

# Kcom Lightstream and computer questions & answers

**KCOM Lightstream continues its rollout across the area.** If you haven't signed up for it yet, its probably time you did. Its not just about internet speed, although who doesn't want a connection 5 to 10 times faster than normal broadband? Its also about stability, because this service uses fibre optic cables right to your home instead of copper wires. Just call Kcom and they will offer you the best package for your needs, and the best part is that it may not even cost you much more per month. **This month I thought it would be useful to do a Q&A feature based on questions that I am regularly asked, so here we go:**

**Q:** My laptop boots up but all I get is a black screen and a white arrow

**A:** You could try a 'hard reset' which means holding down the power button for about 10 seconds until the laptop clicks and goes off. Leave for a few minutes, cross your fingers and press the button to start up as normal!

**Q:** My laptop has lost its WIFI connection, how can I get online quickly?

**A:** Plug an ethernet cable into the back of your router (you should have received one with it originally), and then into the side of your laptop. If your router is working correctly then you should be connected.

**Q:** My colour printer is about 5 years old and has started having problems, what shall I do?

**A:** Best advice is to buy a new one. Reasonable models start from about £50 and include a starter set of inks.

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**Q:** Can I print from my Apple iPad?

**A:** Only if you have a recent model of WIFI printer that has 'air print' and it is set up to your WiFi

**Q:** My computer says I need a Java update – do I need it?

**A:** Yes. Java is a program that makes websites work correctly so it is important for security reasons to have the latest version. Just click to agree and install.

**Q:** I use Internet Explorer and keep getting 'script error messages'. Why is that?

**A:** Because it is now so outdated, it is best not to use Internet Explorer. Better to use Edge or Chrome or Firefox or Opera.

**Q:** Should I have the power lead plugged into my laptop and charging all the time?

**A:** Ideally not. Laptops use rechargeable batteries that only have so many 'charge cycles' Once this limit has been reached the battery will not charge any more and will only give very limited power output. Best to use the laptop on battery power (particularly when new), and only plug it in when it requires re-charging.

**For honest, unbiased advice & pricing on a new PC call RDM on 875666**

**Q:** I have a new icon on my screen called Windows 10 Update Assistant. What is that for?

**A:** This is designed to check your computer is compatible with the latest build of Windows. Double clicking on it will run a quick check and if all is ok it will ask you to agree to download the latest update. One thing to be aware of if you are on a limited internet download package is that some of these 'feature updates' are about 5GB in size.

**Q:** I find Windows updates a real nuisance and can cause problems, can I turn it off?

**A:** In Windows 10 the answer is regrettably not.

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## **Security Central:**

**If you haven't already upgraded to ESET Internet Security,** now is the time to do it. And for anyone who hasn't tried ESET yet, don't just take my word what an excellent product it is, go to the website <https://www.eset.com/uk/home/free-trial/> and download a **free one-month** trial! Just make sure you uninstall any existing anti virus you may have, even if it has expired. For prices, upgrades and licences – just give us a call.

**Telephone scam – yes, I must mention this again.** There has been another spate of unsolicited calls to computer users in this area purporting to be from Microsoft (who they are not) offering to fix problems with your computer (which they won't) and then fraudulently taking money for their non-existent services. If you get such calls, and they can be very persistent, tell them you are not interested, or that you have a local computer specialist, or that you don't have a computer!

Remember to look on my website for copies of the current and previous two articles where they can be read, downloaded or printed. And if you are considering investing a new computer you will also find on there my popular article on 'things to consider when buying a new computer. Or if you would like a copy sent by email, just drop me line.

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