

Kcom Lightstream, Office 2019 and Laptops

Kcom Lightstream continues its rollout across the area. If you're not familiar yet with this yet, it is the fibre-optic internet service. Far superior to the standard service delivered over copper telephone wires in both speed and stability, and all for about the same price you are paying Kcom now. So it is recommended. One thing worth mentioning before installation. Because a new (more powerful) router will be installed by the Kcom engineer and they normally make sure your PC or Laptop is working before they leave. However, they won't connect up all your devices, so before installation takes place, make a list of items that connect to your existing Wi-Fi, so you know what you will need to re-connect to the new router. This could include your printer, smart TV and set-top boxes, iPads or other tablets, Smartphones, Amazon Echo (Alexa) etc. Also, you may find your new router is in a different place to the original, so coverage can sometimes be an issue. Call if you need your items set up and advice on extending coverage etc.

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Windows 10 October update mentioned in last month's article has been stopped by Microsoft owing to some computer users suffering data loss and blue screens! No news at the moment on a new release date.

Microsoft Office 2019 has been launched. Conforming to the normal three-year cycle this will follow the last release back in 2016. If you purchased Office 2016 don't worry, it will carry on working as normal. If you're on an ongoing subscription to Office 365, you should see your software gradually updated with new features. Outlook has undergone a bit of a facelift already.

Did you know? The people who operated the first calculating machines were called 'computers'

Laptop hard drives I have mentioned before that some laptops now come installed with an SSD (solid state drive). These are a bit like a memory card found in a camera or smartphone, except that they the same physical size as a traditional mechanical hard

drive, and can be swapped out if necessary. However, recently I have come across one or two laptop models that use an 'eMMC' which is an embedded memory card, meaning that it is just like another chip on the printed circuit board that cannot be replaced. They are also even smaller in terms of storage capacity than an SSD. If you need further advice, then go to my website and read the article on purchasing a new laptop. www.rdmcomputers.co.uk/news

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Google Translate is a brilliant tool for translating to/from virtually any language! Just type Translate into Google and you will get a page enabling you to type in, or easier still copy & paste whole sentences and choose the language you need.

Tip! A new bank 'Confirmation of payee' service will be introduced in 2019 meaning that when customers using internet banking want to transfer money to a new payee, the name of the account holder entered will have to be checked by the bank **to ensure it agrees** with the sort code and account number entered. Previously this was not the case, so that fraudsters could fool people into paying money into their own bank account even though their name was not the one the customer thought they were paying.

If you have an Apple ID, or a Microsoft account (Hotmail, Live etc), take time to check what personal contact information they have saved for you. Sign into your account and review security information, and make sure they have an alternative email address and a mobile or landline number. The reason for this is that if you ever forget your password and get locked out of your account, they will have a means of sending you an account recovery code.

Question & Answer section

Q: My computer screen has turned sideways (or upside down). What do I do?

A: Try pressing **Ctrl + Alt + UP Arrow Key**, or try **Ctrl + Alt + and a different Arrow Key**. If that does not work: **Right-click on empty Desktop > Graphics Options > Rotation**.

Q: I keep getting an annoying Eset firewall warning about webcam access, allow or block.

A: This is being fixed in a new release of Eset software (version 12), which should be rolling out by this month.

Security Central:

If you haven't already upgraded to ESET Internet Security, now is the time to do it. 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 or Windows (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 two previous 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.'

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