Automated Public Turing test to tell Computers and Humans Apart") is a type of challenge-response test used in computing to determine whether or not the user is human. Simply put; this is a security feature to make sure you're a real person accessing the information or making a purchase and not a "bot".

AND

A bot (short for "robot") is a program that operates as an agent for a user or another program or simulates a human activity. On the Internet, the most ubiquitous bots are the programs, also called spiders or crawlers, that access Web sites and gather their content for search engine indexes.



Hope you enjoy the month and that we have good weather for the leaf peepers! Which reminds me that there's a free app download from the apple store and google play for "Leaf Peepr" It will keep you updated on the progress of the color changes in our area.

<http://www.yankeefoliage.com/fmaps/leaf-peepr>



Today's our daughter Theresa's birthday.....Happy Birthday T!

Warm Regards,

Shirl