

www.Sanet.me

www.Sanet.me

ForeverLoving

sanet.me/blogs/booknew/
sanet.me/blogs/training4all/

Google Pixel verdict p20

WebUser

GREAT
£2.10
VALUE

Issue 411

30 Nov - 13 Dec 2016

/ Best software / New apps / No fake news!



KODI
TV-CASTING

The smartest thing
you can do with it **p52**

Secret New Tools For... Google

▶ The best things you didn't know you could do **p38**

- ✓ Block **YouTube** adverts
- ✓ Mute noisy tabs
- ✓ Crop & rotate **photos**
- ✓ Use **Gmail's** keyboard shortcuts
- ✓ Enable **Allo's** incognito mode
- ✓ Restore files you've lost
- ✓ Use **Google Maps** offline
- ✓ Turn your **photos into videos**
- ✓ Force YouTube to play in HD
- ✓ Access **Drive** folders offline
- ✓ Create your own personal map
- ✓ Send Google Maps to your phone
- ✓ Get instant **Gmail alerts**
- ✓ Unlock **Chrome's Task Manager**

and many more... p38

only
£2.10 9 771473 709158 48>

PLUS

**Windows 10's
Hidden Menus**

And 9 other secret settings
you must unlock **p64**

**Stream Your Videos
To ANY Device**

Superb new way to use VLC **p58**

STAY PRIVATE

**Fake Your Name &
Phone Number Online**

Avoid scams and nuisance calls **p46**

Business goes up



Business goes down



So our business apps are available
on a 30 day rolling contract



Work safely and securely wherever
you are with McAfee & Office 365

More for you

Find out more at
o2.co.uk/businessapps

O₂
business

Google's well never runs dry

I haven't had time to check (our Christmas deadlines are a killer), but I'm pretty certain that Google has appeared at least once in every issue of *Web User* to date. Now, here it is again – on the cover, no less – and we're still discovering useful new tricks for its ever-evolving products and services.

So if you were expecting to turn to page 38 and find barrel-scraping filler such as 'words that rhyme with Google' (frugal, bugle, Dougal) or knitting patterns for a Google Maps onesie, I think you'll be pleasantly surprised. We've rounded up 30 of the best new things you can try in

Chrome, Gmail, Drive, YouTube and all your other Google favourites. And there are plenty more tips in our new *Definitive Guide to Google's Hidden Tools* at bit.ly/defguidegoogle, which you can order now from Amazon. This well never runs dry!

Don't forget that our next issue, on sale 14 December, is our 'Best Free Software for 2017' special. Miss it and you'll be well disappointed.

Robert Irvine
robert_irvine@dennis.co.uk
[#webuser](https://twitter.com/webuser)



ISSUE 411

30 NOV - 13 DEC 2016

ON THE COVER




5 Things you'll learn this issue

- 1 How to make free video calls from your phone using WhatsApp **page 6**
- 2 How to find and remove duplicate files on your hard drive for free **page 26**
- 3 How to use an Android app to count everything you do during the day **page 35**
- 4 How to detect if someone's been snooping on your private files **page 54**
- 5 How to get back the flashing network icon in the Windows system tray **Page 65**

Subscribe to Web User!

Never miss another issue – subscribe at subscribe.webuser.co.uk

 Average sales, Jan-Dec 2015, 29,463 copies per issue

ISSUE 411

30 NOV - 13 DEC 2016

COVER
FEATURE

Secret New Tools For... **Google**

p38

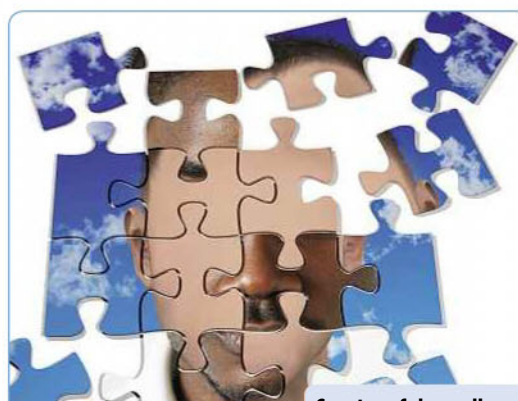
30 new and hidden features in
the services you use every day



The best free tools for encrypting
files and folders **p44**



Google Pixel review **p20**



Create a fake online
identity **p46**

IN DEPTH Articles on the latest tech topics

- 36 FAQ**
Facebook Live
- 38 COVER FEATURE**
GOOGLE - SECRET NEW TOOLS
New tricks for Google Search, Chrome, YouTube,
Gmail, Maps, Drive and more
- 44 File-encryption tools**
We test five free programs that make it easy to
protect your files
- 46 Fake your online identity**
Avoid spam and scams by faking your profile,
email, phone number, location and more

REVIEWS Apps, sites and products on test

- 14 Best New Websites**
We review the best new and relaunched sites
- 20 Product Test**
Can Google's new phone rival the best Apple
and Samsung devices?
- 24 Best Free Software**
This fortnight's most useful free downloads
- 30 Best New Browser Tools**
Get more from Chrome, Firefox and Opera
- 32 Best Free Apps**
Our favourite new phone and tablet apps

FAVOURITES Must-read regulars

- 6 What's New Online**
10 brilliant things to do on the web
- 8 Need to Know**
This fortnight's top tech news stories
- 12 Stay Safe Online**
Security advice for PC and mobile
- 18 Build a Better Site**
Expert tips, tools and practical help
- 22 Best Buys**
Our pick of the best new products
- 50 Broadband Deals**
Find the best-value package for you
- 51 Take a Screen Break**
Guess the kids' TV shows emojis



- 72 Inbox**
Tell us your views and opinions
- 74 Page 404**
Barry blames Tesco for lax security



Practical WebUser

Workshops, tips, projects and problem solving

16 pages

- 52 Workshop 1**
Cast videos from mobile to Kodi
- 54 Workshop 2**
SoftPerfect File Access Monitor
- 56 Workshop 3**
LastPass for mobile devices
- 57 Workshop 4**
Sync all your mobile devices with one program
- 58 Weekend Project**
Stream to any device with VLC
- 64 Web User's Top Tips**
Your taskbar's notifications area
- 66 Ask the Expert**
All your technical questions answered
- 68 Readers' Tips**
The best tips from our readers
- 70 Readers' Helpdesk**
Answers from our reader forums

Is someone snooping on your files? p54



EDITORIAL

Group Editor Daniel Booth
Deputy Editor Robert Irvine
Technical & Reviews Editor Andy Shaw
Staff Writer Edward Munn
Art Editor Laurence Hallam
Production Editor Miki Berenyi
Editorial Tel: 020 7907 6000
Visit forum.webuser.co.uk
for technical and buying advice

ADVERTISING

Tel: 020 7907 6799
Advertising Director Andrea Mason
Group Advertising Manager Charlotte Milligan
Deputy Advertising Manager Alexa Dracos
Account Manager Finan Tesfay

ADVERTISING PRODUCTION

Group Production Manager
Stephen Catherall, 020 7907 6054
Production Executive Maisie Harvey, 020 7907 6042

MARKETING

Marketing Manager Rachel Hare
Marketing Production Manager Gemma Hills

MANAGEMENT

Tel: 020 7907 6000
Managing Director John Garewal
MD of Advertising Julian Lloyd-Evans
Commercial and Retail Director David Barker
CFO/COO Brett Reynolds
Chief Executive James Tye
Company Founder Felix Dennis

SYNDICATION AND USE OF LOGOS

Syndication Senior Manager Anj Dosaj-Halai
Tel: +44 (0)20 7907 6132
Email: anj_dosaj-halai@dennis.co.uk

INTERNATIONAL LICENSING

Web User is available for licensing overseas.
Licensing & Syndication Assistant Nicole Adams
Tel: +44 (0)20 7907 6134
Email: nicole_adams@dennis.co.uk

SUBSCRIPTIONS

Tel: 0844 322 1289
Email: webuser@servicehelpline.co.uk
You can manage your existing subscription through www.subsinfo.co.uk. This should be your first port of call if you have any queries about your subscription.
Fax: 01795 414555. A subscription to Web User for one year costs £52 for UK subscribers, £90 for Europe and £146 for the rest of the world. Call 0844 322 1289 to get the next issue, delivered free to your door.

PRINTING

Printed by Wyndeham Bicester, Oxon
Distributors Seymour 020 7396 4000

PERMISSIONS

Material may not be reproduced in any form without the written consent of the publisher. Please address such requests to: John Garewal, Dennis Publishing, 30 Cleveland Street, London W1T 4JD

LIABILITY

While every care was taken preparing this magazine, the publishers cannot be held responsible for the accuracy of the information or any consequence arising from it. All judgments are based on equipment available to Web User at the time of review. 'Value for money' comments are based on UK prices at time of review. Web User takes no responsibility for the content of external websites whose addresses are published in the magazine.

© Copyright Dennis Publishing Limited. Web User is a trademark of Felix Dennis.



A DENNIS PUBLICATION

Web User is published fortnightly by Dennis Publishing Ltd, 30 Cleveland Street, London W1T 4JD. Company registered in England. Material may not be reproduced in whole or part without the consent of the publishers. ISSN 1473-7094

WEB USER
PRINTED IN THE UK





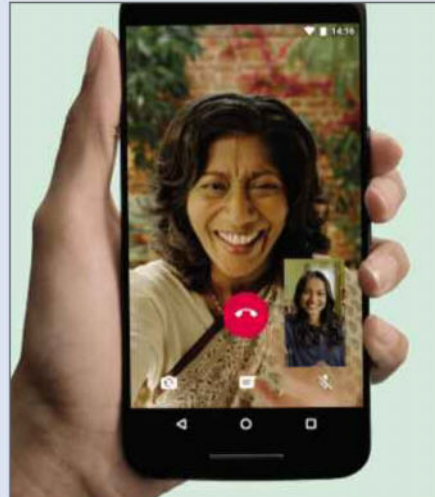
What's New Online

Enjoy moving chats in WhatsApp

WhatsApp has made several welcome additions to its messaging service recently, although the benefits you can enjoy will depend on the mobile platform you use. For example, on Android phones you can now write and draw on photos and videos and add emoji to express yourself.

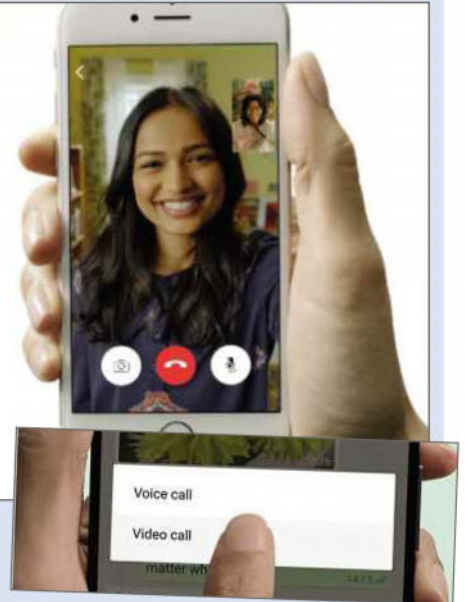
More significantly, the Android, iOS and Windows Phone versions of WhatsApp have now added free Skype-style video calling that lets you simply tap a contact card or the Call button to choose between voice and video chat. You'll also benefit from tighter security thanks to the introduction of two-step verification, which adds a six-digit passcode to your account when you set WhatsApp up on a new device.

On the iOS version of the app, you can now send and receive animated GIFs in your messages. Not only can you search through the Photo/Video



library to find the ideal moving images, but you can also send live photos and convert videos of less than six seconds in length into animated GIFs.

On top of all of that, Facebook has agreed stop sharing data with WhatsApp following concerns about



privacy raised by the UK data-protection watchdog, the ICO. Good news, indeed.

www.whatsapp.com

Program the internet using IFTTT applets

ifttt.com

If This Then That (or IFTTT) has ditched its 'recipes' feature in favour of what it calls 'applets'. You can still carry out specific tasks based on certain triggers – for example, adding a photo to Dropbox when it's tagged in Facebook – but also connect different tasks, which IFTTT says will give it greater flexibility.

To enable these changes, IFTTT has merged its DO and IF apps to produce a new IFTTT app, so you can create and view everything in one place. It has also redesigned its website and added support for Google Assistant, which you can use to connect with Pixel phones and the forthcoming Google Home speaker. It's certainly a good time to check IFTTT out again if you've been away from it for a while.



Explore the world of Fantastic Beasts

bit.ly/beasts411

Google and Warner Bros have teamed up to celebrate the release of the Harry Potter prequel *Fantastic Beasts and Where to Find Them*. The above link uses



Street View to take you back to New York in 1926, where you can explore real-life locations from the film, from the Blind Pig speakeasy to the apartment of two of the main movie characters. You can also have fun using 'Ok Google' on your Android phone by saying "Lumos" and "Nox" to turn the flashlight on and off, and "Silencio" to mute your device. Once you've done that, you can download a *Fantastic Beast* sticker pack from within Google's messaging app Allo, and click a button to search for cinema times and locations. Reviews have been mostly positive, so you should be in for a treat.

We highlight 10 of the most amazing and amusing things you can do on the web this fortnight

Watch the BBC's debut VR film

vr.google.com/daydream

The BBC is dabbling in virtual reality with an interactive fairy tale called *The Turning Forest*. Released for Google's Daydream View headset, it's accompanied by a dynamic spatial soundtrack and invites you to join a young child on an imaginative journey with a mythical creature. Don't fret if you don't have the right tech: you can get a feel for it on YouTube at bit.ly/turning411.



Explore 16 years of the ISS

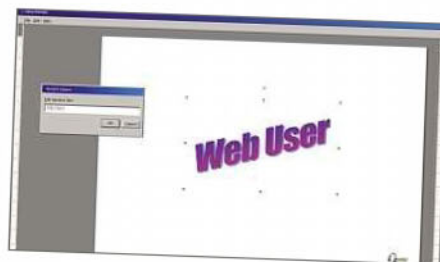
bit.ly/iss411

The ISS (International Space Station) is such a staple of the sky that it's easy to forget that humans have only occupied it since 2000. With this batch of 16 fascinating GIFs, though, you can cast your eyes over more than a decade and a half of space history and see what a true star the ISS has been for science and exploration. NASA has picked key moments ranging from the arrival of Expedition 1 and the aftermath of the 2001 terrorist attack in New York to SpaceX's visit and stunning shots of aurora, the sunrise and the Milky Way.

Create amazing retro WordArt

makewordart.com

If a picture paints a thousand words, then we're not entirely sure what WordArt achieves other than some snazzy stylised text. You can relive its glory days via this retro-inspired online creation package. Adopting the nostalgic look of Windows 95 and aided by our old pal Clippy, you simply type in some text, choose from 15 gaudy WordArt styles and position your picture on the canvas. When you're finished, you can share the result on Facebook, Twitter or Tumblr, download it or even slap it on a T-shirt.



5 TO FOLLOW ON TWITTER



[@OfficialSanta](https://twitter.com/OfficialSanta)

Not long to go! See what Santa's getting up to over the next month

[@esaspaceflight](https://twitter.com/esaspaceflight)

Get the latest news about ESA's human-spaceflight programmes

[@titaniconthings](https://twitter.com/titaniconthings)

This feed plays music from the film *Titanic* over random videos

[@transition2017](https://twitter.com/transition2017)

Check how smoothly the US presidential transition goes

[@BFFoundation](https://twitter.com/BFFoundation)

Help the Born Free Foundation protect wild animals this Christmas

+ Watch YouTube videos in HDR

www.youtube.com

If you have a 4K television with support for High Dynamic Range content, you can now stream a number of YouTube videos in eye-popping, colour-vibrant HDR via compatible streaming devices such as Chromecast Ultra, PlayStation 4 and Xbox One S.

Use Android Auto in any car

www.android.com/auto

If you're after an in-car infotainment system, Android Auto can now be used on any phone running 5.0 or later. It lets you use voice commands to get directions, listen to music and see your messages.

Send PayPal cash using Siri

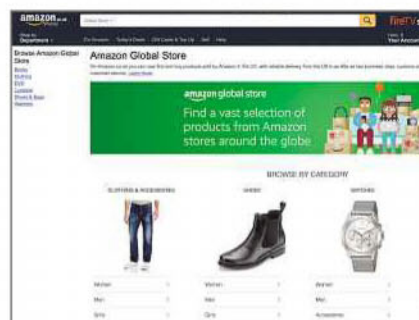
www.paypal.com/uk

The latest update to PayPal on the iPhone and iPad lets you use Siri to send money to your friends (if their PayPal email or phone number is in your contacts). Activate Siri by pressing the Home button and say, "Send £100 to Robert using PayPal", then confirm it using Touch ID.

Buy US items via Amazon in the UK

bit.ly/global411

Amazon's new Global Store makes it easier to buy products direct from America; you can order books, clothes, DVDs, luggage, shoes, bags and watches and have them delivered in as little as two days. The prices include all the import duties and taxes, heading off any hidden surprises. You can also return items and benefit from UK customer service.



Three hack puts six million customers at risk

What happened?

Mobile network Three admitted that it had been hacked, potentially putting the data of six million customers at risk. This wasn't a standard cyber-attack, though. Rather than threatening to leak users' personal and financial information – as TalkTalk's hackers did earlier this year – the Three attack was aimed at stealing top-end phones.

The hackers used an authentic employee login to gain access to Three's upgrade system. They then apparently ordered new handsets and intercepted their delivery, sometimes by breaking into Three's stores. The criminals stole 400 "high-value" handsets through burglary, and eight devices were "illegally obtained through the upgrade activity". The crime appears to have taken place over a month, with Three notifying police after spotting an increase in handset fraud attempts.

The authorities have already arrested three suspects: a 48-year-old man from Kent, and two men from Greater Manchester, aged 39 and 35. All have been bailed.

The Three hack follows the high-profile attack against TalkTalk last October, in which hackers stole the data of 157,000 customers. The ISP estimated that the attack will cost £42m to put right, and it was fined £400,000 by the Information Commissioner's Office – the largest fine possible.

The 17-year-old hacker behind that attack pleaded guilty, telling a Norwich Youth Court that he was "showing off" to his friends. One of six arrested for the



incident, the teenager said he used a piece of software to find vulnerabilities on the websites of his targets, which included Manchester and Cambridge Universities. He's expected to avoid jail.

How will it affect you?

Three has nine million customers in the UK, and the hackers had access to two-thirds of those accounts. The company says no financial data was at risk, but even if your card details aren't floating around the dark web, the criminals could have accessed names, phone numbers, addresses and dates of birth, all of which can be used to target people in various ways.

Because the criminals focused on stealing handsets, it's not known if they even downloaded the data, but you should look out for any phishing emails or phone-based scams that might use such details. Keep an eye on your Three account and bank account, too.

Three hasn't said how the criminals breached the upgrade system other than noting that they used "authorised logins". It may be worth changing your password if you use the same one on other sites, but the nature of this crime means it's probably unlikely to spread the way other hacks have.

At the time of writing, Three hadn't notified affected users, and it's not clear

if former customers whose data may still be held by the company are at risk.

What do we think?

It's good news that police acted so quickly, with the alleged perpetrators already in custody, and that the attack was apparently limited, but it won't help consumer confidence.

The problem with such hacks is that there's nothing consumers can do about them. We simply have to trust the likes of TalkTalk and Three to do their best to keep our data safe. You could switch providers, but there's no knowing which ISP or mobile network will be next.

Perhaps it's time for some independent security auditing to help consumers make a choice based on real data. Or maybe the Information Commissioner's Office or the wider government should dole out significant fines to motivate companies to do better – if a teenager can hack your database with readily available online tools, you're not trying hard enough. Companies could also be banned from holding unnecessary data on us, leaving fewer details to be compromised when the apparently inevitable happens.

The real answer is probably a mixture of all three, but after years of inaction on corporate data security, frankly we'd be happy to see any improvement.



The Three hackers stole high-end phones rather than customer data

What we think of this fortnight's top tech news stories and rumours, and how they affect you

Web of Trust caught selling user data

What happened?

Chrome and Firefox have removed the privacy and security tool Web of Trust (WOT, www.mywot.com) from their stores after it failed to live up to its name. The browser add-on, which has been downloaded 140 million times, gives websites a rating for security, trustworthiness and child safety, among other things, based on user-submitted data.

Now the privacy of those users is at risk, according to a report from a German broadcaster, which revealed that Web of Trust has been quietly selling user data and browsing habits to marketing companies. Even more disturbing is that the data wasn't fully anonymised before it was handed over – the report says it included a range of details that would easily identify a person, including their postal address, travel plans and browsing history.

How will it affect you?

The WOT add-on has now disappeared from both the Mozilla download site and the Chrome Web Store. If you're running the add-on

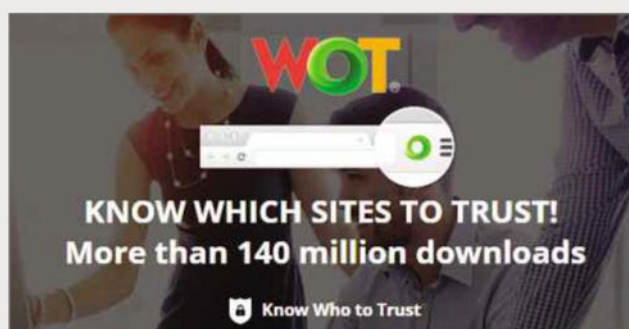
or the mobile app, you should uninstall it now.

Web of Trust's developers have apologised for failing to anonymise the data properly (bit.ly/trust411), and have promised to do better in future. They have also created a new privacy policy that lets users opt out from having their browsing history sold. The changes are expected to roll out in the "coming weeks", the company said.

What do we think?

What a disappointment. It's hard to see Web of Trust recovering from such a huge betrayal of its users' privacy – and if you can't trust a company with that very word in its name, who can you trust?

Part of the problem is that some companies treat web users like products rather than customers, harvesting our data to pay for the "free" services we use. Web of Trust needs to fund its work somehow, and as we're accustomed to getting add-ons and apps for free, it's harder for companies to charge for them. Perhaps if we want privacy, it's time to pay up.



Amazon takes on Spotify music service

What happened?

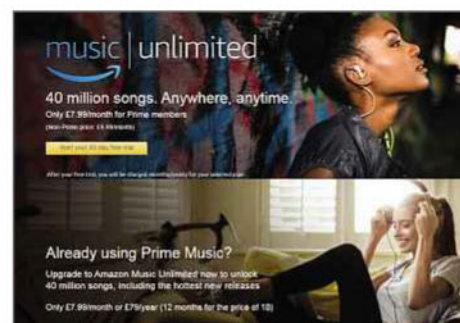
Amazon has unveiled its own music-streaming service, Amazon Music Unlimited, which will compete with rivals such as Apple Music and Spotify.

Amazon already offers a limited streaming option through Amazon Prime, the subscription service that includes Instant Video and free delivery for some products. Amazon Prime's music selection is limited to just two million tracks, but Amazon Music Unlimited offers more than 40 million.

Similar to Spotify, which has more than 100 million users worldwide, Music Unlimited is available for mobile devices and desktop PCs, and provides recommendations based on your listening habits, as well as a choice of radio stations, ready-made playlists and offline listening.

How will it affect you?

Amazon Music Unlimited will cost £9.99 per month, which is the same as Spotify Premium. If you're an Amazon Prime subscriber, you'll save £2 a month (although you'll still need to pay £79 a year for your Prime subscription). If you have an Amazon Echo speaker and voice assistant, the monthly



charge is only £3.99.

Amazon is also expected to unveil a family membership for £14.99 a month.

Unlike Spotify, Amazon Music Unlimited doesn't include a free option, but you can try it for a month without charge.

What do we think?

If you're already a Spotify fan, Amazon isn't offering much to convince you to switch your playlists over to its platform. That said, there is one aspect of Amazon Music Unlimited that Spotify can't match – although it's admittedly of limited appeal. That feature is support for Amazon Echo, the company's combined speaker and voice-assistant hardware. If you own an Echo, you'll be able to ask the voice assistant, Alexa, to play songs by a particular singer, a playlist or the appropriate music for the situation, whether it's a dinner party or a workout. Music on demand is one thing, but music on command is a more intriguing prospect.

Look out for an FAQ about Amazon Music Unlimited in our next issue.

Google and Facebook crack down on fake news

What happened?

After claims that fake news on Google and Facebook contributed to Donald Trump's shock election victory, the two companies are taking steps to tackle phony news websites. The move follows heavy criticism of Facebook for an alleged lack of oversight during the US presidential election, in which it allowed false news reports to spread and influence potentially undecided voters. It was claimed that such phony news sites may have given Trump an unfair advantage, an idea that Facebook founder Mark Zuckerberg has rejected.

Now, Facebook and Google have announced they will be revising their advertising policies to help limit the spread of fake news. Google is making changes to block ad content on websites engaged in spreading misleading stories, in an effort to starve them of revenue. It announced in a statement to Reuters, "moving forward, we will restrict ad serving on pages that misrepresent, misstate or conceal information about the publisher, the publisher's content or the primary purpose of the web property".

A Facebook spokesperson, on the other hand, said "we do not integrate or display ads in apps or sites containing content that is illegal, misleading or deceptive, which includes fake news". The company added that it would



continue to vet publishers to catch fake stories while a report from BuzzFeed News suggests that Facebook has also deployed an unofficial task force to deal with the issue of fake news.

How will it affect you?

Now that Google and Facebook are cracking down on fake news, we should start seeing fewer false articles on the social network and in Google search results. But while blocking ads on fake news sites will make it harder for them to generate revenue, it will not make them disappear overnight. In the last few days, a search for 'final election count' in Google News would still direct users to a website that claimed Trump

had won the popular vote, despite votes still being counted and showing Clinton with a slight lead.

What do we think?

As two of the most visited sites on the web, it's vital that Facebook and Google do everything within their powers to crack down on fake news, so we only read honest, accurate reporting. We'd hope that people question what they read on the web, especially if it's not from a reliable resource, but with such a proliferation of news sites and blogs, it's become increasingly difficult to recognise what's authentic and what's not, especially if it has been shared by your friends and family.



FIRST LOOK

Fitbit Flex 2

www.fitbit.com/uk/flex2

Fitbit was at the forefront of the fitness-tracker boom, but one thing it never managed to crack was waterproofing. That's all changed with the Fitbit Flex 2, a device that can track the number of lengths you've swum in a pool along with all the usual fitness-tracking metrics including your steps and sleep, your walks, runs, bike rides, gym sessions and more. The Flex 2 also estimates



calories burned based on your age, height and sex; provides an educated guess at the distance you've walked or run; and helps you track the food you eat and your water intake.

The great thing about the Flex 2 is that it keeps tabs on all of this (aside from your food consumption) completely automatically. The only catch is that you have to have indulged in that activity for at least 15 minutes (or 10 minutes if you set it accordingly) before the Flex 2 will log it as such.

The design of the Flex 2 is similar to the previous version, but with some practical embellishments. The tracker itself is a tiny

plastic lozenge, adorned with five status LEDs used to indicate charge status and notifications. It has a vibrating motor inside to remind you to get up and move about, wake you up silently in the morning and notify you of incoming text messages and phone calls.

We found the fitness tracker comfortable to wear and it feels far more robust than the old Fitbit Flex, with a clasp that engages more firmly and securely.

Small niggles aside, we like the Fitbit Flex 2. It works well, it's waterproof and it tracks everything, including swimming, for a reasonable price (£80). The only things missing are heart-rate monitoring and a barometric pressure sensor, which would allow it to count how many flights of steps you've climbed.



WHAT'S THE RUMOUR

Is Apple planning to release smart glasses?

Apple is working on glasses that include augmented-reality features, according to a report by Mark Gurman at Bloomberg (bit.ly/gurman411). The report claims the company is in an "exploration phase" for a set of digital glasses that, like Google Glass, connect wirelessly to your iPhone and show images and information in your field of vision.

However, Apple's glasses will reportedly also have full augmented reality. The rumoured release date for this device would be around 2018 at the earliest.

The report argues that CEO Tim Cook is under pressure to develop new products following shrinking sales of the



iPhone, which accounts for two-thirds of Apple's revenue. It also points out that Apple has patents for tech such as augmented reality in the street-view mode of mapping apps, as well as for smart glasses that use full-fledged virtual reality.

LIKELIHOOD RATING



Gurman's track record with Apple rumours is excellent and he has some of the best sources in the industry. However, we think this story is a stretch and don't believe we'll see any kind of augmented-reality Apple device for some time.

The first issue is one of timing. Apple rarely moves into a market ahead of its competitors, and consumer-level augmented reality is still in its infancy. Indeed, since the

Google Glass debacle, nobody has ventured near consumer augmented reality. Next, there's the issue of how fast Apple brings products to market. To go from nothing to an entirely new category of product isn't unheard of but it would be unusual. We have no doubt that Apple is exploring augmented reality and virtual reality, but we suspect it will be content to let other companies establish the market and then introduce its own product rather than try to be first.



What's new on Kickstarter

Our favourite new project on the crowdfunding site

Selfie Feet

bit.ly/feet411 | From £20

Why bother with an unwieldy selfie stick when you can capture photos of yourself and friends using your own feet? Such is the concept behind Selfie Feet, possibly the most ingenious project to appear in this section all year. Strap it to your shoe, sock or bare foot, attach your phone using the built-in magnet and press the button on the Bluetooth remote control to take your picture. Selfie Feet works with iOS and Android devices and has already sprinted past its (admittedly unambitious) target of £1. It's the perfect Christmas gift!



WEBOMETER



WE LIKE...



Lightning-fast phone charging on the way

Phone-processor manufacturer Qualcomm has announced that its next-generation Snapdragon 835 processor will feature Quick Charge 4

technology, which provides up to five hours more phone use from a five-minute charge.



Twitter introduces new features to tackle abuse

The social network now lets you mute offensive words and phrases from your notifications, although tweets containing such content will still appear in your timeline and searches.



WE DON'T LIKE...



NHS send-to-all email creates havoc

An email sent from an NHS employee to 840,000 colleagues slowed the system to a crawl. The slowdown got even worse when some recipients clicked 'Reply all' to complain.



Children exposed to hate speech online

One third of 12-15-year-olds say they saw 'hate speech' online in the past year, according to a recent survey by Ofcom. The new research also showed that children are spending more hours a week on the internet than doing any other media activity.



Stay Safe Online

News about the latest threats and advice from security experts

SECURITY ALERT! | What's been bothering us this fortnight

Facebook buys passwords from the dark web

Facebook is buying stolen passwords from the 'dark web' to protect its users from cybercriminals, it has been revealed. The company has been purchasing the stolen credentials and then matching them with users on its own system, advising those who are using a compromised password that, for their own safety, they should not use it on other sites. "The reuse of passwords is the [number one] cause of harm on the internet," Facebook's chief security officer, Alex Stamos, told attendees at Web Summit in Lisbon. "It turns out that we can build perfectly secure software and yet people can still get hurt."

Javvad Malik, security advocate at AlienVault, said Facebook's strategy could be a risky one and may



encourage rather than stop hackers conducting illegal activity. "The ethical dilemma is that by paying for password dumps, companies are funding and further encouraging criminals to hack other sites for their passwords," he said. bit.ly/facebook411

Researchers create password-guessing algorithm

University researchers have developed a framework that can guess passwords 73% of the time. The system, called TarGuess, was built by researchers from Lancaster University, Peking University and Fujian Normal University, who published a paper (bit.ly/password411) on their findings. The paper says that even against more security-conscious users, the framework can claim success 32% of the time. Few studies have previously examined targeted online



guessing, where an attacker guesses a victim's password by exploiting their personal information.

bit.ly/algorithm411

Dating-site hack 'exposes 412 million users'

A dating site has allegedly been hacked, exposing more than 412 million user accounts. FriendFinder Networks, which operates adult websites including Adult FriendFinder, Cams.com and MillionaireMate, has been hit with a massive hack, according to breach-tracking site Leaked Source (www.leakedsource.com). While the most common accounts included in the data dump were from adultfriendfinder.com and cams.com (more than 339 million and 62 million, respectively), there were also more than seven million account credentials from penthouse.com, a domain which the company sold in February.

bit.ly/hack411

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT:
Mark James, Security Specialist at ESET
(www.eset.co.uk)



Q Following the Tesco Bank hack, how safe is it to bank online?

Jake Byrne, Facebook

A I think we need to keep this in perspective. Using the internet carries inherent risks, as does travel, whether by road,

train, air or on foot. Risk is part of daily life and what we need to do is ensure that we take all possible precautions ourselves. But even protecting our own environment can still leave us at risk from others who get compromised.

If your bank is hacked and you lose money, contacting your bank should resolve the issue and, in almost all cases, result in a refund. However, this is not the same as being compromised when you're failing to protect your own finances, either through neglect or by being scammed. Banks treat such scenarios on a case-by-case basis. Your only defence is to

check your statements and contact your bank quickly if something is wrong.

Make sure you understand your bank's stance on fraud or cybercrime relating to your accounts – what its policies are and what it will and won't do if your account is compromised.

Companies often see internet security as an insurance policy, because they are spending money on defences and system procedures that will only potentially be tested if there is a breach. Some companies choose to go all out, some

“ Check your statements and contact your bank quickly if something is wrong ”

do the "required" amount and some do the bare minimum.

When things do go wrong, making sure that affected customers are well informed in a timely manner is just as important as public awareness of how it happened, what went wrong and how the bank intends to stop it happening again. After all, your only course of action after that is voting with your feet.

perfectly balanced security

When you want to test the internet to its limits, you need the best protection available.

ESET Smart Security Premium gives you the best balance of speed and award-winning detection, from a top-rated security vendor.

Find out more: www.eset.co.uk/essp



ENJOY SAFER TECHNOLOGY™

★ Best New Websites

Site of the Fortnight

NATURE

NEW

BBC Planet Earth II

bit.ly/planet411

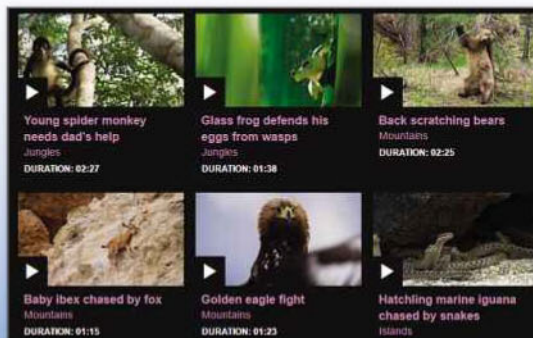
The BBC has pulled out all the stops with its current nature documentary series and the official website offers lots of supplementary content to augment each jaw-dropping episode. There are dozens of well-chosen, sharable clips from the show, including the heart-stopping footage of a marine iguana being chased by racer snakes, along with stunning photos and behind-the-scenes videos containing footage not shown on TV. You can also listen to the Planet Earth playlist, take a quiz and catch up on episodes on iPlayer, and explore filming locations via the 360-degree virtual tours. Sir David Attenborough has dazzled us again.

Our rating



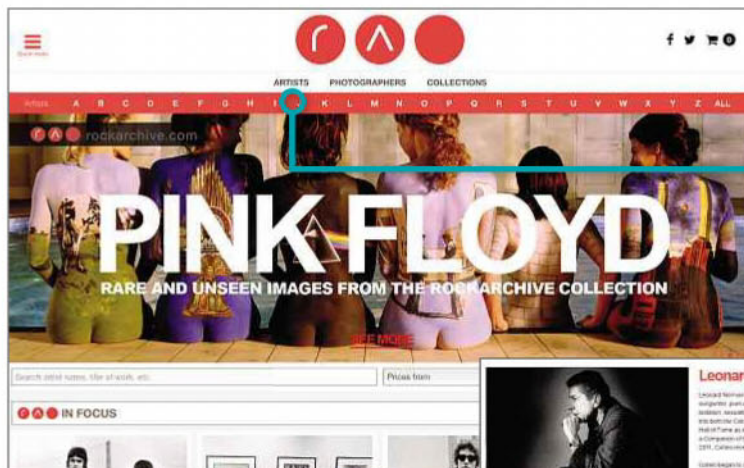
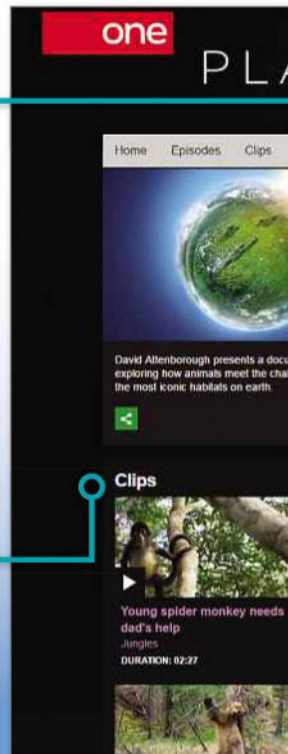
GALLERIES

Lots of stunning images are uploaded to the site after each episode has aired



CLIPS

View and share highlights from the show, including 'jungle boogie bears'



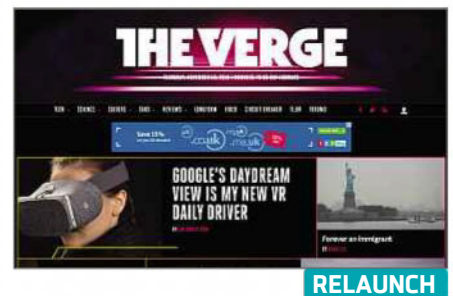
MUSIC

Rock Archive

www.rockarchive.com

The power and personality of rock photography is on display in the hundreds of musically inspired prints sold through this website. Many of the site's professional shots cost hundreds and even thousands of pounds, but there's still much joy to be had in sifting through them, searching by artist, photographer or collection while burrowing down to new arrivals, musical eras and genres. With details of the print quality, a good overview of the site's origins, solid artist biogs and lots of information about each gorgeous image, it's akin to an online art gallery. The only disappointments are the sparse collection of videos and the infrequently updated news section.

Our rating



TECHNOLOGY

The Verge

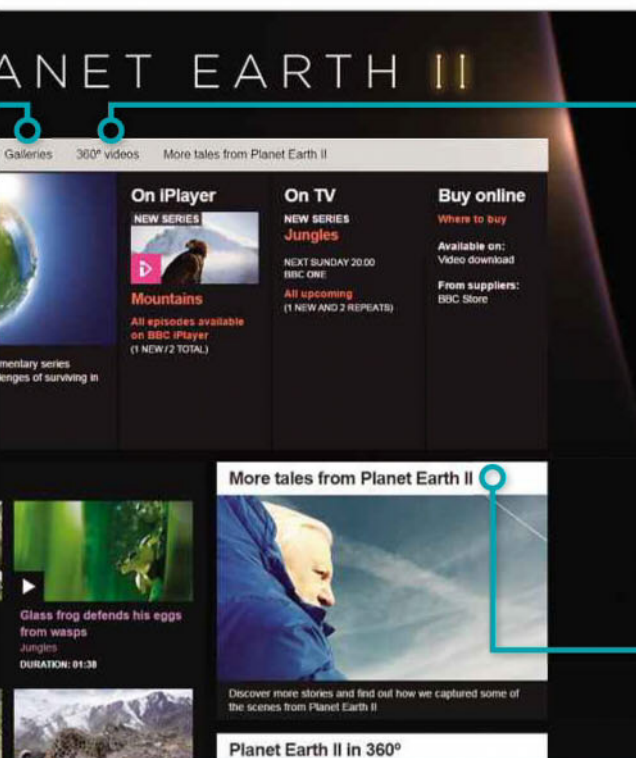
www.theverge.com

This technology-news network has had a complete makeover to celebrate its fifth anniversary, including a subtly tweaked logo. The new design makes it easier to find stories and speeds up page-loading times, while the messy old homepage has been replaced by a simple, blog-like list of articles that relies entirely on headlines to draw you in. Happily, The Verge retains its unique, informative approach to tech and science, relishing in-depth pieces as much as snappy news and reviews, and also pointing you towards its regularly updated YouTube channel and bustling forums.

Our rating

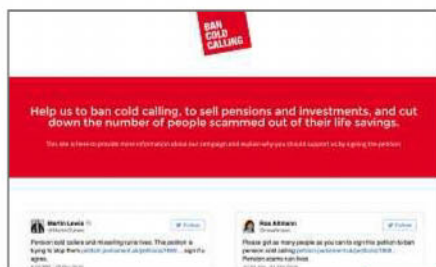


We review this fortnight's best new and relaunched websites and rate them for content, design and features



360° VIDEOS
You can watch the virtual tours on your Desktop or via Google Cardboard

MORE TALES
Discover more about where and how the groundbreaking series was filmed



NEW

CAMPAIGN

Ban Cold Calling

bancoldcalling.co.uk

Given the trouble caused by cold callers, this site should get five stars for its mission statement alone. It's essentially a front for a petition to make cold calling by phone or email illegal, and does a good job of putting across its case. Supported by Martin Lewis of Money Saving Expert, with around 7,500 signatures at the time of writing, it uses statistics and emotion to good effect – “the next victim could be a member of your family” – to convince you to join the campaign. You can tweet your support directly and read press coverage. It's certainly worth checking out.

Our rating



RELAUNCH

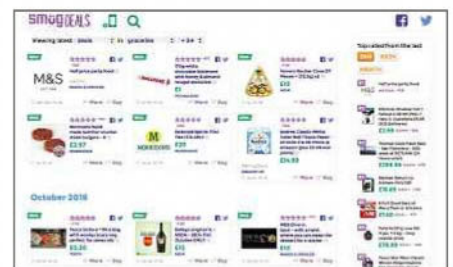
BUSINESS

Companies House

beta.companieshouse.gov.uk

The beta version of Companies House's new website lets anybody discover a firm's innermost details for free, which has already caused controversy. You can view a company's annual returns, full accounts, appointments and even the dates of birth and personal addresses of directors, without paying a fee. Although that will alarm some people, the site is a triumph: searches are fast, the results pages are clean and easy to filter and you can even check if company names are available. There's also a feedback option if you want to raise any points about the service.

Our rating



NEW

DISCOUNTS

Smug Deals

smugdeals.com/uk

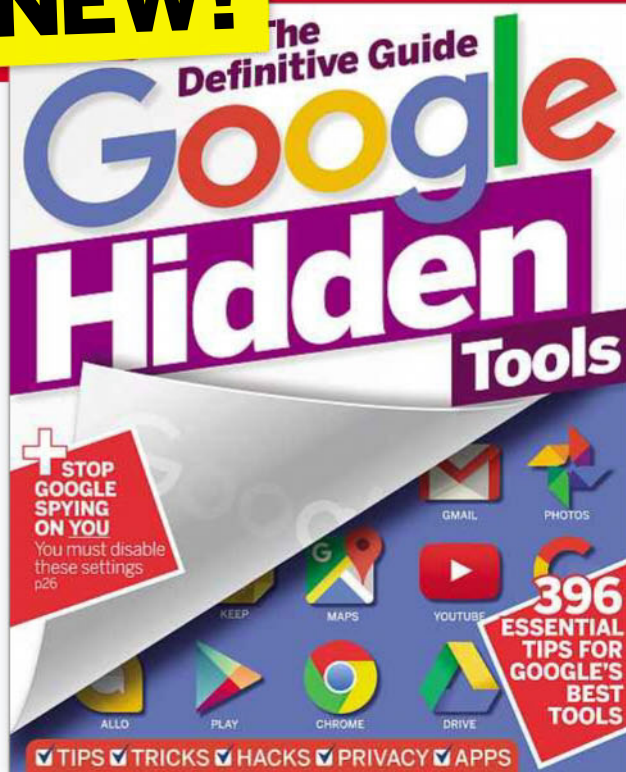
This new site is the online equivalent of rummaging around a bargain bin. It may lack structure and design style, but it more than makes up for both with its potential for a good deal. Smug Deals scans the web to pick up on price drops, freebies and low-cost items (many sourced from Hot UK Deals). You can filter its daily finds by category – from entertainment to tech – with a separate section for phones, and see how offers have been reviewed and rated by users. Click Buy Now to visit the deal-offering affiliate website, which is presumably how Smug Deals makes its money.

Our rating



WebUser Bookstore

NEW!



THE DEFINITIVE GUIDE TO GOOGLE HIDDEN TOOLS

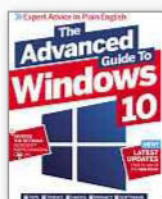
In the new and updated Definitive Guide to Google Hidden Tools, the experts at *Web User* and *Computeractive* lift the lid on Google's most popular services to reveal more than 390 ways to make them even more efficient, useful and tailored to your needs. You'll find clever new add-ons for Chrome, smart hacks for YouTube and handy tools and tricks for Google Maps, Drive, Gmail and more. It's an essential guide to unlocking the hundreds of secret settings, options and tools that Google offers.

**BUY IT NOW FROM
AMAZON**

at bit.ly/defguidegoogle

THE ADVANCED GUIDE TO WINDOWS 10

Our must-have manual for Windows 10 has 196 pages packed with expert advice to customise Windows 10 so it works exactly how you want it. It's also the ideal troubleshooting guide, providing fixes for every conceivable problem. Don't turn on your PC without it!



BUY IT NOW FROM AMAZON

at bit.ly/advancedw10

THE DEFINITIVE GUIDE TO ANDROID

Get the most from your Android device with our 148-page book. It explains all you need to know about the latest versions of Android (Lollipop and Marshmallow), reveals the best apps for everything you'll ever want to do, and exposes dodgy ones that slow your device and drain the battery. It also tells you how to stay safe.



BUY IT NOW FROM AMAZON

at bit.ly/androidbook2016

THE DEFINITIVE GUIDE TO WINDOWS 10

This 148-page book is the perfect way to get started with Microsoft's fantastic operating system. You'll learn how to master all the new tools and software, and how to upgrade without losing anything. It has been updated to include fixes for problems that have appeared since Windows 10 launched.



BUY IT NOW FROM AMAZON

at bit.ly/guidetowindows10


RELAUNCH
GIFTS

Say It With Bears

www.sayitwithbears.co.uk

This personalised teddy-bear company has given its site a revamp ahead of Christmas and, dare we say, it's "bear-ly" recognisable from its previous incarnation. Fresh and modern, with drop-down menus that reduce page clutter, the site now makes a far better job of showcasing its large range of cuddly toys. It also gives a clearer idea of the process involved in adding clothes and tags to your bear. We particularly love the simple ordering system and the new way to preview your designs. We also like the site's colour-clash advice and clear delivery prices. The infrequently updated blog needs attention, though.

Our rating


NEW
POLITICS

Great Again

www.greatagain.gov

Donald Trump's election as 45th President of the United States has divided opinion across the world, but there's unlikely to be any debate over the merits of his new website: it's merely functional and lacks any of the infamous Trump 'flair'. Still, it's a good place to start for a taste of what's on the Republican agenda, with Trump's policies split into three sections – Security, Work and Society – and content presented in an easy-to-understand manner. You can also busy yourself by reading biographies of the new people in charge and browse the News section, which will also list Trump's daily schedules and briefings.

Our rating

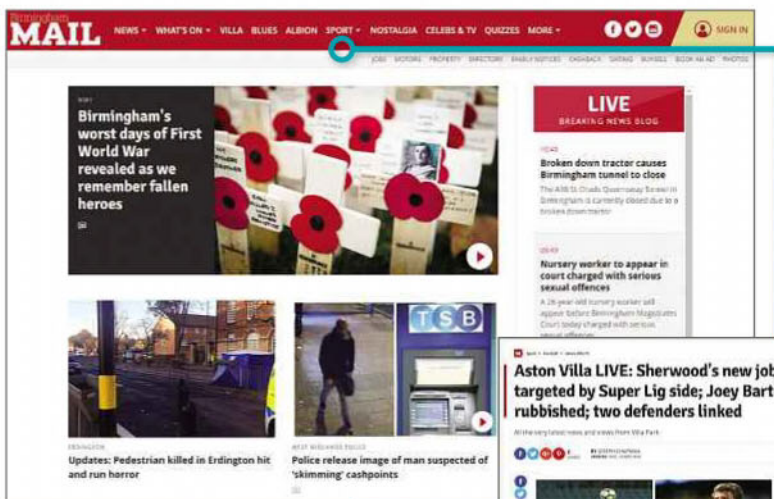

NEW
SHOPPING

OnBuy

www.onbuy.com

OnBuy is aiming to take on Amazon and eBay with an enticing new business model: rather than charge commission on individual purchases, professional sellers pay a monthly subscription of £49. The problem is that the "high-profile consumer launch" isn't due until early 2017, making for a frustrating chicken-and-egg situation. With too few products right now, it's very much a case of wait and see. On the positive side, it's a British marketplace paying taxes to the UK government and looks very smart, providing clear category listings and an easy route from basket to checkout. The blog has some fun articles, too.

Our rating


RELAUNCH
NEWSPAPER

Birmingham Mail

www.birminghammail.co.uk

Reading the news online means you can avoid paper cuts and print stains, but the new *Birmingham Mail* site could put you at risk of repetitive strain injury. The huge, scrolling homepage is packed with over 150 stories, which means a lot of finger action, although the upside is there's plenty of compelling content to read and watch. Coverage of the Brum football teams is solid, and there's a live breaking-news blog and fun quizzes. You can jump to various sections ranging from education to business, but some articles force you to answer a question before you can read, and the site's pop-up ads and auto-playing videos make the whole experience rather exhausting.

Our rating


RELAUNCH
ENVIRONMENT

Keep Wales Tidy

www.keepwalestidy.cymru

The campaign to keep Cymru in tip-top shape has cleaned up its website. The new layout better meets the needs of mobile users and succeeds in clearly explaining what the charity hopes to achieve. Although it's still rather corporate and lacking any form of interaction, the site is packed with information in both Welsh and English, not only keeping you up-to-date with the latest news but informing you of forthcoming events. We particularly like how it points visitors to useful services such as Recycle It, which helps you dispose of unwanted electrical items in a socially responsible manner.

Our rating



Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight

Google moves to mobile-first ranking

A recent announcement from Google (bit.ly/mob411) has emphasised again the importance of ensuring your site works well on mobile devices. It suggests that sites that don't adapt well to smaller screens may drop down the search engine's results.

Google says that because "most people are searching on Google using a mobile device," it has begun experimenting with using the mobile-friendly version of websites to determine ranking, even when delivering results for people searching on computers. To make sure your site isn't left behind, you should ensure that it's mobile-friendly.

Jimdo gets a redesign

Online site-building service Jimdo (www.jimdo.com) has had a revamp that makes it even easier



to use. The new interface sees the main menu moving to a collapsible tray on the left-hand side, so it's easily accessible but can disappear out of the way when you want a full-screen preview. Click a menu option and a larger side-panel pops out, providing all the tools you might need to design and create your website.

Deal of the Fortnight

CyberHostUK (www.cyberhostuk.net) is offering 25% off its shared and reseller hosting packages. Type 25OFF into the Promotional Code box during checkout.

Web-building Helpdesk

THIS ISSUE'S EXPERT:

Oliver Burkill,
Enterprise Support

Manager, eUKhost (www.eukhost.com)



Q Where is the best place to get free SSL certificates? How do you then add SSL certificates to your website?

TheClash, via Web User Forums

A Let's Encrypt (letsencrypt.org) is the best place to go. The service is completely free and run for public benefit by a not-for-profit organisation with no hidden agenda. It includes automated tools to order and install SSLs on almost any kind of server, including plugins for control panels such as cPanel and Plesk.

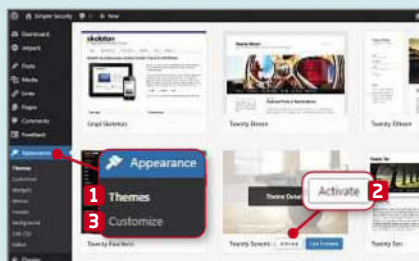
Let's Encrypt also provides an automated renewal process, sidestepping the hassle of ordering a renewed certificate and having to install it in the correct time window, so you don't risk damaging the reputation of your site by serving an expired SSL.



MINI WORKSHOP | Get video headers on your WordPress website

WordPress Twenty Seventeen Theme: bit.ly/twenty411 | ⌚ 10 mins | WordPress 4.7

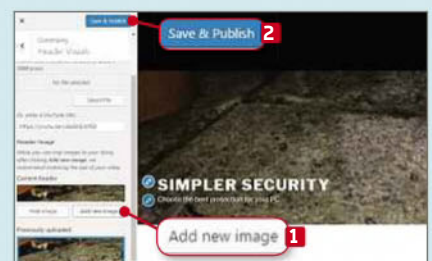
Version 4.7 of WordPress should be finalised any day now and with it comes this year's new default theme, Twenty Seventeen. This is the first of WordPress's own themes to include video headers. Here's how to use it



1 Install the Twenty Seventeen theme by clicking Appearance, then Themes. **1** Click Twenty Seventeen's Activate button, **2** then go back to the Appearance menu, click Customize **3** and select the Header Visuals section.



2 Choose a video by clicking the Select File button. **1** This opens the media manager, where you can upload a file from your PC or choose one that's already saved on your site. Alternatively, use a video that's already hosted on YouTube by clicking its Share button and pasting its URL to the box below. **2**



3 Add a backup picture by clicking the 'Add new image' button. **1** You could use a still image from your chosen video, which will display while the video is loading or if something goes wrong. Click the 'Save & Publish' button. **2** When you load your site, the video appears in the header at the top of the page.

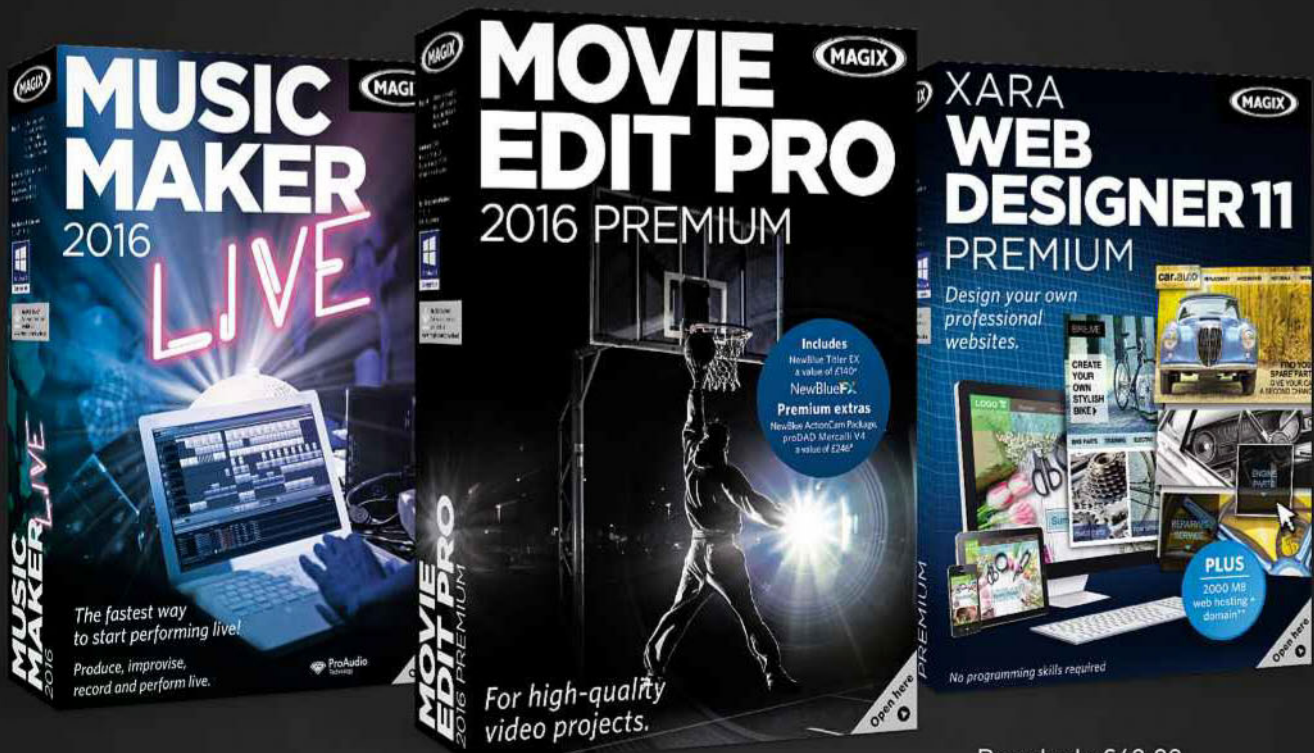
MAGIX

**Premium software has never
been this affordable!**

Save 50%

Or get all

3 for only £99.00!



Regularly £69.99
Get it for only
£35.00

Regularly £89.99
Get it for only
£45.00

Regularly £69.99
Get it for only
£35.00

Shop now: [**magix.com/cs**](http://magix.com/cs)

Product Test

We test and compare the latest products

Google Pixel

Jonathan Bray tests the new Google phones to see how they compare to the latest models from Apple, Samsung and OnePlus

When Google launched its range of Nexus devices in 2010, it brought the Android operating system to the masses. Nexus tablets and phones not only provided excellent screen quality and processing power, they were also competitively priced at the budget end of the market. Now, however, Google has scrapped the Nexus product range and replaced it with Pixel, which is a completely different proposition.

The first product in Google's new range was the Chromebook Pixel (see Group Test in issue 409, bit.ly/webuser409) – a slim, aluminium-clad computer designed to compete with high-end laptops like Apple's MacBook Air.

It's no great surprise, then, that the Google Pixel phones are a similar, top-end proposition. They're not designed to bring Android to the people, but to rival flagship phones from Apple and Samsung, with high prices to match. There are two sizes of phone available: the standard Pixel costs £599, and the larger Pixel XL model starts at £719.

Design

First up, both the Pixel and the Pixel XL look great. We reviewed the larger model and prefer it to the iPhone 7

Plus, because it's slightly smaller, lighter and more pocketable. There's a novel design touch in the inset glass camera surround spanning the top third of the rear panel, encompassing the camera and the circular, centre-mounted fingerprint reader.

The obvious thing that's missing is any dust and water resistance. Google has missed a trick here, especially as this is the year Apple has chosen to add the feature to its iPhones to compete with Samsung and Sony.

Everything else about the Pixel's design is firmly middle of the road, right down to the good old-fashioned 3.5mm headphone jack on the top edge and the white/silver and black/charcoal colours it's available in. It's good to see at least one manufacturer rejecting the offer of a lurid rose-gold finish.

Hardware and performance

The key internal components are at the cutting edge of current phone hardware and are identical in both the Pixel and Pixel XL. Each has a quad-core Qualcomm Snapdragon 821 processor and 4GB of RAM. The phones come in two storage variants, one with 32GB and the other 128GB, but neither model has microSD storage expansion.

This is the first time we've seen the Snapdragon 821 in a



“Pixel phones are not designed to bring Android to the people, but to rival flagship devices from Apple and Samsung”

phone, but it didn't show any improvement over the 820, which is used in the OnePlus 3 (bit.ly/onep411). We tested it using the Geekbench 4 (www.geekbench.com) and GFXBench GL (gfxbench.com) benchmarks, and the two phones performed very similarly.

The Pixel XL's result in our battery-life test told a similar story. It's slightly better than average for an Android phone, lasting just under 16 hours before running flat, but it's not as good as the OnePlus 3, which lasted an hour longer. It's also a long way behind the superlative Samsung Galaxy S7 Edge, which kept going for a staggering 18 hours and 42 minutes.

Display and camera quality

The screen is the highlight of the Pixel. While the regular Pixel has a 5in display, the Pixel XL we reviewed has a larger 5.5in panel that's breathtaking. Colours are well balanced, producing full coverage of the sRGB colour range; peak brightness is decent, if not eye-searing, at 411cd/m²; and it has perfect contrast. The resolution is a super-sharp 1,440 x 2,560 pixels, which is better than the 1080p OnePlus 3, though it's tough to separate them with the naked eye.

A big difference between these two rivals, however, is the Pixel XL's rear camera. It's a 12.3-megapixel unit, paired with a brilliant, tried-and-tested lens developed for the Nexus devices. Together they produce the best picture quality we've come across in any phone. Video quality is almost as good and looks sharper, with richer colours and smoother stabilisation than identical footage shot on the iPhone 7 Plus.

Google has also made improvements to its camera software, which feels more responsive and includes some new tools. You can now launch the camera by double-clicking the power button; and switch between forward and rear cameras



“The key internal components are at the cutting edge of current phone hardware and are identical in both models”

with a twist of the wrist.

There's a new SmartBurst option, which turns a stream of photos into an animated GIF and picks out the sharpest pictures. Google has also dropped the picture-size limit on free Google Photos storage for Pixel owners, so you can use it to back up all your photos and videos at full resolution for free. The phone will even remove photos to free up storage when they've been backed-up online for a certain period of time.

Google Assistant

The Pixels are the first phones to run Android Nougat 7.1 and Google's revamped voice-recognition tool, now called Google Assistant, which is essentially a conversational, context-aware extension of Google Now. You can unlock

the phone with your voice, although we found we had to speak loudly and slowly to get it to work reliably.

The contextual element is particularly good, though. You can ask Google Assistant about the weather today, then tap the microphone icon and ask: "What about tomorrow?", and it will furnish you with the long-range forecast. It also works with Google Maps, which is great for managing hands-free detours for fuel or food while driving.

Other Android changes include automatic software updates, circular icons for the core Google apps, a different way to access the app drawer (you pull up from the bottom of the screen instead of tapping an icon), and pop-up homescreen options for certain core apps.

OUR VERDICT



Google's Pixel phones are brilliant, and come with great screens, good battery life and the best cameras around. They also run Android like a dream. Only the Samsung Galaxy S7 Edge can rival them, because it's more attractive, has an even better battery life and display, is faster and includes dust- and water-resistance. It's also

FEATURES	★★★★☆
PERFORMANCE	★★★★★
EASE OF USE	★★★★★
VALUE FOR MONEY	★★★★☆

£75 cheaper.

If Google had undercut its rivals on price, it might have been a different story. If you want to spend less money, the OnePlus 3 is a great-value alternative.

PRODUCT INFO

Google Pixel

Price:

Pixel: £599 (32GB);

£699 (128GB)

Pixel XL: £719 (32GB);

£819 (128GB)

Buy from:

store.google.com

SPECIFICATIONS

- 5in, 1,080 x 1,920 pixels resolution screen (Pixel); 5.5in, 1,440 x 2,560 pixels resolution screen (Pixel XL)
- 2.1GHz Qualcomm Snapdragon 821 processor
- 4GB of RAM
- 12 megapixels rear camera
- 8 megapixels front camera
- Android 7.1 Nougat OS
- 144 x 70 x 8.6mm (Pixel); 155 x 76 x 8.6mm (Pixel XL)
- 143g (Pixel); 168g (Pixel XL)

FOR

- ✓ Great screen
- ✓ Good battery life
- ✓ Brilliant camera

AGAINST

- ✗ Expensive
- ✗ Lacks rivals' dust and water resistance

BETTER VALUE

OnePlus 3, £329
bit.ly/onep411



BETTER PHONE

Samsung Galaxy S7 Edge,
£639
bit.ly/sams411





Web User's Best Buys

Web User and its sister titles test over 2,500 products every year

HARDWARE

BUDGET TABLET

Amazon Fire HD 8

£89.99 from bit.ly/8hd410
Date tested: November 2016



For its low price, Amazon's Fire HD 8 is a pleasant surprise: it's great for media streaming and web browsing, its battery life is exceptional and it's easy to use. Once it's integrated with Amazon's Alexa voice assistant, it will be even better.

KEY SPECS

Quad-core 1.3GHz processor ■ 8in 1,280 x 800 pixels resolution screen ■ 2-megapixels rear camera ■ 16GB storage (12.09GB free) ■ MicroSD memory card slot ■ Fire OS operating system ■ 214 x 128 x 9.2mm ■ 341g

CHROMEBOOK

Acer Chromebook R11

£229.99 from www.amazon.co.uk
Date tested: October 2016



The Acer Chromebook R11 laptop has a keyboard that flips behind its touchscreen, so it can also be used as a tablet. It's not hugely powerful but it runs all the web apps you might need and its battery lasted over eight hours in our tests.

KEY SPECS

Dual-core 1.6GHz Intel Celeron N3050 processor ■ 2GB of memory ■ 11.6in touchscreen ■ 1,366 x 768 pixels resolution ■ 16GB eMMC drive ■ 1 x USB 2, 1 x USB 3 ports ■ 802.11ac Wi-Fi ■ SD card reader ■ 295 x 203 x 20mm ■ 1.2kg

WINDOWS 10 LAPTOP

Acer Aspire One Cloudbook 14

£199.98 from www.pcworld.co.uk
Date tested: September 2016



The Cloudbook 14 is as good a laptop as you'll get for less than £200. It's not particularly fast and doesn't have a brilliant display, but it's fantastic value, especially because it includes a year's subscription to Office 365 Personal.

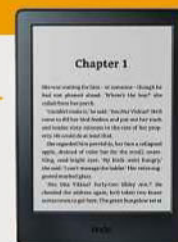
KEY SPECS

Dual-core 1.6GHz Intel Celeron N3050 processor ■ 2GB of memory ■ 32GB SSD ■ 14.1in non-touchscreen ■ 1,366 x 768 pixels resolution ■ 1 x USB 3, 1 x USB 2 port ■ 802.11n Wi-Fi ■ 339 x 235 x 17.9mm ■ 1.6kg ■ One-year return-to-base warranty

E-READER

Amazon Kindle (2016)

£69.99 from www.amazon.co.uk
Date tested: August 2016



The highly capable Kindle is lightweight, great for reading and matches its rivals for usability and content. Despite the lack of a front light, it remains the best e-reader you can buy for less than £100.

KEY SPECS

6in E Ink Pearl screen ■ 800 x 600 pixels resolution, 167 ppi ■ Optical touchscreen ■ 4GB storage ■ 160 x 115 x 9.1mm ■ 161g ■ No front light ■ £10 less with Amazon Special Offers ■ Up to four weeks' battery life (if used 30 minutes per day)

BUDGET SMARTPHONE

Motorola Moto G4

£159 from www.amazon.co.uk
Date tested: August 2016



This fantastic smartphone offers better features and performance than any other phone of this price. Its screen is sharp and bright, and its cameras are excellent. Battery life is well above average, too.

KEY SPECS

5.5in screen ■ Octa-core 1.5GHz processor ■ 16GB of storage, expandable by 128GB ■ Android 6.0.1 Marshmallow ■ 13-megapixel rear camera, 5-megapixel front camera ■ 1,980 x 1,080 pixels resolution ■ 3,000mAh battery ■ 155g

MEDIA STREAMER

Roku 3

£83.98 from www.very.co.uk
Date tested: August 2016

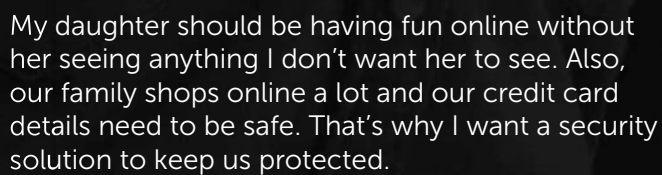


The Roku 3 has all the best elements of the previous models and is as close to a perfect TV-streaming device as you'll find. It offers all the terrestrial catch-up services and a choice of Netflix, Amazon Video, Google Play and Sky services.

KEY SPECS

HDMI video output ■ 1 x USB 3 port ■ 512MB internal storage with microSD slot ■ 802.11n Wi-Fi and Ethernet connectivity ■ Plex and UPnP streaming servers ■ 89 x 89 x 25mm ■ 142g ■ One-year return-to-base warranty

A man with a beard and blue eyes looking directly at the camera, with a young girl hugging him from behind. The text "I want to be unhackable." is overlaid in white script.



KASPERSKY
THE POWER
OF PROTECTION

I want to be
unhackable.

My daughter should be having fun online without her seeing anything I don't want her to see. Also, our family shops online a lot and our credit card details need to be safe. That's why I want a security solution to keep us protected.

Kaspersky Total Security.
Get protected now at [Kaspersky.co.uk](https://kaspersky.co.uk)

KASPERSKY
THE POWER
OF PROTECTION

Nothing guarantees complete protection, so please exercise caution online.
© 2016 Kaspersky Lab. All rights reserved. Registered trademarks and service marks are the property of their respective owners.

Best Free Software

PHOTO EDITOR

FastStone Image Viewer 6

www.faststone.org

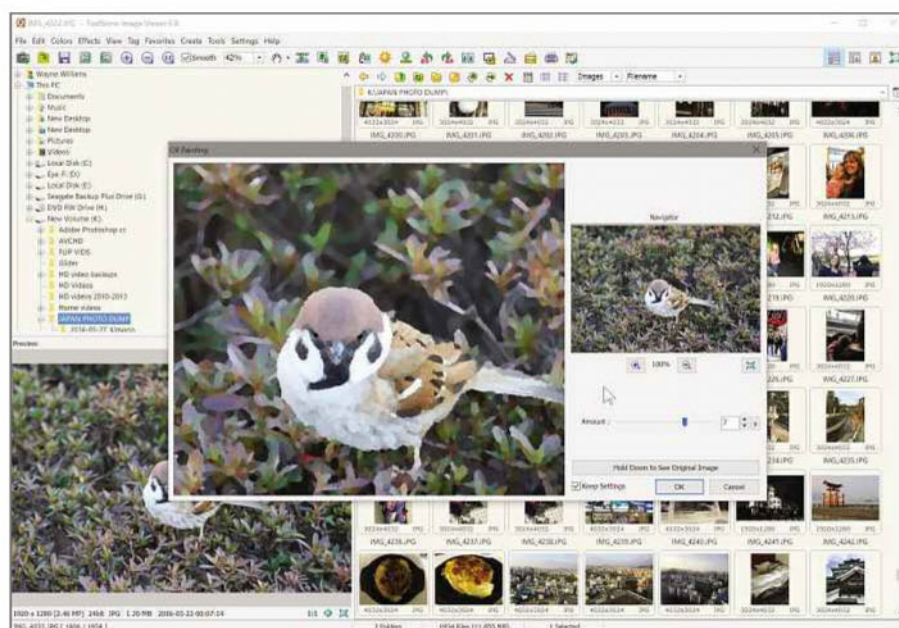
Min requirements: Windows XP/
Vista/7/8+/10

File size: 6.1MB

There's much more to FastStone Image Viewer than its name and rather basic website suggest. It's a versatile photo browser, converter and editor that offers an array of powerful features.

Admittedly, the program interface isn't likely to win any awards – it looks plain and dated, like an old version of Windows Explorer – but it's very easy to use, which is always a bonus. You browse your hard drives and folders on the left and explore thumbnails of images on the right, and you can open any photo full screen.

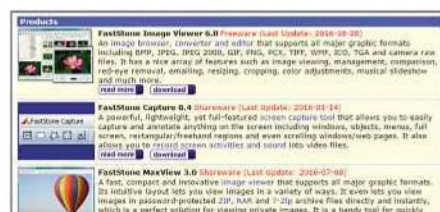
Once you're in full-screen mode, you can access different menus – such as a film strip of images and FastStone's



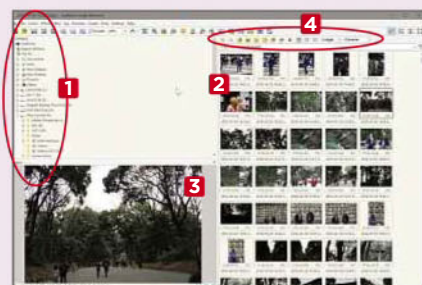
array of editing tools – by moving your mouse pointer to the relevant outside edge. Double-click the image again to switch back to the original view.

The more you dig into the software, the more features you'll find. The Tools menu, for example, lets you batch-convert or rename selected images, change the timestamp, rotate JPEGs without affecting the picture quality, strip out metadata (to reduce the file size), compare images side by side and much more.

Version 6 of FastStone Image Viewer introduces several changes including improvements to the Straighten/Rotate tool, which now lets you rotate and crop the image within the same window. There are new 'Auto Next Folder' and 'Remember Last Viewed File' options in the Viewer settings, as well as two new Zoom filters (Lanczos_Softer and Bilinear). Several other new additions can be found throughout the software, as well as minor performance improvements and bug fixes.



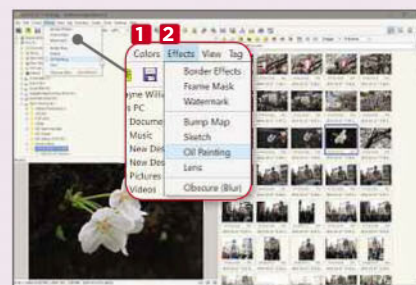
MINI WORKSHOP | Enhance your photos using FastStone Image Viewer



1 FastStone Image Viewer is very easy to use. You can explore the drives and folders on the left **1** and view thumbnails of photos on the right. **2** Each thumbnail contains information including when the photo was taken, and its resolution and format. Select an image to preview it. **3** Use the menu bar above the previews to manage your photos. **4**

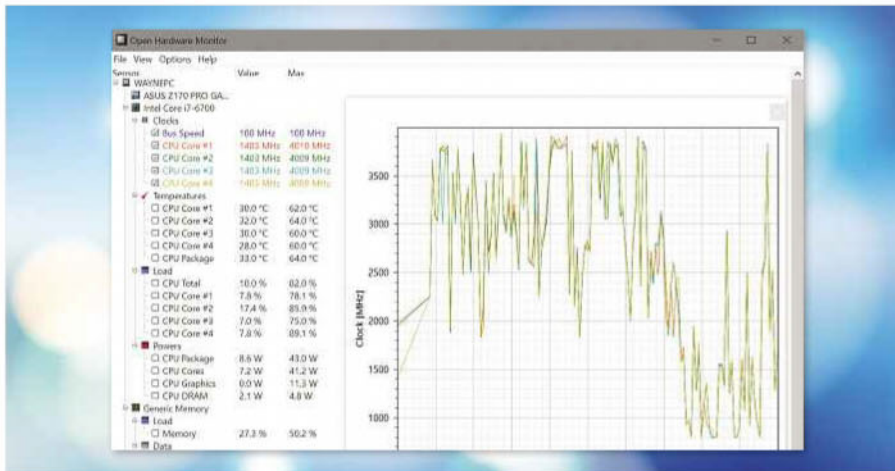


2 Double-click a thumbnail, or the preview itself, to open the picture full screen. Move your mouse to the top of the screen to reveal a film strip of images. **1** Moving your mouse to the right-hand edge brings up the file and attributes menu; **2** moving it to the left displays the editing menu. **3**



3 You can edit images in full-screen mode or in the management window. The Colors menu **1** lets you make automatic improvements, or manually adjust the lighting, colours, levels, and so on. Click Effects **2** to add a border, frame or watermark, or to apply effects such as Oil Painting and Sketch.

This fortnight's top new software downloads to help you make the most of your PC, and they're all FREE



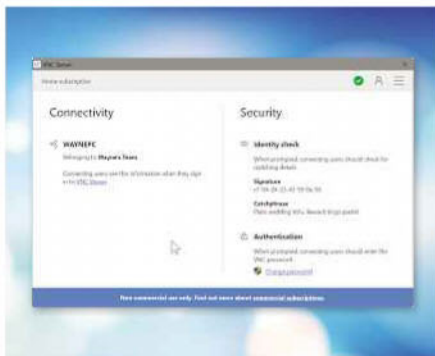
SYSTEM TOOL

Open Hardware Monitor

openhardwaremonitor.org

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 502KB

This open-source tool can monitor all aspects of your PC hardware, including processor load, clock speed and temperature, fan speeds, voltages and RAM usage. It's recently been updated after a two-year break, and now recognises the very latest hardware. There have been lots of other tweaks made throughout, including several major bug fixes. The interface is a bit sparse, but it works well, and the program doesn't require installation – you just download and run it.



REMOTE-ACCESS TOOL

VNC Connect Home 6

www.realvnc.com

Min requirements: Windows XP/Vista/7/8+/10, Mac OS X and Linux

File size: 18.1MB

VNC (Virtual Network Computing) is a client/server technology that lets you remotely control any target PC. Formerly called RealVNC, it's one of the best VNC tools and has now adopted a subscription model. Home subscriptions are free for non-commercial use, but limited to five computers and three users. Also, it now lets you seamlessly connect to your devices via the cloud.



PDF TOOLKIT

PDF Shaper 7

www.pdfshaper.com

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 7.8MB

PDF Shaper is a collection of tools that do various things with PDF files, including creating them from images, splitting and merging them, extracting text and pictures, rotating pages, signing PDFs and encrypting/decrypting them. The latest version introduces a new PDF reading and rendering engine, and adds support for DOCX documents and text watermarks. Encrypt and Decrypt have now been split into separate tools.

New Windows Apps

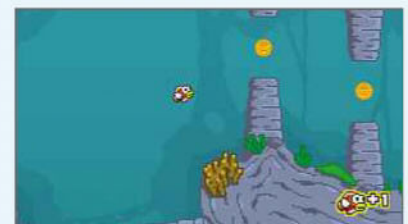
Lost Fishy Free

bit.ly/lost411

Min requirements: Windows 10

File size: 43.6MB

This game is like an underwater version of Flappy Bird. You control your fish by tapping, and can swim in different directions. The idea is to collect as many coins as you can.



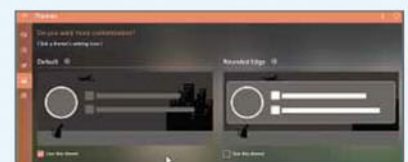
Win Screens

bit.ly/winscreens411

Min requirements: Windows 10

File size: 11.3MB

Easily customise Windows 10 with new wallpapers, lock-screen widgets and various background-related settings. Just select a section in the side bar and make your changes in the main window.



Mini Golf Buddies

bit.ly/mgb411

Min requirements: Windows 8+/10

File size: 40.6MB

This is a simple but hugely entertaining mini-golf game. You can tackle a single-player campaign or take on up to four players on the same device. The levels get harder as the game progresses.



SYSTEM UPDATER

DriverMax 9

www.drivermax.com

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 5.5MB

One way of giving your PC a boost – and avoiding various problems at the same time – is to make sure you always have the latest drivers installed. Doing this manually is a bit of a pain but, thankfully, DriverMax can handle the hard work for you.

The program checks for old, outdated hardware drivers on your system and provides links to fresher and improved ones. This latest release introduces a new interface and offers a greater selection of drivers.

The free version has a few limitations, such as no automated driver installation. Just make sure you decline the bundled junk during installation.

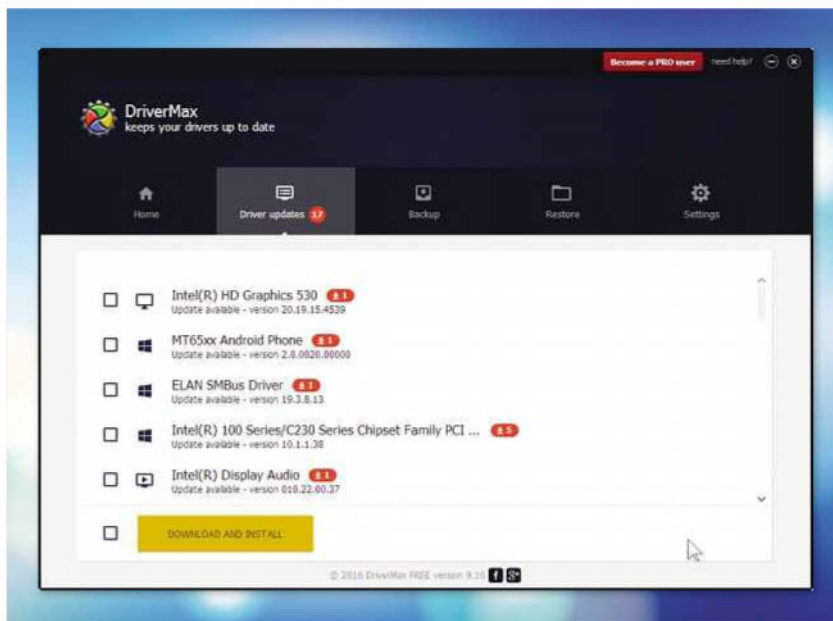


IMAGE EDITOR

Affinity Photo for Windows beta

bit.ly/affinity411

Min requirements: Windows 7/8+/10 **File size:** 277MB



Affinity Photo is a brilliant alternative to Adobe Photoshop. Although previously only available for Mac, it is now out in beta for Windows, too, but it's only free during the beta stage, after which it will cost £39.99, so get in quick!

The program is packed with powerful features. A bar down the left-hand side provides access to the main tools, while a strip at the top contains different editing functions – called Personas – and selection and colour-adjustment tools. The sidebar on the right is home to everything else. The software lets you work in any colour space (such as RGB or CMYK) and edit RAW files, and all the major image formats are supported.

DUPLICATE FINDER

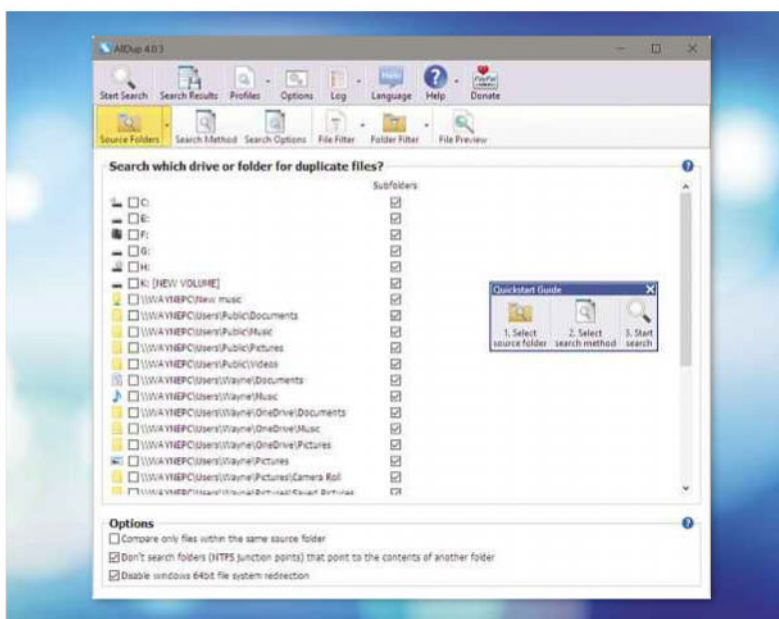
AllDup 4

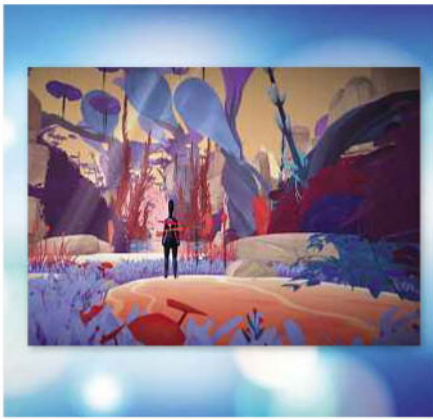
bit.ly/alldup411

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 6.2MB

Many of us manage to accumulate a surprising number of duplicate files on our PCs without really trying. Multiple copies of images, videos, documents and music files are common and, in most cases, due to sloppy file management – copying images or audio tracks from one folder to another instead of moving them, for example. AllDup scans your system, identifies any identical items and lets you delete them.

The latest version of the software has had a makeover and it's now 50% faster. Usefully, it can find “similar pictures”, not just exact copies, and there are other new search methods on offer, too. Also, unlike other, similar tools, it's completely free to use.





GAME

Quur

bit.ly/quur411

Min requirements: Windows XP/Vista/7/8+/10

File size: 279MB

Quur is a beautiful third-person adventure game set in a psychedelic other-worldly forest. Using either a gamepad or a mouse and keyboard, you control an ethereal being equipped with a magical liquid called the "Color". You can either battle your way past the forest's creatures and destroy their environment or learn to control them using peaceful, eco-friendly methods.

Don't install...

Crap Killer

bit.ly/crap411

Min requirements:

Windows XP/Vista/7/8+/10

File size: 7.6KB

The delightfully named Crap Killer is not so much a junk-removing program as a script that you run in a command-line window. This makes it lightweight, but it's also quite confusing and even alarming for the uninitiated – precisely what is the 'crap' that it is automatically detecting and removing from your PC, and what happens if something goes wrong?



...Install this instead

Unchecky

unchecky.com

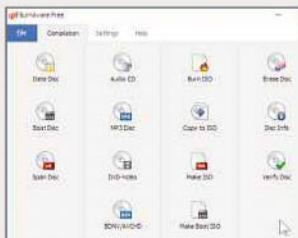
Min requirements: Windows XP/Vista/7/8+/10

File size: 1.4MB

We're always banging on about Unchecky, and we love it even more now it's reached its first full, stable release. This excellent program stops you accidentally installing the bundled adware and toolbars often included with free software. It runs silently in the background, automatically deselecting junk and unwanted offers from installers. It occasionally misses the odd 'extra' but it mostly does a great job. The latest build gains support for more programs and improves support for applications it already recognises. Seriously, you shouldn't do without Unchecky.



UPDATED | New tweaks and fixes for your favourite free programs



DISC-AUTHORING SOFTWARE

BurnAware Free 9.6

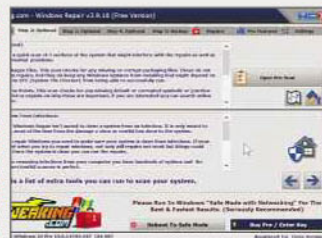
www.burnaware.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 8.9MB

BurnAware Free can write to all types of optical disc, including Blu-rays. This update introduces a new method of encoding audio tracks, and updates the program's installer, themes and translations. Various tweaks have been made to improve its performance.



SYSTEM TOOL

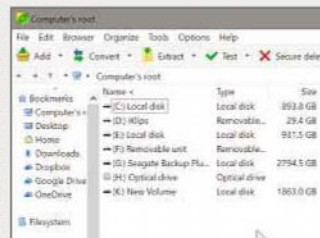
Windows Repair 3.9.16

www.tweaking.com

Min requirements: Windows XP/Vista/7/8+/10

File size: 28.46MB

Windows Repair helps you fix all manner of annoying problems on a misbehaving PC. The new version displays much better on high-resolution screens. It also fixes a problem with the paid-for version being unexpectedly downgraded to the free version – bit of a blunder, that!



FILE-COMPRESSION TOOL

PeaZip 6.2

www.peazip.org

Min requirements: Windows XP/Vista/7/8+/10

File size: 10.1MB

PeaZip is an open-source file and archive manager that lets you create, convert and extract compressed files in all the popular formats. This latest version updates the appearance of the program's file and archive browser, improves the toolbar and adds some handy new keyboard shortcuts.

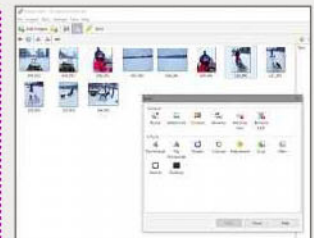


PHOTO EDITOR

Image Tuner 6.1

www.glorylogic.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 2.3MB

Image Tuner can make changes to whole batches of photos at the same time. This new version improves file-loading and processing times, and JPEG and PNG conversion. It also fixes several bugs to make the program more stable. Be sure to decline the bundled junk during installation. ■

GET FREE SOFTWARE FIRST subscribe to Web User at subscribe.webuser.co.uk

Think your anti-virus always keeps you safe?

THINK AGAIN!

It's tempting to think that your anti-virus is all you need to stay safe, but recent hacks have shown that you require extra layers of defence. In October hackers used the deadly Mirai botnet to take down thousands of websites worldwide. What made it a particularly devastating attack is that it exploited flaws in web-connected devices, such as webcams, routers, printers and even baby monitors. Unlike your computer, these devices **AREN'T** protected by your anti-virus. You need a different, better security solution to stay safe in the future.

The answer is to use managed security from leading UK firm Idappcom (<http://idappcom.com>). It provides business-strength security for your home, protecting *all* your devices: webcams, printers, routers - as well as PCs, laptops, tablets, Smart TVs and phones.

MANAGED SECURITY IN YOUR HOME

What does 'managed' security mean? Well, it simply takes the worry out of staying safe.

Instead of wondering when you should update your anti-virus, just let a cloud-based security operations centre take control. Manned by dedicated professionals, this centre monitors your security 24/7, updating your software when required. It's like having your own private army of security experts protecting you from hackers and scammers.



All you need to do is connect Idappcom's Hipsy box (pictured) to your router.

This creates a secure Wi-Fi hub for all your family's internet-connected devices, including PCs, laptops, tablets, phones and smart devices, protecting them from the latest exploits and malware attacks.



MANAGED SECURITY WHEREVER YOU ARE

But Idappcom's security doesn't end at your front door. Slip Idappcom's GIPSY box (pictured) into your pocket and you'll have portable protection. Simply connect to your laptop or tablet then to an available Wi-Fi



hotspot to create a secure internet connection wherever you are - on holiday, in a hotel, or just down the coffee

shop. With the GIPSY connected you can safely use any shared internet connection without worrying about who may be eavesdropping or stealing your online ID. With the Hipsy installed on your home network you also have the option to create restricted access-zones to protect younger family members from inappropriate content and social media bullying.

24/7 PROTECTION

How do you know Hipsy and GIPSY work? The clue is in the name: IPS stands for 'Intrusion Prevention System' - which is the industry-standard technology used by businesses.



In fact, it's not just businesses that use IPS. The technology is so powerful that even the Government and military use it. But until now it's not been affordable to the general public. Idappcom's ground-breaking service finally means that you can enjoy the same level of security that the authorities take for granted.

YOUR FIRST 3 MONTHS – FOR FREE!

Idappcom is launching the service with a special promotion. If you sign up before 31 December, 2016, you will get the first three months' subscription updates FREE. Just visit www.ipsecurityrules.co.uk and click the 'Buy Now' box on the right. Prices start from less than £100 per year.

**CONTACT
IDAPPCOM**

Twitter @IdappcomLtd
Facebook www.facebook.com/Idappcom
Phone 020 3355 6804

**MANAGED
CYBER
PROTECTION**

**24
HOUR**

**Protect your Family,
Finances & Files at
Home or On the Go**

HIPSY

HOME INTRUSION PREVENTION SYSTEM



GIPSY

GLOBAL INTRUSION PREVENTION SYSTEM



CYBER-PROTECTION AT HOME & ON THE GO



SHIELD FROM EXPLOITS

Attackers working from
outside your system



PROTECT FROM PHISHING

Invitations to reveal your
private information



BLOCK MALWARE

Attacks that have been
installed inside your system

MANAGED CYBER-PROTECTION SERVICE

This ground breaking service will ensure that you and your family can freely use the Internet, safe in the knowledge that you are being protected by the industry experts.

GET YOUR FIRST 3-MONTHS UPDATE SUBSCRIPTION FREE

If you sign up before **31st December 2016**

WORKS FOR ALL YOUR ONLINE DEVICES INCLUDING:



Smart TVs &
Satellite Systems



Computers



Mobile Devices



Smart Appliances

For more information on how to get protected:

Visit: www.ipssecurityrules.com

Call: +44 (0) 203 355 6804

DEVELOPED BY THE
INDUSTRY EXPERTS

idappcom

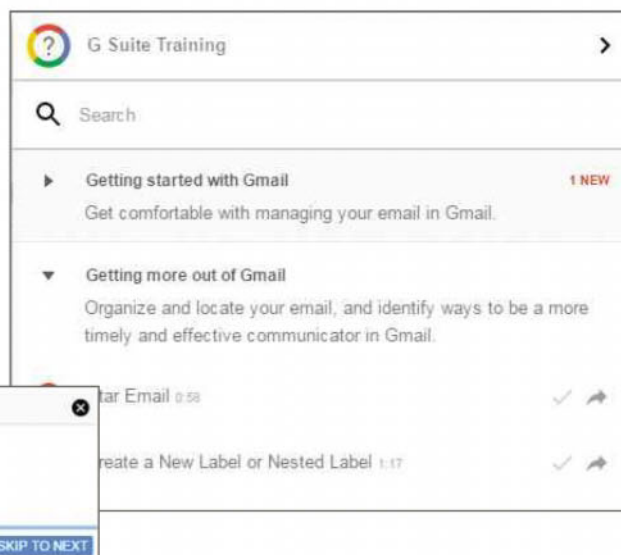
Best New Browser Tools



CHROME

Get free lessons in using Google's best tools

If our cover feature on page 38 whets your appetite to learn more about Google, you can get lessons from the company teaching you useful tips and tricks for mastering Gmail, Calendar, Drive, Docs and other everyday tools in the trendily named G Suite (formerly Google Apps). The new extension, called G Suite Training (bit.ly/gsuite411), works by adding a training menu to each of these Google tools. Click the question mark that now appears in the top-right corner of the page to open a set of interactive lessons that introduce you to a tool's features and demonstrate how to use them. Just click the Play button next to a lesson, then watch as Google walks you through the relevant feature. Some lessons are aimed at beginners – for example, 'Compose a New Email' in Gmail – but there's lots of useful advice for seasoned users, and you can search for help with a specific topic.



Stop Chrome opening your email client

Have you ever clicked the 'Contact us' link on a web page, only for it to open your default Desktop email client – a program you may not have used for years, such as Windows Mail or Outlook? It's hardly the end of the world, but it slows you down when you'd prefer to send the email via your webmail provider rather than an old-fashioned program. A new extension called NoMailto (bit.ly/nomailto411) solves this problem by preventing the 'mailto:' links on websites from automatically launching your default email software. Instead, you're given the option to copy the contact email address to your clipboard, so you can paste it into a webmail message. It jumps into action as soon as you click a 'mailto:' link, and you can still open your email program if you prefer.



Preview files before you download them

Clicking download links on the web can be like stepping through a virtual minefield: you could end up downloading something you don't want or infecting your PC with malware. You can avoid such disasters by installing Peek (bit.ly/peek411), which lets you preview files before you click to download them. Hover your cursor over a link and the content of the file will be shown in a pop-up window, which can be expanded for easier viewing. Peek offers instant previews for dozens of file formats spanning documents, images, videos, PDFs and more, and can also preview links to publicly shared GIFs and Google Docs files.

Remove clickbait from the web

Are you tired of seeing online 'clickbait' articles that promise to tell you things that "you won't believe" or "you must read now"? We know we are, so we heartily endorse a Chrome extension called Stop Clickbait (bit.ly/clickbait411), which highlights this ridiculous content, so you can browse the web without being tempted to view it. The add-on uses 'machine learning' to identify clickbait content and label it as such, so you don't waste time and brain cells reading the vacuous article. You can improve its accuracy by reporting clickbait links that the extension has missed, as well as those that have been classified wrongly as clickbait.



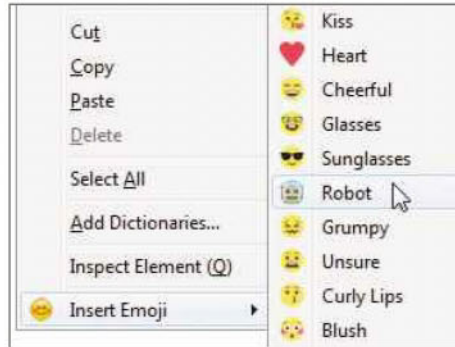
This fortnight's most useful tips and add-ons to help you get the most from Chrome, Firefox, Opera and more



FIREFOX

Insert emoji from the right-click menu

Everyone loves emoji – those funny little icons that enliven any conversation and save you having to type common phrases such as 'I am happy', 'I really like what you just said' and 'talking to you is like banging my head against a brick wall'. But using emoji in your Desktop browser isn't as easy as on your phone, which is where Emoji Plus (bit.ly/emoji411) comes in handy. This new add-on lets you insert emoji into online messages simply by right-clicking the text box and choosing the appropriate smiley. The selection of emoji certainly isn't as large as what you get on mobile devices, but it does go beyond the basics (smile, cry, angry and so on) to include esoteric options such as robot, hotplate and 'poop'.



Stay anonymous online for free

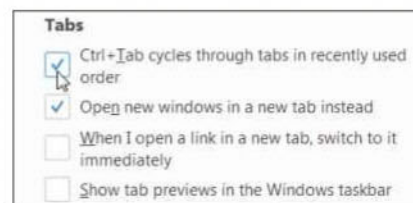
Want to hear about a new VPN (virtual private network) that keeps you anonymous online and disguises your geographical location? Wait, come back! We know you've heard it all before, but Privatix (privatix.com) is different to VPNs we've recommended in the past. Available for Firefox, Chrome and Opera, it installs directly in your browser and you don't need to download any other software or even register with Privatix to use the service.

Best of all, the extension is completely free to use forever – not just until the end of a beta-test or trial period. Naturally, there's a catch – the free version only lets you pretend to be in one of two other countries (the Netherlands and Singapore for us); for unlimited usage, you'll need to pay £4.85 per month. However, you still get useful options such as disabling Flash by default, preventing WebRTC from leaking your IP address and turning off the VPN on specific sites. Most importantly, it works well and quickly.



Try the new features in Firefox 50

The 50th version of Mozilla's browser introduces a couple of notable new features, although nothing that will particularly delight or offend. The first of these changes how you cycle through tabs by pressing Ctrl+Tab. Traditionally, this keyboard shortcut takes you through your open tabs from left to right, but Firefox 50 lets you see the most recently used tabs first. To activate this feature, click the Tools menu, or the main menu button, and choose Options, then click the General tab. In the Tabs section, tick the box 'Ctrl+Tab cycles through tabs in recently used order'.



The second change is the addition of a keyboard shortcut for the improved Reader Mode (which we covered in this section in Issue 408, bit.ly/webuser408). You can now press Ctrl+Alt+R (Cmd+Alt+R on a Mac) to turn Reader Mode on and off and clear the clutter from web pages.

OTHER BROWSERS

Scroll web pages without scrolling

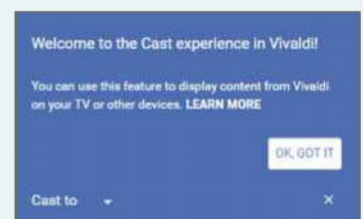
Browsing the web inevitably involves a lot of scrolling, whether you use the scroll wheel on your mouse or the scroll bar down the side of your browser.



You can now give your scrolling finger a rest – and reduce the risk of RSI – by installing the new Opera extension ScrollAnywhere (bit.ly/scroll411). Activate it by holding down the middle (scroll) button on your mouse and you'll be able to scroll pages by moving your mouse up and down, and left and right. We don't necessarily agree with the developer that it's "very addictive", but it certainly makes a nice change.

Stream from Vivaldi to Chromecast

Vivaldi (vivaldi.com) continues to surprise us with its versatility and innovation. The latest welcome addition to the browser is support for Chromecast, a feature otherwise limited to Google's own browser. Available from the 'snapshot 1.5.648.6' build of Vivaldi onwards, this update lets you right-click a page and select Cast to 'cast' (or stream) its content to your Chromecast and TV. The feature is expected to be available in the next stable version of the browser when it's released next year.



Best Free Apps

App of the Fortnight

NEWS

Google Play Newsstand 4.0

bit.ly/newsstand411

 (varies with device)

UPDATED

It's not exactly been a quiet year for headlines, so it's fitting that so many news apps have launched in 2016 to keep us informed of events. Recently, we've featured newcomers from the BBC, the *Telegraph*, Microsoft and even the *Beano*. Now it's Google's turn, with this relaunched app that makes it easy to see more of the news articles you want and less of those you don't. Which may come as some comfort, given recent events.

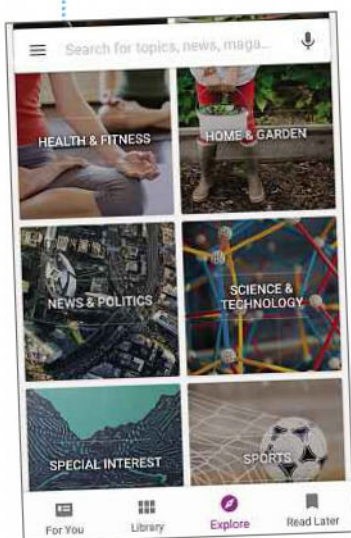
Google Play Newsstand 4.0 opens with Briefing, a constantly updated news feed of stories and videos from hundreds of different sources. Tap an item to read or watch it in the app or in your browser. Google prioritises the stuff it thinks you're most interested in, but that's just the start. You can streamline your 'Library' with topics and sources from sections including the Briefing feed and the Explore screen. There's also a Read Later section for your bookmarked must-reads.

The new Home screen features an animated slideshow of newsworthy photos. The main effect of this animation was to make us seasick, and it can't be switched off, but other features are easy to disable and enable. For example, you might want to disable auto-play videos if you're using mobile data, and opt to have all content made available offline if your storage space can handle it.

There's so much content here, and so many ways to explore it, that you can end up feeling bamboozled. What's more, there doesn't appear to be a way to disconnect Newsstand from your Google account. But the amazing wealth of content is a real treat for news hounds, including those of

us who had this app pre-installed on our phones but never tried it.

Be aware that version 4.0 was still rolling out at the time of writing.



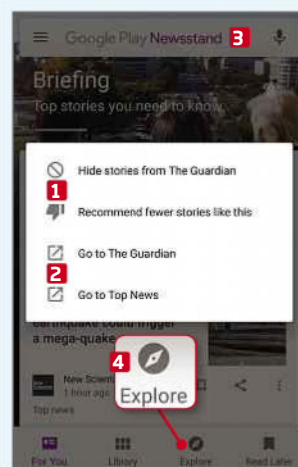
MINI WORKSHOP

Create a customised news service using Newsstand

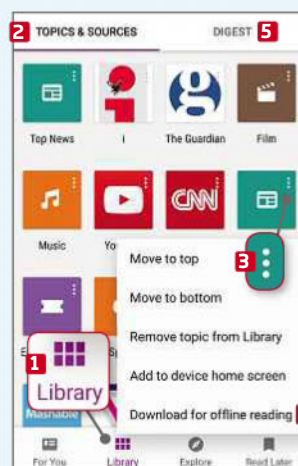
1 Install Google Play Newsstand if it's not on your device already, then open it. Tap Allow to enable local news and weather. On the default For You screen, swipe up to see numerous feeds starting with Briefing **1** and followed by Highlights, then 'Local stories', then 'Suggested topics'. To get a daily Briefing notification, tap the bell, **2** then tap Settings. **3**



2 To remove a specific news source or topic from your Library, tap the three dots on a related story, then tap 'Hide stories from...' or 'Recommend fewer stories...'. **1** To add a source or topic to your Library and see more like it, tap the three dots, choose 'Go to...', **2** then tap the plus sign on the screen that opens. To find sources and topics, use the search box **3** or tap Explore. **4**



3 To see topics you've added, tap Library. **1** The default 'Topics & Sources' tab **2** contains tiles that represent your choices, along with Google's recommendations. To configure a tile, tap its three-dot menu, **3** then tap an option such as 'Remove topic from Library' or 'Download for offline reading'. **4** To see the latest three stories for each Library topic and source, tap Digest. **5**



Our rating



This fortnight's top free and paid-for apps for Android, iOS and Windows phones and tablets, and smart TVs

VIDEO

Hype

bit.ly/hype411



Stream your videos live and embellish them with graphics, captions, photos, music and GIFs, using this new app from the creator of the short-form video service Vine. Sadly, Vine is due to close soon and its fans will be disappointed that Hype is not a direct replacement but more like Facebook Live (see page 36) or Twitter's video app Periscope. On the plus side, Hype lets you play videos in their entirety after you've streamed them, and you can create slideshows using photos and videos from your camera roll, and incorporate viewers' comments in your broadcasts.



Our rating



NEW



NOTES

SnapNotes

www.heptapp.com



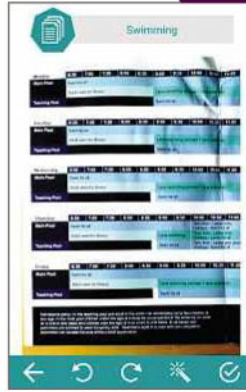
SnapNotes lets you turn letters, magazine pages and other physical 'notes' into PDFs. This new app was designed for use in classrooms – take a photo of the blackboard and convert it to a digital document – and in that context it works very well, with great-quality results. However you have to specify a subject and time slot before you can snap a note, which limits this app's potential. For example, we wanted to snap the timetable for our local swimming pool (see screenshot), but had to create a 'swimming' session first.



Our rating



NEW



PHOTOS

Enhance

bit.ly/enhance411



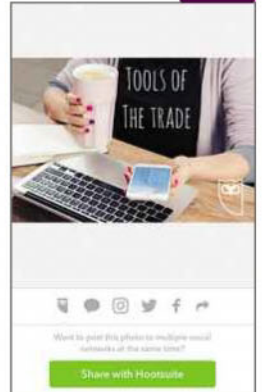
Crop and edit your photos to share on specific social sites, using this new app from 'social-media management' service Hootsuite (hootsuite.com). If you're visiting friends and get a group shot that you want to share on Facebook, Instagram and Twitter, you can use Enhance to crop it to the perfect dimensions for each site in turn, then upload it to each account from inside the app. You can add borders, text and watermarks, too. Enhance also hosts copyright-free stock photos that you can use to illustrate your tweets and Facebook posts.



Our rating



NEW



BOOKS

Readfeed

www.readfeed.com



Readfeed (great name) is a potential must-have for app-savvy bookworms. Create lists of books you've read and want to read, then rate your reads, post reviews, get smart recommendations and connect with like-minded readers.

You have to log in to use Readfeed, but you can do so with your existing Google or Facebook account. Start by searching for a book by title, author, ISBN and so on, then tap to add it to one of three customisable lists (Reading, To-Read and Completed). You can then add comments and photos, create a profile and collect followers, like a bibliographical Twitter.

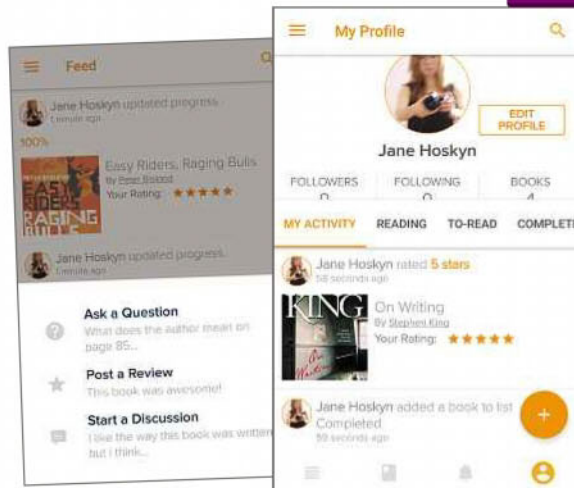
Readfeed doesn't yet have enough users to work as a social network; it still has the feel of a party that no-one's turned up to yet. But it's full of appealing features and will soon have even more, including ebooks and iOS support.



Our rating



NEW



GET THE DEFINITIVE GUIDE TO ANDROID

Our updated Android MagBook is packed with 148 pages of apps, workshops and advice to unlock the full potential of your tablet and phone.



Discover how to:

- Master new tools in Lollipop and Marshmallow
- Stop apps leaking your personal data
- Record anything on your phone and tablet
- Prevent updates from wrecking your device
- Remove hidden junk so it never comes back
- Switch from iOS without losing data

Order it now from Amazon at bit.ly/androidbook2016

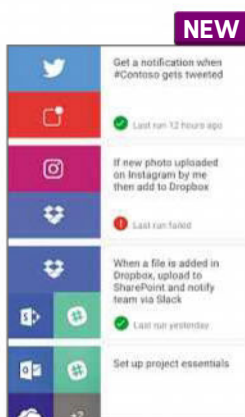
TOOLS

Microsoft Flow

flow.microsoft.com

5 8

Flow is Microsoft's business version of IFTTT ('if this then that'). It makes life easier by connecting your different apps and accounts via automated links – IFTTT calls these links 'recipes' and Flow calls them 'workflows' – but Flow's workflows tend to be more, well, work-orientated. Spreadsheets and Office 365 tools turn up regularly in Flow's many preset workflows, even the fun ones ('Track Facebook wall messages in an Excel table', for example). You can customise any of these workflows or create your own from scratch, using any of the 60 (and counting) supported services, which range from Blogger to YouTube and include many Microsoft web tools.



Our rating



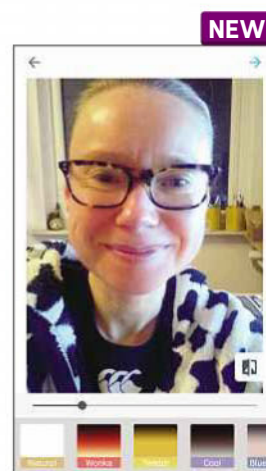
PHOTOS

Microsoft Selfie

bit.ly/selfie411

4.1

Our second Microsoft app claims to 'intelligently' produce the best photo of your face, taking into account skin tone, lighting and other factors. At first, it seemed like just another filters app – it doesn't even open on your front camera – but in less flattering light it tried to knock years off us by making our skin very blurred. Thanks, sort of. It's very quick and easy to use: take a photo or choose from your Gallery, pick a filter and adjust using the slider, then save. Unlike Instagram it doesn't require an account. The app is new to Android after being available for a few months on iOS (bit.ly/selfieios411).



Our rating



5 NEW APPS WORTH PAYING FOR

PODCASTS

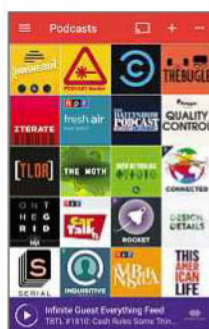
Pocket Casts

www.shiftyjelly.com/pocketcasts

Price: £2.49 (Android), £2.99 (iOS)

4.4 9.1

Browse more than 300,000 podcasts and manage your podcast library using this excellent app, now rebooted with a fresh new look and features including split-screen (Android) and a new Control Center playback menu (iOS).



NATURE

iBird UK Pro

bit.ly/ibird411

Price: £8.99

4.4

Identify more than 300 birds in the UK and Ireland using this incredibly detailed database. The hours of bird song recordings alone make it worth the price.



SCREEN TOOL

Duet Display

bit.ly/duet411

Price: £14.99 per year

8

Turn your iPad or iPhone



into a secondary monitor for your PC or Mac. Your i-device remains touch-sensitive, so it effectively turns your PC into a touchscreen device.

UNITS

The Converted

bit.ly/converted411

Price: £3.99

9.3

This innovative conversion app shows you how units relate to one another, using a side-by-side scale. It includes 500 units in 23 categories, and also works offline.



PHOTOS

Fabfocus

bit.ly/fabfocus411

Price: £1.49

8

Make your iOS photos look more professional by blurring the background and adding bokeh (those blobs of colour that look like Christmas lights) with one tap. Also includes retouching tools and manual editing.



Pocket Casts



iBird UK Pro



Duet Display



The Converted



Fabfocus





Best New TV Apps & Games

TV

ITV Hub

bit.ly/itv411**Min requirements:** Android 4.1, iOS 8, Windows Phone 8

In last issue's cover feature, 'Your Complete Guide to TV Streaming', we rounded up our favourite apps for watching television and deliberately excluded ITV Hub from our selection. Our reasons for this snub included the app's frequent crashes and freezes, its patience-stretching ad breaks and its lack of essential features such as offline viewing and Chromecast support. So we're delighted to report that the latest update to the Android and iOS version addresses the last of those complaints by letting you stream ITV shows from your phone or tablet to your TV via your Chromecast. Well, sort of – you can only 'cast' programmes on catchup, not live. So close, ITV, but no cigar.



GAME

The Trail

bit.ly/trail411bit.ly/trailios411**Min requirements:** Android 4, iOS 8

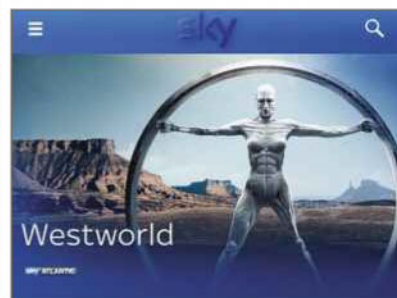
This stunning game invites you to embark on an epic journey on your phone or tablet, to reach the fictional town of Eden Falls. As you travel across vast landscapes, through forests, past mountains and along streams, you collect useful items and learn to craft and trade. There are rest camps along the way where you can interact with other players who share the gaming experience with you. It's not all walking and talking, though – there are obstacles to overcome, animals to hunt for food and clothes to gather to keep you warm. The Trail combines gorgeous graphics with a soothing soundtrack. The game includes in-app purchases, but you can fully enjoy playing without them.

TV & FILM

Sky Q

bit.ly/skyq411**Min requirements:** Android 4.1, iOS 8.1 with Sky Q subscription

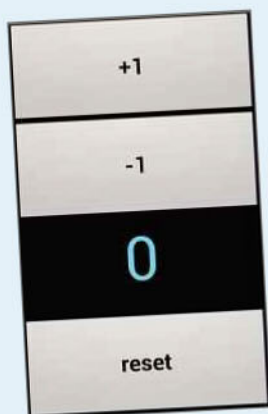
Sky Q, which launched earlier this year, is finally living up to its promise to let you watch Sky content on any screen in your home. Initially only available for tablets, the app now works on Android phones and iPhones. You can pause a show in one room and resume playback in another, exactly where you left off, and sync recordings from your Sky Q box to your mobile device to watch wherever you go, even when you're offline. As well as viewing recordings, live channels and Sky Cinema and Sports, the app turns your device into a remote control so you can record shows on your box while on the move. A subscription costs from £20 per month.

 Don't install...

Easy Counter

bit.ly/counter411

Described as a "quick, simple solution for keeping a running tally of anything", Easy Counter sounds really useful, but it's extremely basic compared to similar Android apps, of



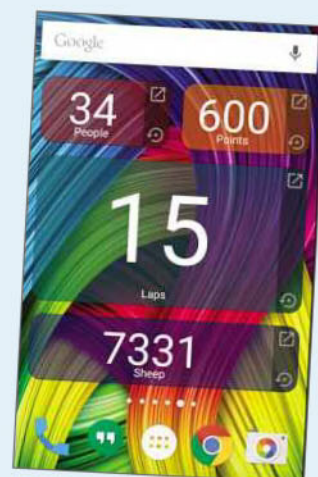
which there are a surprising number in the Play store. Essentially, you just tap '+1' each time you do something or '-1' to discount it, but there are no options to count different activities. It looks rubbish, too, and hasn't been updated for three years.

...Install this instead 

Thing Counter

bit.ly/thing411bit.ly/thingwindows411**Min requirements:** Android 2.2, Windows Phone 8.1

How many cups of tea have you drunk today? If you can't remember, then you need Thing Counter, a nifty app for Android and Windows Phone that helps you keep a tally of how many times you perform different tasks. To start using the app, choose something to count – for example, number of laps – assign it a coloured label and tap to start the counter. Tap it again each time you perform that action and Thing Counter will track your activity until you tell it to stop. You can add a widget to your home screen to make tapping easier or use the volume buttons on your phone instead. It's totally free to use and has no adverts. ■





FAQ

Everything you need to know about the most interesting new technology trends and events

Facebook Live

Facebook Live has streamed the US election, football matches and even crime spree. **David Crookes** explains what all the fuss is about

What is it?

Facebook Live (live.fb.com) is a broadcasting tool that lets you stream live videos to your friends, followers and the wider world. It has been integrated into Facebook's iOS and Android apps, and it can be used to broadcast yourself and anything that catches your eye. As such, it has fast become a much-used and talked-about feature, with Facebook putting lots of time and effort into promoting it.

How does it work?

The app uses your device's camera and microphone to stream footage across your mobile or Wi-Fi connection. Simply tap the Live button in the top-left corner



Facebook Live lets you share your adorable puppies with the world

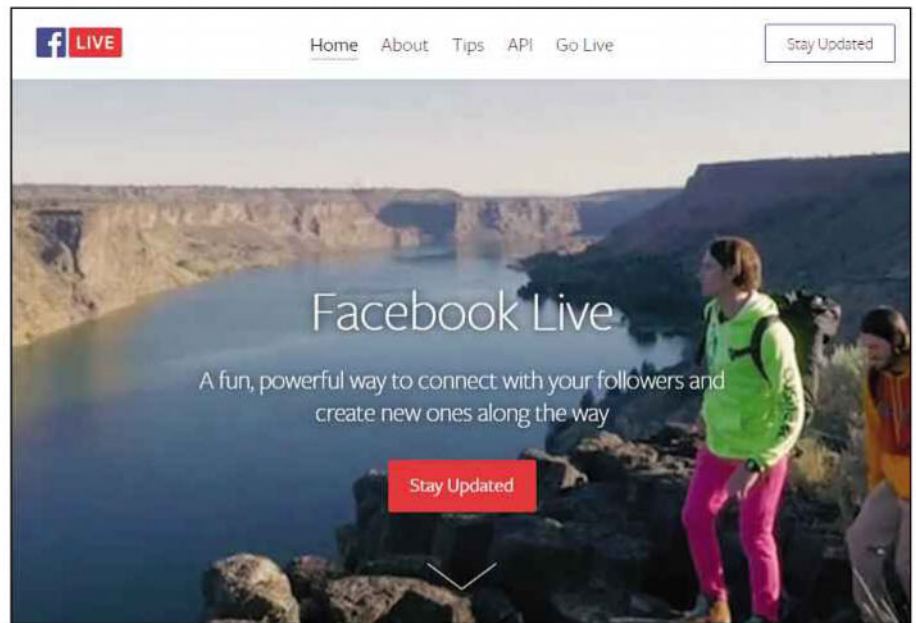
of the Facebook app, write a short description of what you're about to stream and select who you want to share your broadcast with. When you hit 'Go Live', you'll see a short countdown that gives you just enough time to get your hair straight before you're put

'on air'. Tap Finish when you're done. If you don't fancy

What can people do with the videos?

filming your own live footage, you can just sit back and watch someone else's via the Facebook website.

Facebook Live encourages interaction, so while users can watch footage on their own, they can also invite friends to watch with them. You can post a reaction via the usual set



of 'like' options, and the comment facility gives streamers instant and constant feedback as they broadcast. Facebook hopes this will raise people's level of engagement with the streams. It even goes as far as suggesting streamers should mention people by name and answer questions if they want to gain a more loyal following.

So it's similar to other streaming apps?

Well, yes. Facebook Live is competing with the likes of Periscope (periscope.tv) and companies undoubtedly see live video as a fresh online battleground. Facebook CEO Mark Zuckerberg says he is aiming for a "camera-first experience",



Will Facebook Live bring down Periscope like it buried Meerkat?

and Facebook Live is already proving tremendously popular – hardly surprising considering the social network now has 1.71 billion active users. Live's emergence may well be the reason why the similar Meerkat closed on 4

October, to be replaced by a new app called Houseparty (joinhouse.party).

Can I broadcast my entire day?

Not in the same stream, no. Or at least not yet. Although broadcasters are being granted 24-hour streaming, each video you create has to be a minimum of four seconds and a maximum of 90 minutes, but there's nothing to stop you splitting it into chunks if you want to create a longer broadcast. Be sure if you do want to stream for lengthy periods that you're using Wi-Fi rather than a data connection, otherwise you'll may go over your limit. Consider too that the Go Live button will be greyed out if you have a weak signal, so choose your location carefully.

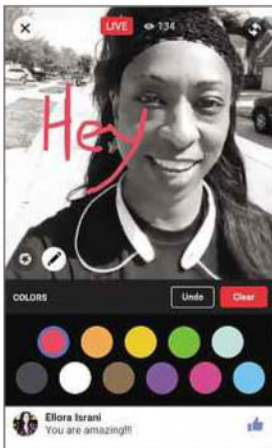
What can I do with my broadcasts?

As you stream, you can use a range of Instagram-style filters including pop, classical, funk and acid to enhance the look of the footage. It's also possible to draw on the screen in different colours, which is great for introducing some fun, explaining a difficult concept or highlighting certain parts of the action.



Watch live broadcasts of painter-decorators working in Brighton!

When you end a video, you have the opportunity to save and post it for the benefit of interested viewers who missed it live. You can also delete the video.



You can amaze easily pleased Live viewers by scrawling on your face

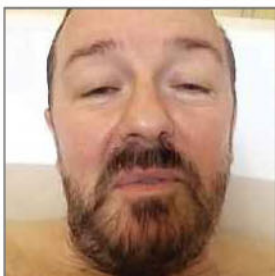
How do people discover broadcasts?

The easiest way to let people know when you intend to go live is to tell them in a post beforehand,

but this only works for pre-planned streams. For spur-of-the-moment broadcasts, you're relying on your compelling description and on people coming across it in their timeline. That said, each live video has a button labelled Follow that lets viewers opt into notifications of the broadcaster's next stream. Facebook also provides a live map of streams (www.facebook.com/livemap) featuring location-tagged videos that have been made public. It's a great way to discover content from across the globe.

Who is using it?

When Facebook Live emerged in 2015, only celebrities were able to broadcast on the platform while the company tested the service and built awareness. But since April, we can all get in on the action. This has led to people discussing various aspects of their daily lives and filming live events they are attending. Big media companies and



Ricky Gervais enjoys streaming live on Facebook from his bath

lives and filming live events they are attending. Big media companies and

celebrities continue to dominate the service, though, with the likes of comedian Ricky Gervais, singer Michael Bublé and actor Vin Diesel among its fans.

Why are celebrities using it so much?

Facebook has splashed out at least \$50m (about £40m) to encourage well-known faces and companies to get involved and create content. So far, it has signed more than 140 partners on lucrative contracts, including actor Kevin Hart, chef Gordon Ramsey, Real Madrid, BuzzFeed, *The Huffington Post* and the *New York Times*. This suggests Facebook will look to monetise Live in due course, probably through advertising. Whether or not mere mortals will be able to share the revenue for creating popular streams remains to be seen.



A so-called live spacewalk on Facebook Live was exposed as being a fake

Is it pulling in large audiences?

It sure is. News UK, which owns *The Sun* and *The Times*, gained 200,000 views for a Dream Team fantasy-football stream that showcased the new Call of Duty game, Infinite Warfare. But that paled in

comparison to footage of a 'spacewalk' which ended up being shared by a host of media outlets at the end of October. Viral USA (www.facebook.com/ViralUSA) received 27 million views, 2.5 million likes, 817,000 comments and 528,503 shares. Not bad for a "live" video NASA said was a fraud, since no astronaut has set foot outside the International Space Station since 1 September.

Are we going to see lots more live content?

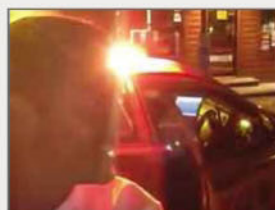
It would appear so. However, that's not necessarily a good thing. For every video of quality, there are bound to be many more that aren't worth bothering with and, unfortunately, Facebook Live doesn't promote decent content ahead of the rubbish. But since live content is watched for three times longer than pre-recorded videos and receives 10 times the number of likes, it's clearly not just a fad. Over time, it may even compete with TV: indeed, Facebook Live live-streamed Wayne Rooney's testimonial match between Manchester United and Everton back in August, and was also on the ball with the US election.



Facebook Live captured Manchester United's goalless draw against Everton

THE LIGHT AND DARK SIDE OF FACEBOOK LIVE

Just what is available to watch on Facebook's life-streaming service?



CRIME

When John Pinney stole a police car in Tulsa, Oklahoma, he made the crazy decision to stream his 40-minute, 120 miles-per-hour joyride on Facebook Live using the officer's iPad. As you'd expect, the footage more than helped the cops with their enquiries.



COMEDY

Candace Payne hit the headlines when she bought a braying Chewbacca mask from a department store in Dallas, Texas, and filmed herself wearing it for four minutes. Her sheer delight over her purchase has had 160 million viewers in fits of giggles.



JAW-DROPPING FEATS

A video of maintenance men changing a bulb on a 1,999ft tower went on for four hours and had viewers captivated. It rather spoiled the suspense when it was revealed to be a pre-recorded 18-minute video from years ago, looped over and over.



Secret New Tools For... Google

**COVER
FEATURE**

Think you know Google inside out? Well, think again. **David Ludlow** lifts the lid on 30 of the search giant's newest and most useful hidden features in the services you use every day

Google tools such as Maps, YouTube, Chrome, Drive and of course search have become so integral to our lives – both online and off – that it's hard to imagine how we'd survive without them. And although there are valid concerns about what Google does with our data, no other company can claim to offer so many sites and so much software of such good quality and ease of use.

Much of Google's success is down to the fact that it never stops improving its existing tools and developing

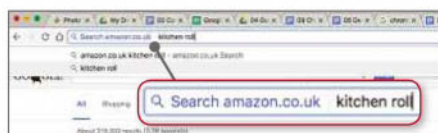
new ones, so there's always something new and useful for us to try. Over the following six pages, we round up our favourite new and lesser-known features from the search giant, spanning all its most popular products and a few that have launched more recently.

If the 30 tips in this feature whet your appetite to learn more about Google's hidden tools, you'll love our new Definitive Guide, which contains a whopping 396 of them. See page 16 for details.



Search a site from anywhere

If you visit a website that has a search box, such as Amazon, Chrome learns how the site's search works and adds the site automatically as a search option. To try it, type `amazon.co.uk kitchen roll` into Chrome. Instead of pressing Enter, which will make Chrome search Google, press Tab. You'll see that 'amazon.co.uk' changes to 'Search amazon.co.uk'. Now press Enter, and you'll be taken to the Amazon website, with the search results for your term. In our case, the page listing kitchen rolls.



Use Chrome's Task Manager

Chrome has its own built-in Task Manager, which you can use to shut down websites that have stopped responding. To launch this useful tool, either press Shift+Esc or open the main menu, click More Tools and select Task Manager.

Websites are listed in the Task Manager with the word 'Tab:' at the start, but you can also see Plugins and Apps, which run in the background. Select the tab that isn't responding and click End Process to shut it down.



Stop background music

There's nothing more annoying than having lots of tabs open, only for one noisy website to start playing music or a video. Fortunately, Google provides an easy way to stop the racket.

If sound starts coming out of your computer's speakers, cast your eye across the row of Tabs until you see the one (or more) with a speaker icon. These are the Tabs that are making noise. Right-click any you want to silence and select Mute Tab from the menu. Repeat as necessary to reclaim your peace and quiet.





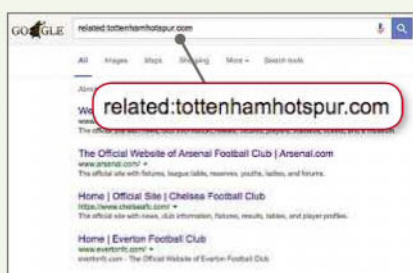
Get definitions of words

You can use the search term 'Define:[name]' to turn Google into a handy dictionary. Typing Define:montage, for example, brings up a search box explaining the meaning of the word 'montage'. You can even click the speaker icon to hear how the word should be pronounced. Typing a word by itself often yields a similar result, but using the define command forces the issue.



Find related websites

If you've got a favourite website and you want to find others that are similar, you can use the Google search phrase 'related'. Type related:[domain name], where [domain name] is the web address of a site minus the 'www.'. For example, related:tottenhamhotspur.com brings up a list of sites for other Premier League football clubs. The 'related' keyword is a powerful tool that saves you having to wade through irrelevant search results.



Search for specific numbers

You can get Google to search for a specific number by using double dots ('..'). For example, searching for world cup winner ..06 tells Google that you want to know who won the World Cup, but that the search result must contain '06'.

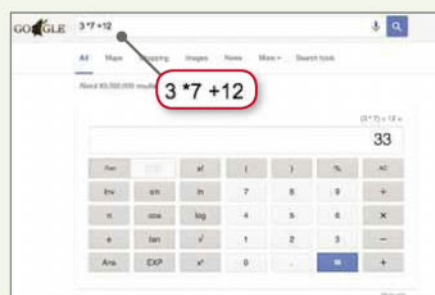
You can also search for ranges of numbers by putting numbers before and after the double dots. For example, '1..4' searches for sites that have the numbers 1, 2, 3 and 4 in them. This tip is, perhaps, a little



niche, but if you need to narrow down a search by numbers, that's how you do it.

Perform simple calculations

Google not only finds information on other websites, it can also perform calculations of its own. Type in a simple maths formula (3x7+12, for example) and Google will give you the result and display an on-screen calculator to help you make further calculations. To use the calculator, you can either click the numbers and operators with your mouse or type them on your keyboard.



Convert currency

Google can convert currency for you, too. It uses the latest bank exchange rates rather than tourist rates, but it's good enough to give you a ballpark conversion figure.

You can use the service in two ways. First, you can simply search for the



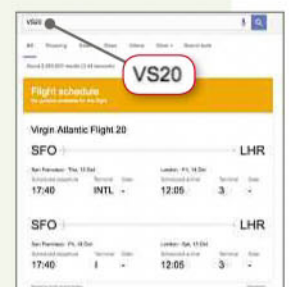
currencies by name. Type US dollars in British pounds sterling, for example, to see the current exchange rate. You can then use the boxes that appear to enter the precise figures you want to convert.

Alternatively, you can perform the conversion straight away using symbols. For example, \$15 in £ will show you exactly how much \$15 is worth in pounds.

Track flights through Google

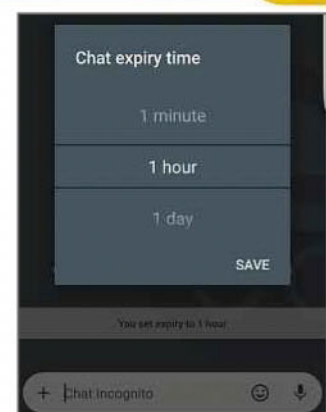
If you're about to head off on holiday or pick someone up from the airport, you can use Google to search for flight information. Type the flight number into

Google for up-to-date information on the flight, including when it took off (or is scheduled to do so), when it landed (or its estimated arrival time), where the flight took off and where it will land, including the airport and terminal. It's a brilliant and speedy way of tracking flights and is much faster than using an airport's own service.



GO INCOGNITO IN GOOGLE ALLO

Allo (allo.google.com), Google's rival to WhatsApp, lets you send text messages to friends and family over the internet, rather than using SMS. If you want your Allo chats to be secure and discreet, switch to incognito mode. Messages sent in this mode are encrypted, so Google can't read them. You won't see previews in the Allo inbox, either, and their details won't appear in notifications. To use incognito mode, tap the New Chat icon (the speech bubble), then tap Start incognito chat and select a contact. You can tap the timer icon to specify the chat's expiry time: when the time is up, it's securely deleted.



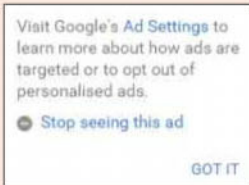


YouTube

Block adverts on YouTube

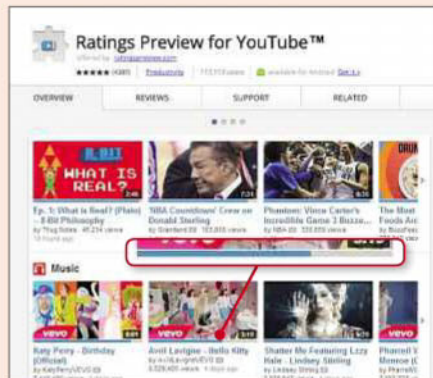
To provide revenue for video creators, YouTube often shows ads, known as 'pre-rolls', before a video plays. Some of these can be more than five minutes long, although these epic adverts usually give you the option to skip after five or 30 seconds. If you're stuck watching an awful ad that you can't skip, try refreshing the page, because you may be shown a different ad instead – and hopefully a shorter one.

If you keep seeing the same annoying ad, you can block it to ensure you never have to sit through it again. To do this, click the small 'i' button in the bottom-left corner of the video and click 'Stop seeing this ad'. This has the added benefit of skipping the current ad and taking you straight to the video. We're not sure how many times you can get away with doing this, but it's less extreme than using an ad blocker.



Avoid the worst YouTube videos

YouTube isn't likely to serve up videos it thinks you'll hate, but sometimes it's



nice to know that you're about to watch a video you'll probably enjoy. YouTube Ratings Preview (bit.ly/ratings411) is a handy extension for Chrome that adds a blue bar to the thumbnail of every video link on every page on YouTube. It looks a bit like a progress bar, but it shows how much the video has been liked.

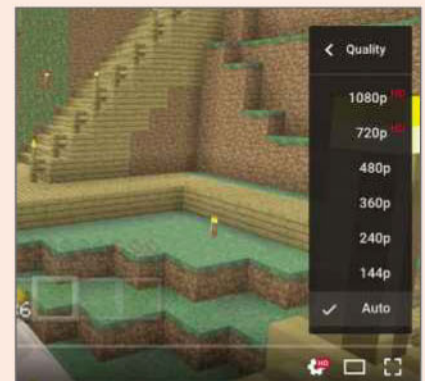
The extension offers plenty of scope for customisation, including colour, size and an option to highlight the best-rated videos on any given page. It's a must-have for avid YouTubers.

Force YouTube to play in HD

YouTube can stream all its videos in a variety of resolutions and sizes, and it automatically picks the one it thinks is best for your device and connection

speed. This ensures your video starts quickly, but it's annoying if you're using a desktop computer with a fast connection and you're denied one of the HD streams. If you don't see the HD label over the Settings button when a video starts playing, it means YouTube is playing it as a lower-quality stream. To change this, click the cog icon, click Quality and choose the resolution you want.

Alternatively, you can use the Chrome extension Auto HD for YouTube (bit.ly/autohd411) to ensure the website always plays videos in HD. This extension lets you specify the default settings you prefer for YouTube videos, including resolution and player size.



Photos

Crop and rotate images perfectly

One of the most useful tools in Google Photos is 'crop and rotate' – the icon looks like a square with arrows around it. When you drag the square to crop a photo, it divides the selected area into nine equal boxes, each one a third of the width and height of the selection. This lets you use the rule of thirds to make your image more appealing. The idea is to line up one of the lines with the part of the image that should draw



attention, such as the subject's eyes.

To the right of the photo is a slider marked with degrees. If a picture looks wonky, you can use this slider to straighten it. Finally, you can change the aspect ratio of an image using the drop-down menu at the top (the icon has a rectangle with dots in it). The options include Original, Square, 16:9 (the same as a widescreen TV), 4:3 (the same as most phones and compact cameras) and 3:2 (used in professional cameras).

Create an instant photo collage

Google Photo lets you bundle your best shots into a collage. Simply select between two and nine images, then click the '+' icon and choose Collage. Google Photos will put the images

together on a single page, and save the result as a new photo. Annoyingly, you can't change the order of the images or the layout.



Turn your photos into a movie

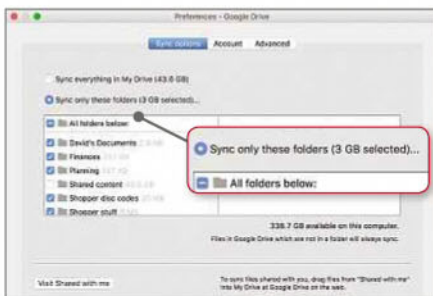
If you want to create a video slideshow of your images that you can then share, you need the mobile version of Photos for Android or iOS. Select the images you want to include, then tap '+' and select Movie. Photos bundles the images into a moving slideshow, but before you save it, you have some options, which



Access selected folders offline

You can use Google Drive offline by downloading the app to your PC or Mac. This will automatically download files from your online account to the Google Drive folder on your computer; similarly, any files you copy into this folder are automatically backed up to your online Google Drive account, so you can access them over the web – a green tick next to a file shows that it's been backed up.

If you don't want to synchronise everything from your online Drive account with your computer, there's a selective sync option that lets you choose which files and folders to back up. To change the setting, click the main menu in Google Drive and select Preferences. Change the sync options from 'Sync everything in My Drive' to 'Sync only these folders'. Remove the tick from any folder you don't want to synchronise and click Apply. You'll then be able to access those folders offline.



you can access via the icons at the bottom of the screen. From left to right, these let you change the style of the slideshow, choose a soundtrack and change the order in which your photos appear. Click the arrow to save your finished video, which you'll find in Albums, Videos in Google Photos. Confusingly, videos are labelled with the date of the most recent image, rather than when you made the video.

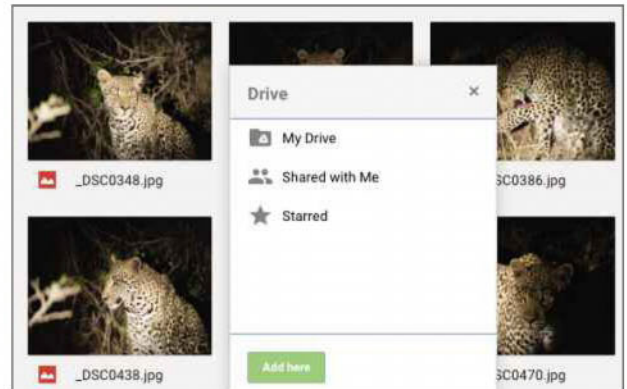


Restore previous versions of files

It's easy to accidentally overwrite a file with a new version, losing work in the process. Fortunately, Google Drive makes it easy to correct this type of error because it keeps multiple versions of files. By default, versions are kept for 30 days, so you can easily roll back to a previous one. The rollback process differs depending on whether the file is a Google one, such as Docs or Sheets, or a regular file you've uploaded from your computer.

To view an earlier version of a Google Drive file, open it, click the File menu and select 'See revision history'. Find the version you want and click the 'Restore this revision' link. You can also copy and paste data from the preview window, which is handy for grabbing text that you've overwritten.

To restore revisions of a non-Google file you've uploaded, such as an image or Word document, right-click it and select 'Manage versions'. This brings up a list of versions, sorted by date.



Simply find the version of the file that you want to restore, click the main menu and select Download to save a copy to your computer.

Save files to multiple folders

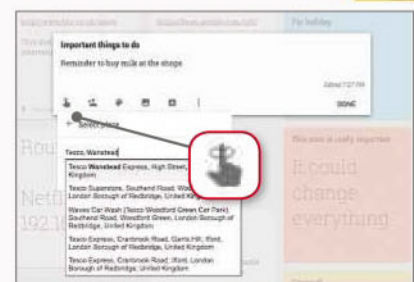
Google Drive doesn't have to be organised in the same way as your hard drive, and files can exist in multiple locations so you can share them while also keeping personal copies. Better yet, any changes made to a file or folder in one location are automatically applied to their duplicates in other places.

To use this feature, open your Drive and select the files that you want to save in multiple folders (hold down Ctrl to select more than one at a time). Press Shift-Z and navigate to the folder you want your files to be stored in. You can use the New Folder button to add a folder if one doesn't already exist. When you've made your choice, click the Add button and your files will now appear in two locations. You can edit your files in any folder they appear in, but note that deleting any instance of a file will delete it from all locations.

SET LOCATION REMINDERS IN GOOGLE KEEP

Google Keep (keep.google.com) lets you set reminders for your notes, so you can be alerted about something you need to do. As you'd expect, you can set these reminders to trigger at a set date and time, but you can also set a location. Provided you have the Google Keep app on your phone; you'll be reminded about your note when you get to your set location.

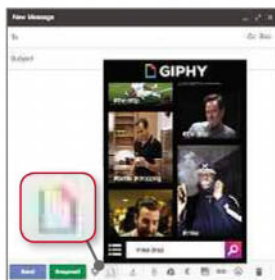
To set a reminder, create or edit a note, then click the reminder icon (a hand with a string tied around an upward-pointing finger). Choose a time to be reminded, then select Place and enter an address. In the web version, just start typing and Google will autocomplete for you; in the mobile app, you'll also see a map that updates in real time.





Add animated GIFs to messages

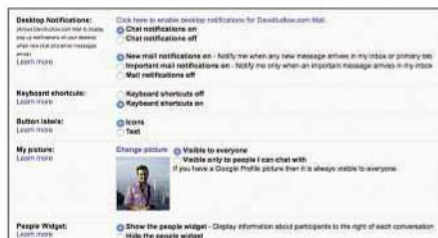
Why write loads of words when one brilliant animated GIF can do the job so much better? Giphy (giphy.com), the world's largest and most popular animated GIF website, can now integrate directly with Gmail. Just install the Giphy for Gmail extension (bit.ly/giphy411) to add a Giphy button to the Compose window in Gmail. Click this, enter a search term, select your hilarious GIF and click Send.



Control Gmail using keyboard shortcuts

Although Gmail runs in your browser, it still behaves like a Desktop application. This means that there's full support for keyboard shortcuts, which can make Gmail a lot faster to use than using your mouse.

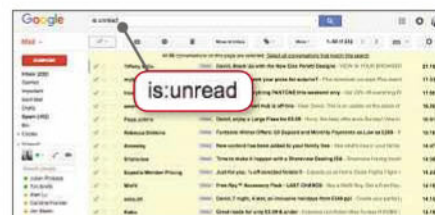
Annoyingly, the default setting in



Gmail is for the majority of keyboard shortcuts to be disabled. To turn them on, click the cog icon in the top-right corner, select Settings and scroll down the General tab to the 'Keyboard shortcuts' section. Select 'Keyboard shortcuts on' and then scroll down to the bottom of the page and select Save changes. You can now start to use keyboard shortcuts.

See our table below for a selection of the most useful ones.

Action	Shortcut
Send	Ctrl+ Enter
Decrease text size	Ctrl + Shift + -
Increase text size	Ctrl + Shift and +
Archive	e
Mute conversation	m
Report as spam	!
Delete	#
Reply	r
Reply all	a
Forward	f
Go to Inbox	g + i
Go to Sent messages	g + t
Compose	c
Search mail	/



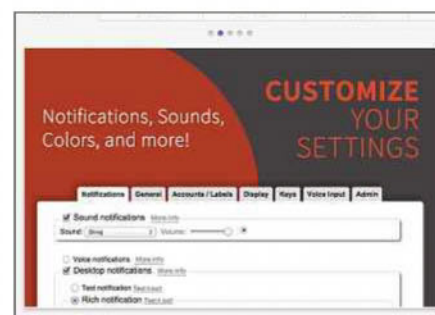
To delete all unread messages, type `is:unread` into the search box. This will find any emails that are marked as unread. You can use the similar `is:read` to find all read email if you only want to leave the messages you haven't got around to reading yet.

Get notifications for new emails

Knowing when you've got new messages isn't always easy with Gmail, which is why you need Checker Plus for Gmail (bit.ly/checker411). This handy Chrome extension monitors your Gmail inboxes and displays pop-up messages when you get new emails. You can also click the notification icon in your browser to see a preview of any messages without opening Gmail.

Delete specific messages from Gmail

If you want to find and delete all emails from a particular person or company, just search for their name. When you've found an email from them, hover your mouse over their name to bring up a pop-up window, then click Emails. This will list all emails to and from that address, so you can bin them all in one fell swoop.



ON SALE NOW!

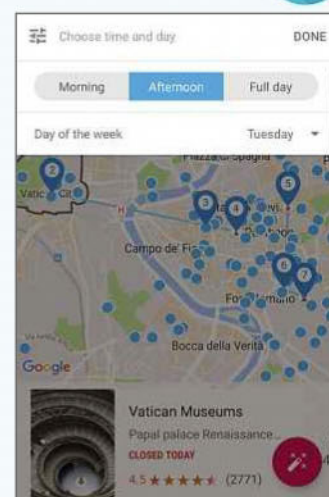
The Definitive Guide Google Hidden Tools



BUY IT NOW FROM AMAZON
at bit.ly/defguidegoogle

PLAN YOUR DAY USING GOOGLE TRIPS

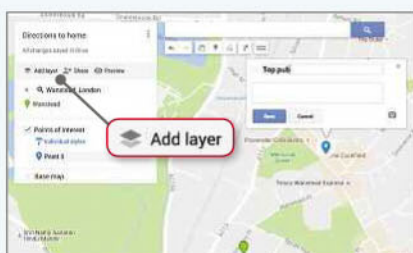
Google's new Trips app for Android and iOS (www.google.com/trips) pulls in travel information from your Gmail account to build you a 'trip' that contains all your reservation details, essential travel advice (currency, tipping, transport and the like) and a sightseeing itinerary. For major cities, Google Trips has pre-defined Day plans to help you visit top attractions, but you can also create your own. Go to a trip, select 'Day plans' and tap the + icon. Choose if you want your plan to be for the Morning, Afternoon or 'Full day', and the day of the week, which can change plans based on which attractions are open. Tap Done and you'll see the attractions highlighted on the map, with information cards at the bottom of the screen.





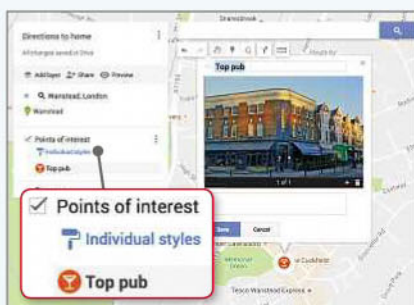
Create custom Google Maps

You may find that standard Google Maps don't show all the information you want. With custom Google Maps, you can correct this by building your own plans, complete with directions, marker points, measurements and drawings. For example, you may want to create a map, showing people how to get to your house, a pub or another location.



To create a custom map, go to mymaps.google.com and click 'Create a new map'. This will load a new map view. Use the search box to find the area you want to map, such as your home postcode. Click Untitled on the left and give your map a name.

Custom additions to a map are handled through layers. A layer can be toggled on and off, updating the map view, and can contain a mixture



of different markers. It makes sense to create a layer for each type of information you want to display, because it makes map management easier in the future.

You can also add markers to a layer, highlighting points of interest. Click the balloon icon to select the 'Add marker' tool, then click the map where you want the marker to appear. Enter a name for the marker and, optionally, a description in the large box underneath. Click Save when you're done.

Download maps to browse offline

Using Google Maps while on holiday makes it easy to find your way around an unfamiliar location, but data-roaming costs can make it expensive to use. With a bit of planning, you can use hidden features in Google Maps to save all your maps and the places you want to visit for viewing offline.

First, search for the place you want to view offline – Lisbon, for example – then pan and zoom around the screen, so you can see the entire area you want to save, up to 50 x 50km.

Pull up the info panel from the bottom of the screen and tap Download. Note that saved maps 'expire' after 30 days. To stop this happening, just open it when you're online to refresh its data.



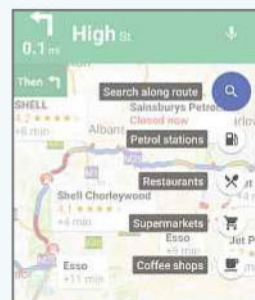
Send maps to your phone

If you're using the web version of Google Maps to look up a place you want to visit, you can use the 'Send to phone' feature to save you repeating the search on your mobile device. Search for a point of interest, address or location, then click the marker icon on the map to open the sidebar. Click the 'Send to your phone' link and select your phone in the list. You'll get a notification on your phone, giving you the option to start navigation, view directions or just view the address on your phone's map.



Search along your route

Google recently added a feature that lets you search along your route for petrol stations, restaurants, supermarkets and coffee shops. Tap the search icon for the options (although not when you're driving!).



Alternatively, you can say, "OK Google" and ask to see specific stops on your route, for example, "Show me petrol stations". ■

NEXT ISSUE

on sale Wednesday 14 December 2016

BEST FREE SOFTWARE FOR 2017

We pick 10 essential new programs to see you through the next year

PLUS...

- **READ-IT-LATER TOOLS**
Save web pages to browse offline on any device
- **AMAZON MUSIC UNLIMITED**
Is the new streaming service better than Spotify?
- **HOW TO CUSTOMISE KODI**
Create the ultimate home media player for free

SUBSCRIBE TO WEB USER AT
SUBSCRIBE.WEBUSER.CO.UK

Best free encryption tools

Encrypting your files keeps them safe from prying eyes, but the process can be complicated.

Edward Munn tests six free tools that make the job easy



VeraCrypt | bit.ly/veracrypt411 | ★★★★★
FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★☆

WebUser
GOLD
AWARD

What we liked:

Of all the tools we tested, VeraCrypt offers the best balance between features and ease of use. Based on the

enormously popular

TrueCrypt (which, sadly, was abandoned by its developers), it can be used for all your encryption needs, whether that's protecting a few files or an entire drive.

You create a password-protected container (also called a 'volume') that, once 'mounted', appears in Windows Explorer, where it looks like any other standard drive. You can then open and work with any number of files in the volume, without needing to enter your password over and over again. When you've finished working on your files, you simply 'unmount' the volume, at which point its contents become encrypted and it vanishes from Explorer. Any files you add to a volume are automatically encrypted.

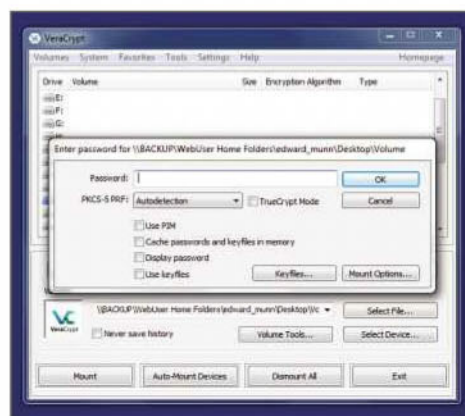
When creating your container, VeraCrypt lets you choose from 10 industry-standard encryption algorithms including AES, Serpent and Twofish, and you're advised to create a complex 20-character password to



ensure that it's resistant to 'brute-force' (trial and error) attacks. You can also add a second layer of security by choosing a key file (this can be a JPEG, MP3 or any other kind of file that doesn't change), which you select whenever you mount the volume.

Because it's a powerful, full-featured encryption tool, VeraCrypt is a little trickier to use than 7-Zip and AES Crypt, but it helpfully provides a tutorial when you first launch the program, to step you through creating your first container.

VeraCrypt can also be run as a portable program, which is very useful if you need to open encrypted volumes on numerous PCs and don't want to install the software on each one.



How it can be improved:

VeraCrypt, unlike 7-Zip, can't create self-extracting archives, so a recipient wanting to decrypt your files needs the software installed. It's slower than our other award winners because mounting containers takes a few seconds.

OUR VERDICT

If you want to encrypt large numbers of files, VeraCrypt is the best free tool for the job. Its powerful encryption and container-style protection makes managing and opening your encrypted files incredibly straightforward.

7-Zip | www.7-zip.org | ★★★★★

FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★

WebUser
SILVER
AWARD

What we liked:

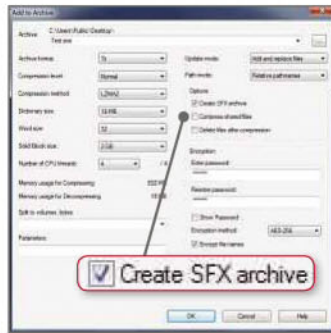
7-Zip is a lightweight archiving tool, and you may already be familiar with its uses for file

compression and extraction. However, it also offers powerful encryption tools.

When you opt to create a ZIP or 7Z archive using 7-Zip, you can encrypt it using the secure AES-256 algorithm simply by entering a password in the appropriate box.

Password-protecting a group of files only takes a few seconds longer than it does to compress them, which is very handy if you want to ensure that sensitive files you're emailing don't end up in the wrong hands. Indeed, sharing encrypted files is where 7-Zip excels.

Tick the box to 'Create SFX archive' and you can send the package as a self-extracting archive. You just give the recipient the password and they can decrypt your files without installing any software. This feature is only available



when using the tool's 7Z format, as is the option to encrypt the names of the files within the archive so that nobody can preview its contents.

How it can be improved:

Because it's

primarily a compression tool, there's no way to encrypt files in 7-Zip without archiving them, too. Also, if you want to add more encrypted files to an archive, you need to extract it first and then package it again, which is frustrating.

OUR VERDICT

7-Zip is unrivalled at encrypting files you want to share. Not only does it package your encrypted files to a single, compressed archive, but it also supports self-extracting archives which can easily be opened by anyone who knows the password.

AES Crypt | www.aescrypt.com | ★★★★★

FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★

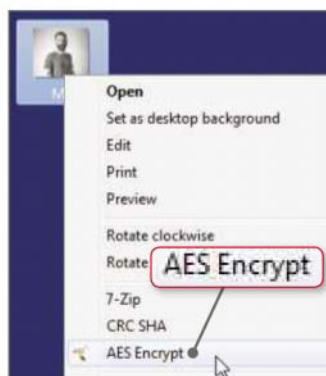
WebUser
BRONZE
AWARD

What we liked:

AES Crypt is an open-source encryption tool for Windows, Mac and Linux, and it's by far the simplest of the programs we tested. To protect your files using the AES-256

encryption algorithm, you just select them, right-click to open a menu, select AES Crypt and enter a password. Once that's done, encrypted duplicates of your files with a secondary file extension (.aes) appear. There's no confusing graphical interface to get to grips with – when you double-click one of the protected files, you're prompted to enter the password in order to create and view a decrypted version of it.

AES Crypt offers a simple and fast way to protect individual, sensitive files on your PC. It's also perfect for creating an encrypted version of a file that's unprotected on your PC, so you can



share it securely. To decrypt a list of files, you can select them all, right-click and choose AES Decrypt.

How it can be improved:

Although it's what makes the tool so simple, you might not like that AES

Crypt creates duplicates when it encrypts and decrypts files. It's also a shame there's no option to gather a group of files into a container or archive, as you can with our other award winners.

OUR VERDICT

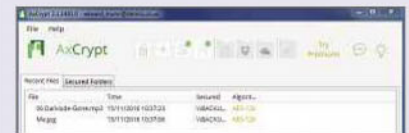
If you want a fast, simple tool for locking individual files on your PC, look no further than AES Crypt. However, if you want to lock or send groups of files, you're better off with VeraCrypt or 7-Zip.

BEST OF THE REST

AxCrypt

www.axcrypt.net

AxCrypt was unlucky to miss out on an award. As with AES Crypt, you can protect your files simply by right-clicking them and selecting Encrypt from the AxCrypt context menu, but it also provides a simple interface for finding and managing your recently protected files and folders. Unfortunately, because it's the free version of commercial software, many of AxCrypt's best tools are only available if you pay for a licence, and there are too many distracting buttons that encourage you to do so.



BitLocker

bit.ly/bitlocker411

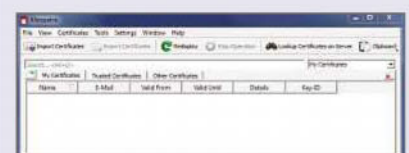
This powerful encryption tool is built into special versions of Windows Vista, 7 and 8, where it offers a convenient way of protecting data on your hard drive. It's mainly aimed at letting you encrypt your whole drive, but can also be used for external drives and virtual volumes. However, there is speculation that it has 'backdoors' to enable government agencies to decrypt your data, so we would still recommend opting for our Gold Award winner.



Gpg4win

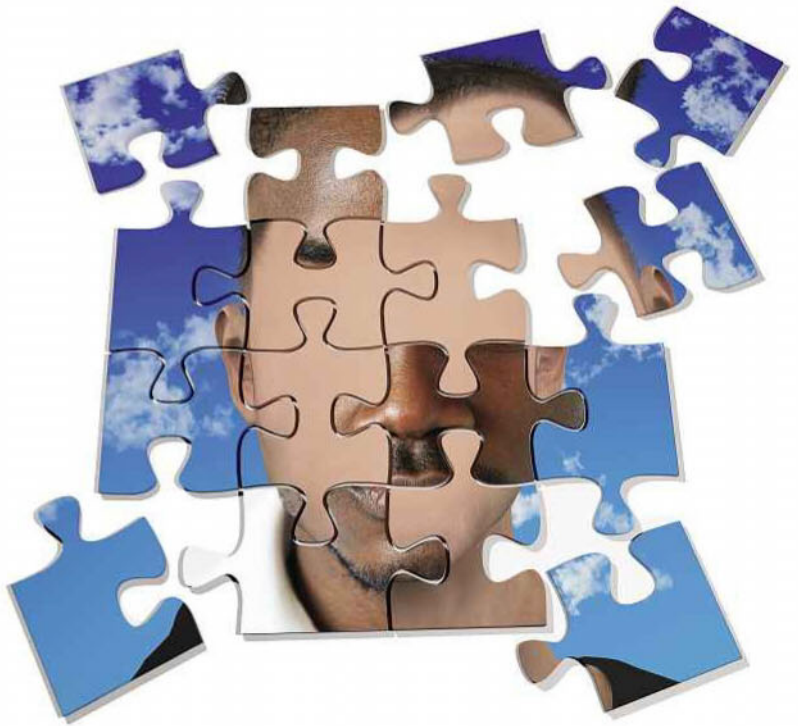
www.gpg4win.org

Gpg4win offers one of many graphical interfaces for the open-source cryptographic software GnuPG. This powerful tool encrypts both individual files and entire hard drives, but it has the steepest learning curve of all the software in this test, so you'll have to devote a significant amount of time and effort to get the most out of it.



Fake your online identity

Sharing your real personal info over the web leaves you open to spam and scams. **Hayden Parkes** (aka **Robert Irvine**) explains how to be someone else online



Generate a fake name and profile

There are times when you can't avoid using your real name online – for example, when you're paying for a product or service, or joining Facebook, which insists that "you will not provide any false personal information" (bit.ly/terms404). For other sites, it's both practical and advisable to adopt a pseudonym as a means of preventing online fraud and unwanted communication.

Inventing a fake name can be surprisingly tricky (and copying someone else's could land you in legal trouble) so we recommend turning to the brilliant Fake Name Generator (www.fakenamegenerator.com). This ingenious website not only creates phoney monikers of your preferred gender and 'name set' – from American to Vietnamese – but generates a host of other info for your fictional alter ego.

FAKE NAME GENERATOR™

Name Generator Free Tools Order in Bulk Sibling Generator FAQ

Your Randomly Generated Identity

Gender: Male
Name set: England/Wales
Country: United Kingdom

Generate Advanced options

Hayden Parkes
19 Warner Close
HATTON HEATH
CH3 8DQ

Curious what **Hayden** means? [Click here to find out!](#)

Mother's maiden name: Harper
NINO: WA 00 34 11 C
Geo coordinates: 52.85962, -2.611358

Logged in users can view full social security numbers and can save their fake names to use later.

PHONE
Phone: 078 4709 9180
Country code: 44

Meet **Hayden Parkes**, our new identity courtesy of Fake Name Generator

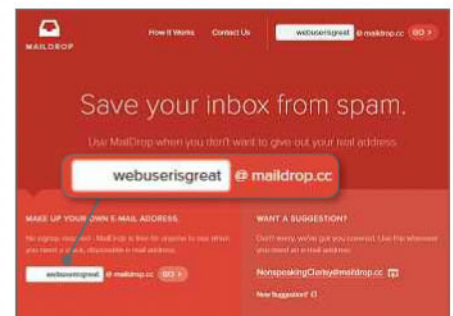
This includes a realistic address and postcode (or zip code for US names); a fake phone number that will be deemed valid by automated site tests; a birthday and star sign; physical characteristics such as height, weight and blood type; a job and car; and even your favourite colour. After using the service, we are now Hayden Parkes, a Toyota-driving environmental chemist from Hatton Heath.

There's also an unofficial Fake Name Generator add-on for Firefox (bit.ly/fake411) that lets you bring up made-up details, wherever you are on the web.

Use a disposable email address

Websites and apps often require you to register using your email address, so they can confirm who you are and potentially pester you with marketing messages – or “keep you informed of our latest offers”, as they put it. You can sidestep this intrusion of privacy and avoid the deluge of ‘grey mail’ and spam by creating a fake, temporary address using a disposable-email service. Sign up with the fake address, click the link in the confirmation message that arrives in your alternative inbox and you'll be able to access the site without giving anything away.

There are dozens of free disposable-email services and our current favourite is MailDrop (maildrop.cc). This couldn't be easier to use: just enter the fake handle you'd like to use in the box on the homepage – for example, webuserisgreat@maildrop.cc – and click Go. MailDrop will then create your temporary address and accompanying inbox, which you can log into by



Create a fake email address with MailDrop to keep your real one private

entering your chosen handle.

Unlike similar services such as Mailinator (www.mailinator.com), MailDrop has its own spam filters – so even your fake account isn't swamped by junk mail – and provides your address with an unguessable alias for extra security. It also suggests bogus addresses if you can't think of one yourself.

Fill in online forms using fake info

Entering your name, address and contact details when you fill in online forms is not only tedious (unless you have the info saved in your browser), but places your personal data one step closer to spammers and scammers. The Chrome extension Fake Data (bit.ly/fakedata411) generates random but genuine-looking info and enters it in forms without you needing to type anything. Just right-click a text box – be it for your name, email or postal address, phone number or location – and choose the relevant option from Fake Data's side menu.



Fake Data saves you sharing personal data when you fill in online forms

By default, the add-on is set to use US data, but you can change this to 'en_GB' in its Options to get UK phone numbers, British locations and postcodes rather than zip codes. You can also save custom data to enter in forms by right-clicking. Note that unlike the disposable examples in the previous tip, the fake email addresses created by Fake Data aren't linked to an actual inbox, so don't use it if you need to confirm your registration.

Pretend to be in another location

Many websites use geo-location to detect where you are. This might not sound worrying in itself but when combined with other bits of information, it allows them to build up an accurate profile of you. You can install a VPN to disguise your location but it's a bit like using a sledgehammer to crack a nut, and there are other, more lightweight tools available to use instead.

One of the best is Location Guard (bit.ly/location411), which stops sites knowing exactly where you are by adding 'noise' to your location, so it can't be pinpointed with any accuracy. Available for Chrome, Firefox and Opera, Location Guard offers three

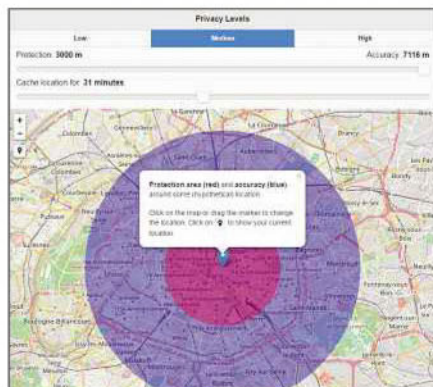
IS IT LEGAL TO FAKE YOUR IDENTITY?

Earlier this year, the Crown Prosecution Service said that it will now advise lawyers to prosecute people who create fake online profiles to harass others, including setting up accounts in their victims' names (bit.ly/cps411). However, it certainly isn't illegal to use a disposable email address or enter bogus personal data when registering with a site, provided the site's terms and conditions don't expressly forbid it – dating sites are increasingly clamping down on fake profiles that are used to trick or

'catfish' users. Obviously when money is involved, such as applying for a loan or selling goods through eBay, you'll need to provide your correct details or else risk being charged with fraud.



levels of noise that can be adjusted on a site-by-site basis – depending on how obscured you want to be. It's more subtle than a VPN, so your spoofed location won't be in another country but up to 7,116m away, which means you can still get relevant local information. You also have the option to use a fixed fake location – ours was tiny Manra Island in the Pacific Ocean!



Location Guard prevents sites from identifying where and who you are

Websites can also establish where you are via your IP address, but this is seldom very accurate – for example, IPTrackerOnline (www.iptrackeronline.com) placed us 2.5 miles away and in the middle of the River Thames! If you really want to hide your IP address, it's best to use a VPN such as TunnelBear (www.tunnelbear.com) or CyberGhost (www.cyberghostvpn.com).

Send email from a fake account

Most of us include at least one of our real names in our Gmail address as a way of stamping our identity on it – and to avoid the embarrassment of, say, applying for a job from laserbadger651@gmail.com.

In circumstances when you don't want to reveal your real name and email address, such as when contacting someone anonymously, you can enter fake 'reply to' details for your account. In Gmail, click the cog in the top-right corner and choose Settings, then click the 'Accounts and Import' tab. In the 'Send mail as' section, click 'edit info' and choose an alternative name to use. Next, click 'Specify a different "reply-to" address', enter a fake email address and click 'Save changes'. Remember to change this setting back for your normal communications, though.

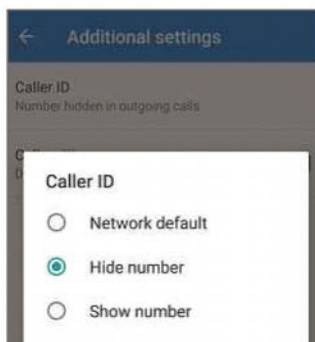


Gmail lets you use a fake reply-to name and address for your account

WITHHOLD YOUR MOBILE NUMBER

Caller ID is invaluable for deciding whether or not to answer a phone call, but there are times when you might not want the person or company you're ringing to know your number at all – for example, in case they phone back at an inconvenient time or if you don't really like them. On a landline phone, you can press 141 to withhold the number you're about

to dial, but did you know there's a similar feature built into your smartphone? On an Android device, launch the Phone app, press the three-dots icon at the top and choose Settings. Tap Calls, 'Additional settings', Caller ID and select the option 'Hide number'. On an iPhone, go to Settings, choose Phone and move the Show My Caller ID slider to 'off'.



Keep your number private when calling from your phone

Best new Christmas gadgets

Stuck for Christmas present ideas, or don't know what to ask for yourself? Then consider these eight gift ideas in this promotional feature...

CHERRY MC 4000 Mouse

www.amazon.co.uk
£25.00

With a fast 1000/2000-dpi switchable sensor, indicated by blue and red LEDs respectively, this semantical mouse is a perfect addition to any desktop for left- or right-handed users. High-speed motion detection at 60ips and a 360-degree sliding pad on the base keeps this USB optical mouse moving across the desktop. Six additional, programmable buttons allow quick access to your commonly used functions.

CHERRY



CHERRY MX Board 3.0

www.amazon.co.uk
£64.00

The CHERRY MX Board 3.0 offers a perfect introduction to mechanical keyboards, utilising Red, Linear MX switches under each key. The keyboard design is low profile and simplistic, yet robust and hard wearing, with laser-etched, wear-resistant key caps and individual keys tested to 50 million operations. 14-key rollover, Win-Key Lock and anti-ghosting technology, coupled with a removable USB cable make this an ideal gaming keyboard, but it's perfect for both home and office use.

CHERRY

CHERRY DW 5100 Board

www.amazon.co.uk
£30.00

Break free from wires! The CHERRY DW-5100 is a stylish and comfortable keyboard and mouse set, using 24GHz technology for an interference-free, 5m range. The mouse has a switchable 1000/1750-dpi resolution for fast desktop movement, 5 programmable buttons and a rubber side-grip for added comfort. This ergonomically designed mouse also has batteries that will last for up to 2 years between changes. The keyboard is a low-profile design with 10 programmable hot keys and an on/off switch to help conserve power. Supplied with a nanoUSB receiver, the set is simply plug and play with no additional software required.

CHERRY





CHERRY MX Board 6.0

www.amazon.co.uk
£142.00

With a solid aluminium case, magnetic quick-snap wrist rest and bright red backlighting, the CHERRY MX Board 6.0 is certainly striking to say the least, but it also hides some incredible features. Backlighting can be adjusted to 100 levels on the Red CHERRY MX's linear switches to find the right intensity, there is full 'N' key rollover off all 109 keys, as well as full anti-ghosting technology and Win-Key Lock. A braided USB cable provides simple plug-and-play connection. Its secret ingredient, though, is the exclusive RK technology, providing analogue processing and the fastest response time of just 1ms, just to give you the edge over the competition.



PORT Designs Slim emergency battery 5000mAh

www.northamber.com
£29.99

The POCKET POWERBANK BATTERY 5000mAh by Port Designs "Designed in Paris" provides you with emergency charge for your smartphone for at least two full charges and comes with a 2-year warranty. It comes pre-charged and ready to use, making it easy to charge your phone – or any other USB device – on the go. It's part of the Port Connect range of mobile accessories that are designed for users in both the workplace and during recreational time.

Specifications:

- Lithium-Ion Polymer battery
- 4 levels LED charge indicator
- Battery capacity 5000mAh
- ON/OFF button
- Input Voltage: 5V
- Input Current: 2A
- Output Voltage: 5V
- Output Current: 2.1A



Promotional feature

mydlink Home SMART Home HD Starter Kit (DCH-100KT)

www.dlink-direct.co.uk
£147.98 including VAT*

This clever little smart home kit lets you set, control, monitor and automate your home from anywhere. So whether you're switching Christmas tree lights on or off remotely or keeping an eye on things while at social gatherings this festive season – you're in control of your home and possessions, wherever you are, giving you peace of mind.

The mydlink™ Home smartphone and tablet app is the command centre for the D-Link range of smart home technology devices. There's no better time of year to discover mydlink Home – smart technology working together for a safer, more interactive home.

*November price list



PORT Designs Solar Power Bank 8000mAH

www.northamber.com
£39.99

Charges up to 2 USB rechargeable devices simultaneously. Solar panel rechargeable battery or USB charger. Shock- and splash-proof body. Flashlight/SOS light included.



Urbanears Plattan ADV Wireless





www.currys.co.uk
£80

Move around freely and listen to music without the hassle of cables. Plattan ADV Wireless has all the controls you need on its swipe interface. Pair up with Bluetooth and enjoy up to 14 hours of playtime on a single charge. Includes a washable headband and collapsible structure for easy portability.



Broadband Deals

Call FREE on 0800 083 2357 to switch your broadband

	Provider	Package name	Monthly price	Contract length	Broadband speed	Allowance	First-year cost*
1		EE: Broadband	£28.50 (£19.50 for 18 months)	18 months	17Mbps max speed	∞ unlimited**	CHEAPEST £234.00
2		Sky: Broadband	£27.40 (£22.40 for 12 months)	12 months	17Mbps max speed	∞ unlimited	£268.80
3		TalkTalk: Broadband	£22.95***	18 months	17Mbps max speed	∞ unlimited	£275.40
4		Virgin: Broadband	£32.00***	12 months	50Mbps max speed	∞ unlimited**	£384.00

Terms & Conditions apply - see ISP sites for details

*First-year cost including line rental. Cost is calculated at monthly price x12 with all introductory offers subtracted. Additional charges incurred outside of free inclusive calls not included in first-year cost.

** Fair-usage or restriction policy applies.

*** Fixed price guaranteed for 18 months, including line rental.

Data supplied by www.broadbandgenie.co.uk. Correct as of 17 November 2016.

Ofcom

Broadband Genie's helpline is powered by Simplify Digital, the Ofcom-accredited switching service

In the next issue of our sister title Computeractive...

SNEAK PREVIEW!

Computer active

HACK CHROME, FIREFOX AND EDGE

The best changes you can make to each browser

- Stop Windows 10 changing your default settings

- Save anything online to read later
- Chrome-crashing web scam exposed

PLUS: How to ALWAYS avoid malware when downloading from the web

Subscribe at www.getcomputeractive.co.uk

**On sale
Weds
7 Dec**



Take a Screen Break

Give your eyes a rest from your computer by taking our fiendish fortnightly challenges. Can you unravel our classic game-themed word search and guess our kids' TV-show emoji?

WEB USER WORD SEARCH

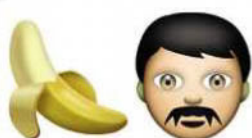
Can you find the following classic video games in the grid on the right? Names may appear vertically, horizontally or diagonally, and forwards or backwards

ASTEROIDS
CHUCKIE EGG
DONKEY KONG
DUCK HUNT
FROGGER
GALAXIAN
MANIC MINER
PACMAN
PONG
TETRIS

H	B	F	N	Z	T	S	T	R	C	P	S
E	R	U	R	E	W	N	O	H	V	A	D
G	N	E	T	O	U	X	U	D	J	C	I
J	D	R	N	H	G	C	J	L	E	M	O
Q	I	J	K	I	K	G	N	O	P	A	R
S	W	C	U	I	M	G	E	E	R	N	E
Z	U	M	E	O	R	C	W	R	I	U	T
D	Y	E	F	D	B	G	I	M	A	N	S
W	G	N	O	K	Y	E	K	N	O	D	A
G	A	L	A	X	I	A	N	O	A	Z	G
W	H	Z	Z	C	S	N	E	D	D	M	F
P	T	U	X	V	I	N	Q	E	Y	V	K

CAN YOU GUESS THESE KIDS' TV SHOWS FROM THE EMOJI?

1



2



3



4



Get the answers online at bit.ly/quiz411

COMPETITIONS

WIN 1 OF 6 MAGIX Movie Edit Pro 2017

The 2017 version of MAGIX Movie Edit Pro makes it easier than ever to edit videos, add superb effects and burn to DVD or upload online. It supports 4K video, and offers a choice of 32 music tracks. To run the program, you need a 64-bit version of Windows 7, 8 or 10. To enter, email your address to webusercomp@dennis.co.uk with 'movie' in the subject line. For more information visit www.magix.com/gb and follow @MAGIX_INT on Twitter.



WORTH
£39.99
EACH

WIN 1 OF 3 devolo dLAN 550+ WiFi Starter Kits

devolo's new dLAN 550+ WiFi Starter Kit uses your existing electrical sockets to boost your wireless connection around your home, ensuring fast speeds from bedroom to basement. Its passthrough plug socket means you can continue to use the power point, even with the adapter in place. To enter, email your address to webusercomp@dennis.co.uk with 'devolo' in the subject line. For more information visit www.devolo.co.uk and follow @devoloUK on Twitter.



WORTH
£109.99
EACH



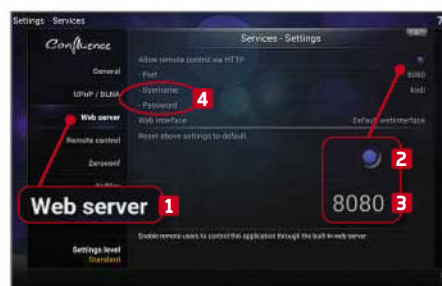
Cast YouTube videos from your mobile device to Kodi | kodi.tv

Kodi is a fantastic open-source media player packed with useful tools. Like Chromecast, it lets you cast YouTube videos to it from your mobile. Here's how

Kodi can play all kinds of media, including videos, music files, DVDs and photo slideshows, and can stream content over the internet. Its add-ons let you expand the software's built-in tools to do even more. One clever trick is to cast – that is, send – videos from your phone or tablet to Kodi, so you can enjoy them on a bigger screen, whether it's a computer monitor

or a large TV. All you need is a PC running Kodi connected to the screen you want to use.

In this Workshop, we show you how to use Pushbullet (www.pushbullet.com) to send the videos. The beauty of Pushbullet is that once you've set it up, it can be used in any app or browser and unlike most alternatives, it's available for both iOS and Android.

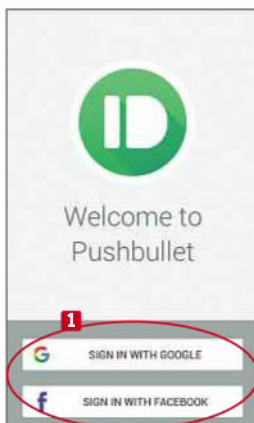


1 Install Kodi on your PC and run it. Go to System, Settings, Services and select 'Web server'. **1** Enable 'Allow remote control via HTTP' by clicking the button on the right. **2** Leave the port setting as 8080. **3** You can enter a username and password, **4** but this is entirely optional.



2 Now click the 'Remote control' option. **1** 'Allow remote control by programs on this system' should be on, but if it isn't, enable it now. Enable 'Allow remote control by programs on other systems.' **3** Click the Home button **4** and head to System, 'System info', Network. Make a note of the IP address.

3 There are several ways to cast videos from your mobile device to Kodi, but one of the best options is Pushbullet. Install the app on your mobile device, run it, and sign in with either Facebook or Google. **1** Grant the app the required permissions if installing in Android.



4 You now need to configure Kodi to receive content from Pushbullet. Go to System, Settings, 'Add-ons' and select 'Install from repository'. Select Services, then scroll down the list to Pushbullet. **1** Select it and click the Install button. **2** When done, click the Home button and go to Programs. Click Pushbullet.

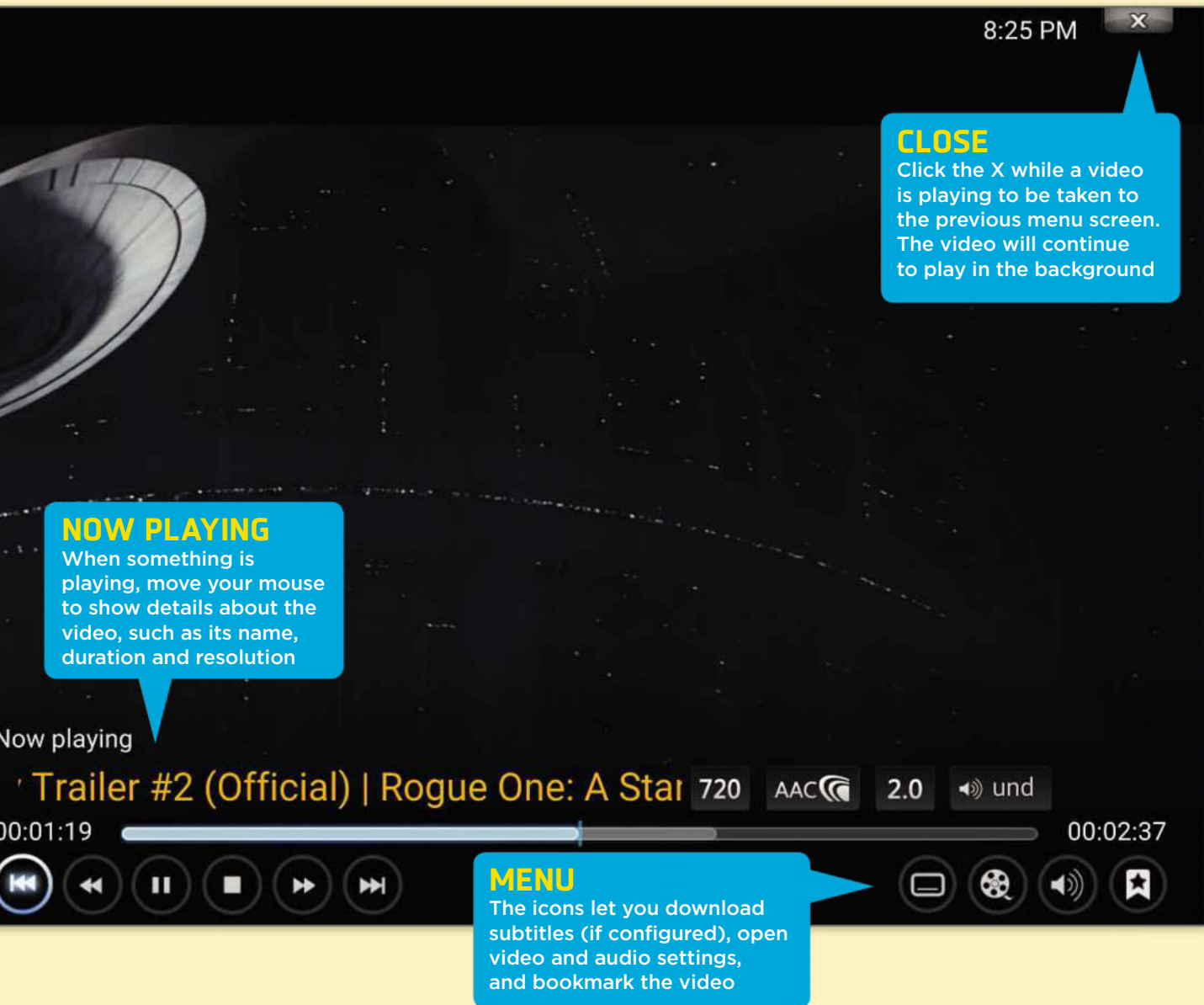


5 Click Authorize. A message appears on screen. On your mobile device, open your web browser and go to auth.2ndmind.com. Enter the code **1** and sign into Google or Facebook again. Allow permissions for Pushbullet, then click Approve. In Kodi, an 'Authorization complete' message appears.



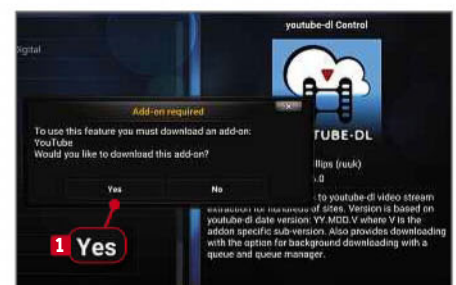
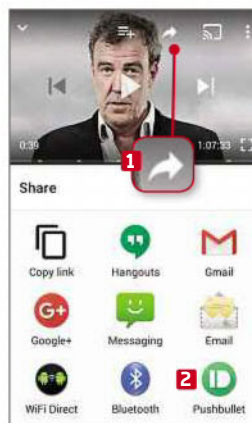
CONTROLS

You can stop, pause, fast forward or rewind the video here, rather than on your mobile device



6 Still in Kodi, click 'Add as new', type in a name for the device **1** and click Done. **2** Kodi is now set up and ready to receive notifications, as well as YouTube videos from your mobile device. The exact casting process from here will vary slightly depending on whether you're using Android or iOS.

7 Open the YouTube app on your mobile device and find a video you want to cast. Click the Share button at the top of the screen **1** and you will see Pushbullet **2** in the sharing options. Tap this to open Pushbullet. Kodi should be listed there. Tap its name to cast the video.



8 Back in Kodi, a message pops up stating that you need an add-on for YouTube in order for the casting to work. Click Yes **1** to install the add-on (youtube-dl Control). You can also get it from Programs, 'Get more'. Now, when you send video links to Kodi via Pushbullet, they will play.

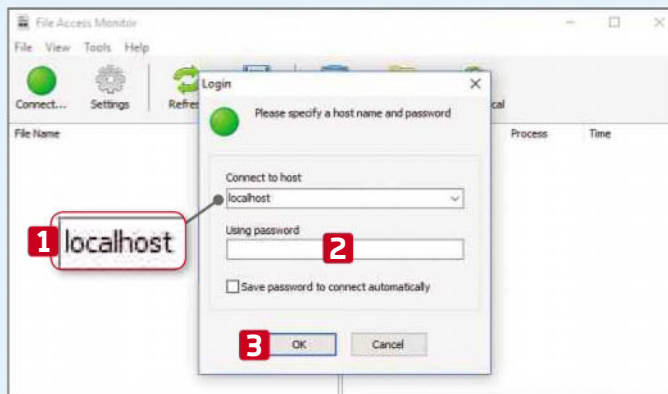


Find out if someone's snooping on your files

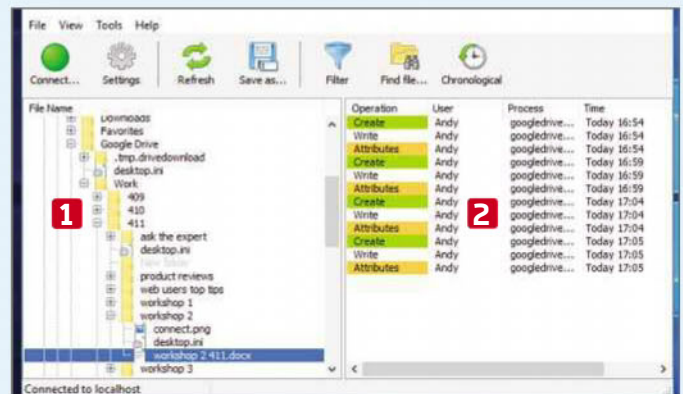
SoftPerfect File Access Monitor: bit.ly/soft411 | ⌚ 20 mins | 🖥️ XP, Vista, 7, 8, 10

If you're worried that private files on your PC are being accessed without your knowledge, it can be difficult to find evidence to support your suspicions or get reassurance that your data is safe. File Access Monitor logs every change that happens to every file, so you can find out once and for all if someone's been snooping or tampering. Its software runs in the background and hides its presence, so there's no visible program running in the taskbar or icon displayed in the notification area.

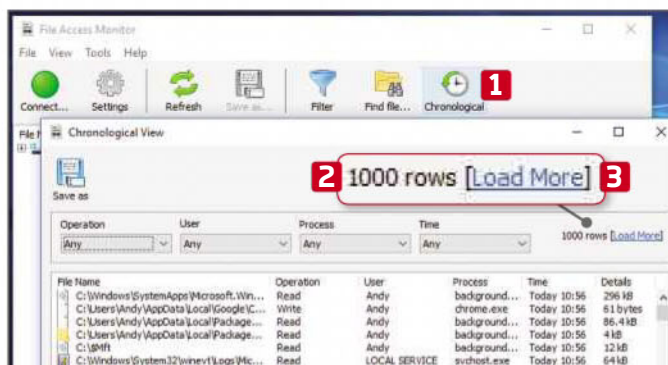
File Access Monitor works across all user accounts on your PC, so you can identify anyone making changes to files, even if they're logged in to a different account. You can even install it on another PC on your network and monitor file changes from your own computer. SoftPerfect (www.softperfect.com) originally targeted the program at companies and charged \$149 (around £120) to use it. It's now relaunched the software for free, but no longer offers any support for it.



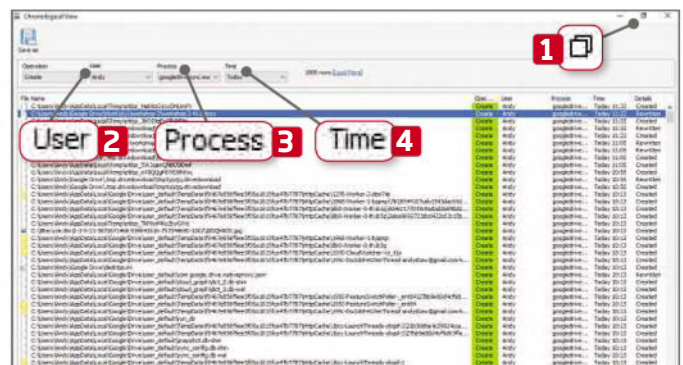
1 When you run the software, a window opens prompting you to log in. To work with the files on your current PC, leave the host setting as 'localhost'. 1 You can leave the password blank 2 or type one in if you want the extra layer of protection. Click OK. 3



2 The main program displays a standard tree structure in the left-hand window. 1 Browse through files and folders, then select one. Any changes made to the file since you started monitoring it are shown in the right-hand window. 2



3 If you're checking for general tampering, rather than changes to a specific file, you can just look at all the most recent changes. Click the Chronological button 1 to see the last 1,000 changes. 2 Click the link to Load More. 3



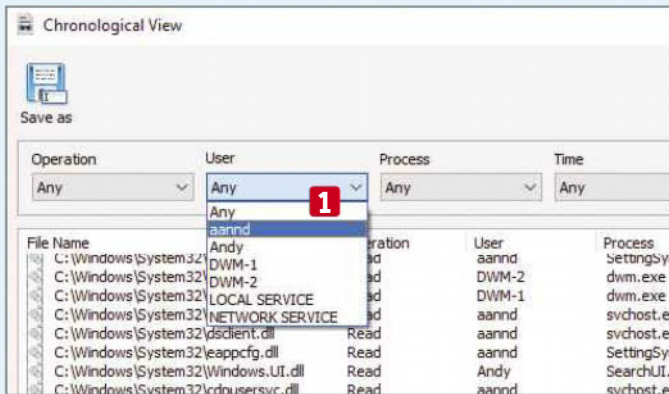
4 Click the Maximise button 1 to get a better view. You can use the drop-down menus to reduce the amount of clutter on the screen by filtering elements such as User, 2 Process (the program that was used to make the change) 3 and time. 4



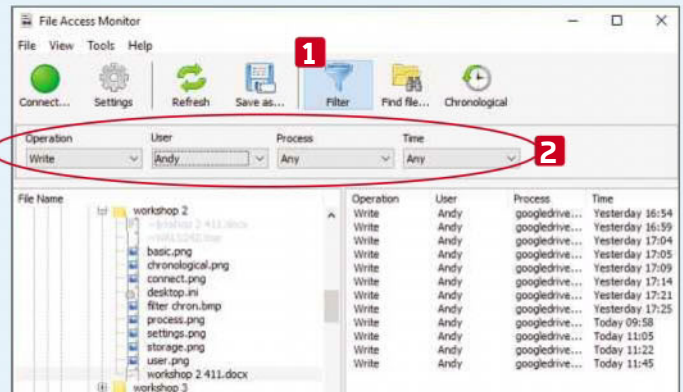
EXPERT TIP

Andy Shaw says

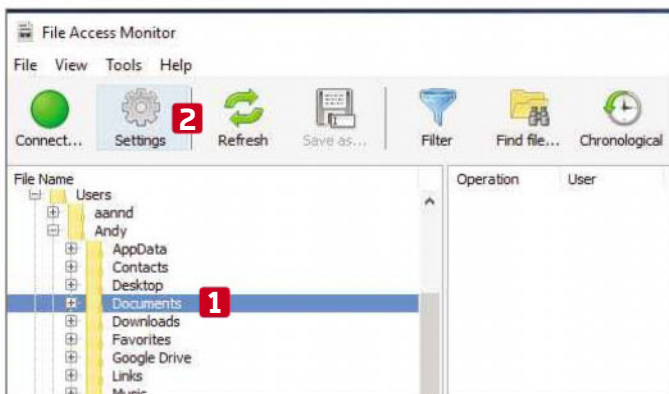
To monitor the file activity remotely, you'll need to install the software on both computers. The remote PC needs to be switched on and accessible over the network. Type its IP address into the Login screen instead of selecting 'localhost', and File Access Monitor will open the information stored on the remote computer instead of the local data, so you can view changes to files on that PC.



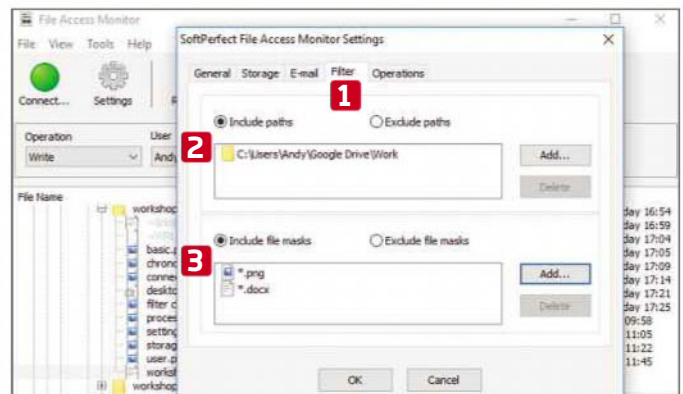
5 Windows regularly makes small changes to its files, and you can use this information to see when other users were logged into their accounts. Click the User menu to select the profile you want to view. **1**



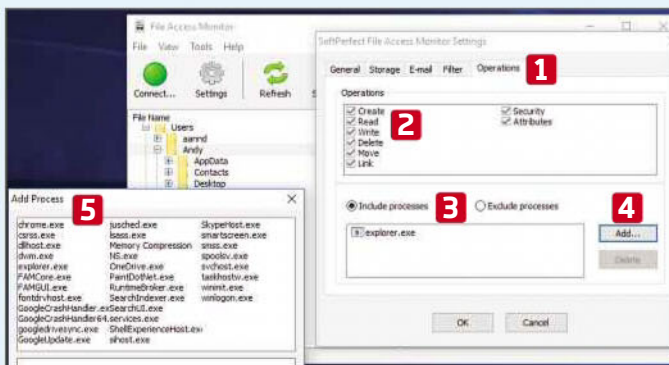
6 You can use similar filters in the main window by clicking the Filter button. **1** You'll find that the data you collect will start to stack up, so it's handy to be able to whittle down the results to a particular operation, user, process or time **2** so you can check the results more easily.



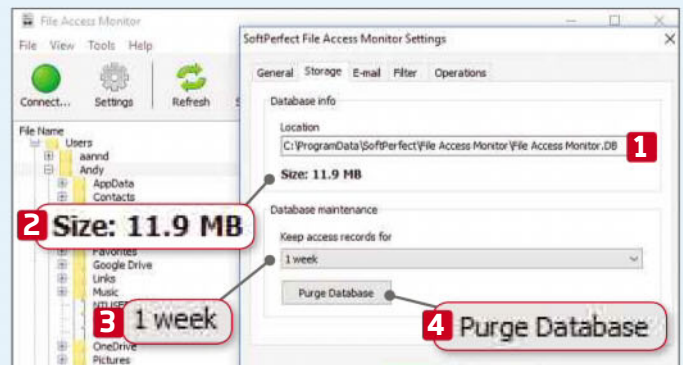
7 The software logs every change to every file that occurs on your PC, but much of this data is irrelevant. If you're after specific information, such as someone tampering with your Documents folder, **1** you can filter unwanted information before it's saved. Click the Settings button. **2**



8 Select the Filter tab. **1** You can make the software focus on specific folders by adding them to the 'Include paths' box. **2** Similarly, you can restrict it to certain file types in 'Include file masks'. **3** Use the Exclude options to remove specific folders and file types from the results.



9 The Operations tab **1** lets you trim the database info further. Untick any items you don't want to include **2** (you may only be interested in Read and Write operations, for example). You can also Include or Exclude **3** processes by clicking the Add button **4** and selecting items from the list. **5**



10 Click the Storage tab to keep an eye on your saved data. It shows where the database (.DB) is kept, **1** so you can move it if you wish. It also shows you how large it's become. **2** You can change the length of time that records are kept for **3** and erase the database. **4**

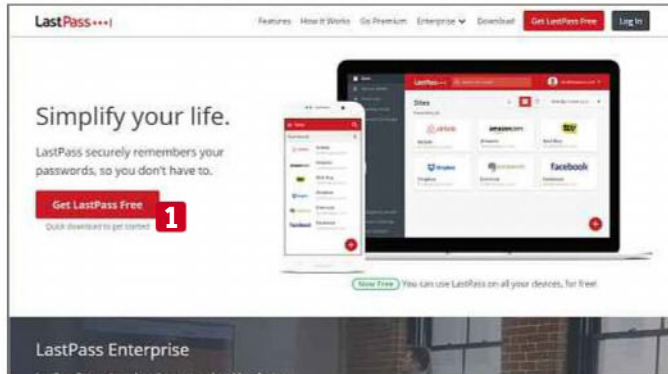
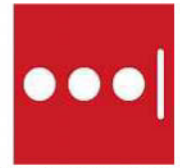


Sync LastPass passwords on mobile devices for free

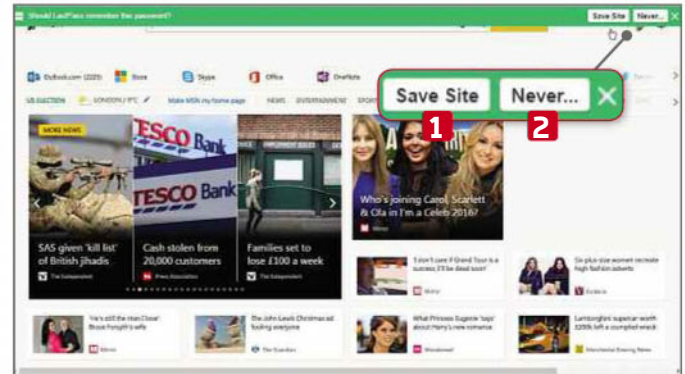
LastPass's password-management app has always been free to use on your browser, but its mobile apps are now also available for free. Previously costing \$12 (around £10) per year, these let you sync your usernames and passwords

LastPass: www.lastpass.com | 10 mins | All browsers, 4.0.3+, 9.0+

between your browser and your mobile devices, using powerful encryption to protect the lot. LastPass also keeps secure records of your credit cards, passport and software keys.



1 On your PC, go to www.lastpass.com, click Get LastPass Free **1** and 'Add extension'. Next, follow the instructions on screen to set up a new account or click Log In to access an existing one. If you're logging in from a new device for the first time, you'll be sent a verification email.



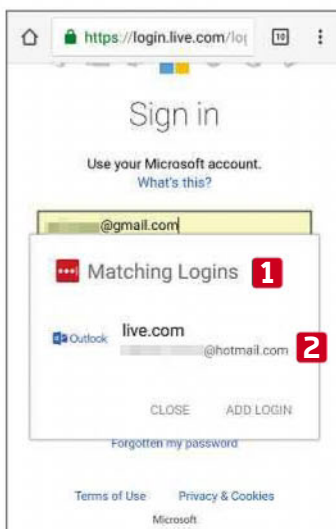
2 Click the link in the email to verify your device and when you next log into a site, a banner appears asking if you'd like LastPass to remember your password. Choose Save Site or Never, **1** or click the X **2** if you'd prefer to decide another time.



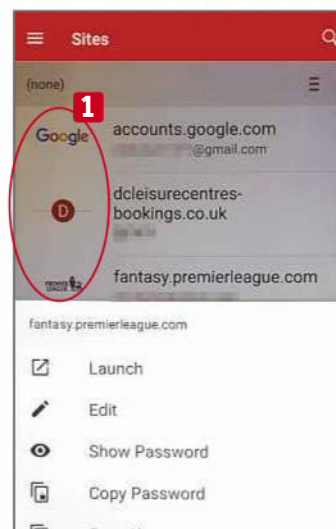
3 When you set up an account and want to create a new, secure password, click the LastPass icon in the appropriate box **1** and select 'Generate a new password'. **2** You can pick the length of the random password as well as other advanced options. When you're happy, click Use Password.



4 Install the LastPass app on your phone or tablet and log in. As before, you'll receive an email to verify that you're logging in from a new device. Choose to 'Fill logins in other apps' when prompted, then tap OK and switch on LastPass **1** in the Accessibility menu. Tap OK to proceed.



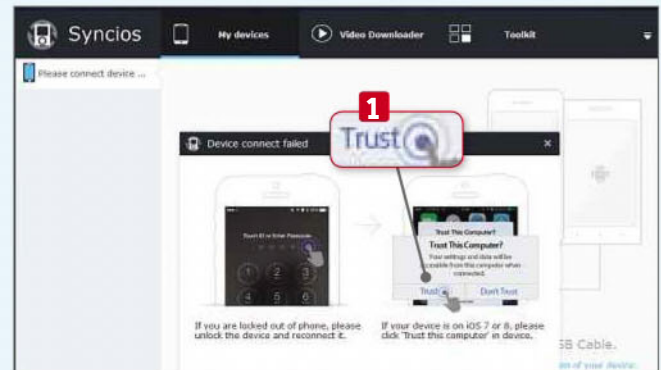
5 When you access a login page in Chrome, a pop-up appears to show any Matching Logins. **1** If it doesn't appear automatically, open the notification tray and tap 'LastPass Fill Helper'. Select the credentials you want to use, **2** then sign in.




6 Open the LastPass app and log in to see a list of all the sites for which you've saved passwords. **1** Tap one and select Launch to load the site and log in from the LastPass browser. You can save passwords for other sites by tapping the plus button and selecting Add Site.



Syncios lets you use one program to sync all your mobile devices with your PC, which makes it much easier to transfer photos from one to another, and back up and remove apps.



2 Syncios uses iTunes drivers to connect to iOS devices, so you need to have iTunes installed on your PC. However, you don't have to have it open. When you run the software, you may need to log into your phone and confirm that you trust the PC. 



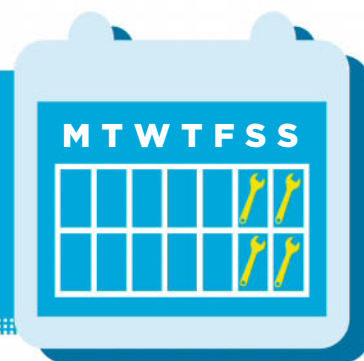
4 You can manage many of the files on a device from the program. For example, click Photos **1** and select the images you want to save to your PC. **2** Use Shift or Ctrl to select more than one. Click the Export icon **3** and choose where you want the photos to be saved.



6 You can also use Syncios to manage your apps. To uninstall or back up a single app, select the relevant icon **1** to perform the action; or select several apps by ticking their boxes and using the bulk buttons. **2** Tick the top box to select all **3** if you want to back up everything listed.

Weekend Project

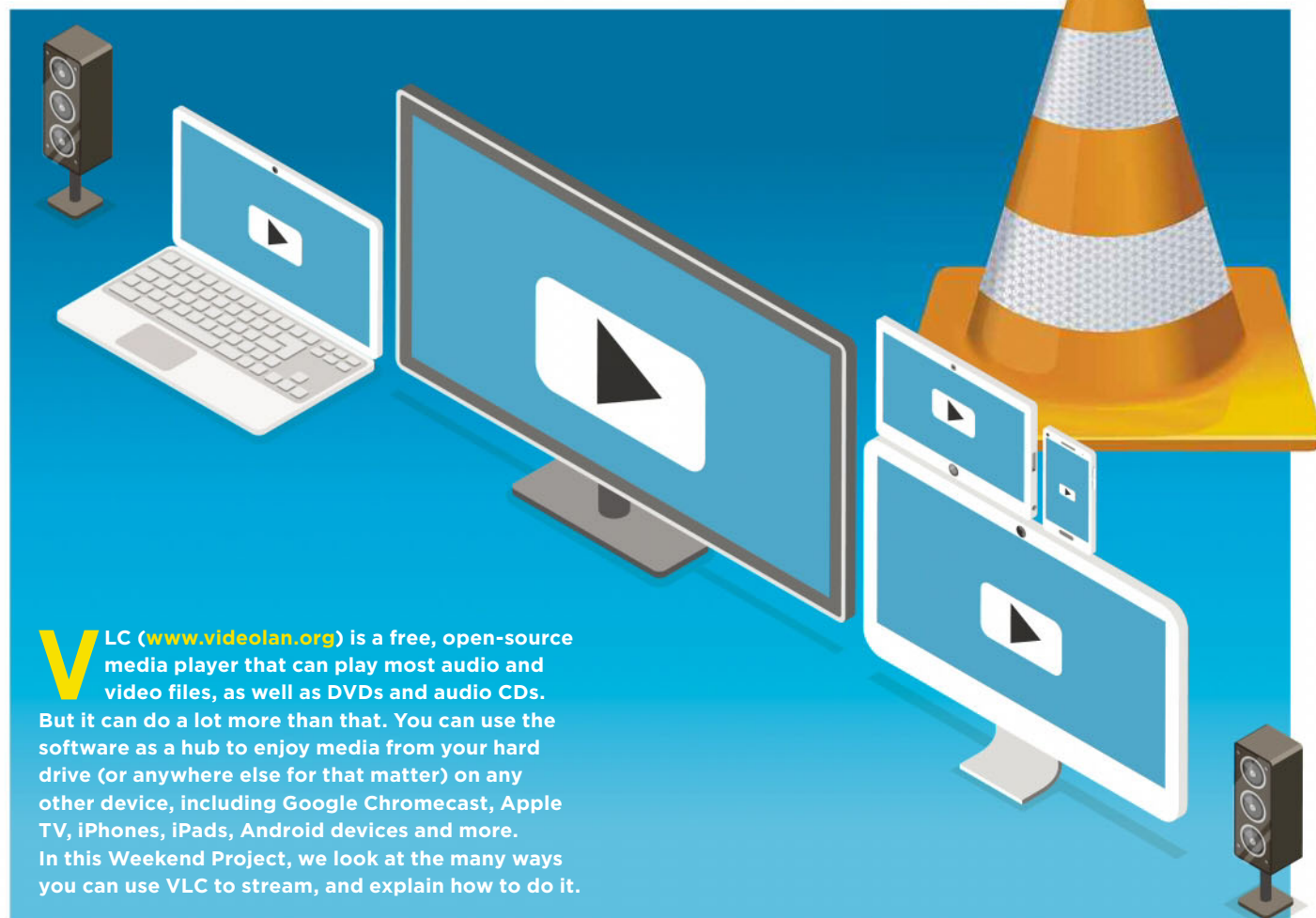
Get to grips with some serious PC DIY to boost your computer's performance



How to...

Stream to any device using VLC Media Player

Wayne Williams shows you how to use VLC Media Player to stream music and video across all your entertainment devices



VLC (www.videolan.org) is a free, open-source media player that can play most audio and video files, as well as DVDs and audio CDs. But it can do a lot more than that. You can use the software as a hub to enjoy media from your hard drive (or anywhere else for that matter) on any other device, including Google Chromecast, Apple TV, iPhones, iPads, Android devices and more. In this Weekend Project, we look at the many ways you can use VLC to stream, and explain how to do it.

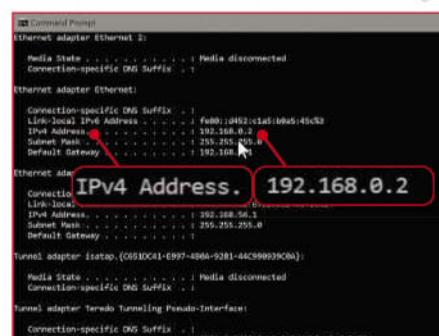
Stream videos over your network

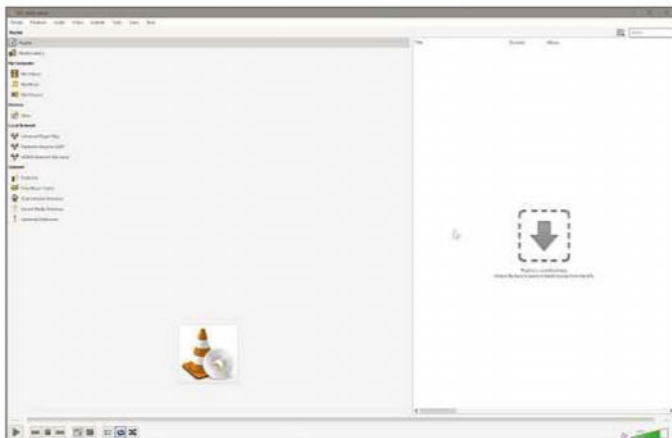
If you want to remotely watch videos stored on your PC, VLC Media Player is perfect for the task. The setup process is easy enough, once you know how.

Install the software on both the host PC (where your videos are stored) and the remote computer (the one you want to watch on). On the host PC, find your IP address by pressing Windows+R,

typing CMD and pressing the Enter key. Type `ipconfig` at the prompt and press Enter. Make a note of the address next to IPv4 Address. When that's done, return to VLC and go to Media, Stream. Select a video to play and click the Stream button. A wizard will open. Click Next, choose HTTP in the 'New destination'

Find the host system's IP address using the `ipconfig` command





The nightly build of VLC for Windows has a more polished look and introduces several new features, including Chromecast support

drop-down menu and click Add. Click Next, then Next again and click Stream.

On the remote PC, go to Media, Open Network Stream and enter <http://ipaddress:8080> (using the other computer's actual IP address). If the video doesn't play, you'll need to make sure that the Windows firewall on either computer isn't blocking the stream.

Stream to Chromecast from Android

Like the PC version of VLC, the Android app doesn't come with native Chromecast support. However, you can still stream movies from your Android phone or tablet to the Chromecast.

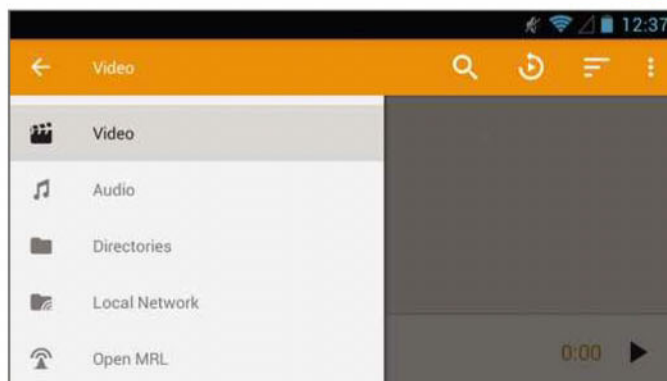
First, install the Chromecast app (now called Google Home - bit.ly/ghome411) on your phone or tablet, and pair it to your Chromecast. Once you've done that, install and run VLC for Android (bit.ly/vlca411) and start playing the video file you want to watch. Open the Chromecast app, tap the menu button and select

'Cast screen/audio'. Follow the instructions to cast your Android device's screen to your Chromecast, then go back to VLC and switch the video to fullscreen. You can now start enjoying content from your Android device on your TV. You can also stream to a Chromecast from VLC on a PC. We show you how to set it up in our Mini Workshop below.

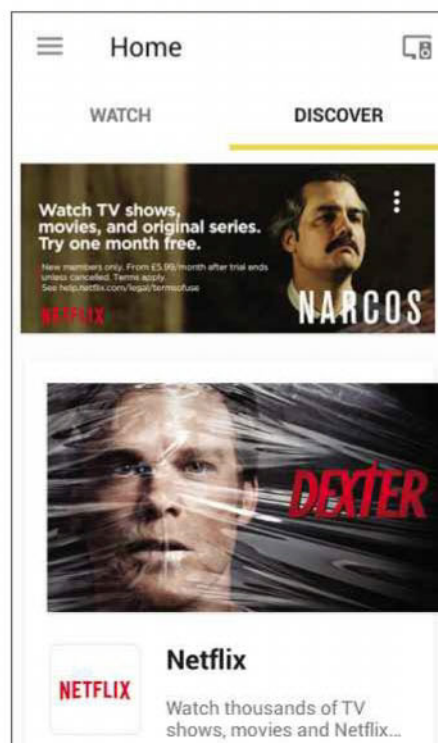
Watch videos on iOS

VLC Streamer (bit.ly/vlcs411) is an independently developed program that lets you stream movies stored on your computer to any Apple mobile device. You need to run the Streamer Helper on your computer (Windows, Linux and MacOS are supported) and then install the relevant app on your iPhone or iPad (bit.ly/stream411). The free version is ad-supported, but should be your first port of call to make sure the app does

The Google Home app lets you connect to your Chromecast and find things to watch



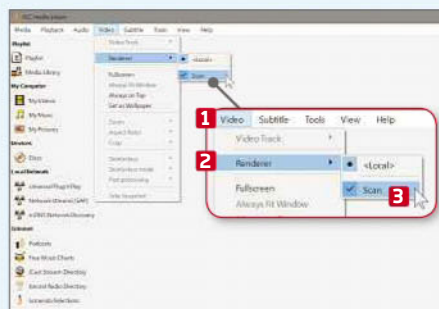
VLC for Android lets you play video on your mobile device and cast it to the big screen



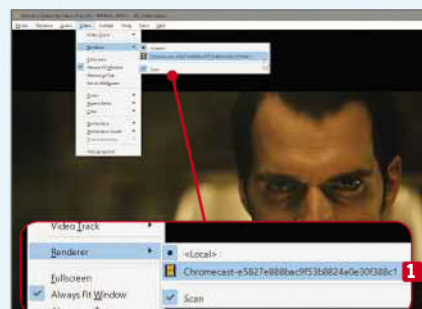
MINI WORKSHOP | Stream from VLC to your Chromecast



1 There are a couple of ways to stream to Chromecast. If you're using the stable version of VLC (currently 2.2.4), start a video playing. In Chrome, open a new tab and click Options, Cast. Select 'Cast desktop' **1** and connect to your Chromecast. **2** Switch to VLC, go full screen and the video should stream to your TV.



2 The other option requires you to use a nightly build of VLC for Windows (from nightlies.videolan.org). Download and install the relevant version. Windows 8 or 10 may try to block it. If so, on the 'Windows protected your PC' screen, click More Info and install it anyway. Launch it, and go to Video, **1** Renderer, **2** Scan. **3**



3 VLC will scan for nearby streaming devices to connect to and should identify yours. Go to Video, Renderer and select your Chromecast. **1** Open a video in VLC and start playing it. You may see an 'Insecure site' message. Click 'View certificate', then 'Accept permanently'. Your videos should now stream to the Chromecast every time.

THE PERFECT CHRISTMAS GIFT FROM JUST £19.99

Give your loved ones a magazine gift subscription to any of our technology & hobby titles, from just £19.99. Choose from a great selection and give the gift that keeps on giving month after month.



SAVE up to 25%

6 months £19.99
12 months £38.99



SAVE up to 30%

6 months £21.49
12 months £42.00



SAVE up to 16%

6 months £19.99
12 months £44.99



SAVE up to 32%

6 months £24.99
12 months £48.99



SAVE up to 26%

6 months £19.99
12 months £42.99



SAVE up to 27%

6 months £21.99
12 months £44.99

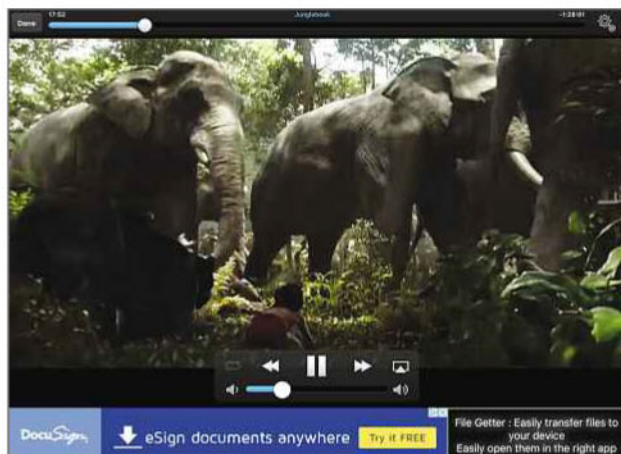


SAVE up to 39%

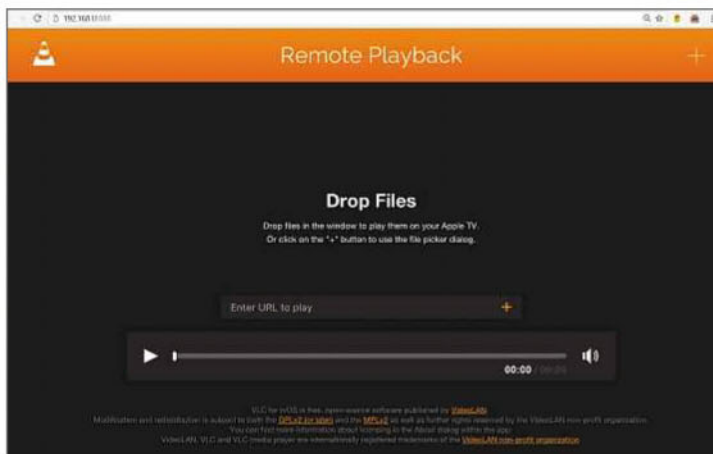
6 months £22.49
12 months £43.99

To order online visit magazinedeals.co.uk/xmast2
or call **0844 844 0053** using the offer code **P1701PXT**

Calls will cost 7p per minute plus your telephone company's access charge.



The free version of VLC Streamer has adverts at the bottom, which you might find distracting



The easiest way to stream video to an Apple TV using VLC is through the Remote Playback feature

everything you need it to. If you want to go ad-free, you can upgrade to the full version for £2.29. This version also includes an app for Apple Watch. We show you how to set it up in our Mini Workshop below.

Stream videos to Apple TV

Apple TV offers a decent selection of its own streaming media apps, but it's reluctant to let you watch your own movies and TV shows. VLC can solve that problem for you.

Open the app store on your Apple TV and download and install 'VLC for Mobile'. This will only run on the fourth-generation Apple TV – previous devices are not supported. Launch the app and open the Local Network tab. Use the Apple TV remote to browse through any media files

stored on other devices and computers on your network (you may need to log into them). You can then select and play any video files. They should run full screen. Swipe down on the Apple Remote's touchpad to display the menu. From here, you'll be able to make changes to the audio settings, manage any subtitles and change the playback speed.

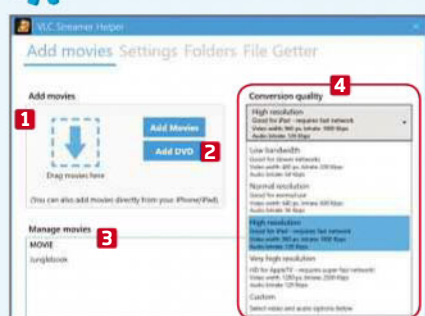
If you don't have any PCs or NAS drives with media on them, you can use VLC for Mobile's remote-playback tool instead. Run the app on Apple TV and select the Remote Playback tab. Select Enable Remote Playback. Make a note of the IP address that appears on screen, then open a web browser on a PC on your local network and enter the IP address. Drag and drop a video you want to watch on Apple TV to the remote-playback

window, or click the plus button and browse for your file. You can also enter a URL if you want to stream a web video. Tap the Play button and the video should start playing on your Apple TV.

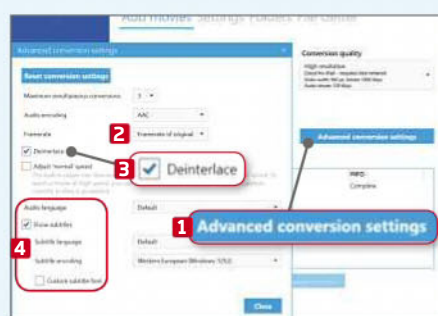
Finally, if you select the Network Stream option on your Apple TV, you can enter a web video URL to play. VLC requires the hidden URL of the actual video itself, rather than a link to a video page, so you may need to do some digging around to find it. Right-click a video and see if there's any way to get the link, or right-click the web page and select 'View page source'. This may lead you to the video link but you will probably have to do some serious hunting. For that reason, you'd be better off sticking with the other two streaming methods we've described instead. ■



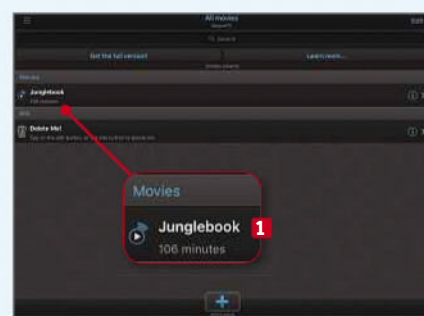
MINI WORKSHOP | Use VLC Streamer to watch movies on an iPhone or iPad



1 Install the VLC Streamer Helper on your PC and run it. Drag and drop a video to the 'Add movies' window. **1** Alternatively, you can add a DVD. **2** The video you've added will be shown under 'Manage movies'. **3** Use the 'Conversion quality' drop-down menu to set the quality of the video. **4**



2 Click the 'Advanced conversion settings' button **1** to configure various streaming settings, such as the maximum number of simultaneous conversions (three, by default), the audio encoding format (AAC or MP3) and the framerate. **2** Leave Deinterlace **3** ticked. You can enable and manage any subtitles from here, too. **4**



3 Install the VLC Streamer app on your iOS device and run it. You'll be asked if you wish to receive an email to get the helper program for your PC or Mac. Tap 'No thanks, skip this.' Your PC should appear in the list of visible computers. Select it, then click any movie **1** to begin streaming it.

WebUser Order Form

Step 1: Complete your details below

Mr/Mrs/Ms	First name
Surname	
Job title	
Company	
Address	
Postcode	
Daytime tel	
Mobile tel	Year of birth (YYYY)
Email	

Step 2: Choose your payment method

1 Direct Debit Payment

Pay £19.99 every 13 issues, **saving 26%** on the shop price

 Instruction to your Bank or Building Society to pay by Direct Debit	
Name and full postal address of your Bank or Building Society	
To the manager: Bank name	Originator's Identification Number
Address	7 2 4 6 8 0
Postcode	<small>Instructions to your Bank or Building Society Please pay Dennis Publishing Ltd. Direct Debits from the account detailed in this instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this instruction may remain with Dennis Publishing Ltd. and, if so, details will be passed electronically to my Bank/Building Society.</small>
Account in the names(s) of	
Branch sort code	Signature(s)
Bank/Building Society account number	Date
<small>Banks and building societies may not accept Direct Debit instructions for some type of account</small>	

2 Cheque or Credit/Debit Card - Pay £42.99 for a 1 year subscription (26 issues), **saving 21%** on the shop price

- ☐ I enclose a cheque made payable to *Dennis Publishing Ltd.*
- ☐ Credit/Debit card: Please charge my:
- ☐ VISA ☐ MasterCard ☐ AMEX ☐ Debit (Issue No.)

Card No.	<input type="text"/>		
Start date (if applicable)	<input type="text"/>	Expiry date	<input type="text"/>
Signed	Date		

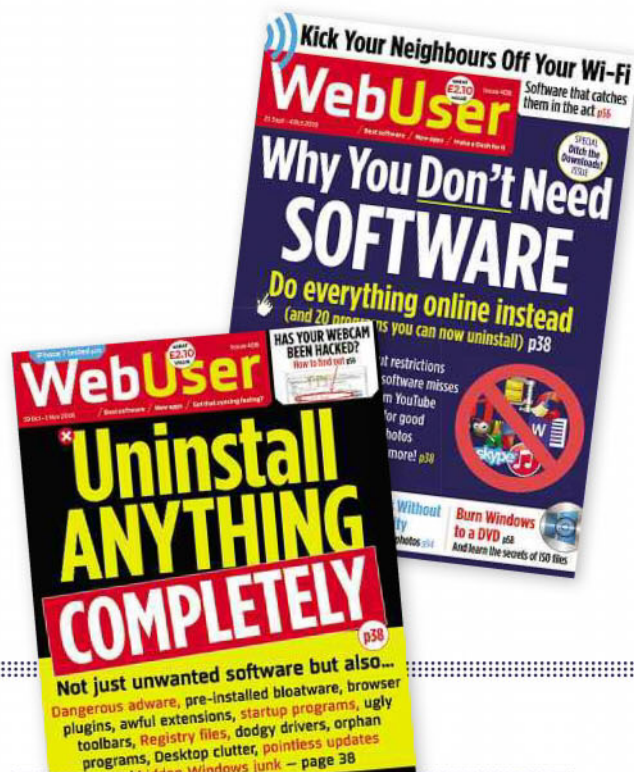
Now return your completed form to:
Freepost RLZS-ETGT-BCZR,
Web User Subscriptions,
800 Guillat Ave, Kent Science Park,
Sittingbourne ME9 8GU

(No stamp required)

Dennis Publishing (UK) Ltd uses a layered Privacy Notice, giving you brief details about how we would like to use your personal information. For full details please visit our website www.dennismags.co.uk/privacy/ or call us on 01795 592 910. If you have any questions please ask as submitting your details indicates your consent, until you choose otherwise, that we and our partners may contact you about products and services that will be of relevance to you via direct mail, phone, email and SMS. You can opt-out at ANY time via ManageMyMags.co.uk or privacy@dennismags.co.uk or 01795 592 910.

Gift limited to the first 100 subscribers. Please allow 28 days for delivery, UK only. Dennis Publishing reserves the right to limit offers of this kind to one per household.

Offer code: D1624P



BEST DEAL

3 THINGS YOU'LL GET

- **FREE** 3000 mAh Power Bank Charger
- **Save 26%** on the shop price – just £1.53 per issue
- Get your issue **before it's available in the shops**

3 WAYS TO ORDER



ONLINE

Order securely at
dennismags.co.uk/webuser



PHONE

Call now on
01795 592 926



POST

Complete the order form and return it to our Freepost address

PAY JUST **£1.53** AN ISSUE

Subscribe to *Web User* today to save 26% on the shop price and receive a **FREE 3000 mAh Power Bank Charger**



Your FREE 3000 mAh Power Bank Charger

As a thank you for subscribing, we will send you a FREE 3000 mAh Power Bank Charger. This handy charger will give your Android or iOS device the power boost it needs while you're on the go!

**WHILE
STOCKS
LAST**



Order securely online at
dennismags.co.uk/webuser
or call now on **01795 592 926**

Quote offer code: **D1624P**



Web User's Top Tips

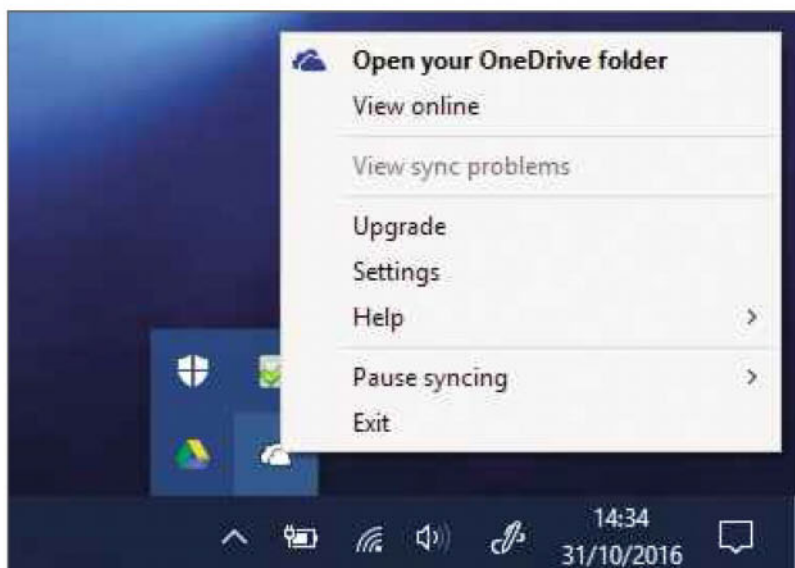
Our experts show you how to master Windows 7 and 10's notification area for better control of the OS

TOP TIPS FOR ICONS IN THE TASKBAR'S NOTIFICATION AREA

Mouse controls for notification-area icons

Different notification-area icons react in different ways to mouse controls. If you hover the mouse pointer over an icon, you'll see a brief status message that's relevant to that icon. For example, the OneDrive icon might say 'OneDrive Up to date', while Windows Defender's icon may display the message 'PC status: Protected'.

Mouse-clicks also have different effects on individual notification-area icons. Some icons, such as Google Drive, show the same options for both left- and right-clicks, but OneDrive, for example, shows a status message when you left-click, and a menu with options and settings when you right-click. Similarly, a left-click on the speaker icon allows you to adjust the volume, but right-clicking lets you configure recording and playback devices. Try left- and right-clicking each icon to see what happens.



Left- and right-click icons in the notification area to see the available menus

Drag and drop icons

Some applications place their icons in the visible part of the notification area, on the taskbar, where they can easily be seen and accessed, but others hide them and you have to click the up arrow on the taskbar to reveal them. Microsoft calls this hidden tray the 'notification area overflow'.

You can drag and drop the icons within the overflow to change their order, and move them to and from the notification area. Some notification items are fixed, such as the clock at the right, but most of the others can be moved to a different position.

If you see words that look like they've been typed in a typewriter, follow the instructions and type them exactly as they appear, paying close attention to spaces and punctuation.

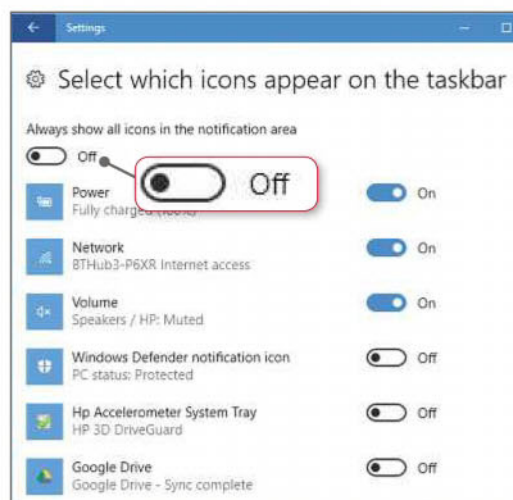
Customise the notification area

If you want to do more than simply move icons between the hidden and visible areas, you can customise the behaviour of the notification area in

the Settings menu. In Windows 10, press Windows+i to open Settings and click Personalisation. Select Taskbar on the left, then click 'Select which icons appear on the taskbar'.

The master On/Off switch at the top lets you choose whether icons can be hidden. It's set to Off to hide less-important icons in the overflow, but if you set it to On, the overflow will be removed so all icons are always visible in the taskbar. This is convenient if you have a large high-resolution screen with plenty of space to display all your notification icons along the taskbar.

When the master switch is set to Off, allowing you the option to hide icons in the overflow, each application will display its own on/off switch, which determines whether the icon is always visible (in the notification area) or hidden



Choose which icons are always visible in the taskbar and which are hidden in the overflow



(only appearing in the overflow).

Some software, such as security programs, minimise to the notification area when closed because they're still running in the background. You can configure them by clicking their icons.

Windows 7 has the same notification area as Windows 10, but it's configured in a different way. Right-click the overflow's up arrow and select Properties. The Control Panel opens showing a list of the items displayed in the notification area. Each item has an on/off switch, which you can set to suit your preference.

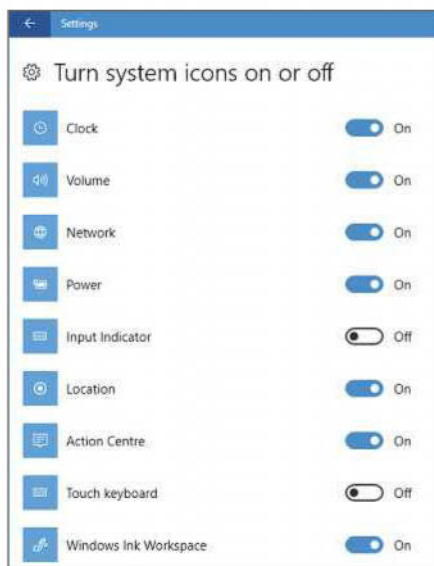
Customise the behaviour

Windows 7 has more options to customise the behaviour of the notification area than Windows 10. Right-click the overflow's up arrow and select Properties. Click 'Customize notification icons'. Each item has a menu offering a choice of three settings: 'Show icon and notifications', 'Hide icon and notifications', and 'Only show notifications'. This last setting hides icons in the overflow area but will still pop up a notification when a program has something important to report. There is an option at the bottom to 'Always show all icons on the taskbar', which removes the overflow area.

Choose your system icons

There are nine system icons available to the notification area, including clock, volume, power and Action Centre, which you can show or hide, depending on your preference.

Press Windows+i to open Settings and click Personalisation. Select Taskbar, then click 'Turn system icons on or off'. Use the switches to select the ones you want to see.



Choose which system icons you want to display in the notification area

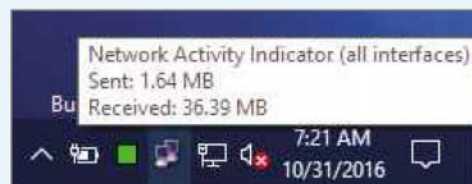
TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Flashing network icon

Older versions of Windows displayed a Network icon in the notification area showing two computers. Their screens would flash when the network was being used, which was useful for keeping an eye on uploads and downloads, and let you see at a glance whether the internet was working.

Windows 7 killed off the animated network icon, but you can bring it back to the notification area in Windows 7 and 10 with a free tool. Go to IT Samples and download Network Activity Indicator (bit.ly/nact411). Run it and an icon is added to the notification area. If it disappears into the overflow, drag and drop it back.



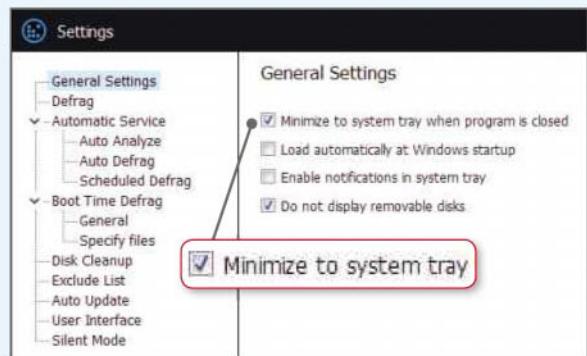
Hover your mouse over the hard-drive and network-activity icons for information

Monitor hard-drive activity

If your PC slows down and becomes unresponsive, it may be because your hard drive is having to work too hard. Disk Activity Indicator (also from IT Samples, bit.ly/dact411) adds a small icon to the notification area in Windows 7 and above, which flashes whenever the hard drive is being accessed. It's a great way to keep an eye on what your PC is doing.

Extra notification icon tools

Some programs show a full menu of options when they're left- or right-clicked, while others show very little. Right- or left-clicks can sometimes be used to shut down programs that are running in the background or with minimised windows. Look for the Quit or Exit menu options. Before you uninstall software, look in the notification area and quit the program or its associated tools to avoid running into problems.



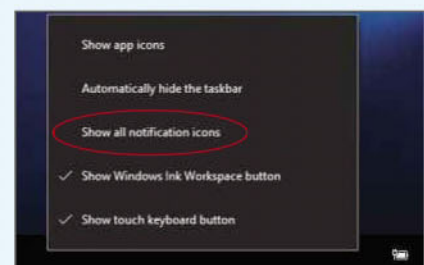
Look in programs for options to minimise them to the notification area (sometimes called the system tray)

If a program minimises to the notification area, left- or right-click it and look for a menu option to open the main window. Some programs are able to minimise to a regular icon on the left side of the taskbar or a notification icon on the right. Look for the option in the settings for the program or on the menus that appear when you click it.

Sometimes a program will provide an option to quit or to minimise to the notification area when the window is closed, such as IObit Smart Defrag (bit.ly/iobit411). You can choose to minimise it to the notification area so that it keeps running and defragging, even if you close the window.

Notifications for tablets

If you have a touchscreen laptop, a Windows tablet or a hybrid PC, you can choose to use it in tablet mode. This is selected automatically for tablets, but on a laptop or desktop PC, you have to click the Action Centre icon at the far right of the notification area and click the 'Tablet mode' button. The layout is slightly different and, if you want to see notification icons, long press on an empty part of the taskbar and select 'Show all notification icons' on the menu.



To see notification-area icons in Tablet mode, select 'Show all notification icons'

Ask the Expert

Roland Waddilove, computer programmer and PC journalist since 1981, answers all your technical questions. Email us for help at webuser@dennis.co.uk



GENERAL PC

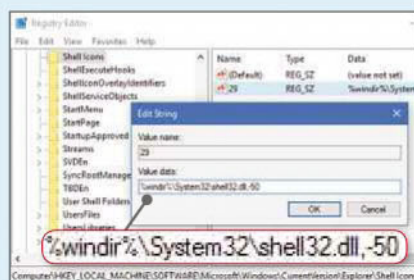
Remove arrows from shortcuts

Q I hate the arrows Windows puts on its shortcuts so I downloaded a program that removed them, as well as using a Registry hack to do the job. Unfortunately, the Windows 10 Anniversary Update has stopped these methods working. They either do nothing or corrupt the icon with black or white squares. How do I remove these pesky arrows?

Chris Shelbourn, via email

A You can make a change to the Registry – this is different to the hack that worked before the update. Press Windows+R, type **regedit** and press Enter to open the Registry Editor. In the left-hand pane, go to: `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer`

Right-click this key (it looks like



This Registry key and string value removes the arrow from shortcut icons

a folder) and select New, then Key. Name it **Shell Icons**.

Right-click the key you just made and select New, then String Value. Name it **29**, then double-click it and enter the following for the value: `%windir%\System32\shell32.dll,-50`

Close the Registry Editor and restart Windows. The arrows should no longer appear on the shortcut icons. To reinstate the arrows, right-click the Shell Icons key you made, select Delete and restart Windows. Be aware, though, that another Windows update could disable this again.

increase the security by limiting what websites can do if you accidentally visit a malicious one.

Go to Internet Options, click the Security tab, then click 'Restricted sites' and see where the security level is set. If it is set to High, it's probably your security software that's populated the list of sites with known bad URLs. The security software will want to prevent malware from deleting the sites from this list, so it will keep adding them again if they are removed.

Click 'Reset all zones to default level' to restore any settings that have been changed. Unless you have thousands of websites on the 'Restricted sites' list, it won't slow down your laptop. There probably isn't anything to worry about – just check the security level.

EMAIL

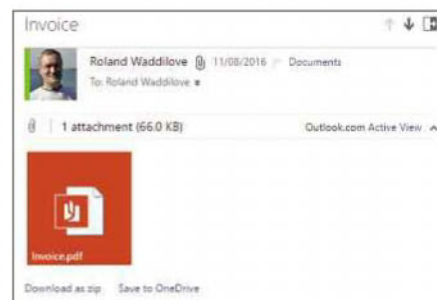
Outlook won't download PDFs

Q Following a recent update from Microsoft, I can no longer download PDF files from emails using Outlook on my laptop. I can still download them from my Android phone in Outlook.com.

I contacted the Outlook helpline but they have basically washed their hands of it, although I've not given up on them completely. Surely an update I didn't ask for shouldn't cause all this hassle.

A Reader, via email

A Some time ago, Microsoft changed the way that Outlook.com worked, which made it incompatible with some email software. If you have an old version of Outlook then it may not work with the latest Outlook.com email. One



Email attachments can be downloaded or saved to OneDrive from Outlook.com

SECURITY

Configure 'Restricted sites'

Q I opened Internet Options via Internet Explorer on my Windows 10 laptop, and clicked 'Restricted sites' under the Security tab. A list of websites appeared that I do not recognise and have not knowingly put in that location.



Make sure the 'Restricted sites' zone is set to High for extra security

I spent hours individually removing many of these sites, only for them to return after the next Microsoft Disk Cleanup. I read that having websites in this zone can slow down a computer. Is it possible to remove them all for good?

Kay, via email

A There are two things that might change the security settings in Internet Explorer: malware and security software. Malware will add websites to a zone and set security to the minimum, because it wants to stop security warnings being triggered to make it easier for malware to run. Usually, the malware will add sites to the 'Trusted sites' list, which allows the security slider to be set to Low.

Security software could add websites that are known to harbour malware to the 'Restricted sites' list and then set the security to the maximum. It's aim is to



option is to upgrade to the 2016 edition.

As with your Android phone, you should be able to go to the Outlook.com website in your browser and download email attachments from there. This doesn't fix Outlook but it's an easy alternative that should work.

SOFTWARE

Greetings-card software problems

Q I have been using Microsoft Greetings 2000 for years on various versions of Windows, including Windows 10. I like it because it has none of the fussy details that you get with other card-making programs.

Several weeks ago, I tried to print one of my cards, but it refused, saying: "You must complete printer characterisation sequence before you can print this project." I downloaded the latest printer driver from the Canon site (I have a Pixma Pro 9500 MkII) and also tried with my Epson everyday printer.

I thought that perhaps a Windows 10 update had messed it up, so I tried it on a PC running Windows 7, but the same thing happened. Running it in compatibility mode makes no difference and, anyway, there was no need before this problem manifested itself.

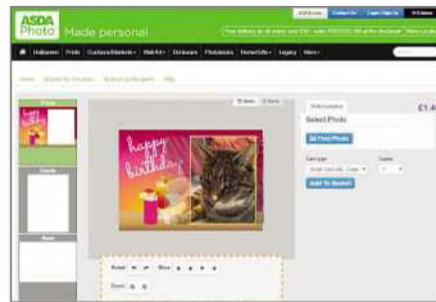
Anne Ellis, via email

A This is a 16-year-old program, so it's surprising that it runs at all. In Windows 10, right-click the Start button and select Control Panel. Open Troubleshooting and click 'View all'. Run the Printer troubleshooter, then 'Hardware and Devices', and Program Compatibility Troubleshooter. Open Device Manager in Control Panel, expand Printers, right-click the printer and select Update Driver Software.

If none of this helps, you should uninstall the software and the printer driver, then reinstall them both. Use an uninstaller to remove all traces of the programs, such as IObit Uninstaller Free (bit.ly/unin411 – take care to opt out of any unwanted extras).

The contents of a CD cannot change, so something must have changed on your computer to stop the program from working. It's most likely an update to Windows or the printer driver that has made the software incompatible.

If you've tried all of the above suggestions and it's still not working, you may have to abandon Microsoft Greetings 2000 and start using a new program. There are several online card creators such as Funky Pigeon



Create cards for birthdays and other events online using Asda's service

(www.funkypigeon.com), Moonpig (www.moonpig.com) and Asda (asda-cards.co.uk), which let you create cards in your browser. There are many designs to choose from and you can customise the text, upload your own pictures and have the card printed for you.

WEB BUILDING

Move a SharePoint site

Q I have a very large non-profit personal website. The site was built using SharePoint Designer 2007 (bit.ly/share411) and I am still using Windows 7. I use CuteFTP (bit.ly/cute411) to upload the files to the web.

All the files and folders for the site are held in a single folder on my SSD. This is a small capacity drive that is almost full, so I want to move the folder to my external E: drive, which has 1TB of space.

I am worried that if I cut and paste it to the new drive, SharePoint Designer will lose its programmed file path and my website will be full of empty squares with a cross in the top-right corner. How do

I move the folder and ensure SharePoint knows where to find it?

Tony Jackson, via email

A There are several ways to free up space on the C: drive. For example, SharePoint should automatically save files to the Documents folder and this is easily moved to a different location.

Open Explorer and go to:

C:\Users\YourName

Right-click the Documents folder and select Properties from the menu. Select the Location tab and click the Move button. Select the E: drive and Documents, and everything in it will be moved. Alternatively, move your Pictures, Videos or Music folder to E: instead, which will free up lots of space on C: so you can continue working with SharePoint on the C: drive.

Manually moving the folder in which the website is stored may break it, but you can use SharePoint's backup and restore features. To move it, back up the website and then restore it to a different location. Click File, 'Open site' and open the website. On the Site menu, point to Administration, then click Backup Web Site. Select the option to include all subsites in the archive.

To restore the site elsewhere, such as on another drive, click File, New and create a new empty site where you want to store it. Go to the Site menu, Administration, Restore Web Site. Select the backup you made and restore it to the new empty site. All the files will be placed in the new location.

SOFTWARE

Choose a paint program

Q Can you advise me on the most appropriate version of Paint.net for Windows 7? I was told I could get one without ads. It may not be as well-equipped as Photoshop, but it's free and less complicated.

Philip George, via email

A There is only one version of Paint.net – you can download it from www.getpaint.net. You should always get software direct from the developer rather than a download site to avoid unwanted extras such as adware and browser toolbars.

It's not the only free photo editor, and GIMP (www.gimp.org) is also



Pixlr Editor runs in your browser and is almost as good as installed software

popular. The interface uses separate windows, which can be a bit confusing at first, but it has a good range of tools. There are several free online photo editors that run in a browser window and they are almost as good as Paint.net. Sumo Paint (www.sumopaint.com), Pixlr Editor (pixlr.com) and PicMonkey (picmonkey.com) are well worth trying.



This fortnight Roland has cleared out the junk on a Windows XP PC and reckons he can keep it going a bit longer

Your Top Tips

Our pick of the best advice from our readers. To get help or offer it to others, visit forum.webuser.co.uk



TOP TIP

GENERAL PC

Mug
winner



Extend your laptop's battery life

Windows 10 has a useful tool that can tell you which apps and programs use the most power. This is handy for anyone that has a laptop and regularly uses it away from the mains. Open the Settings app (press Windows+i) and click System. Select the Battery section, then click the 'Battery usage by app' button.

If you've just spent two hours browsing the internet, then your web browser will obviously have used the lion's share of the battery. What's more important are the apps that run in the background. If an app is shown as using significant battery, but has hardly been used, then it might be worth trying to find a less resource-hungry alternative. You could also open Task Manager by right-clicking the taskbar



The Windows 10 Settings app shows the apps using the most battery power

and making sure it's not running in the background. If it is, shut it down.

Rob Balding, via email

HARDWARE

Optimise your SSD

After being driven mad by super-slow mechanical hard drives, I upgraded my PC with an SSD (solid-state drive). It's so much faster, it makes my computer feel like it's brand new. You don't need to run defragmenting software because file fragments aren't a problem. However, you can still optimise an SSD.

Click Start and start typing 'defragment' into the search box, then click 'Defragment and Optimise Drives'



Windows defragments mechanical hard drives but uses Trim on SSDs

when it appears. The drives in the PC are listed and show if there is an SSD. Select it and click Optimise. Instead of defragging, it uses the Trim tool, which only takes a few seconds to run.

Richard Gordon, via email

APPS

Keep pinned notes

Google Keep is my preferred app for storing notes. Anyone with a Google account can access their notes at keep.google.com, and on Android and iOS devices using the Google Keep app. These can all be synced, so you can create and access your notes anywhere.

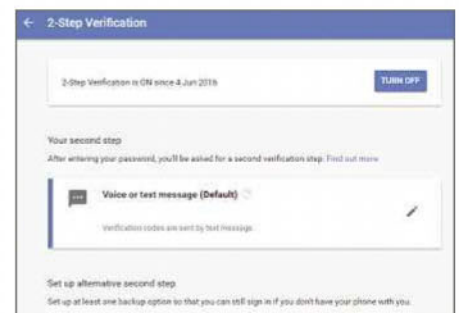
Google recently updated Keep and added its best feature yet. When you create a note, it often gets buried under other notes, but you can now pin important ones so they stay on top. Open Keep in your browser and hover your mouse over a note. A pin icon appears in the corner. Click this to pin your note to the top of the pile.

Alan Donohoe, via email

SECURITY

Print Google login codes

I've set up 2-step verification on my Google account to ensure that it's as difficult as possible for anyone to get their hands on my private information. However, because 2-step verification works by sending you a text message containing a unique code, it occurred to me that I could get locked out of my own account if I was ever away from my phone or even if it ran out of battery. Indeed, something along those lines recently happened to one of my colleagues, meaning she was unable to get into her email account until her phone was returned.



Print single-use codes for your Google account in case you lose your phone

When I logged into my Google account today, I noticed something about printing off verification codes. I investigated this further and it turns out that by visiting your Google account at myaccount.google.com/security and then clicking '2-Step Verification', you can click Setup under 'Backup codes' to print off a number of single-use backup codes you can keep with you at all times.

If you don't fancy this option, I recommend setting a backup phone number as another way to get into your account, should you be separated from your phone. There's also a handy option to use a USB drive as a security key, if you prefer not to carry around printed codes.

Ed Wright, via email



EMAIL

Fix queued Gmail problem

Yesterday, I tried sending myself a photo from the Gmail app so I could open it on my PC, but when I loaded Gmail in my browser, there were no new emails to be found. I tried waiting a few minutes before refreshing the inbox again, and also sent another email in case something had gone wrong the first time, but still nothing arrived. Then I noticed that there were two emails sitting in my app's Outbox folder, listed as Queued. I connected to Wi-Fi in case using mobile data was stopping my emails from being sent, but it made no difference.



Clearing Gmail from your recent apps can fix some technical problems

I looked online for a solution and found some users suggesting I clear the app's cache. Before doing this, though, I thought I'd try quitting the app by swiping it away from my 'Recent apps' list and then reopening it. After doing this and reopening Gmail, the first email in my Outbox was listed as Sending instead of Queued, and before I knew it, both emails had gone.

Colin Mathers, via email

BROWSERS

Drag Chrome tabs

If you often have lots of tabs open in Chrome, I have a couple of quick tips. You can drag a tab to change the order, such as dragging it to the far left or right, so it's easier to find; or placing it next to another tab if you are switching back and forth between the two.

Multiple tabs can be selected by clicking the first tab and Shift+clicking

the last. You can then click and drag all the selected tabs to another position, or even click and drag them out of the browser and into a new Chrome window.

Mark Sheppard, via email

GENERAL PC

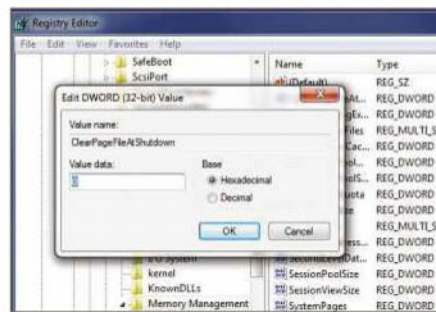
Speed-up slow shutdown

For weeks (if not months), my Windows 7 PC was incredibly slow to shut down, sometimes taking up to half an hour to power off. I simply put up with it. When I eventually searched Google for 'Windows 7 very slow shutdown', I found a solution that involved making one simple tweak to the Registry, so I thought I'd give it a try. First, I had to launch Registry Editor with administrator rights by typing regedit into the Start menu, right-clicking the program and selecting 'Run as administrator'. Next, I navigated to:

HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Control\Session Manager\Memory Management
I then double-clicked ClearPageFileAtShutdown to change its value from 1 to 0, exited Registry Editor and shut down my PC. Hey presto, the computer powered off in a fraction of the time it used to take.

This tip might not work for everyone, but it's so straightforward that it's worth a try if you're having problems. Just remember to make a backup of the Registry before making any changes, in case something goes wrong.

Andrea Waller, via email



Set ClearPageFileAtShutdown to a value of 0 to speed up the shutdown process

SOFTWARE

Add real Favourites menu in Classic Shell

After reading your recent round up of launchers, I thought I'd give Classic Shell (www.classicshell.net) a try. I'm so glad I did, because it gives you many more customisation options than the standard Start menu.

In Windows Explorer, I often use the Favourites menu, adding shortcuts to all my favourite folders including Dropbox and Google Drive, so I was pleased to discover that Classic Start Menu lets you display a Favourites menu or link. However, when I tried this option, it



You can add custom items to Classic Start Menu

showed none of my usual Favourites but a collection of Microsoft shortcuts, and there was no obvious way of editing the contents. Luckily, a quick Google search helped me to work out how to add a copy of the Favourites menu, as it appears in Windows Explorer.

Simply open Classic Start Menu's settings, tick 'Show all settings', then select the Customize Start Menu tab. From this menu, drag a Custom entry from the bottom of the right-hand column to the left column, double-click it and type shell:Links in the Links field. Leave Command empty, add Favourites in the Label box and choose an icon of your choice from the icons list.

Now, when you click OK, you'll see a Favourites menu in the Classic Start Menu that matches the one in Windows Explorer. You can now disable the one you no longer use from the Basic Settings menu.

Nathan Hughes, via email

GOOGLE DOCS

Remove accidental capitals

I find that Google Docs doesn't check grammar and spelling particularly well, and it often fails to place a red line under a word to flag up accidental capital letters. If you're worried that your text may include these incorrectly placed capitals, there's a handy browser extension you can use to remove them.

After installing Change Case (bit.ly/change-case-411) and giving it access to your Google account, select the text you want to check in a Google Doc, click Add-Ons and select 'Change case' and 'Sentence case'. Doing so will automatically format your work as sentence case, removing any odd capitals. It works best with shorter passages, rather than an entire document. It also works with formatted text such as underlined and bold.

Jack Gold, Web User Forums



Readers' Helpdesk

Our pick of the best solutions posted on our reader forums. Visit forum.webuser.co.uk – it's friendly and free!

GENERAL PC

Why won't my Start menu work?

Q I have been having lots of problems with my Windows 10 PC. First, my user profile corrupted, so I added a second profile but this didn't have any Live Tiles in the Start menu. I added a third user profile, which seemed to work fine, so I deleted the second, but when I ran CCleaner (bit.ly/cclean411) I lost all Start menu tiles and program links.

I restored the PC to a Macrium Reflect Free (bit.ly/mac411) image I'd created before deleting the second profile, but I still have no tiles in the Start menu. Will I have to reinstall Windows to get my PC working properly again?

dave1510, Web User Forums

A Unfortunately, this looks like the classic, well-documented Windows 10 Start-menu bug. I posted a Web User forum thread about this a while back, which you'll find at bit.ly/start411, and although there are lots of suggestions as to how to fix it, none of them has worked for me.

One suggested fix that worked for others was to create a new user profile, then delete the old one, but given your circumstances a clean install seems to be the best option. If you have an earlier drive image from before the problems appeared, you could try this, too. Provided the Start menu worked fine when you created the image, it should still work fine after this image is restored.

Bear in mind that because nobody knows exactly what causes the bug, it is possible that even after a clean installation something might be updated



Try creating a new user profile to fix problems with Windows 10 Start menu

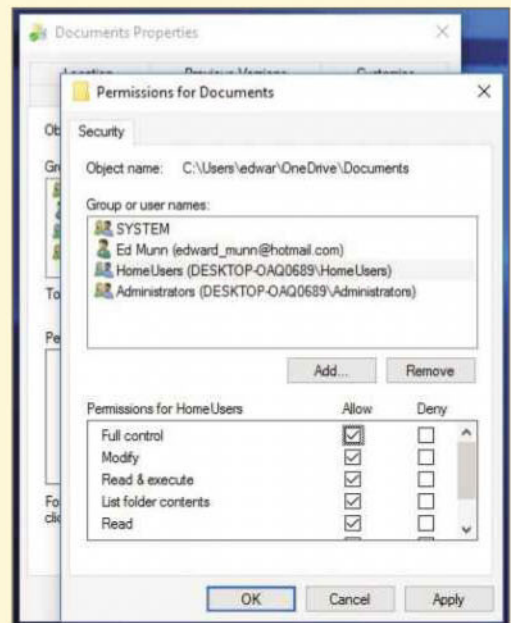
SOFTWARE

Why can't I edit shared files?

Q I have a HomeGroup set up on my two PCs and although all the appropriate directories are shared, when I've tried opening some of the files they're shown as 'read only' and cannot be edited. I have double-checked the settings and Documents is definitely shared on both PCs, so can anyone tell me what might be causing this problem?

grumpy old man, Web User Forums

A I saw this happen once on a friend's HomeGroup network. The solution we found was to open Windows Explorer, right-click the affected file or folder and click Properties. From this menu, click Security and Edit. Next, select



You can configure your files so all home users have 'Full control' to edit them

Home Users and tick the box for 'Full control'. Hopefully this fix will also work for you.

TheTechGuy, Web User Forums

and cause the bug to reappear.

Sneakybeaky, Web User Forums

SOFTWARE

What's the best free video editor?

Q Can you recommend a free video-editing program? I want to be able to add scrolling text to the videos I create.

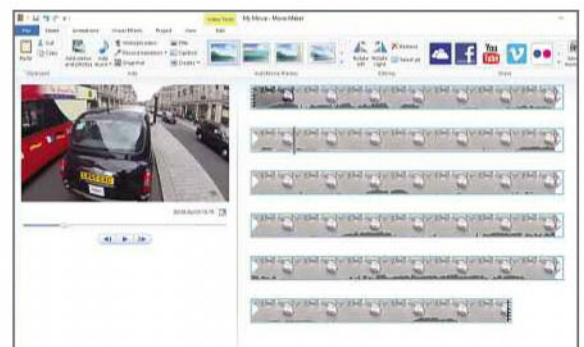
OwenSmith, Web User Forums

A What type of video editing are you going to be doing? If it's simply splicing and adding titles, then Windows Movie Maker should do what you want. If you have Windows 7 or Windows 8, it may be already installed. If not (or if you have Windows 10), you can download the Windows Essentials 2012 installer (bit.ly/essentials411) and use it to install the Movie Maker

package. Note that the Windows Essentials programs will no longer be available or officially supported from January next year, though.

A couple of other free editors that do a bit more than simple cutting and combining are VSDC (bit.ly/vsdc411) and NCH's VideoPad (bit.ly/nch411).

Stewart40 and TheTechGuy, Web User Forums



Windows Movie Maker won the Gold award in our recent round-up of free video-editing software



Star Email

Fewer people means slower broadband

The news story in Issue 409 (bit.ly/webuser409) about subsidies for low-income web users caught my attention, specifically its reference to the government's broadband Universal Social Obligation and its minimum download speed of 10Mbps.

Just prior to writing this, my download speed from Sky (piggybacking on BT Wholesale) was 1.33Mbps. Although I live in a thatched cottage, I'm not out in the sticks but in the former vegetable garden of one of a dozen or so repurposed big houses in the middle of Birkenhead. This is only 2.8km from the exchange as the crow flies. Half a mile away, in a high-density social housing area, Virgin offers 48Mbps.

This amply illustrates the fact that slow ADSL broadband speeds are not



related to 'remoteness' but to customer density. BT is a commercial undertaking that must attract capital to invest in the infrastructure, pay a return to the investors, repay the investors in due course, fund the day-to-day running costs, pay heavy taxation and show a profit at the end. As a consequence, it would seem that BT is allocating its

investment in faster broadband in relation to the number of potential customers in an area.

This means that in thinly populated areas, such as ours, there are insufficient numbers of customers to justify delivering speedy broadband. As a result, no further investment is made for upgrading our connections even to standard fibre broadband.

I understand that my MP, Frank Field, made this clear when he made enquiries to BT on behalf of the residents. He was given to understand that unless the government made a universal 10Mbps service legally mandatory, we and many thousands of other "not spots" would be stuck with a nominal 1Mbps service for the foreseeable future.

Rodney Brown, Birkenhead

Brexit affects more than entertainment

How pathetic can Ms Parkinson get (Inbox, Issue 409) - "Every day I get more worried about the implications of Brexit". Brexit, good or bad, affects jobs, imports and exports, and billions of British pounds.

I cannot see Germany imposing a big tariff increase on its British imports. With its three expensive makes of cars, it will not want the UK government putting a large import tariff on already expensive vehicles. Lord help me, that is much more important than worrying about Spotify or BBC iPlayer. In any case, I understand that you may not be able to

access BBC from abroad anyway. One or two weeks' holiday and the poor woman is worrying about her music and soaps.

That's how mediocre the modern young person has become. Tablet in hand, phone in ear and stumbling across the road. And no doubt if she gets a big bill on her mobile while abroad she will moan about it. The answer is: do not have mobile data turned on.

I know you will not print this, but it is less offensive than Facebook trolls. And factually true.

Martin Fletcher, Thorpe Hesley

Don't send Malwarebytes to hell

I must object to Martin Fletcher's email in Issue 410, entitled 'Malwarebytes can go to hell' (how charming!). I have used the free version of Malwarebytes Anti-Malware for many years and I have never

had any problems with the program. It's proved highly effective at finding and removing malware on my system, and although it's not particularly fast, it doesn't stop you from getting on with other things while it's scanning your PC.

What's more, I have never known Malwarebytes to detect false positives like Martin Fletcher accuses it of doing. Perhaps the program flagged Driver Booster as a PUP because of all the junk that comes bundled with the free version



ON SALE NOW!

The Advanced Guide To Windows 10

BUY IT NOW FROM AMAZON
 at bit.ly/advancedw10

You can let us know your views and opinions via:
webuser@dennis.co.uk, www.facebook.com/webusermagazine,
www.twitter.com/webusermagazine and forum.webuser.co.uk

of the software. It's better to be safe than sorry, after all. I very much doubt that Malwarebytes would deem IObit a threat merely because it's a rival company – that would be extremely petty and unprofessional.

In any case, calling the Malwarebytes team “idiots” and suggesting they go to hell is hardly a proportionate response to the single false positive. Why not simply ignore that result if Mr Fletcher is so sure that he is correct and Malwarebytes is at fault? It certainly won't put me off using this excellent program.

Fran Howlett, via email

Printer companies are playing God

I write in reference to the correspondence in recent issues of *Web User* about hardware manufacturers blocking the use of third-party ink cartridges in their printers. I find this practice not just unfair but completely unethical. It shows that these printer companies have nothing but contempt for their customers.

Once you've bought a printer, you should be able to use whatever ink you like in it. Considering the ridiculous cost of 'official' cartridges, who can blame people for choosing cheaper, third-party options? By forbidding the use of cartridges other than their own, HP and Epson are effectively playing God – making profits by denying consumer choice. Also – as your correspondent Ian

McGarrigle points out – they render unofficial cartridges unusable with no warning to customers before they buy them.



It's like only being allowed to use Microsoft's own software on your Windows PC, or being restricted to pre-installed Google apps on your phone.

I know that HP has since backed down on this matter and apologised, but only after a backlash from angry customers. The price of printer ink is an ongoing disgrace and these anti-competitive restrictions only add insult to injury.

Brian St John, via email

Vivaldi is in tune with Opera add-ons

It's great that we can now use Opera add-ons in Vivaldi, as you reported in Best New Browser

Tools in Issue 409. One thing I noticed when I first downloaded an Opera add-on was that I didn't have to change its extension from '.nrx' to '.crx' – it was already '.crx' and installed as described in the magazine. However, the second time, I got a warning but went ahead anyway and the extension works perfectly!

I decided to install an Opera extension that creates clickable links quickly and easily, and it works fine in Vivaldi, in both the 1.4 stable version of the browser and the Snapshot (developer) 1.5 version.

Thank you very much for publishing this information. I've often thought how good it would be to run Opera extensions in Vivaldi and now I can!

Madeline, Web User Forums



Why you should haggle with your ISP

In the Letters sections of recent issues of *Web User* and *Computeractive*, there have been examples of folk haggling with Virgin Media in response to the ISP's November price rises.

This gave me a push to see what



CC BY 2.0 pmorgan

I could do, because it seems like a lot of dosh to pay, particularly for a landline that I barely use.

The bottom line is that after a call to the Retentions department, I got the monthly premium down from £47 to £36 for the same package, bar the loss of one small but almost obsolete phone option.

I would recommend that anyone with any ISP has a go, because it seems your provider will readily apply a customer-loyalty discount to keep your custom, before even going over your exact plan and needs. Just do your homework about what packages they and their competitors are currently offering, and haggle your way to a better deal.

ricky101, Web User Forums

Barry let Yahoo off lightly

I think Miriam Holden needs to lighten up ('Not laughing myself horse', *Inbox*, Issue 410). Barry Collins was clearly not mocking dead horses in his column, but saying that Yahoo is like an old horse that needs to be sent to the knackers yard or glue factory or whatever. I thought it was a funny joke but Miriam seems to have missed the point. There are plenty of worse things that Barry could have said about Yahoo – I'd say he let them off pretty lightly.

Craig Coleman, via email

Now TV's unusable slot

You say in your 'Complete Guide to TV Streaming' feature in Issue 410 that the Now TV box is expandable via a microSD card. This is incorrect. Although the

Our 2015 Back Issues Disc is on sale now from Amazon, visit bit.ly/wudisc15





device has a microSD slot, it is not enabled or usable.

derekjohnson, Web User Forums

Web User says: Thank you for pointing out this error in our cover feature. It does seem odd that Sky would include an unusable storage slot on its Now TV box; presumably this is a result of the device being a custom version of a Roku box, on which the slot does function.

Windows 10 killed my hard drive

We began reading *Web User* last year in anticipation of the Windows 10 upgrade. When I eventually plucked up the courage to let it install on our Sony Vaio laptop, I was pleasantly surprised that everything went relatively smoothly, despite the dire warnings in the magazine, and it ran well for some months. However, things went downhill with the Anniversary Update and one day, the laptop refused to reboot and none of the rescue remedies worked.

We called in our tech expert who also failed to get it going. He found that the hard drive was trashed, and is convinced that Windows 10 is the culprit. So, thanks to Microsoft we have to pay for an expert's time and the cost of a new hard drive, and I'll have to spend hours of my time reinstalling other applications. Since our broadband runs via steam power (there's no fast broadband in our small Suffolk village), some downloads are painfully slow so reinstalling them is an added headache.

Are you getting much feedback on this particular problem, and can you suggest who at Microsoft we send the bill for our costs to?! Needless to say, we have now reverted to Windows 7.

*Sara Turley,
via email*



What you say...

NEW FIGURES SHOW THAT MORE WEB BROWSING IS DONE ON MOBILE DEVICES THAN ON COMPUTERS. WHICH ONE DO YOU USE MOST?

That is probably about right for me. I spend 40% on a PC, 30% on an iPad and 30% on an iPhone.

Ian Phipps

My Galaxy S7 Edge and Tab S take the brunt of my browsing now. The computer is mainly for web design, photo editing and music work.

Derek @dlee1

In office hours, I use a PC; out of the office, I use a smartphone. It helps that voice searches are far easier on a phone than on a PC. On my phone, I just say "OK Google" and tell it what I need to know.

Chris Armstrong

Phone and tablet, but my PC remains important because mobile devices still aren't powerful enough, such as when uploading large files.

Wolf Simpson @Dark_Wolf

DO HACKS LIKE THE ONE ON TESCO BANK PUT YOU OFF ONLINE BANKING?

No. Just remain vigilant as best as you can and relax in the knowledge that banks have fraud protection.

Gary Olsen @Gary_Olsen

Not really. Even if you don't bank online, surely your details are still at risk from hacks.

Simon Mellor @Simon9Hops

Yes, because I bank online with Tesco. I'm considering taking my money out and hiding it at home!

Colin Wallace

I'm really worried about the new Co-op/Smile sign-in procedure. I've already complained to them and am looking at changing banks.

Steve Ellis @gb022621

THERESA MAY SAYS USING PHONES WHILE DRIVING SHOULD BE AS 'SOCALLY UNACCEPTABLE' AS DRINK DRIVING. DO YOU AGREE?

It's the first time I have agreed with anything that woman has said. But no way is a £200 fine enough. It should start with disqualification and work up to life imprisonment for death by dangerous driving.

Wendy Lilygreen

Of course it should be, and anyone who thinks it's acceptable shouldn't be allowed to drive.

Joanne Evans

Yes, no excuse for it. Should be a £1,000 fine.

Paul @abertawejack

It should be an automatic ban. Maybe then, people would think twice.

Angela West

DO YOU ACCEPT SAMSUNG'S APOLOGY FOR ITS EXPLODING PHONES (bit.ly/sorry411)?

No, they are not a new company and they knew about the battery problems. They failed. This is profit over testing and safety.

Lewis Karl Flood @LewiskFlood

Samsung will come back bigger, better and stronger (hopefully). I most likely will buy a Samsung device as my next upgrade.

Stuart A Hordern

In my day, such a balls up would result in a massive price cut to try and maintain market share, but today they think they can make phone bombs and still charge full price.

Richard Morgan

! Page 404



Given Tesco's lax security practices, a hack on its bank comes as no surprise to **Barry Collins**

Careless Tesco had the hack coming

So we've all seen the news that Tesco has been forced to change its slogan from "Every little helps" to "Every hacker helps themselves". No fewer than 9,000 customers had a total £2.5m lifted from their bank accounts, in what the supermarket described as a "sophisticated" attack. Yet, until recently, there was nothing remotely sophisticated about Tesco's own security.

With about half my disposable income being spent in the massive Tesco store just around the corner, I took out a credit card with the company a few years ago, largely thanks to the promise of double Clubcard points. I now earn enough points for two Mars Bars for every £18,000 I spend in store.

Still, it wasn't the paucity of the rewards that shocked me as much as the paucity of online security. As I tweeted back in November 2011, shortly after opening my Tesco Bank account: "My password was too strong for Tesco credit card. I had a nine-character password, Tesco demands six to eight".

I wasn't the only one raising the alarm

about Tesco's bizarrely lax approach to security, either. Microsoft's regional director, Troy Hunt, wrote a 2012 blog (bit.ly/tesco411) in which he found similar practices being used on Tesco.com, the supermarket's online shopping store. Here, Tesco demanded that new passwords must be between six and 10 characters in length, but that extra two-character leeway came with other caveats:

the password could only contain numbers and letters – no special

characters – and the site treated "upper-case and lower-case letters the same". If you set out to design a system that made passwords as insecure as possible, you'd be hard pressed to top Tesco's.

The problem was compounded by the way in which those already weak passwords were handled. Hunt had moved to Sydney by 2012 but

remembered he'd set up an account with Tesco sometime around the turn of the millennium. So he used the company's 'I've forgotten my password' facility and was shocked to receive an email with his password printed in plain text, along with the seemingly unironic message: "we take security very seriously".

Sending passwords in plain text

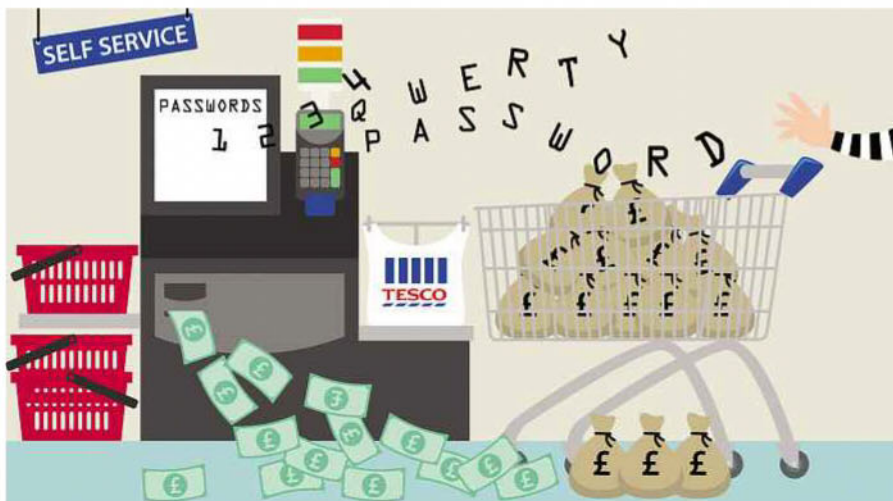
emails is about as safe as a firework display in Baghdad. Those emails can be easily intercepted, read by IT departments at either end, infiltrated

“If you set out to design a system that made passwords as insecure as possible, you'd be hard pressed to top Tesco's”

by malware that scans for the word "password" and sit on your PC's hard drive until someone decides to steal it. It's a massive no-no, yet the country's biggest supermarket considered this to be the epitome of online security.

Now, a Tesco spokesman insists that things have improved in the four or five years since I took out my credit card and Hunt wrote his blog. Passwords now have to be stronger and must include special characters, and they are no longer sent as plain text. But it's also worth pointing out that I've still yet to be asked to change the insecure password I was forced to create five years ago, even after the Tesco attack. I wonder how many of the hacked Tesco customers were still using the same weak passwords created using the old system?

Make no mistake: securing an online bank is a tricky business. But when you're designing systems that force customers to make their passwords less secure than they'd like, you can be sure that something's gone horribly, horribly wrong.



ENJOYED THIS ISSUE?

GET THE NEXT ONE EARLY!

Thank you for reading this issue of *Web User* – we hope you found the tips and advice useful. The good news is that you don't have to wait too long for the next issue. If you subscribe to *Web User* by **Monday 5 December (8pm)***, you'll receive it through your letterbox before it's available in the shops!

What's inside the next issue:

COVER FEATURE: BEST FREE SOFTWARE FOR 2017

PLUS:

- Take control of your Chrome tabs
- Find your fastest DNS server
- Best free read-it-later tools

AND...

Stop mobile sites leaking your data

**Don't worry if you miss this deadline –
you can subscribe to Web User at any time!*



Subscribe to *Web User* today and you'll pay just **£19.99*** for the next 13 issues – that's a 26% saving on the shop price. As an added bonus you'll also receive a free gift – **a 3000 mAh Power Bank Charger**

Subscribe online at

subscribe.webuser.co.uk

or call now on **01795 592 926**

**Includes FREE DELIVERY*

Quote offer code: **P1624P**



Never miss that... “we’d like to offer you the contract” call.

BT One Phone Professional

You never know when opportunities will call. But with BT One Phone Professional, your business won't miss them.

It's the mobile service that takes all of the advanced features of a phone system and lets you use them on your mobile, so incoming calls can be seamlessly directed to the right person with the right expertise.

Find out how BT One Phone Professional can help your business never miss that call.

0800 345 7984

bt.com/onephone/nevermiss

