

Helpful computer advice for the New Year

Happy New Year to all my valued customers and readers. Every New Year brings new opportunities and challenges to us all, so let's hope it's the bright new beginning of everything you want or need.

New gadget set up service. Did you receive a nice new PC, Laptop or Tablet for Christmas? Then we can set it up for you - this has always been a popular service, as, if you're not used to doing this sort of thing it can be time-consuming and a bit confusing. For PCs and Laptops, we can transfer all the data you need from your old machine (even if it's not working). For all devices we can get you connected securely to your Wi-Fi and set up your email. And importantly security can also be supplied and set up. Just call for information.

Or if you didn't get the PC you wanted for Christmas:

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

New Year is traditionally a time for resolutions and starting as you mean to go on. So, let's make a wish list for your computer activities.

Does your computer need tidying or cleaning up? Too much accumulated stuff can slow down your computer

What about that back up you've been putting off for ages? Don't forget all those important documents, photos and address book. Do you have a good-size memory stick or better still an external hard drive?

Are you staring at an ancient square monitor with dodgy colours? Could be bad for your eyes.

Have the letters worn off your clunky keyboard and has that mouse seen better days?

We offer reliable computer services in your own home and can offer to supply and replace necessary items at cost-effective prices. This all goes to help make using your computer more enjoyable. Just call for advice.

Make RDM your first call for home computer support – call us on: 875666

Power options on laptops. If like me, you find it frustrating when a laptop goes to sleep every time you turn your back for a minute! Then you'll be pleased to know you can adjust this. Go into Control Panel and open Power Options and you will probably find the setting selected called 'Balanced' or similar. Click to change power settings, there are two settings, battery and mains power, then using the drop-down list change the number of minutes before the screen or hard drive goes off. On the mains setting I personally go for a long screen time, and change the hard drive off setting to Never. Click to save.

Browser or search engine – what's the difference? These two things do get confused. But put simply a browser is just a piece of software that is designed to give your computer access to the internet. Examples would be *Internet Explorer* (see below), *Edge, Chrome and Firefox, Safari & Opera*. When you open your chosen browser and you type in either an address or a search query, that's when the search engine leaps into action. Google is probably the best known (and has of course become a verb); then there is Bing from Microsoft and Yahoo has its own also. Your browser will have one of these set up and will use that all the time, although you can choose to change it at any time). There is a whole science behind searching the internet, but suffice it to say search engines use complex algorithms to pick key words you have typed and return results based on similar popular searches. The future I am sure will be based on artificial intelligence and machine learning which will actually understand what you are asking so as to be more precise. Mind you when you think how massive the internet is and how quick the results come back now, it's pretty impressive now!

Talking of Internet Explorer, its been around as long as the internet and is starting to show its age. Lots of customers have been experiencing problems with crashes and 'script errors' etc. The only solution is to switch to another up to date browser like those mentioned above.

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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 as I have many times before. There has been another spate of unsolicited calls to computer users in this area purporting to be from Microsoft (which 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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