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Issue 392

9 - 22 March 2016

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Rescue your files from the cloud

I hope you're not too alarmed by the message on our cover this issue, especially if you misread it as an urgent instruction to do up your trousers. The fact is that with several big sites closing recently, including Friends Reunited and Picasa Web Albums, we thought it was the perfect time to investigate what happens to your data when a web service shuts down. We trust so many important photos, videos and emails to the cloud, but there's always a risk that they could disappear or fall into the wrong hands. In our cover feature on page 38, we explain how you can safeguard all the files

that you store online, so you won't lose them when a company goes under or changes its terms and conditions. We also reveal what to look for upfront, to ensure you keep control of your data.

On a separate note, I'm pleased to confirm that our 2015 Back Issues Disc is now available to buy from Amazon – see page 60 for details. Hope you like it as much as the last one!

Robert Irvine
robert_irvine@dennis.co.uk
[#webuser](#)



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9 - 22 MARCH 2016

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before it's too late

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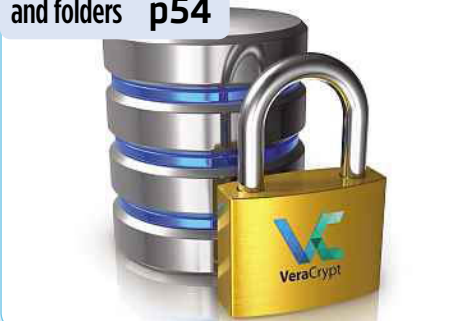
Practical WebUser

Workshops, tips, projects and problem solving

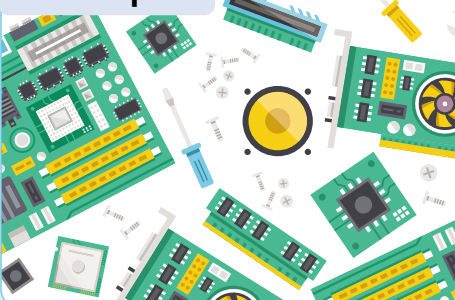
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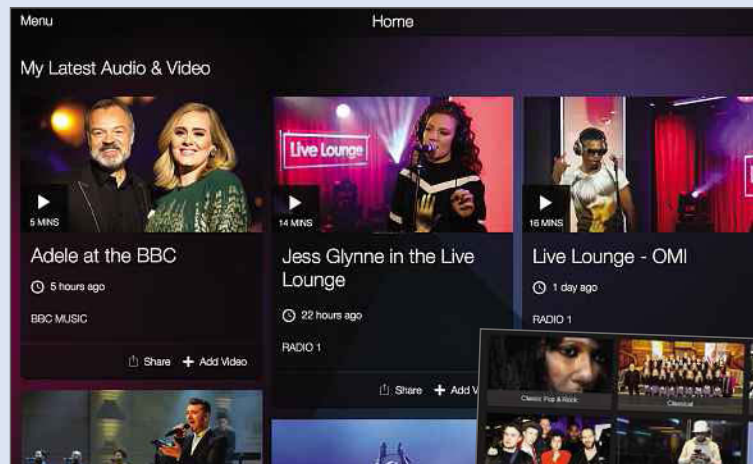
What's New Online

Create your own BBC radio station

Many of us can remember lazy Sunday evenings recording the latest pop hits from the Top 40 countdown on Radio 1, trying to pause the tape just in time to avoid catching any DJ chatter. It was something of a dark art but with the new BBC Music app, getting hold of the songs you want while casting aside the dross you don't have suddenly become a lot easier.

The improved BBC Music service, which now works on iOS and Android as well as in your browser, delves into the BBC's rich musical pot to produce a tailored feed packed with audio and video delights. It draws on your personal preferences so the more you use it, the more it learns your taste, leading to a far better match for your music.

As well as recommending suitable songs, BBC Music presents you with the latest and most relevant interviews and live sessions, along



with 30-second clips of tracks that you can hear in full by importing them into Spotify, Deezer and YouTube. It's like having a personal music radio and TV station rolled into one.

Additionally, if you search for songs played on BBC Radio over the past seven days, you'll get a set of curated



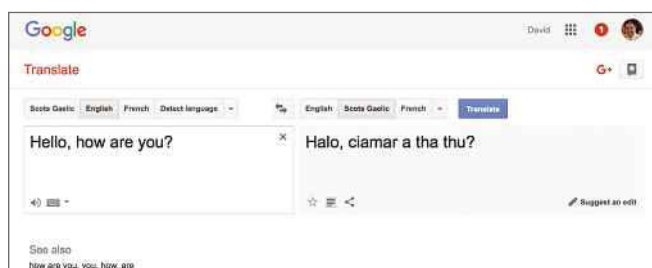
playlists. These evoke the old days when BBC DJs got to decide what to play, while leaving out the cheesy banter between tracks.

www.bbc.co.uk/music

Translate to and from Scots Gaelic

translate.google.co.uk

Hàlo, ciamar a tha thu? We're not entirely sure if that Scots Gaelic translation of "hello, how are you?" is entirely accurate but the fact that Google Translate now works with an indigenous language spoken by 57,375 people is rather significant. Coming 10 years after the service was created (and more than 1,600 years after the language was introduced north of the border by Irish settlers), the latest addition has already been given the thumbs up by Scotland's Languages Minister, Alasdair Allan, and it joins 12 other new languages including Hawaiian, Samoan and Pashto, bringing the Google Translate total to 103. Scots Gaelic was chosen because of the large volume of translations becoming available on the web.

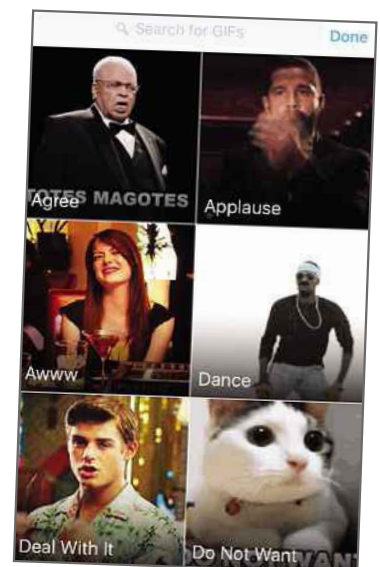


Search for GIFs and send videos in Twitter

twitter.com

Not content with boiling down human interaction to 140 characters, Twitter is now letting you express your feelings in the form of an animated GIF. You can choose from 44 mood categories – ranging from Agree, Dance and Eye Roll to Applause, Popcorn and Yawn, as well as fun GIFs featuring cats, cartoons and celebrities – and share them with the entire world. Be warned, though, that the rapid movements on the selection screen can make you feel a little motion sick.

Twitter has also added the ability to capture and share videos in Direct Messages. Just tap the camera icon and either look for an existing video or capture a fresh one.

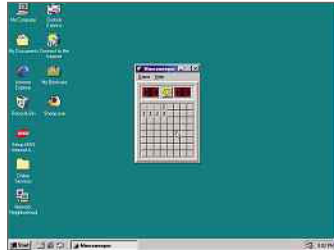


We highlight 10 of the most amazing and amusing things you can do on the web this fortnight

Run Windows 98 in your browser

copy.sh/v86

Last issue, we revealed how you can run Windows 95 in your web browser. Now it's time to upgrade to Windows 98, thanks to a project that has been in the works for four years. This Win98 emulation runs on JavaScript and works well enough for a quick nostalgic fix and a game of Minesweeper. As a bonus, the emulator runs Windows 1.01 and a few versions of Linux, too.



Explore Mars on an OS map



bit.ly/marsmap392

Fancy roaming around the Red Planet like a Mars rover? If so, you may want to take this new Ordnance Survey map with you. Made to a scale of 1:4,000,000 as an experiment to see if the OS style of mapping would be useful for future missions, it covers more than 10 million square kilometres and draws on open data from NASA. Zoom in and out to see incredible detail and be amazed at how the design of the map differs to Earth equivalents. Read more about its creation at bit.ly/os392.

React on Facebook using new emoji

www.facebook.com

Facebook has a new feature called Reactions and, whether you 'like' it or not, it's already changing the way people respond to posts on their timeline. Instead of simply tapping Like, you can now long-press the button on your phone or hover over it on a computer to call up five animated icons for 'love', 'haha', 'sad', 'angry' and 'wow'. There still isn't a straightforward thumbs-down dislike option (and probably never will be) but you can now express a wider range of emotions.



Map your surname across the UK

named.publicprofiler.org

Ever wondered where people sharing your surname tend to live in the UK? This website by researchers at University College London will tell you in the form of a heat map. Type in your surname, click Go and the map will show how widely it is distributed, with red highlighting where the name is particularly common. If the results



appear strange, you can fill in a form to help refine them.

5 TO FOLLOW ON TWITTER



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

Get the latest from the European Parliament ahead of the referendum

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

Glimpse some of the amazing pieces housed within the British Museum's vast collection

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

Every six hours, Tiny Gallery turns emojis, lines and spaces into works of art

[@bbc5live](https://twitter.com/bbc5live)

There's talk of BBC Radio 5 Live going online-only. Go behind the scenes now

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

The writer and broadcaster provides holiday and travel advice

+ Use rich-text formatting in mobile Gmail

mail.google.com

Gmail's Android app now supports rich-text formatting, so you can italicise, bold or underline your text, and add colour and highlights. The full set of options should soon be available on iOS.

Blur objects in YouTube videos

www.youtube.com/editor

YouTube has improved its tool for blurring faces in your uploaded videos to include any part of the picture, such as a number plate or body part. Just draw a box around the element to blur, and set when to start and stop the effect.

Send instant RSVPs

www.google.com/calendar

If you get a calendar invite in Gmail, just tap once to see how busy your schedule is and respond to the inviter without opening Google Calendar or Microsoft Exchange.



Need to Know

Ofcom orders BT to share its broadband network

What happened?

Telecoms regulator Ofcom will force BT to allow rivals more access to its infrastructure, but stopped short of forcing it to spin off its networking division, Openreach.

Rival ISPs, including Sky and TalkTalk, had called for Openreach to become a separate entity, saying BT hadn't invested enough in the division, resulting in slow connections and poor service. Ofcom rebuffed these calls, but said a spinout was still an option if the new measures didn't prove enough.

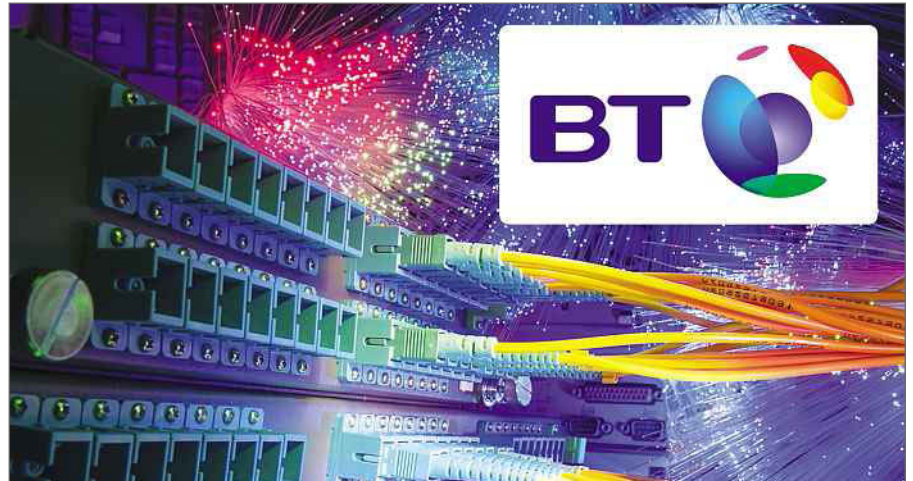
Ofcom's plan means Openreach must open up its network of telegraph poles and tunnels to let rivals lay their own cable via the infrastructure, creating the possibility of more fibre to premises – laying connections directly to your home – rather than the local cabinet, which BT favours.

As part of the plan, BT and Openreach must publish a map of its network of ducts and poles, allowing competitors to plan how they might use it. Ofcom also demanded that Openreach make its own decisions on budget and investment, rather than solely follow BT's leadership, and said it will introduce tougher rules to fight poor service on fault repairs and installations, including automatic compensation for consumers for any loss or reduction of service.

BT welcomed the move, saying its rivals are free to use its infrastructure if they can find the “very large sums” in investment that will still be required.

How will it affect you?

There's unlikely to be any immediate effect for broadband consumers, because these are mostly long-term plans from Ofcom. The changes that will offer the first benefits are likely to be the compensation plans. Ofcom didn't say specifically when they will come into play, but the plans mean customers – whether they're home or business users – will no longer need to “seek redress” themselves for any loss



or reduction in broadband services. Instead, if your broadband is down, you'll automatically get a refund.

The other plans set to imminently spark changes involve service improvements. Openreach faces tougher minimum requirements when repairing faults and installing new lines, which should mean that outages are fixed more quickly and you can get a new line up and running without the long waiting times that are currently experienced.

Ofcom will also release performance tables showing quality of service, naming and shaming the worst operators, so you know who to avoid when looking for a new provider. Again, it's not clear when these tables will be released.

In the longer term, Ofcom's aim is to spur more investment from BT's rivals into fibre rollouts by making it easier to use Openreach's infrastructure. Whether rival ISPs decide to invest the hundreds of millions – if not billions – of pounds required remains to be seen but limited rollouts of fibre are already happening in York and other cities. Opening up poles and ducts may sound like a small move, but it should make such projects easier and cheaper, hopefully leading to more fibre across the UK and potentially making smaller community projects more viable.

What do we think?

It seems that Ofcom is hedging its bets: it's not bold enough to force BT and Openreach apart, but it clearly acknowledges that there are problems with the two being so closely united. It's impossible to predict what will happen in the longer term, and whether Ofcom will take harsher action in the future, but it's safe to say BT must take advantage of this chance to look friendlier to rivals.

That may mean that, in the long run, BT has to lose market share. The more fibre options UK customers have, the more likely we are to end up on a competing service. BT needs to decide if hanging on to Openreach is worth losing that market share, but such corporate machinations aside, the pressure plus the proposals should improve service and competition across the industry.

Although the proposals may help to improve UK broadband, it appears to be little more than tweaking. Ofcom may be forced to do more – spinning out Openreach or taking other action – if it's to deliver on its promise to create a “universal right” to affordable, useful broadband, which it's suggested may mean a minimum of 10Mbps for all Brits. Reaching that goal will take concerted investment across the industry, and Openreach will be key to that – regardless of whether BT remains in the driver's seat.

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

Three blocks ads across network

What happened?

Three announced plans to block advertising across its mobile network, making it the first operator in Europe to do so.

Three said it will use technology from Israeli company Shine (www.getshine.com) to block all advertising at a network level. This means that Three's customers won't see any ads or need to install ad blockers on their phones, and that Three will no longer have to push advertising traffic around its network.

Three hasn't said when the ad blocking will start, or whether customers will be able to opt out if they still want to see advertising, though the latter seems likely as the operator has suggested it's making the move in the name of consumer choice.

How will it affect you?

It's not clear exactly how the system will work, with Three saying it will unveil more details in the "coming months". However, Three's announcement says the goal "is not to eliminate mobile advertising" but to give users more choice.

That suggests Three will

let customers choose to block certain types of ads, such as data-hungry video ads or those that haven't been whitelisted by Shine. Hopefully, it won't follow AdblockPlus' example of letting advertisers pay to be added to the whitelist.

What do we think?

We're all for ad blockers, provided they genuinely offer a choice. Anyone on a tight mobile data contract will appreciate not wasting download credit on ads, and it's certainly irritating when a poorly configured ad gets in the way of viewing a web page on your phone.

Of course, ad blockers already exist for mobile browsers but, in theory, the Shine system will also block ads in apps. While that's great if you find the ads annoying, it raises concerns for free games and apps, which are funded by such adverts.

Moreover, it's often necessary to turn off a desktop ad blocker to access certain non-ad features, and it's likely such a system could break net neutrality rules. This is because Three is no longer acting like a "dumb pipe"

delivering web content, but is interfering with that content. Such challenges mean we'll have to wait and see if this promise can be delivered, and what it means in the long run.

FBI fights Apple over iPhone security

What happened?

Apple has refused to comply with an FBI demand to unlock an iPhone, saying the method the US investigatory body wants to



use would open a back door to the handsets' encrypted data.

The FBI is seeking data held on the iPhone of one of the shooters who killed 14 people and injured 22 in San Bernardino, California last year.

Apple has said the method the FBI wants to use to access the phone would require it to write a "GovtOS" that contained a backdoor to data, which it refuses to do for security reasons as well as freedom of speech. Apple argues that code is considered "speech" and its engineers don't want to be forced to write "speech" they don't agree with.

While the FBI has admitted it's a difficult conversation, the Justice Department has accused Apple of using the debate as "marketing strategy".

How will it affect you?

On an individual level, this is unlikely to change the way you use your iPhone. The tool the FBI is asking for is, in theory at least, to be used for one-off circumstances, such as accessing the shooter's iPhone, not for the mass

hacking of everyone who owns an Apple handset. That said, the danger with backdoors is that they can be abused or uncovered by criminals or spies, and once they're out there, that's a very real risk.

The real impact of this incident is likely to be legal: the rest of the tech industry has, for the most part, backed Apple's decision. As we were going to press, a judge rejected the FBI's request, although this may be appealed.

What do we think?

This is an odd case: there's little exclusive data that the FBI can get from the phone because it will already have access to call records via operators, and it could easily ask Apple to simply unlock that one handset, rather than ask for the power to do the same on any iPhone.

That makes it hard to see this as anything but a power grab by the authorities. If that is the case, we're pleased that the courts see it the same way, and well done to Apple's Tim Cook for taking a stand against such intrusions.



Amazon to sell fresh and frozen food

What happened?

Morrisons supermarket is to supply fresh and frozen produce for Amazon's Prime Now and Amazon Pantry services, in a move that will allow the online retailer to expand the options of what it can deliver to customers.

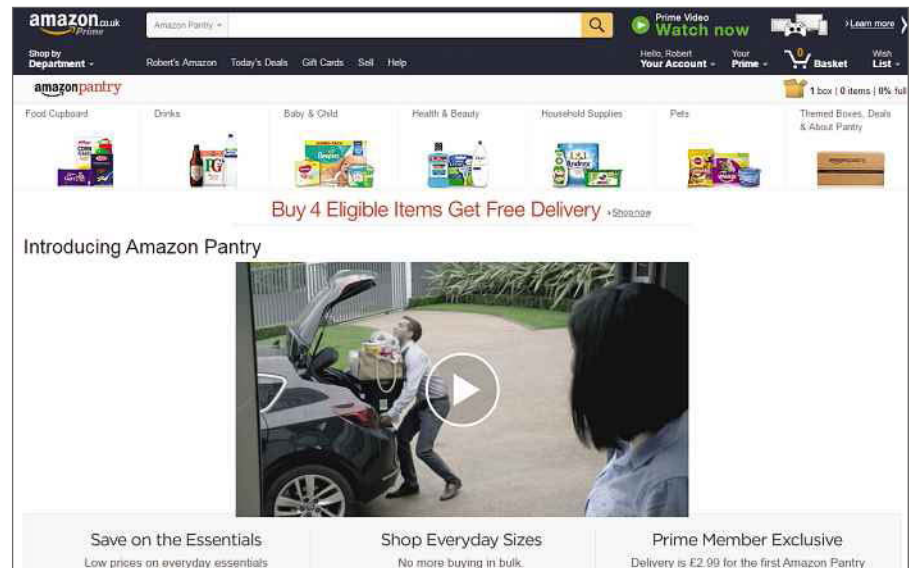
The service, which will be available later this year, means that Amazon will be able to deliver fresh and frozen food for the first time, as well as the household staples it currently ships as part of Amazon Pantry.

Amazon Pantry is a store space on Amazon, which allows Prime members to shop for groceries and household products in everyday package sizes, rather than huge boxes. Customers fill a 'virtual box' of items, which are then delivered for a £2.99 delivery fee. Goods will also be available via the Amazon Prime Now one-hour delivery service, where available.

At present, Morrisons has a 25-year deal with Ocado to run its own delivery service. However, it's not thought that this deal is likely to be replaced by Amazon. Instead, the company will use Amazon as an additional channel.

How will it affect you?

If you're an Amazon Prime subscriber, being able to do your weekly grocery shop in the same place you buy your books, gifts, clothes and virtually



everything else will be very convenient, and makes Prime seem even better value. Coupled with Amazon's low prices and simple ordering process, Pantry is sure to give other supermarkets a run for their money.

It also means that Morrisons will be able to get its products to more customers – currently its own delivery service is limited to certain parts of England and Wales. The £2.99 delivery charge also compares favourably with rival stores.

If you're not a fan of Morrison's own-brand products, don't fret because

Pantry sells mostly big-name brands.

What do we think?

Amazon seems determined to have its fingers in as many pies as possible – choose from cottage, shepherd's or fruit. There's something rather alarming about its determination to dominate every aspect of online shopping, especially considering its much-criticised tax avoidance in the UK. However, we're certainly tempted to try Amazon Pantry if the prices and the products are right. We bet Tesco and Sainsbury's aren't too pleased, though!



FIRST LOOK

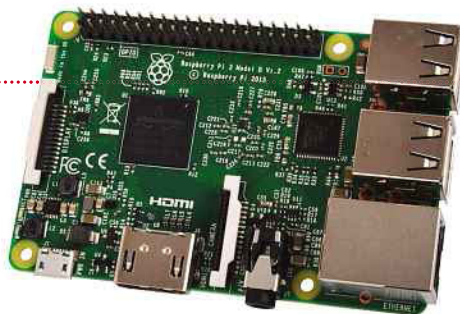
Raspberry Pi 3

www.raspberrypi.org

The Raspberry Pi Foundation may have sold more than eight million Pi mini-computers, but it's certainly not resting on its laurels. Last year, it blew us away with the Raspberry Pi 2, and this year it has upped the ante once again with the Raspberry Pi 3.

The new model's headline features are a speed boost (a claimed 50% increase) and built-in Wi-Fi and Bluetooth. The Wi-Fi is particularly good news as you'll no longer need to take up one of your USB ports with a Wi-Fi adapter. Despite being more powerful, the new device also uses up to 22% less power when idle.

There have been some other small changes to the layout of the Raspberry Pi motherboard, even



though it stays the same physical size as the Pi 2. The power and activity lights have migrated from the top-left to the bottom-left of the board, for example, which may be a problem if you plan to use an old case with the Pi 3.

One change we particularly approve of is that the microSD card slot is now a simple friction slot instead of a spring-loaded one. We've broken a spring-loaded slot on the Raspberry Pi 2 and had to hold the microSD card in with electrical tape, so this is one less thing to go wrong. Otherwise, it's business as

usual, with four USB ports and Ethernet on the rear, HDMI and a 3.5mm audio and composite video port. The all-important 40 general-purpose input/output pins are present for your hobbies, as are the interfaces for the optional camera and LCD display modules.

While the Raspberry Pi 2 was a revelation, the Pi 3 is clearly more of an incremental improvement. However, we've already seen that the speed boost makes a difference and the built-in Wi-Fi will make the Raspberry Pi more useful for various projects (although we need to see how well it works before we can deliver a definitive verdict). As such, the new model looks set to cement the Pi's position as the ultimate hobbyist computer, particularly as it still costs just £30.



WHAT'S THE RUMOUR

Has Google launched a search engine for kids?

There have been several reports in the media regarding Kiddle (kiddle.co), a new, visual search engine that has been described as "Google for kids". Indeed, its logo and search box look a lot like Google, and it uses Google's Safe Search technology in tandem with results handpicked by its editors.



But aside from that, Kiddle has nothing to do with Google, although a glance at the homepage makes it pretty easy to see how confusion would arise. To put it charitably, the site's owners haven't exactly gone out of their way to set the two apart, although Kiddle does have its own robot mascot and uses larger, child-friendly fonts.

Also, unlike Google, when you enter a naughty word – just use your imagination! – Kiddle tells you off in no uncertain terms and asks you to try again. We're sure that savvy kids will soon manage to fox it in their search for unsuitable web content, so Kiddle certainly isn't a replacement for proper parental controls such as those offered by ISPs, but its intentions are

undoubtedly good and it should prove useful for younger children. We'll be reviewing the site in our Best New Websites section next issue.

LIKELIHOOD RATING



It may look like Google for children, but Kiddle assuredly isn't connected to the search giant other than using its Safe Search technology to protect kiddiwinks from the darker side of the web. Still, we can't imagine that the misapprehension about its ownership has done Kiddle any harm.



WEBOMETER



WE LIKE...



Android Pay to launch in UK

Google's rival to Apple Pay will arrive in the UK at the end of this month, according to industry sources. Android Pay, which lets you make payments with the NFC (near-field communication) chip in your phone, has been available in the US since last September.



IFTTT support added to mydlink Home

D-Link has incorporated IFTTT (If This Then That) into its mydlink Home app, meaning its smart home devices can now be used in conjunction with a wider range of apps and services.



WE DON'T LIKE...



WhatsApp to end Blackberry support

WhatsApp will end support for Blackberry devices by 2017 after stating that it wants to focus its efforts on "the mobile platforms the vast majority of people use".



Google car collides with bus

One of Google's self-driving cars crashed into a public bus on a busy city street in California, raising concerns about the safety of autonomous vehicles.



GO

What's new on Indiegogo

Our favourite new project on the crowdfunding site

Sinclair ZX Spectrum Vega+
bit.ly/sinclair392 | From £100

Anyone nostalgic for the days of Manic Miner and Chuckie Egg will love this new handheld games console from Sir Clive Sinclair and Retro Computers Ltd. It comes with 1,000 classic ZX Spectrum games pre-installed that you can either play on its screen or on your TV, and has enough memory for you to download thousands more. The Vega+ will be available in limited editions of red, white and blue as well as the standard black, and has already exceeded its initial funding target of £100,000.



Stay Safe Online

News about the latest threats and advice from security experts

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

26,000 WordPress sites used in DDoS attack

Hackers are abusing the 'pingback' function used in many WordPress



websites to launch DDoS attacks. In a blog post, IT security firm Sucuri said that rather than taking websites offline by bombarding them with a huge number of packets, this type of attack was more precise, taking advantage of the pingback feature that generates a comment on a blog when someone else with pingback enabled links to it.

"Layer 7 attacks are a type [of] DDoS attack that disrupts your server by exhausting its resources at the application layer, instead of the network layer," said Daniel Cid, CTO at Sucuri. "They do not require as many requests or as much bandwidth to cause damage; they are able to force a large consumption of memory and CPU on most PHP applications,

CMSs and databases." The firm said that hackers were using the technique in a new campaign that used a botnet comprising 26,000 WordPress websites.

bit.ly/wordpress392

Snapchat employee data lost in phishing attack

Snapchat employees have had their bank details compromised, following a scam email targeting the company. Snapchat, known for its self-destructing messaging service, published a public apology on its blog, explaining that one of its employees had fallen for a phishing attack and disclosed the payroll information of a number of current and former employees. "Last Friday, Snapchat's payroll department was targeted by an isolated email phishing scam in which a scammer impersonated our CEO and asked for employee payroll information," wrote Snapchat in its blog post. "Unfortunately, the phishing email wasn't recognised for



what it was – a scam – and payroll information about some current and former employees was disclosed externally." In late 2014, more than 100,000 deleted Snapchat images were leaked after hackers targeted third-party sites including SnapSave.

bit.ly/snapchat392

Hacker controls Nissan Leaf via app vulnerability

A cybersecurity expert has found a way to control any Nissan Leaf car, the world's most popular electric vehicle. The vulnerability, discovered by expert Troy Hunt, allows anyone to take control of the air conditioning and heating systems of a Leaf – and even gives access to the car's journey history. According to Hunt, the hack was carried out remotely via the NissanConnect EV app which provided control of Leafs on the other side of the world.



bit.ly/nissanleaf392

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT:
David Emm, principal security researcher at Kaspersky Lab
(www.kaspersky.co.uk)



Q How do I stop companies tracking my online activities?

Seb Carter, Twitter

A Many people are uncomfortable with having their online activities tracked, and who can blame them?

With tracking data, it's possible for advertisers, or even malicious third parties, to peer into our lives – from where we go to the sites we browse. But the crux of the problem is that many of us simply aren't savvy enough to protect ourselves from online tracking. We may be concerned, but we don't do anything about it. We may not even be aware of putting our privacy at risk at all.

There are several steps you can take to ensure your privacy online:

- Change some browser settings – disable automatic add-on installation, block suspicious websites and

pop-ups, and block third-party cookies.

- When installing new free software, untick the boxes that let the software install additional toolbars, plugins and extensions. Otherwise these can – completely legally – be used to collect consumer data.

- Use HTTPS sites wherever possible. HTTPS means that the traffic is encrypted. Avoid using mail providers, social networks or ecommerce sites without an HTTPS connection.

- Use two different browsers – one for primary online services (social networks, webmail, productivity tools,

shopping), and one for web surfing, so that online activity cannot be matched to your identity.

- Use VPN traffic encryption.

- Use special privacy tools such as the Private Browsing feature in Kaspersky Internet Security or Kaspersky Total Security, which removes user information from the internet traffic, allowing you to browse in privacy.

Web User says: we'll have more advice about protecting your privacy online in our next issue, on sale 23 March.

When I go exploring, my mum knows I'm safe

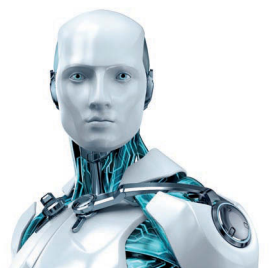


ESET Parental Control for Android helps you guide your kids through the digital world – in an open, child-centered way.

Keep your family safer online: eset.co.uk/home/parental-control



ENJOY SAFER TECHNOLOGY™



★ Best New Websites

Site of the Fortnight

SPORT

RELAUNCH

BBC Sport

www.bbc.co.uk/sport

As with most BBC redesigns, its refreshed Sport site has received a mixed response and cries of “it ain’t broke – why fix it?”, but we like it. It’s more visually appealing, with a wider layout that gives the articles room to breathe and more images accompanying stories. We also like the longer list of live commentaries and the ability to switch more easily between scores from different leagues. Only the Football section has so far been tweaked in line with the new and improved homepage, but it feels less confusing to browse and – most importantly – pages now display the same content no matter which device you view them on.

Our rating



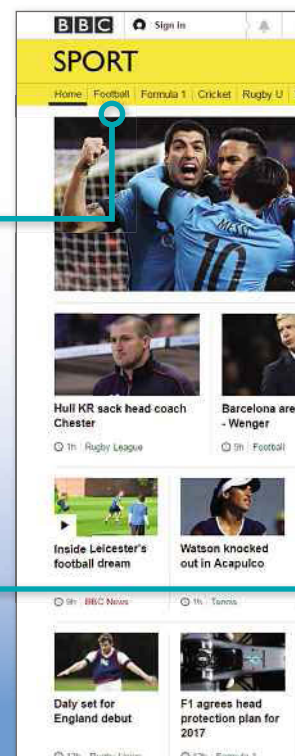
FOOTBALL

The Football section is the first to get the mobile-friendly redesign



FOOTBALL SCORES

Switch between scores for UK, European and International leagues



SHOPPING

Online Dispute Resolution

bit.ly/dispute392

If you’re unhappy with an online purchase from a European trader, this site from the European Commission could save you going to court to get a refund. It links 117 dispute-resolution bodies across 17 EU states (with more to be added soon) and aims to resolve your problem within 90 days. To submit a complaint, click the ‘I am a consumer’ option on the homepage, provide details of the trader and the transaction, then hope for the best. It’s a good idea but the design is dull and the drawn-out application process relies on the other party agreeing to your preferred ombudsman. The site is free to use, but you may have to pay the body that handles your case.

Our rating



SECURITY

Malwarebytes

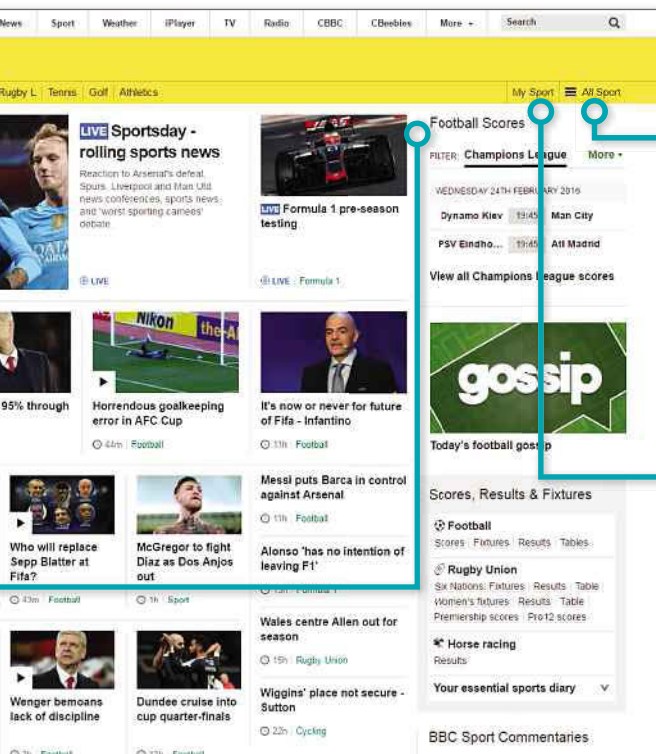
www.malwarebytes.org

With a new logo and a smarter design, the revamped Malwarebytes website does a much better job of promoting its popular Anti-Malware program. The homepage now features a Transformers-style robot and a promise to “crush malware”, as well as a concise summary of MBAM’s benefits and a bigger Download button. Note that this is for the Premium version, which you can try for free for 14 days – you’ll find the free one and links to other Malwarebytes’ security tools in the Products section. The site also offers clearer access to the detailed support pages and user guides.

Our rating



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



ALL SPORT
You can browse other sports via the enlarged drop-down menu

MY SPORT
Customise the site to see news and results for your favourite sports

Follow the sports and teams you love

Create your own personal BBC Sport page
[Sign up](#) or Register to start adding sports and teams

What is My Sport?

My Sport is a new page in BBC Sport where you can easily keep up to date with the latest news and scores for the sports and teams you love.

Inside you'll find more than 200 sport topics to follow. Add as many as you like to create your own My Sport page. We'll be looking to add more features in future too.



NEW

SHOPPING

Buy Me Once

www.buymeonce.com

If you're tired of having to replace your saucepans or socks every six months, you'll like the idea behind this site, which specialises in products that are built to last. It collates items from independent manufacturers on the condition that they're durable, easy to fix and "lovely" across categories including Furniture, Kitchenware and Shoes. Prices are more reasonable than you'd expect, but then the products are actually sold through Amazon. We like the advice blog and the sophisticated design, but navigation could be improved to give the shopping element more prominence.

Our rating



NEW

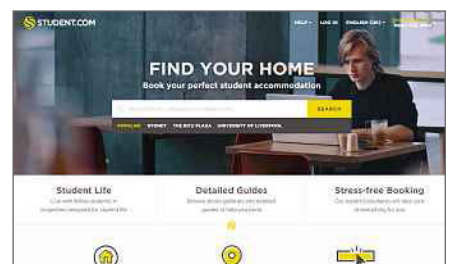
SECURITY

Have You Been Smished

www.haveyoubeensmished.co.uk

Smishing, or SMS phishing, is big news at the moment and is the subject of our FAQ on page 36, so this website couldn't come at a better time. Set up by a Sheffield man who lost £22,700 to a smishing scam, it explains what to look out for and how to protect yourself, such as never responding to a suspicious text message. The site offers advice about getting help if you've been smished, along with links to recent online articles about smishing. There's not much content yet, but by asking people to share their experiences, it's sure to build soon.

Our rating



NEW

EDUCATION

Student.com

www.student.com

Student houses can be damp and dilapidated, so kudos to Student.com for helping undergraduates find the perfect home. Clearly inspired by Airbnb, this friendly site lets students search for accommodation all over the world and vets every property it lists. Just enter the name of a city or university to view available places, which range from single and shared rooms to entire flats and houses. You can filter results by maximum price, length of stay and move-in date, and view info about the facilities and area. It's a marvellous idea, and making enquiries couldn't be easier.

Our rating





MOTORING

Older Drivers Forum

www.olderdrivers.org.uk

This website from the Royal Society for the Prevention of Accidents (RoSPA) wants to help older motorists “recognise whether and how” their driving is changing, and explain what they can do to keep driving safely. The site (mostly) steers the right side of patronising by providing useful information about topics such as medical requirements, renewing your driving licence and coping with changes, without over-emphasising age. You can also print a self-assessment checklist, find local driving schools and get advice about keeping your car roadworthy. It's a good effort, but it's a shame the site isn't more interactive.

Our rating



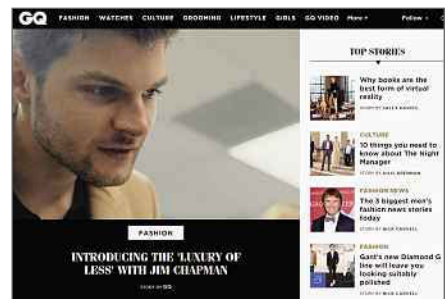
TELEVISION

TV Kev

tvkev.co.uk

TV critic Kevin O'Sullivan has launched this site to fill the void left by his departure from the *Mirror*. Similar to his newspaper column, it offers a mix of programme reviews, industry gossip and televisual observations, plus mildly amusing 'lookalikes' of TV faces. Articles are organised into categories such as Reality, Soaps and Factual, and tagged with keywords so you can jump straight to Kev's views on, for example, Danny Dyer or Channel 4. The site is presented nicely enough, and there's a weekly newsletter of viewing recommendations, but with so much TV criticism online it hardly stands out from the crowd.

Our rating



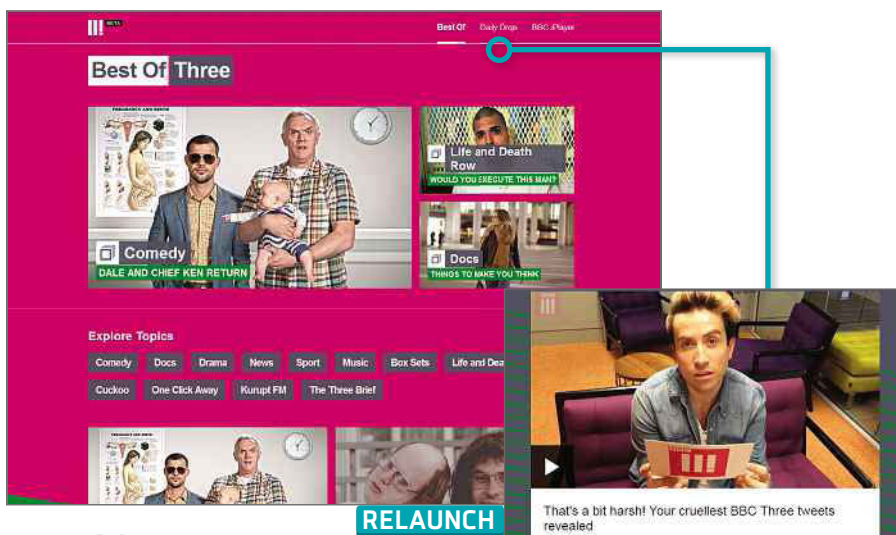
LIFESTYLE

GQ

www.gq-magazine.co.uk

As one of the few men's magazines left standing, GQ has given its website a fresh and modern revamp. The mismatched fonts and cramped layout are gone, in favour of a sedate, well-organised design that works on any screen size and offers space for huge photos. Popular content categories including Fashion, Grooming and Girls (still not Women, we note) remain, and there's a new embedded video channel that screens original short films, how-to guides and documentaries (mostly about fashion, grooming and girls). With GQ's social-media accounts now easier to access, the site is a fine mix of substance and style.

Our rating



TELEVISION


BBC Three

www.bbc.co.uk/bbcthree

BBC Three's relaunched site reflects its status as the first TV channel in the world to go online-only. It blends new comedy shows, dramas and documentaries with archive series, such as *Little Britain* and *Gavin & Stacey*, which you can watch on BBC iPlayer. A new section called Daily Drop offers fresh videos, articles and other original content every day, and the site's 24/7 approach means you no longer need to wait until 7pm for your BBC Three fix. With a lively (if rather garish) mobile-friendly design, the site works surprisingly well and isn't afraid to laugh at itself - check out the video of BBC Three stars reading viewers' nastiest tweets about the channel.

Our rating






WEBSITE SECRETS

Beware of Amazon's zombie clause

Amazon's new gaming platform, Lumberyard (aws.amazon.com/lumberyard), lets developers create PC and console games for free. That's all well and good, but for a strange clause in the service's terms and conditions that appears to refer to the possibility of a zombie apocalypse. "However, this restriction will not apply in the event of... a widespread viral infection transmitted via bites or contact with bodily fluids that causes human corpses to reanimate and seek to consume living human flesh, blood, brain or nerve tissue, and is likely to result in the fall of organized civilization." See for yourself at bit.ly/zombie392, clause 57.10. ■





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Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight

Google speeds up mobile sites



Google has launched its Accelerated Mobile Pages Project (www.ampproject.org), which presents search results in a mobile-friendly way and allows

you to swipe between pre-loaded pages. Content and pictures from regular websites are reformatted, so they load faster and look better. Once you've opened a page to view, you can swipe left and right to see similar pages from other sources. Google's blog has more info at bit.ly/ampblog392.

Any site can configure its pages to work with the new system. For more info on adapting your site, there's a tutorial at bit.ly/tut392. Alternatively, WordPress is already

on top of things: hosted sites on WordPress.com are automatically configured to be compatible with the new system (find out more at bit.ly/wpamp392); while self-hosted WordPress sites need a simple plug-in, which you can download from bit.ly/ampplug392.

Social tips from experts

There are lots of ways to use social media to bring visitors to your website. For help from the experts, read through Codeinwp.com's blog at bit.ly/soc392. They've interviewed 43 site owners who have shared their secrets, providing a feast of tips for the rest of us.

Deal of the Fortnight

123-reg (www.123-reg.co.uk) has cut 96% off the price of its 'site' domains, currently offering them for just £1.19.

Web-building Helpdesk

THIS ISSUE'S EXPERT:

Russell Hogg,
Managing Director,
Hogtonrix (www.hogtronix.com)



Q I'd like to ensure that my website of photos and videos keeps going after I die but my current host will only let me pay for a year at a time. How can I safeguard it for the future?

Tony Jackson, via email

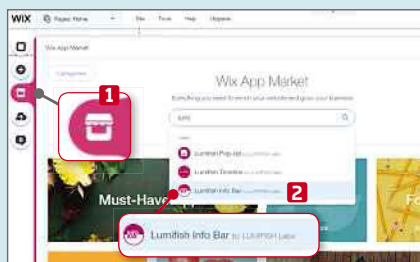
A Even if you were to find a means of storing your data forever (and paying for it), there are technical implications to overcome. The current format in which images and videos are stored and streamed from a web server will almost certainly evolve over time, in the same way that VHS and audio tapes have become obsolete. Your best bet is with social media (particularly Facebook) where, after death, a family member could take ownership of the account.



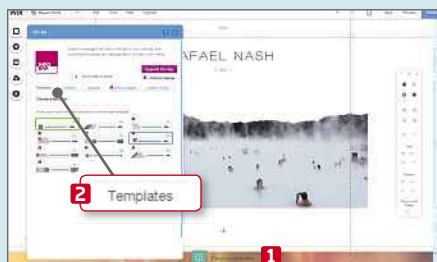
MINI WORKSHOP | Enhance your site with an info bar

Lumifish Info Bar: bit.ly/infobar392 | ⌚ 5 mins | Requires a Wix website (www.wix.com)

Catch the attention of your visitors by adding a bar to the bottom of your homepage that stays in position even when the site is scrolled. You can do this easily on a Wix website using the Lumifish Info Bar app



1 Log into your Wix account and click the App Market icon. **1** Start typing lumifish into the search box and select the Info Bar. **2** Click the 'Add to Site' button, then the Add App button to confirm.



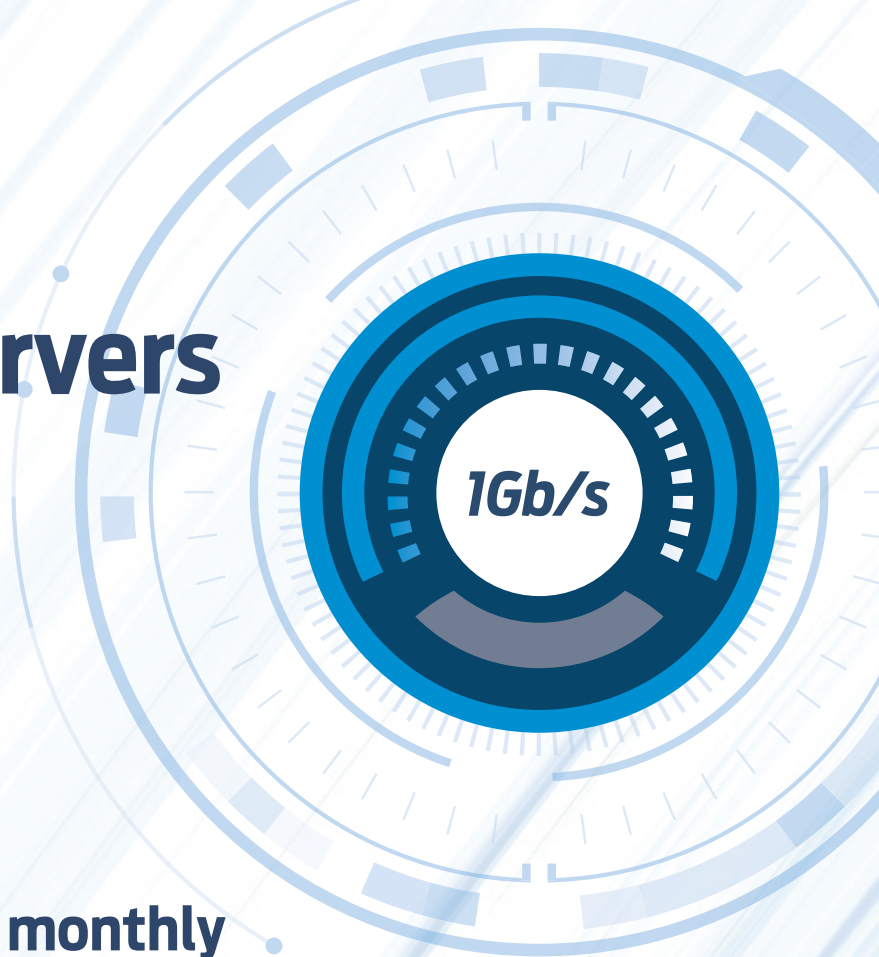
2 A bar appears at the bottom of your preview. **1** Click it, then click the Settings button, or right-click and choose Settings to open the window. Select the Templates tab **2** and choose the style of bar you want. Hover over an option to see it previewed in the website below.



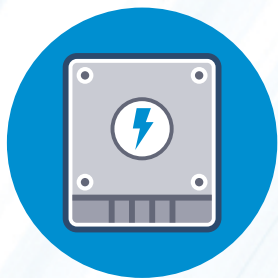
3 Click the Content tab. **1** You can change the text on the bar and the image in the background. You can also click the 'Colors/Fonts' tab **2** to change the way things look. Adding a link **3** or any of the other premium features (marked with a purple flag) requires an upgrade that costs £1.87 per month.

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Product Test

We test and compare the latest products

HP Spectre x2

If you like the look of Microsoft's Surface Pro 4 but can't afford it, **Michael Passingham** suggests a less expensive alternative

Microsoft's Surface Pro 4 is its flagship Windows 10 hybrid – a tablet that turns into a laptop when attached to an optional keyboard. However, it's far from cheap so if you're after a less expensive alternative, the HP Spectre x2 has similar specifications, the same tablet and laptop hybrid concept and, most importantly, a much lower price that includes the keyboard.

Build and design

The £160 saving has led to some compromises. For starters, the kickstand design isn't as sophisticated as the Surface Pro's – you need to flip a switch on the left-hand side to release the stand, then pry it out with two fingers to ease it into your preferred position.

The tablet is low on ports, too. Aside from the 3.5mm headset jack, there are just two USB type-C connectors, one of which is occupied during charging. Thankfully, HP supplies a USB-C to USB-A adapter, in case you don't have any USB-C peripherals, but you'll need to

buy a dock if you want to connect the Spectre x2 to several peripherals at once.

All the ports are standard USB 3 speed, but there's an

the Surface Pro 4. With the keyboard attached, these specifications increase to 1.2kg and 13mm respectively, but it's still a svelte device.

“ We had no problems whatsoever working on documents, sending emails, watching videos and listening to music ”

additional, dedicated channel reserved for sending data to displays. This means you can connect a compatible dock (such as the Sandberg USB-C Mini Dock, £41 from www.ballicom.com) to attach a monitor without slowing down any other USB peripherals that are plugged in. It also helps cut down on the number of wires trailing from your device.

The Spectre x2 is lighter than the Surface Pro 4, largely because its screen is slightly smaller (12in instead of 12.3in). The tablet portion weighs just 800g and, at 8mm, it's also thinner than

External hardware

The grey, wool-like material that lines the bottom of the keyboard dock looks and feels great, and HP has kept things classy with a metallic silver keyboard and touchpad. It

holds its own in comparison to the Surface Pro 4's optional add-on – it's backlit, has generously sized buttons with a practical layout, and provides plenty of feedback as you're typing. We wish the touchpad was slightly larger, though. It's wide enough but the shorter depth makes it awkward to use when executing two-fingered scrolling motions. And although you can increase the scrolling sensitivity, that's still not enough to carry out a satisfying, sweeping scroll. On the whole, though, it's a good touchpad that provides lots of built-in gestures





and multi-fingered support. The physical click action is responsive, although it only works from roughly a third of the way down the touchpad.

Unclipping the keyboard is easy and the tablet is very light and portable. The included stylus means you can use it for scribbling notes but it doesn't feel as precise as Microsoft's Surface Pen and we found occasional problems when resting our hands on the screen, though it's something you can learn to work around. There's also nowhere to store the stylus, which is a bit of an oversight, because the risk of leaving it somewhere seems high.

The 12in screen is an IPS panel with a resolution of 1,920 x 1,280 pixels. It's very bright, topping out at nearly 300cd/m² and its 963:1 contrast ratio provides plenty of detail when looking at photos. However, it could only match 72% of the Microsoft sRGB colour standard, and vivid images aren't matched with particularly vibrant colours, robbing them of their brightest tones. It's no worse

than a mid-range laptop but we'd have expected more from this device.

The built-in speakers are also disappointing. They're not very loud and even tweaking the pre-installed software doesn't make much difference. Dialogue in movies is clear and music is certainly audible, but it's not the rich audio experience you'd want from a device like this.

Performance

The device comes equipped with 4GB of memory and a dual-core Intel Core m3-6Y30 processor running at 0.9GHz. This is the same chip that's found in the entry-level Surface Pro 4, and its Hyper-Threading support makes it more capable than the low-powered Celeron and Atom chips you normally find in Windows 10 tablets.

In our Windows benchmark tests, the processor stood up very well, managing an overall score of 23. The low score of 6 in the multi-tasking portion is typical of a dual-core chip, but it's not as bad as it looks. The Spectre x2's fast single-

core speed chalked up 54 in the photo-editing test, and its score of 32 in the video-editing test suggests multi-core activities are handled well. In real world testing, we had no problems whatsoever working on documents, sending emails, watching videos and listening to music, and there wasn't a stutter to be found, even on media-heavy websites.

We also ran our basic Dirt Showdown benchmark to test its gaming muscle. At 1,280 x 720 pixels resolution and High settings, it managed 25.5fps (frames per second), and we managed to get a playable framerate at Ultra Low settings at the same resolution, so it has some basic gaming potential.

Battery life was disappointing, though, with the tablet lasting just over six hours in our video-playback test at a screen brightness of 170cd/m². In real world use, we stretched this to around seven hours in a single charge, and with even more careful management, another half hour should be possible.

OUR VERDICT

The HP Spectre x2 is a good all-round 2-in-1 device. At £700, it's not cheap, but when compared to the equivalent Surface Pro 4, it looks much better value, particularly because the Spectre x2 comes with a keyboard included. The basic Surface Pro 4, on the

other hand, costs £749, but you'll have pay another £110 if you want the keyboard, bringing the total overall cost to £859.

On the negative side, there aren't enough built-in connectivity options, and its speakers and stylus pen are both disappointing. But it's

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

more than capable in every other way and is a great budget alternative to the top-end Surface Pro 4.

PRODUCT INFO

HP Spectre x2 12-a001na Detachable Laptop

Price: £699

Buy from: store.hp.com

SPECIFICATIONS

- Dual-core 0.9GHz Intel Core M3-6Y30 processor
- Intel HD Graphics 515 on-board
- 12in touchscreen
- 1,920 x 1,280 pixels resolution
- 4GB of memory
- 120GB SSD
- 802.11ac Wi-Fi
- Bluetooth
- Touchscreen, touchpad and stylus
- 2 x USB 3 type-C ports
- microSD memory card slot
- 3.5mm headset port
- Windows 10 installed
- 303 x 209 x 13mm (with keyboard cover)
- 0.8kg (tablet only), 1.2kg (with keyboard cover)
- One-year return-to-base warranty

FOR

- ✓ Similar to but cheaper than a Microsoft Surface Pro 4
- ✓ Keyboard included
- ✓ Works as both tablet and laptop

AGAINST

- ✗ Disappointing battery life and screen colours
- ✗ Nowhere to store stylus

BETTER BUT MORE EXPENSIVE

Microsoft Surface Pro 4
with keyboard, £859
bit.ly/surface392



EVEN MORE EXPENSIVE

Microsoft Surface Book
£2,249
bit.ly/book392



Netgear Arlo Q

Andy Shaw tests a new home-security camera that saves any video footage it captures to the internet

We've been reviewing home security cameras in *Web User* for a few years but, until now, only one brand has really stood out. Y-Cam's HomeMonitor range (www.y-cam.com) dominated the field because it records motion-detected footage to the cloud for free, which means you receive alerts on your mobile devices and can view the footage within seconds on the web or via an app.

It's taken years for Y-Cam's rivals to catch up but Netgear

has finally launched a similar service with the introduction of its new camera, the Arlo Q. Unlike the previous battery-powered Arlo cameras, the new model is powered from a wall socket via a 3m cable. It comes with a high-quality stand that supports the camera on a flat surface or there's a mounting plate included so you can screw it into a wall.

The camera connects to the internet via Wi-Fi and is very easy to set up. You just connect a laptop or mobile device to the network you want it to join and follow the simple setup instructions. This creates a QR code you hold in front of the camera, which transfers all the settings to it.

The device records in 1080p, even in the dark, and captures both sound and video. It even has a built-in speaker, so you can talk into the app to project your voice from the camera. This feature could be used to calm down a distressed pet or let anyone in the room know that they're being watched.

There are three tiers of account. The free service gives you seven days of online storage for motion- or sound-triggered events (up to 1GB) for up to five cameras. You can upgrade to Premiere (£6.49 per month) for 30 days of event storage (or 10GB) and 10 cameras; or Elite (£9.99 per month) for 60 days of events (up to 100GB) and 15 cameras. You can also add continuous recording from a single camera but this will cost you £6.99 per month for 14 days or £12.99 for 30 days.

The software is well designed, easy to operate and



good at detecting movement and sound. The app (available on the web, Android or iOS) can be used to set up sophisticated rules, which let you send different events to different people, or generally do different things around the various alerts.

There are a number of

features that trump HomeMonitor's cameras, but the best is the viewing angle, which increases HomeMonitor's 80 degrees to 130 degrees, so you see more of your room. The app is also more sophisticated, but the cameras are a little more expensive.

PRODUCT INFO

Netgear Arlo Q

www.arlo.com/uk

Price: £169.98

Buy from www.amazon.co.uk

SPECIFICATIONS

- 1080p 30fps video recording
- H.264 format
- 130-degree field of view
- Night vision operates up to 25ft
- 71 x 70 x 114mm
- 168g
- Control via browser or app (iOS, Android, FireOS)

FOR

- ✓ View footage and save motion- and sound-triggered events online
- ✓ 7-day event recording for free
- ✓ Wider viewing angle, two-way audio and better software trumps current HomeMonitor cameras

AGAINST

- ✗ More expensive than HomeMonitor
- ✗ Useless if your phone line or Wi-Fi is cut

OUR VERDICT



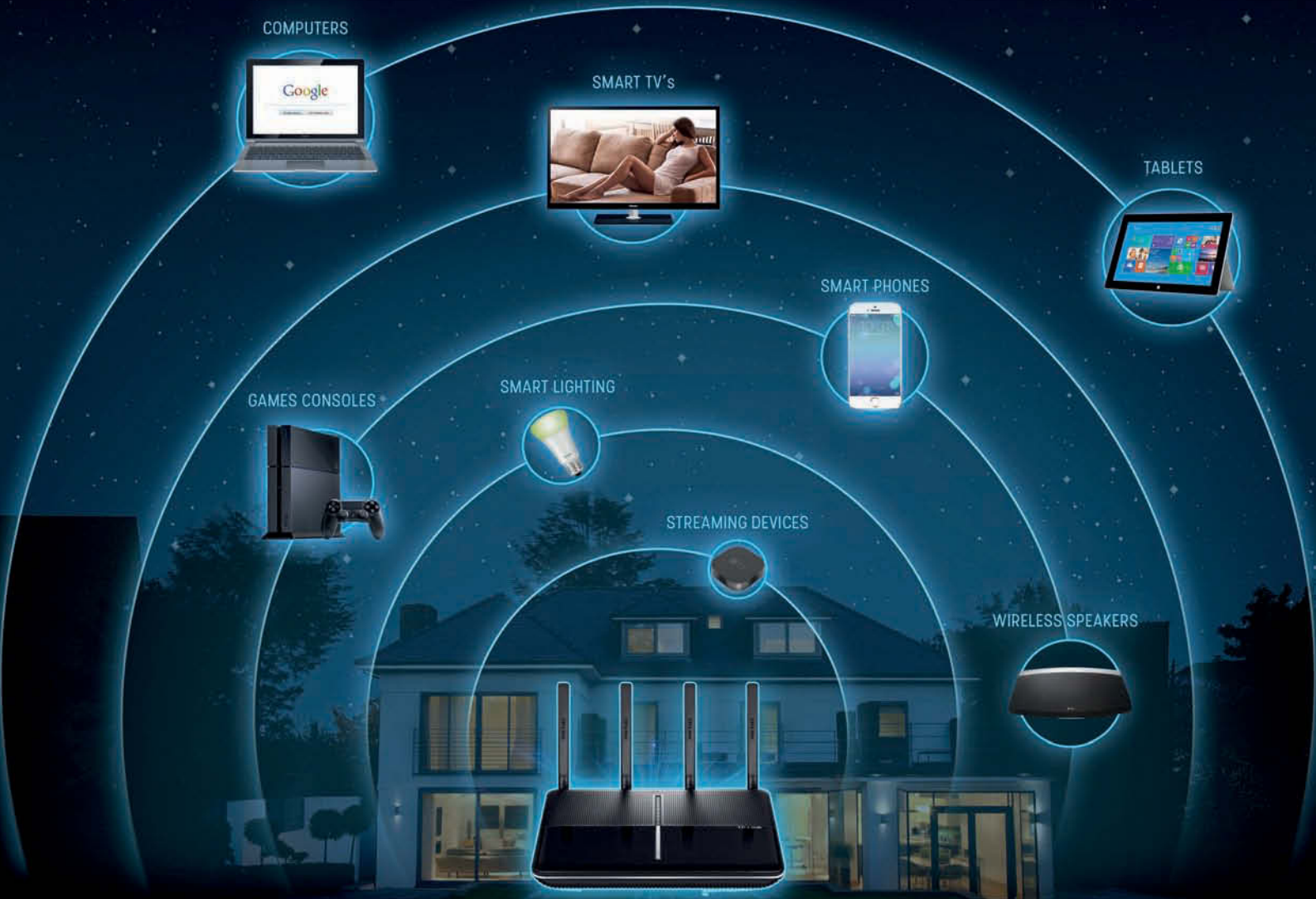
It's been a long time coming but the new Arlo Q from Netgear is the first network security camera that's equal to Y-Cam's HomeMonitor range. The recording service is more or less identical, with seven days of motion- or sound-triggered footage stored in the cloud for free. Even

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

better, the camera has a wider viewing angle and two-way communication, and only costs a few pounds more.

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WebUser

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Our 2015 Back Issues Disc containing all 26 issues from last year is now on sale from Amazon. For more information, visit bit.ly/webusercd15 or search for 'webuser cd' on Amazon



ON SALE NOW

You can still buy our 2014 Back Issues Disc from bit.ly/webusercd





Web User's Best Buys

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

HARDWARE

COMPACT PC

Acer Revo One RL85

£269.99 from www.ebuyer.com

Date tested: January 2016

The Acer Revo One RL85 has plenty of storage capacity and provides room for easy expansion at a later date. Performance is respectable and the compact PC's unorthodox design is attractive and clever.

KEY SPECS

Dual-core 1.7GHz Intel Core i3-400SU processor ■ 4GB of memory ■ 500GB hard drive ■ 2 x USB 2 ports, 2 x USB 3 ports ■ Gigabit Ethernet, dual-band 802.11n Wi-Fi ■ Windows 8.1 ■ One-year return-to-base warranty



WIRELESS ROUTER

Netgear Nighthawk X4S

£259.99 from www.currys.co.uk

Date tested: December 2015

The Netgear Nighthawk X4S will boost your network, no matter what type of web connection you have. It's expensive, but built to last, and should make further upgrades unnecessary until the next 802.11 standards are launched.

KEY SPECS

Dual-band 2.4GHz, 5GHz ■ 802.11ac ■ 2.53Gbps theoretical max speed ■ ADSL2+ and VDSL ■ 5 x 10/100/1,000Mbps Gigabit Ethernet ports ■ Dual-core 1.4GHz processor ■ 285 x 185 x 50mm ■ One-year return-to-base warranty



BUDGET TABLET

Apple iPad Mini 2

£219 from www.apple.com/uk

Date tested: November 2015

The iPad Mini 2 has a superb, slim-but-solid design and a good-quality screen. Its performance keeps up with the latest tablets, and the battery life is also impressive.

KEY SPECS

7.9in screen ■ 2,048 x 1,536 pixels resolution ■ 1.3GHz Apple A7 processor ■ 16GB storage ■ 5-megapixel rear camera, 1.2-megapixel front camera ■ 802.11n dual-band Wi-Fi ■ iOS 9 ■ 200 x 135 x 7.5mm ■ 331g



WINDOWS 10 LAPTOP

Asus EeeBook X205TA

£201 from www.tesco.com

Date tested: October 2015

The Asus EeeBook X205TA is a netbook-style laptop with a great build quality and battery life. The price is terrific, too, but you may find it a bit small and cramped because everything's been squeezed into such a tiny case.

KEY SPECS

Quad-core 1.33GHz Intel Atom Z3735F processor ■ 2GB of memory ■ 32GB eMMC storage ■ 11.6in non-touchscreen ■ 1,366 x 768 pixels resolution ■ 2 x USB 2 ports ■ 802.11n Wi-Fi ■ 286 x 193 x 18mm ■ 980g ■ One-year collect and return



NETWORK CAMERA

Y-cam HomeMonitor HD

£150 from www.homemonitor.me

Date tested: June 2015

This isn't the cheapest security camera, but its unique online-storage option will save you money in the long run when saving captured motion-detected footage online.

KEY SPECS

Apps for Android, iOS, Windows Phone, Roku ■ 1/4in CMOS sensor ■ Viewing angle: horizontal 80°, vertical 45°, diagonal 87° ■ 1,280 x 720 pixels resolution ■ 15fps frame rate ■ Ethernet and 802.11n Wi-Fi ■ 85 x 85 x 30mm ■ 1150g



SSD

Samsung 850 Pro 256GB

£136.03 from www.kikatek.com

Date tested: February 2015

The Samsung 850 Pro is crammed with new technology that makes it faster and more durable than its competitors. You could buy a similarly sized SSD for much less, but in our tests the cheaper models weren't as fast and they don't come with the 850 Pro's generous 10-year warranty.

KEY SPECS

256GB (also available in 128GB, 512GB & 1TB) ■ 53p per GB ■ SATA III interface ■ 2.5in drive case ■ 10-year warranty ■ 100 x 70 x 7mm ■ 66g



Best Free Software

SYSTEM TOOL

WhySoSlow

bit.ly/why392

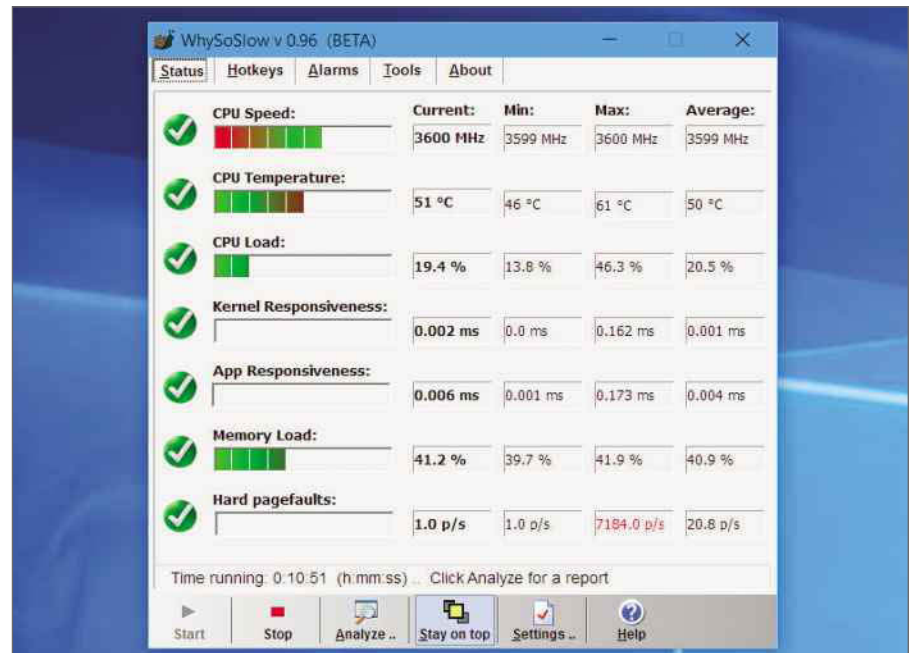
Min requirements: Windows XP/Vista/7/8+/10

File size: 1.9MB

There are all sorts of problems that can cause your once-speedy PC to start slowing down – from resource-hungry applications to malware infection. WhySoSlow is a clever new program that helps you get to the bottom of why your PC isn't running at its optimum performance. It works by monitoring and analysing various elements, such as your processor speed and temperature, running processes, memory and page-file usage, disk fragmentation, power settings, BIOS responsiveness, devices and drivers, and more.

The software's main Status screen shows you at a glance how the different components in your computer are performing, which might be enough to help you identify the cause of any slowdowns. If you can't see anything obvious, you can ask the software to analyse your system and generate a report. WhySoSlow also lists all the drivers and running processes.

But that's not all the program can do. It offers a handy Alarms section that warns you if your processor's



temperature goes above a certain threshold, and lets you add your own triggers. For example, you can ask to be warned if the memory load goes too high or the amount of free drive space drops below a certain amount.

The software also comes with a tool called AntiFreeze Emergency Task Manager, which can be used to terminate misbehaving programs in the event of Windows becoming unresponsive and freezing.

Finally, there's a Tools section that gives you access to useful Windows functions, including power configuration, disk defragmenter, drive optimisation and the Windows uninstaller.

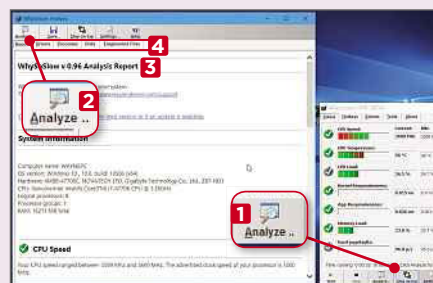
You should be aware that WhySoSlow is currently in beta, so you may experience a few problems, but it seemed stable enough in our tests. Turn to page 48 for our comparison of more system monitors.



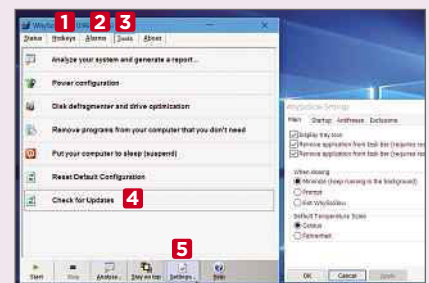
MINI WORKSHOP | Keep your PC running smoothly with WhySoSlow



1 WhySoSlow's Status screen monitors your computer's hardware and shows you details such as CPU Speed **1** and Memory Load. **2** Hover your mouse over any of the ticks to see WhySoSlow's rating for that element (most often Very Good, Good or Fair). **3** You can stop or start the monitoring at any time. **4**

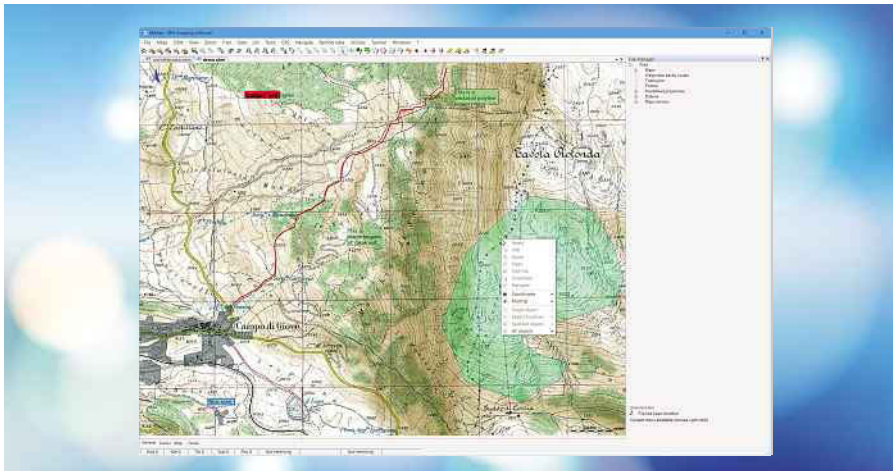


2 To get more information about your system, click the Analyze button. **1** In the window that opens, click Analyze **2** to make WhySoSlow generate a report for you to explore. **3** Tabs **4** let you view a list of drivers and processes, along with all the drives connected to your PC and fragmented files.



3 Click Hotkeys **1** to view the program shortcuts and actions, and create your own. You can add and configure alerts under Alarms. **2** Tools **3** contains a selection of useful Windows functions, and lets you check for updates to WhySoSlow. **4** Configure the program and manage AntiFreeze under Settings. **5**

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



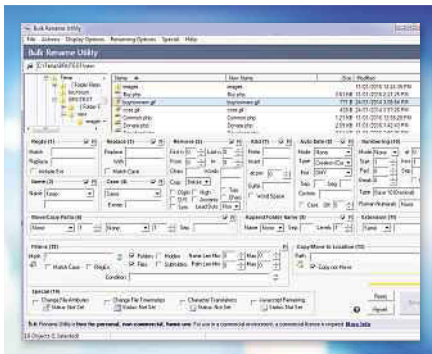
MAPPING TOOL

OkMap 12

www.okmap.org

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 38.6MB

OkMap is a mapping and GPS tool that lets you plan walks and journeys. You can create waypoints, routes and tracks, and upload the data to a GPS device. The software can import maps in over 30 formats and link to Google Maps and Earth. It works out altitude data and automatically estimates travel times. The latest version can load maps from web servers and also list map servers. The drawing of map boundaries is now represented by a semi-transparent rectangle.



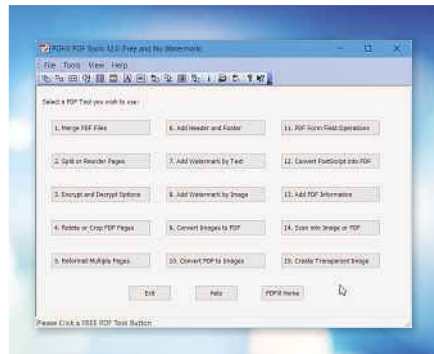
FILE RENAMER

Bulk Rename Utility 3

www.bulkrenameutility.co.uk

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 9.3MB

It's easy to rename multiple files in Windows, but Bulk Rename Utility provides a much more powerful alternative. The program can rename multiple files, folders or both; remove, add or change filename text; replace text; change the case of files names; auto-number files in whatever way you like; and create an Undo batch file for reversing your changes. This latest version has been completely rewritten.



PDF TOOLS

PDFill Tools 12

www.plotsoft.com

Min requirements: Windows XP/Vista/7/8+/10 **File size:** 9.3MB

If you need to do more with PDF files than just open and read them, PDFill Tools is very handy. It offers lots of useful tools, all accessible from a single screen. You can merge PDF files; add a header and footer; split or reorder pages; add a text or image watermark; rotate or crop pages; convert a PDF to images; and encrypt or decrypt files. The software can even scan a document directly to PDF.

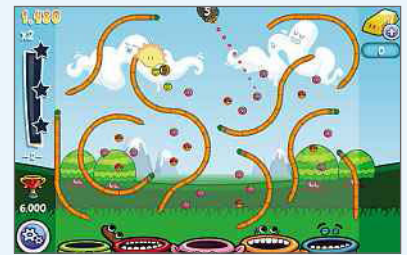
New Windows Apps

Papa Pear Saga

bit.ly/papapear392

Min requirements: Windows 10
File size: 53.6MB

In this new game from King, the company behind Candy Crush Saga, you have to shoot pears out of a cannon and try to rack up as many points as possible.



Facebook (Beta)

bit.ly/facebook392

Min requirements: Windows 8+/10
File size: 85.5MB

Originally only available to a select group of beta testers, the official Facebook app is now open to everyone (although it's still a beta). It offers all the familiar features from the social network.



Polarr Photo Editor Lite

bit.ly/polarr392

Min requirements: Windows 8+/10
File size: 4MB

This is a cut-down version of the popular photo editor, which lets you make all sorts of adjustments to your images, crop and tilt them, and apply a range of attractive filters.



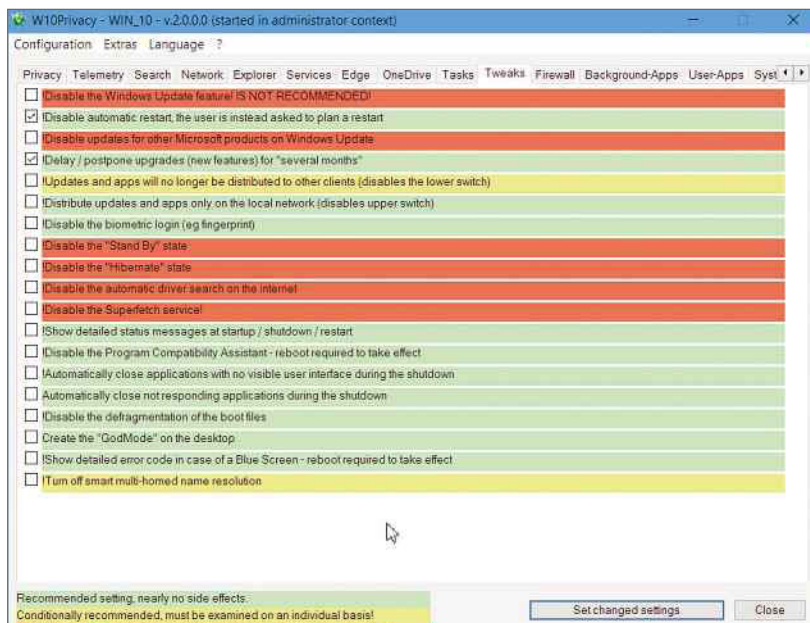
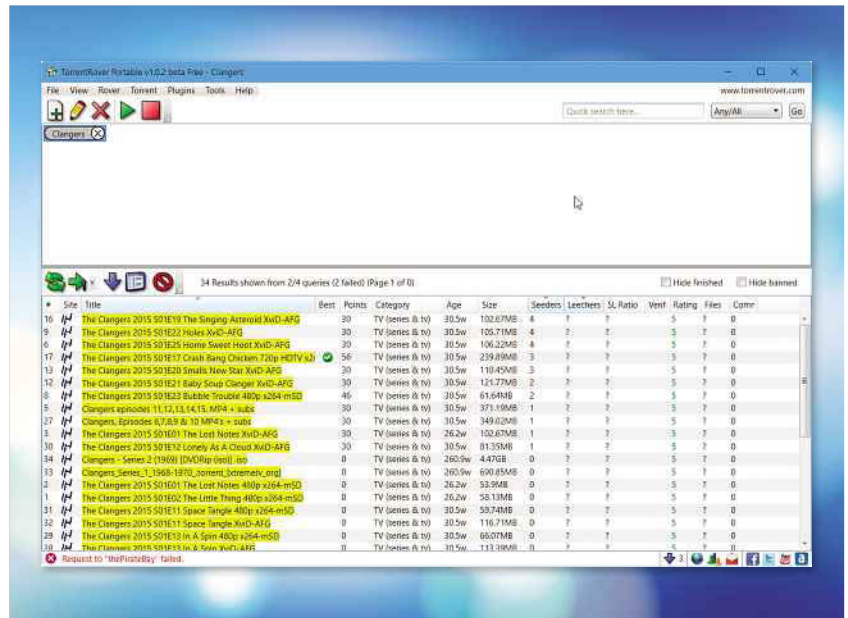
TORRENT SEARCH TOOL

TorrentRover

www.torrentrover.com

Min requirements: Windows XP/
Vista/7/8+/10 **File size:** 4.5MB

It can be difficult to find reliable torrents to download because many are mislabelled and can even be unsafe. TorrentRover simplifies the process by linking to all the major BitTorrent sites and letting you search for the files you want. The results are sorted according to quality, with the best matches appearing at the top. The Details option provides further information about a result and lets you view the torrent's contents and trackers, as well as any comments. To download an item, double-click it and TorrentRover will load your default BitTorrent client. The software can't download files without a client installed.



CUSTOMISATION TOOL

W10Privacy 2

bit.ly/winpriv392

Min requirements: Windows 10
File size: 1.6MB

If you're concerned about Windows 10 spying on you by sending anonymous usage information back to Microsoft, this program can help. It provides a comprehensive collection of settings for you to block or change, to save you having to locate them manually. The various settings are sorted into categories and arranged in tabs along the top of the interface.

All the options are colour coded so you can see at a glance whether changing something is recommended or not. The latest version adds the ability to block automatic (mandatory) Windows updates: the program discourages you from doing so, but the option is there if you want it.

OPERATING SYSTEM

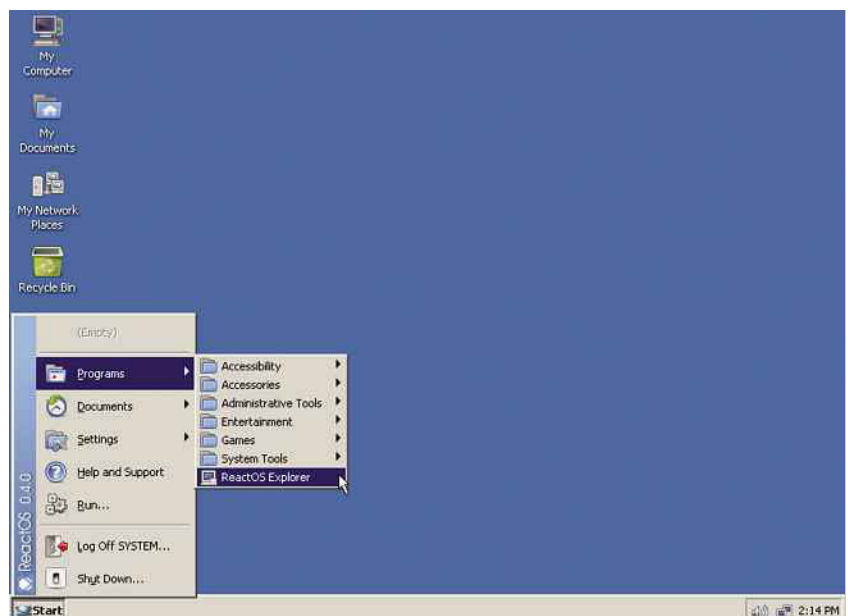
ReactOS

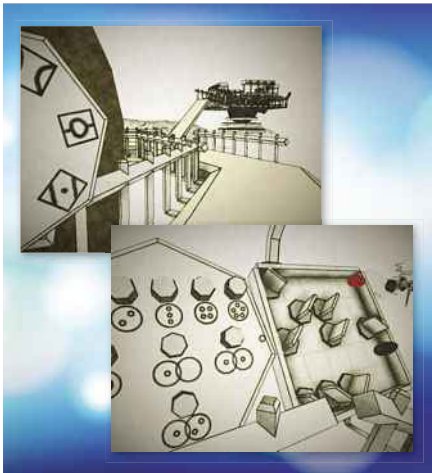
www.reactos.com

Min requirements: Windows 7/8+/10
File size: 65.7MB

If you have a slow or underpowered old PC, you can give it a new lease of life by installing ReactOS. Unlike most free operating systems, this isn't based on Linux but is actually a Windows-compatible system that shares many of the design principles of Microsoft's OS. It can run Windows software and should work with most of your hardware drivers.

ReactOS is currently only an alpha version, which means there's still some way to go before it's ready for everyday use. There are two versions available – a Boot CD for installing the OS, and a Live CD for trying it out – which won't overwrite your current operating system.





GAME

Canveus

bit.ly/canveus392

Min requirements: Windows XP/Vista/7/8+/10 or Mac OS X

File size: 22.4MB

Heavily inspired by the classic puzzle game Myst (and written for the Myst Jam game-creation contest), Canveus is set in a beautiful hand-drawn paper world. The aim of the game is to restore colour to the realm, which you can do by tackling and solving each of the seven sections.

Don't install...

X1 Search Client

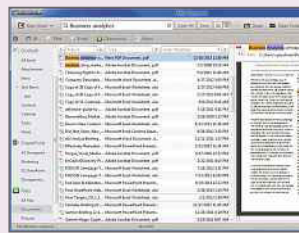
www.x1.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 20.5MB

There's no denying that X1 Search Client is a superior alternative to Windows' own search tool: it's fast, powerful and can find more than 500 file types. However, its performance comes at a high price - £34.94 to search for your own files on your own PC - and even the free trial only lasts 14 days. It's really more suited to business than home use.



...Install this instead

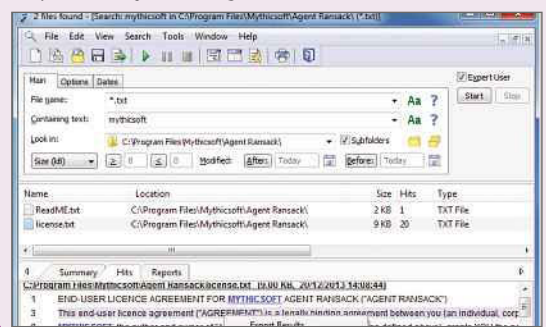
Agent Ransack

www.mythicsoft.com

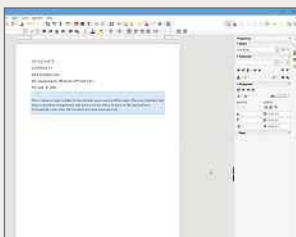
Min requirements: Windows XP/Vista/7/8+/10

File size: 13.1MB

Agent Ransack's interface is nothing special, but it's an excellent replacement for the built-in Windows search tool, locating lost files on your computer in a matter of seconds. Just type what you're looking for into the 'File name' or 'Containing text' boxes (or both), choose the folder to start searching from and click Start. You can limit the search to particular file types or locations, or the date the file was last modified, and view all matches of the search term within a document. The program is very easy to use and impressively thorough.



UPDATED | New tweaks and fixes for your favourite free programs



OFFICE SUITE

LibreOffice 5.1

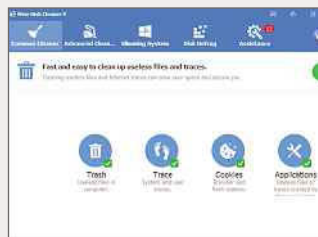
www.libreoffice.org

Min requirements:

Windows XP/Vista/7/8+, Mac OS X or Linux

File size: 211MB

This is quite a major update to the popular, free open-source office suite. The user interface has been completely reorganised and there's a new menu in each of the applications. Compatibility with other file formats has been improved, too.



SYSTEM CLEANER

Wise Disk Cleaner Free 9.06

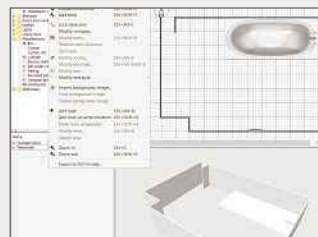
www.wisecleaner.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 5.5MB

Wise Disk Cleaner deletes junk files, cleans up after Windows and internet use and can remove unwanted Windows features. The latest update adds a one-click Clear Mode and a Support Centre function. It's also updated various translations and fixed some bugs.



INTERIOR-DESIGN TOOL

Sweet Home 3D 5.2

www.sweethome3d.com

Min requirements:

Windows XP/Vista/7/8+/10

File size: 45.5MB

If you're thinking of making some changes to the look of your home, you can use this interior-design application to get started. Create a 2D floorplan, then view the results in 3D. This latest version lets you hide sections of furniture and has improved the way that objects are resized.



BACKUP PROGRAM

Iperius Backup 4.5

www.iperiusbackup.com

Min requirements:

Windows 8+/10

File size: 7.4MB

This free program lets you schedule backups, get email notifications and perform set tasks before and after you back up your files. This update adds differential backups in local folders (using Zip compression) and differential backup via FTP (upload and download).

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



Best New Browser Tools

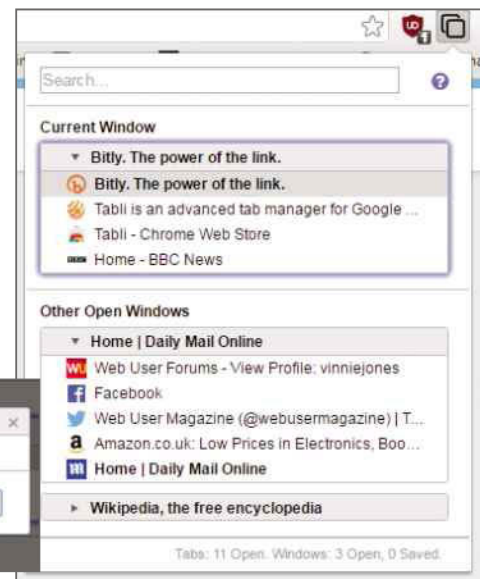


CHROME

Manage multiple tabs more easily

If you often end up with more browser tabs open than you can handle, a new extension called Tabli (bit.ly/tabli392) will save you a lot of unnecessary mouse-clicking. This add-on lets you manage all your open tabs via a tidy list that drops down when you click its toolbar button. As well as viewing the titles of your tabs across multiple windows, you can switch between them with a single click, close any that you no longer need and search for a specific tab.

Tabli also lets you save all the tabs you have open in a single window so you can restore them for your next browsing session – just hover your mouse over the top tab in the list and tick the Save box. To save yourself even more mouse-clicks, you can navigate your Tabli list using the arrow keys on your keyboard.

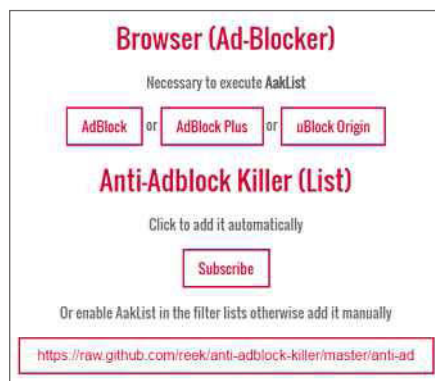


Stop websites blocking your ad blocker

Many websites now detect when you're using an ad blocker such as Adblock, AdblockPlus or uBlock Origin, and either politely ask you to disable it or prevent you from accessing their content until you do. Although this is understandable for sites that depend on ad revenue to survive, you may resent being tracked and pestered by commercials, which is where Anti-Adblock Killer (bit.ly/anti392) comes in. This tool, which also works with Firefox, Opera and Safari, disguises that you're using an ad blocker so you can access websites unhindered. Naturally, ad-dependent Google won't allow it in the Chrome Web Store, but you can get around this restriction by installing the userscript manager Tampermonkey (bit.ly/tamper392) and Anti-Adblock

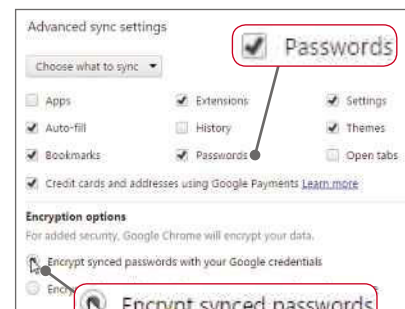
Killer's userscript (bit.ly/script392). You also need to add Anti-Adblock Killer's filter list to your current ad blocker by visiting bit.ly/adblock392 and clicking the Subscribe button. If you're using uBlock Origin, go into its Options, click the '3rd-party filters' tab and tick the box next to Anti-Adblock Killer.

The creators of Anti-Adblock Killer emphasise that it isn't a "universal solution for all anti-adblock scripts", but we found it worked perfectly on many sites that block ad blockers. Not All4, though, in case you were wondering!



Access Chrome passwords from any browser

One of Chrome's most useful features is the ability to sync your passwords (and other data) across all devices that you have the browser installed on. What's less well known is that you can also access your saved passwords on other browsers, for when Chrome isn't available. Before you try this, first go into Chrome's Settings, click 'Advanced



sync settings' and ensure the options for Passwords and 'Encrypt synced passwords with your Google credentials' are selected. Next, open a non-Chrome browser, such as Firefox, go to passwords.google.com and sign into your Google account. Here, you'll find all your stored logins from Chrome and Android. Click the eye symbol next to a password to reveal the details.

If you're concerned that making your passwords so easily accessible could be a security risk, go back into Chrome's sync settings and deselect the Passwords option.



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



FIREFOX

Always get the best deals on Amazon

Considering that Amazon is the biggest store the world has ever known, it hardly needs to keep luring in shoppers. However, that hasn't stopped it redesigning its Firefox (and Chrome and IE) add-on and changing its name from Amazon 1Button to Amazon Assistant (bit.ly/amazon392). As well as informing you when a product you're viewing online can be bought for less on Amazon ("this is my favourite feature", says the Assistant), it lets you search for items without leaving your current page; instantly access sections such as Your Orders, Cloud Drive and Amazon Music; and add items from any store to your Wish List. Other than promoting the latest deals, the add-on is fairly unobtrusive and less bloated than it used to be.



Stop unauthorised sites tracking your browsing

Blocking the trackers embedded in web pages boosts your privacy and security online, but there are other threats to be aware of. Among the most worrying are cross-site requests, which tell your browser to connect to websites other than the one you're visiting. Sometimes these annoying requests are legitimate

dailyemail.co.uk	2424 (96+2328)
Blocked destinations	
mail.im	52
and.co.uk	2
google.com	2
pinterest.com	2
adnxs.com	5
crwdcntrl.net	6
brightcove.com	4
facebook.net	4
casalemedia.com	2
crlls.com	2
google-analytics.com	2
googletagmanager.com	2
revsci.net	2

– for example, from ad servers or social networks that want to know more about you – but they can also be used for malicious purposes such as stealing your personal details and infecting your browser with malware – a trick called Cross Site Request Forgery (CSRF). You can protect yourself against CSRF by installing an add-on called RequestPolicy Continued (bit.ly/request392). This automatically blocks all cross-site requests and reveals which servers they were made by. You can unblock specific requests from trusted destinations; disable blocking altogether; or go into the add-on's Options to decide exactly which

connections to block or allow using thousands of built-in rules. We checked RequestPolicy Continued on Mail Online, where it blocked no less than 96 cross-site requests, some recognisable and others not.

Transform the web into cute cats

If you thought the Supercollies add-on in Issue 390 (bit.ly/collies390) was barking mad, purr-haps you'd prefer Catify (bit.ly/catify392). This Firefox add-on transforms images, blocks of text and other elements on websites into cute photos of cats. All you need to do is click the toolbar button to activate Catify and then click the relevant part of the page to make it a moggy. If you don't like the first feline you get, keep clicking for alternative pictures. Well, we found it a-meow-sing!



OTHER BROWSERS

Set an alarm in your browser

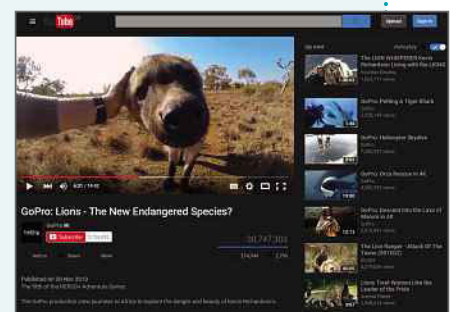
If you ever worry that you might get so distracted by the wonders of the web that you'll miss an important appointment, a new Opera tool called AlarmMe (bit.ly/alarmme392) can help. Just enter the time when or after which you want to be reminded to stop browsing and the extension will start counting down in the background.



There's no danger of you missing the alarm because it buzzes away for 30 seconds and opens a new browser window. You can easily reset it if you change your mind.

Apply a dark theme to YouTube

When you're watching a YouTube video late at night, the last thing you need is the glare from the white page playing havoc with your vision. Dark YouTube Theme (bit.ly/dark392) solves this problem by turning the background of the site black so you can focus on the video without straining your eyes. Text including the video description, user comments and the titles of clips in the sidebar are made an inoffensive shade of grey. The extension is also available for Chrome and Firefox.



App of the Fortnight

PHOTOS

Adobe Lightroom 2.0 for Android

bit.ly/lightroom392

Min requirements: Android 4.1

Size: 33MB

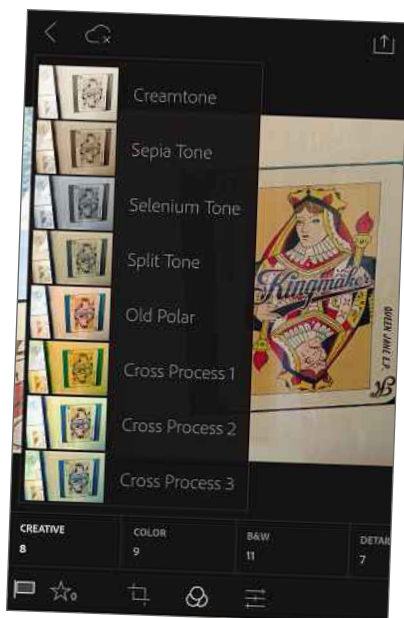
If you are already using Adobe's superb Desktop version of Lightroom, you're probably thinking that you could save yourself a tenner a month by simply switching to this free app instead. However, the PC program, which launched 10 years ago to complement Photoshop, is a much more powerful tool. What Lightroom 2.0 for Android brings is mobile-friendly features, such as integration with your device's camera, to bring it in line with the iPad version (free from bit.ly/lightroomipad392).

The app now includes one-tap filters and versatile adjustments that you can apply before or after taking a photo. You can shoot in DNG (RAW) format if your device supports it, allowing for much higher quality and non-destructive editing, although you should be aware that these files are much bigger than JPEG or PNG images. You can also export photos at full resolution, making your phone's camera more powerful than ever.

Adjustments include split toning; a Target Adjustment Tool for editing parts of a photo; and integration with the free Adobe Premiere Clip app for turning photos into videos (Android, bit.ly/premndroid392; iOS bit.ly/premios392).

If you subscribe to Adobe Creative Cloud (CC), you can get even more from the app by logging into CC on your device and syncing your work to your PC.

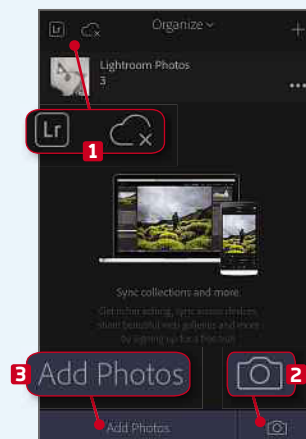
UPDATED



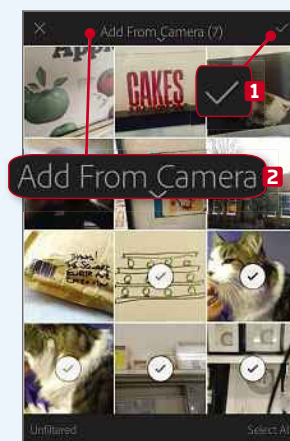
MINI WORKSHOP

Edit photos like a pro using Adobe Lightroom 2.0 for Android

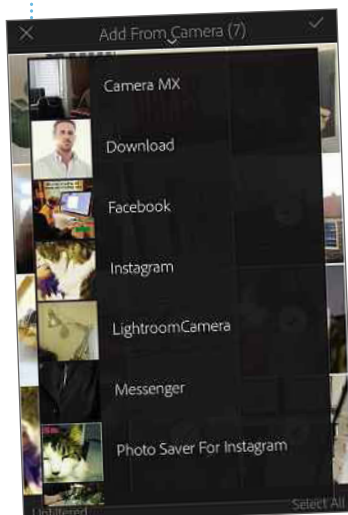
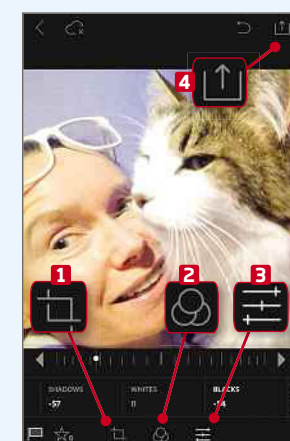
1 Download Lightroom 2.0, open the app and skip the intro. If you have an Adobe CC account (optional), tap to log in. **1** Tap the camera icon to take photos using optional presets and adjustments. **2** Tap Add Photos to access photos on your device. **3**



2 Tap one or more photos (or tap Select All), then the tick in the top-right corner **1** to import them into Lightroom. Tap Add From Camera to select photos from other folders. **2** This doesn't move the photo files; it creates previews to edit and export. The original photos are all preserved.



3 Tap Lightroom Photos, then tap a photo to edit. Pinch and swipe to zoom in. Tap the icons to crop and straighten, **1** apply filters **2** and make adjustments to light and colour. **3** Scroll and tap the options that appear, then adjust using the slider. Tap the arrow icon **4** to save or share, or to remove the photo from Lightroom without deleting the original.



Our rating



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

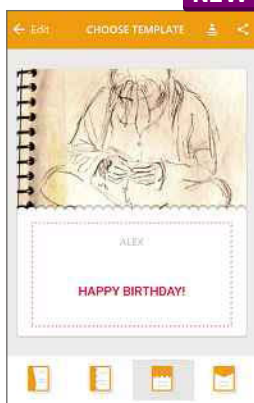
E-CARDS

Sprightly

bit.ly/sprightly392

Min requirements:
Android 4.4
Size: 4.3MB

This app from the Microsoft Garage stable is ostensibly for small businesses who want to create leaflets, but it's also great for making ecards for friends and family – or printed cards, if you can print from your phone or tablet. Open the app, tap Create New, then tap Ecard. Choose a photo from your device or take one using the built-in camera app, then add a message and choose a design template. It's easy to use, although it's a shame there's only a limited number of templates.



Our rating



MESSAGING

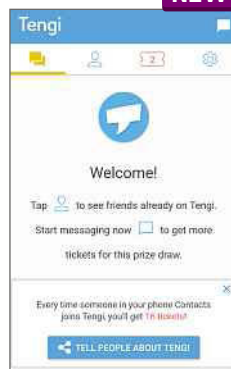
Tengi

bit.ly/tengidroid392

bit.ly/tengios392

Min requirements:
Android 4, iOS 7
Size: 16MB (Android), 36.4 (iOS)

Describing itself as 'the chat app that gives back', Tengi shares many functions with WhatsApp and Facebook Messenger, letting you text, call and share photos via Wi-Fi or mobile data. Its unique selling point is that it automatically enters its users into a prize cash draw every week, where they can win up to £10,000. The more you chat, the more virtual 'tickets' you get, so the better your chances of winning. It's free to use and there are no in-app purchases to worry about.



Our rating



CALLS

Skype

bit.ly/skype392

Min requirements:
Android (varies with device), iOS 7
Size: Varies with device (Android), 99.1MB (iOS)

Microsoft-owned Skype has been letting you chat for free over the internet on various different platforms for years – including, back in 2007, the Skypephone (bit.ly/skypephone392). The newly updated Android and iOS apps now include video group calling. This means you can chat to up to 25 friends or family members at once, each with their own onscreen video box (presumably quite small) – in HD, if your phone or tablet supports it.



Our rating



LOCK SCREEN

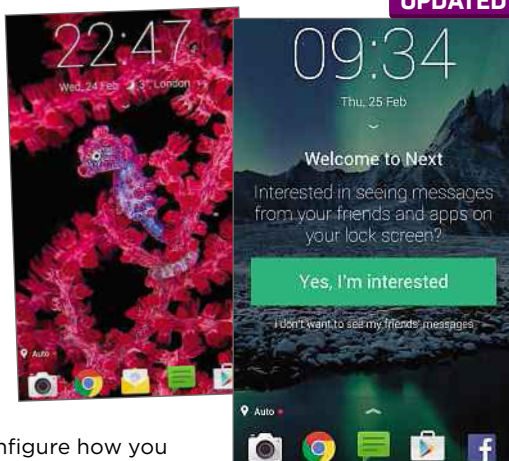
Next Lock Screen

bit.ly/next392

Min requirements: Android 4.1
Size: 6.3MB

Microsoft's Garage project lets employees develop Android apps in their spare time, which is very fair-minded of the company. One of the best-known results of this scheme is Next Lock Screen, and this new version adds fingerprint scanning, provided your phone supports it; Smart Contacts and Smart Lock settings that let you configure how you unlock your device; and even location-sensitive wallpaper that changes automatically depending on where you are. Other useful features include detailed notifications that show all your missed calls, text messages and app alerts without you needing to 'wake' your phone.

Because Next Lock Screen looks different to the standard Android layout, it effectively forces you to re-learn your homescreen, which is jarring, but it has already amassed many devotees and recently won a 'best lock screen app for Android' award. Using it is almost like having a new phone without needing to pay for the upgrade.



Our rating



GET THE DEFINITIVE GUIDE TO ANDROID

Our new 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/defguidetoandroid

BROWSER

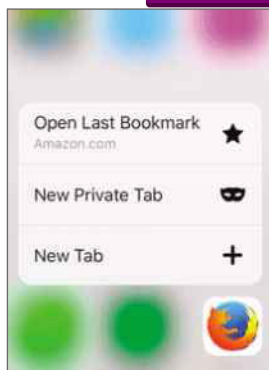
Firefox for iOS

bit.ly/firefox392

Min requirements: iOS 8.2

Size: 31MB

The working title of Mozilla's mobile version of Firefox was Fennec, which made us all go "aww" (here's why, courtesy of National Geographic: bit.ly/fennec392). Fennec soon came out to play on Android (bit.ly/firefoxandroid392), but there was no Firefox for iPhones and iPads until September 2015. The iOS version has now been updated to bring it line with the Android version, introducing new menus, private browsing and a noticeable speed boost. There's also a useful extra feature for iPhone 6S and 6S Plus users in the form of a floating '3D Touch' menu full of shortcuts (see screenshot).



Our rating



FOOD

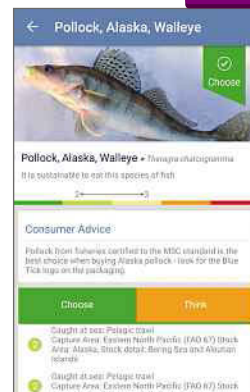
Good Fish Guide

bit.ly/fish392

Min requirements: Android 4.1, iOS 8

Size: 66MB (Android), 63.1MB (iOS)

Ecologically-minded fish fans have long 'breamed' of an app to help them choose sustainable seafood, so they can enjoy their *poisson* without worrying about depleting supplies. If you flounder over fish choices, this new tool from the Marine Conservation Society – a spin-off from its website (www.goodfishguide.org) – is cod's gift. You can get recipes and tips, see at a glance whether a specific fish has sustainable stocks, choose a place to eat out and know your cockles from your mussels so you don't make a sprat of yourself at the fishmonger. And that's enough fish puns for now!



Our rating



5 NEW APPS WORTH PAYING FOR

EMAIL

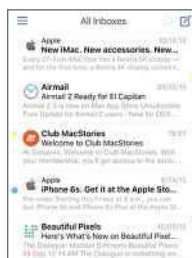
Airmail

bit.ly/airmail392

Min requirements: iOS 9

Size: 94.5MB **Price:** £3.99

Airmail has been a hit on Mac OS X for years, and it's finally available for iPhone, iPad and even Apple Watch. You can consolidate your messages from Gmail and services that support IMAP and POP3, bulk-edit messages and convert them to PDF.



FITNESS

Cycling Workout Internal Cues

bit.ly/cycling392

Min requirements: Android 4.1

Size: 4.3MB **Price:** £1.99

Get on your bike with this new fitness-monitoring app, which lets you follow more than 50 preset workout plans, check your heart rate and use media player-style controls to stop, start and change your workout mid-ride. Strava-style GPS is due in a forthcoming version.



VIDEO

VHS Camcorder

bit.ly/vhsdroid392

bit.ly/vhsios392

Min requirements: Android



4.4, iOS 8 **Size:** 2.7MB (Android), 14.1MB (iOS)

Price: £2.47 (Android), £2.29 (iOS)

The phone in your hand may be thoroughly modern but when you press Record in this app, you'll be right back in the age of VHS, complete with tape noise, picture distortion and on-screen date stamp. There's also a Selfie button to remind you what century you're actually in.

NEWS

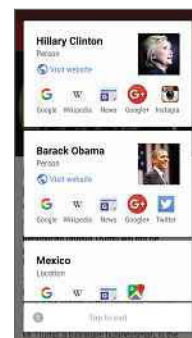
Insight

bit.ly/insight392

Min requirements: Android 4.2

Size: 4.3MB **Price:** 83p

Bedtime screen reading may wreck your quality of sleep, but if you develop insomnia, this new app will keep you absorbed all night. The articles contain links to related content on Wikipedia, IMDb, Facebook, Twitter and more.



HOUSEHOLD

Laundry Day

bit.ly/laundryday392

Min requirements: iOS 7

Size: 10.8MB **Price:** 79p

If you don't know what your clothes' laundry symbols mean, you can avoid shrinking your best frock by scanning the label with this app's built-in camera to find out how (and how not) to clean it.



Airmail



VHS Camcorder



Cycling Workout Internal Cues



Insight



Laundry Day





Best New TV Apps

REMOTE ACCESS

TeamViewer QuickSupport

www.teamviewer.com
bit.ly/philipstv392

Min requirements: Philips Android TV

Size: N/A

TeamViewer has long been our favourite remote-access tool for PC and mobile, and now it's arrived on smart TVs – provided, that is, you have a new Philips Android TV, on which TeamViewer QuickSupport comes pre-installed. This app lets you get remote help when you're having trouble with your telly, rather than trying to solve the problem over the phone. It won't even interrupt your viewing experience because the support person can twiddle in the background. TeamViewer QuickSupport also lets you operate your Philips TV remotely from your Android phone, so you can record programmes while away from home.



TV

BBC iPlayer

bit.ly/iplayerandroid386
bit.ly/iplayerios386

Min requirements: Android (varies with device), iOS 7, Windows Phone 7

Size: Varies with device



It's been a busy few weeks for the Beeb, with at least two relaunched websites (see Best New Websites on page 14), and some significant improvements to its iPlayer app. As well as providing a fix for a "particularly nasty crash" in both the Android and iOS versions, it now lets you browse alphabetical lists of every show by choosing the A-Z option for a channel. Even better, if you have Android Marshmallow on your phone or tablet, you can now search for programmes in Google and tap a result to view it in iPlayer, without needing to launch the app beforehand.

TV

My5

bit.ly/my5android392
bit.ly/my5ios392

Min requirements: Android 4.4, iOS 7

Size: 29.8MB

Channel 5's new on-demand service replaces the neglected and underwhelming Demand 5. My5 lets you catch up with the last seven days of programmes from the channel, as well as its offshoots 5Star, 5USA and Spike. If you sign up for a free My5 account, you can go back even further in time and access series from 5's archives, as well as exclusive shows and content extras. Sadly, initial reaction hasn't been too positive with one reviewer describing it as "the worst app out there for watching TV and a definite backwards step from Demand 5", but at least it's already been updated to fix reported problems.

 Don't install...

Privacy App

bit.ly/privacy392

Described by one unhappy user as "the most unfriendly app I have ever seen", Privacy App is designed to highlight suspicious permissions on your phone or tablet. The trouble is that it



does so in such a confusing and boring way that you're left none the wiser. Also, even if you do identify an app that's accessing something it shouldn't, Privacy App won't actually do anything to stop it.

...Install this instead 

Dr Safety Data Security

bit.ly/drsafety392

Min requirements: Android 2.3

Size: 17MB

Barely a week goes by when we don't read about another new threat to Android users, but this app from Trend Micro should give you some peace of mind. Dr Safety offers three thorough scans to give your phone or tablet complete protection. The Security Threat Scan looks for viruses and other malware using cloud technology; the Privacy Risk Scan identifies apps that might be accessing and using your data without your permission; and the Social Media Privacy check ensures that you're not sharing too much on Facebook. The brilliant free app also includes a call blocker and a lost-device locator. ■





FAQ

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

Our guide to smishing

They've tried cold calling and phishing emails; now the scammers want to steal your personal details via text message. **David Crookes** explains what you're up against



This genuine example of a smishing scam tries to trick you into phoning a fraudster

What is smishing?

Most of us have heard of phishing, which involves criminals sending emails that trick you into giving away personal data such as a credit card number or password. SMiShing, meaning SMS phishing and henceforth referred to in this article as smishing (for clarity's sake!) is the text message equivalent and is currently on the rise.

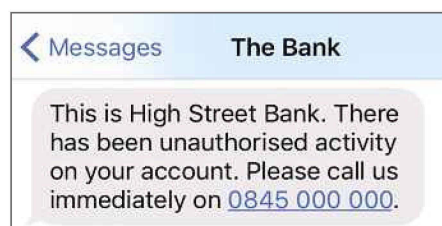
What do smishing scams look like?

Various forms of smishing have been doing the rounds. Texts claiming that the recipient had won a free gift card, asking for their name, address, date of birth and more to allow the person to stake their "claim", were once common. Currently, UK bank customers are being targeted

by bogus alerts about suspicious activity in their accounts. Some of the scams are so sophisticated that individual losses are running into thousands of pounds.

How do they work?

In the case of banking scams, fraudsters are increasingly able to make their text messages look like they've come direct from financial institutions. These texts fool users into downloading malware that allows the criminals to impersonate the customer's bank, which means – rather chillingly – that scam messages appear in the same conversation thread as those from a genuine bank. As you can imagine, with the added stress of being told you have to act quickly, this can cause great confusion. Even savvy web users have fallen prey.



Smishing scams from 'banks' can be very convincing, unlike the one pictured here

What do the texts ask you to do?

Typically, they ask you to click a link to a fake website or, in a growing number of cases, make a phone call which will be answered by the scammer. In either case, fraudsters are looking to grab passwords and security details as well as build up a strong picture of the person they are targeting.

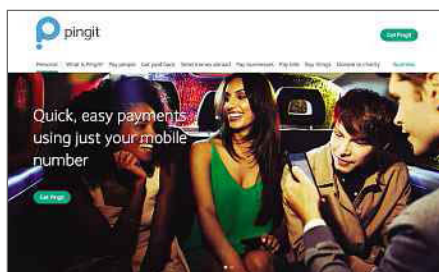
Are bank customers the only victims?

No, scammers are also using smishing to gain access to email accounts. Armed with a person's email address and mobile phone number, the fraudsters reset victims' passwords using the verification codes many providers now send to mobiles. The scammers immediately send their own text to fool the account holder into revealing the verification code they've been sent, then use it to gain control of the victim's email account.

How many people are being caught out?

Exact figures are difficult to estimate, but security company Cloudmark (www.cloudmark.com) reported that incidences in the US had trebled in September 2014, and all types of social-engineering fraud have resulted in global losses of £675m.

We have been hearing of many individual cases. For example, last October a Barclays customer who was transferring a large sum of money to his daughter via the Pingit service (pingit.com) received a message in his usual Barclays SMS thread relating to bogus Direct Debit that had supposedly been set up. The victim called the given number and found it was a recording asking for his bank details. Thankfully, he grew suspicious and hung up.



Could one of these young Pingit users be the next victim of a smishing scam?

Why are scammers using text messages?

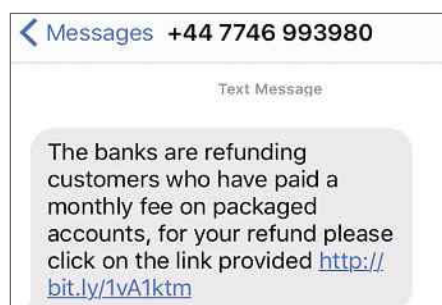
An increasing number of people are using their phones for financial transactions and fraudsters know that we tend to be more receptive to texts than most other forms of communication. Studies show that a third of us check our handsets up to 50 times a day, which means we're more vulnerable to falling prey to text scams and responding almost instantly. All the fraudster needs once a victim calls the fake number is some persuasive patter.

How do they make the texts appear authentic?

The beauty of text messages – aside from the low cost of sending them – is their simplicity. By directing people to make a phone call, the scammers don't have to spend a lot of time creating authentic websites or worrying about people performing the usual phishing checks (looking at URLs, studying email addresses, checking to see if their name is included in the email and so on). As long as the spelling and grammar is correct (and even if it's not, recipients may put it down to the sender abbreviating their message), there is a good chance they can fool someone. All it takes is 20 or so words and the job is half-done.

Can't the scammer be traced at the number they call from?

Scammers tend to be savvy and cover their tracks using services such as Burner to produce a disposable number. These companies market themselves as offering privacy and shielding their users' identities, so finding the person behind



If an unsolicited text message sounds too good to be true, it undoubtedly is!

the calls and texts becomes near impossible.

Are specific age groups being targeted?

Although younger people tend to send and receive more texts, there is a higher chance of older folk having a good sum of money saved in their account. Experts also suggest that there has been a rise in the number of bank-related smishing attempts because current accounts have higher than usual interest rates these days (although not in this country, sadly!), which makes them rich pickings for cybercriminals.

Can I use protective software on my phone?

Unlike the highly effective spam filters that work wonders with email-based scams, it's difficult to stop texts coming through. There are some apps you could use including the free LINE Antivirus for Android

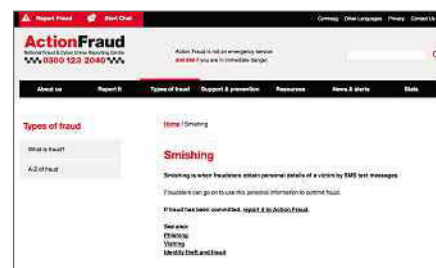


LINE Antivirus protects your phone against smishing scams and is free to use

(bit.ly/line392), which has a dedicated anti-smishing feature. You can also try to block the number to prevent repeat smishing texts coming through.

What's the best course of action?

It pays to be on high alert at all times. Banks say they will never ask for personal details or passwords – whether one-time or permanent – via the phone, email or SMS. Nor will they ask you to transfer funds. The best advice if you receive such a text and you're worried your money may be at risk is to call your bank on the number provided on your statement. You should also report the matter to Action Fraud (actionfraud.police.uk) on 0300 123 2040 if you find that the message is bogus. Additionally, you can forward rogue texts to 67726 if you're a Vodafone user, 7726 if you're on O2 or EE and 37726 if you use Three.



Report smishing scams to Action Fraud and you could win £1m (we're joking, of course)

TYPES OF SMISHING SCAM

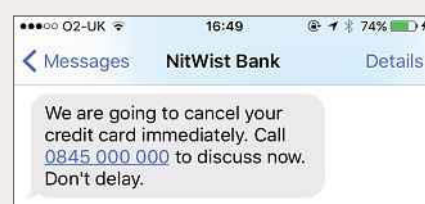
Fake subscriptions

The fraudster sends a message thanking you for signing up to a monthly subscription, stating the amount you'll be paying. There is a web link or phone number in the SMS that can be used to "cancel" it, but this will only lead to attempts to grab your personal details.



Financial institutions

Bogus messages are sent from a real-life bank or credit union, alerting you to an urgent situation that must be resolved without delay. Perhaps your card is going to be cancelled, or your account has been compromised or will be locked. Only by handing over your financial information will the



"emergency" be resolved.

Competition winner

Congratulations are in order: you've been randomly selected to win a prize in a contest you never even knew existed. To claim your £1,000 you'll be asked to tap the link and enter your financial details, allowing the money to be "safely" transferred. Don't forget to include your PIN and your mother's maiden name for "security"!



Move Your

COVER
FEATURE

What happens to your data when the cloud bursts? **Wayne Williams** looks at how safe your photos, videos and other files are online and explains how to avoid losing them

WHY YOU SHOULD MOVE YOUR FILES

It's easy to be complacent about storing your files in the cloud. Here, we explain how convenience can come at a cost

Q Are my files not safe where they are?

A Possibly, but you can't take their safety for granted. A few years ago, it was mainly smaller, lesser-known cloud-storage services that were likely to close and take your data with them. But recently, several big names have shut down their online services or changed their terms and conditions to reduce the amount of storage they offer. Yes, you could leave your files where they are until you receive official word that the service is shutting down, but the prudent move would be to be prepared for the worst ahead of time.

Q Which types of online service are in danger of closing?



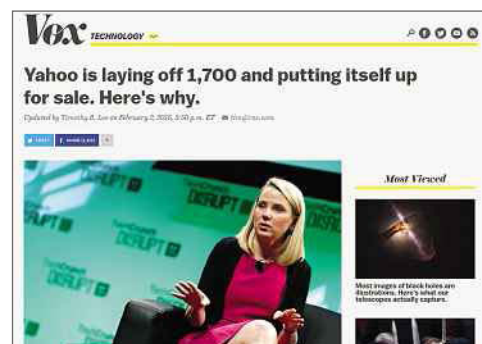
The sun finally set on Friends Reunited last month, after 16 years of service

A More than you might think: storage, social media and webmail services are all potentially at risk. We don't want to exaggerate the situation – there's every chance the services you use will be around for many years to come – but as we've seen recently with Google closing Picasa, Friends Reunited signing off and Copy and CudaDrive set to perish on 1 May, the safety of your data is no longer assured.

Q Which specific services are at risk?

A That's a difficult question to answer, because there's usually no advance warning. It's likely that the first you'll know about a service shutting down or changing its terms to your detriment is an online rumour that will eventually be followed by an official announcement from the company.

For example, although there's no indication that popular Yahoo services such as Mail and Flickr are likely to close any time soon (if at all), the Marissa Mayer-led tech firm is currently experiencing a turbulent time. Yahoo recently pulled the plug on many of its digital magazines, including Yahoo Food, Yahoo Health and Yahoo Autos;



Online rumours suggest Yahoo could be sold off, despite CEO Marissa Mayer's efforts

shut down its in-house research arm, Yahoo Labs; and abandoned businesses such as Games and Smart TV. Yahoo has also closed offices around the world and cut around 1,700 jobs.

Additionally, Tumblr isn't doing anywhere near as well as Yahoo hoped when it acquired the blogging platform three years ago, and there are even rumours that Yahoo might put itself up for sale (bit.ly/yahoo392). If that happens, you can expect some big changes, some of which will be a worry to Tumblr bloggers. And while Yahoo's photo-storage service Flickr currently gives its users 1TB of space for free, it's likely that a major sell-off would result in this generous allowance being curbed.

Files NOW!

With Picasa Web Albums set to close in May, Microsoft OneDrive slashing the amount of free storage it offers and other online services either changing hands or – like Yahoo – in financial trouble, you may be wondering if the cloud is really the best place to store your important files. Trusting your photos, videos, documents and emails to a website is a lot riskier than you imagine because if that company disappears, it will

take your data with it – unless you act first.

In this cover feature, we'll look at some of the big names that have closed or changed their terms recently, or are tipped to do so, and recommend suitable alternatives you can switch to. We'll also take a closer look at what happens to your data when a website shuts down, and explain the best ways to move your files from one online location to another.

Q What other concerns are there to be aware of?

A Even if an online service isn't closed down altogether, there's a chance that the amount of free space it offers may be reduced as the company tries to make money from non-paying users. Apple has traditionally given customers a comparatively measly 5GB of free iCloud storage and priced additional space at an attractive rate, and other firms are now taking a similar approach.

Most notably, Microsoft recently slashed the amount of free OneDrive cloud storage offered to users from 15GB to 5GB "in pursuit of productivity and collaboration" (bit.ly/onedrive392), and discontinued the 15GB camera-roll storage bonus at the same time. Office 365 Home, Personal and University subscribers used to enjoy unlimited online storage, but Microsoft also put a stop to that and removed some paid-for tiers, too.

Q Why are web companies changing their terms?

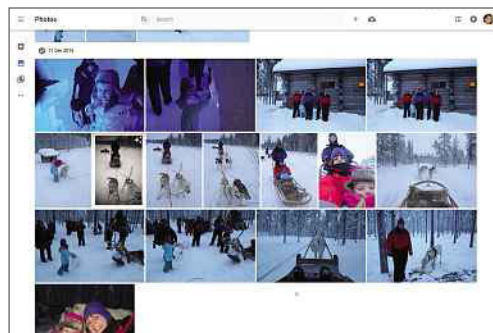
A It's easy to forget that most websites are businesses, which exist to make money and need to ensure they put their resources into the most profitable ideas. Copy (www.copy.com) and CudaDrive (www.cudadrive.com) offered cloud



Copy was a popular free cloud-storage service, but it will close forever on 1 May

storage and sharing services to millions of users for more than four years, but the firm behind them, Barracuda, now believes there's more money to be made in cloud-based backup, data protection and "business continuity", so it has closed both services.

In the case of the much-loved Picasa Web Albums (picasaweb.google.com),



Google Photos is a smart alternative to Picasa, but not everyone will be happy to change

Google feels that its Google Photos service (photos.google.com) is a superior alternative and is seeking to avoid offering two similar products. Streamlining and cost-saving are invariably the factors that lead to change.

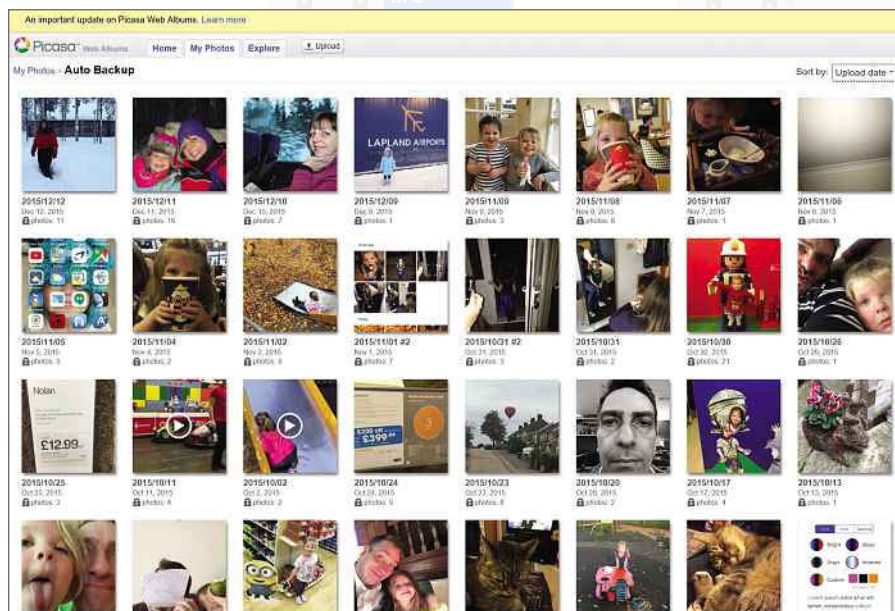
Q What happens to my files when a service shuts down?

A If you use Picasa Web Albums, your images will already have been copied over to Google Photos, ready for you to access via your usual Google login. If you don't want to use Photos, Google plans to create "a new place for you to access your Picasa Web Albums data" to view, download or delete your images.

Picasa's Desktop program will continue to work once Web Albums shuts down, but Google will no longer support it by offering updates and bug fixes.

There are no fixed rules about what happens when a company closes the doors on an online service. Some firms provide plenty of advance warning and send several reminders; others shut up shop quickly and only give you a matter of weeks to save your files. A service may also provide instructions on how to move your content elsewhere.

When Symantec's online-storage service Norton Zone shut down back in 2014, customers were still able to



Picasa Web Albums was much loved, but Google is shutting it down anyway

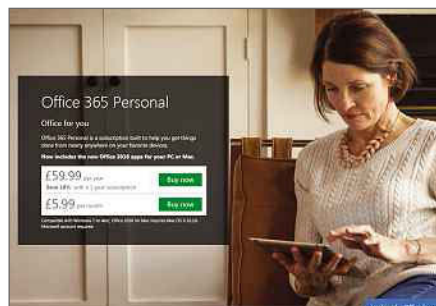
access their files for 60 days. For the first month, the files could be accessed from any device, but then mobile support was switched off, so the files could only be accessed from a Windows PC or Mac. All the service's features, including sharing, were turned off, too. After that period, all files and related data, including file names, were permanently deleted.

That's a fairly typical approach. Any files left in the cloud, once the service is fully shut down, will be deleted.

If you've paid for a service, any unused fees should be refunded, although this will depend on whether a company has gone bankrupt or not. If it has, you may still be able to get some of your money back, but there's no guarantee of that.

Q So if I already have a backup of my files, I needn't worry?

A In theory. Once the cloud-storage service shuts down, any remaining content should be securely deleted and (assuming you have offline copies) you'll



Office 365 personal gives you 1TB of online storage as well as Office 2016 software

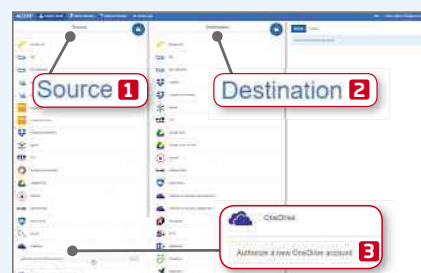
be the only person with access to those files. But if the entire company has gone under, it may not be as thorough as it should, and the drives containing your data could get into the wrong hands when hardware is sold off to the highest bidder. Once you know a service holding your data is going to cease trading, you should get in there fast and delete your files yourself.

Q What happens when the amount of free storage is cut?

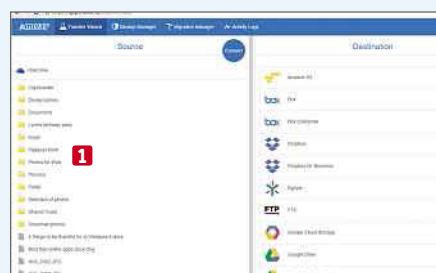
A If the amount of storage you're given for free is significantly reduced, you'll have to either delete some files or switch to a paid-for plan. Microsoft slashed free OneDrive storage from 15GB+ to just 5GB at the end of January (unless you acted to save your storage in advance), but it's giving users until the end of March to take action. If your account is over its quota after that date, it will be made read-only, which means you'll be able to view and download files, but not upload new content. If your account is still over its quota after nine months, the storage will be locked until enough files have been deleted or you upgrade to a paid-for account. And if you're still in the red after a year, Microsoft will consider deleting the excess data to forcibly bring the account under control.

If you want to stick with OneDrive for your cloud-storage needs and 5GB isn't enough, an Office 365 Personal plan (bit.ly/office392) will be your best bet. As well as getting the latest version of Microsoft Office, you also get 1TB of OneDrive storage for £59.99 a year. If you don't need Office (or already have a copy), moving elsewhere makes sense.

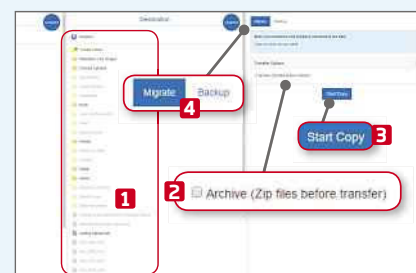
MINI WORKSHOP | Transfer your files between cloud services using Mover



1 Start by creating a free account on the Mover website (mover.io) – just enter an email address and password, and verify your details. You'll be presented with a list of Source **1** and Destination **2** services. Click a service you want to move your files from – OneDrive, in this case. Click the option to authorise that account. **3**



2 A new tab will open, and you'll be prompted to enter a name for this new 'connector' (which is what Mover calls cloud services). Click Authorize, then log into that service with the relevant account details. Grant Mover permission to access your info. The content from that location will be shown under Source. **1**



3 Repeat the process for the Destination service. We'll sign into Dropbox. The files to copy over will be greyed out. **1** You can choose to compress the files before transferring them. **2** Click Start Copy **3** to begin the process. You can switch from Migrate to Backup **4** if you want to schedule backups/syncs.

WHO YOU SHOULD SWITCH TO AND HOW

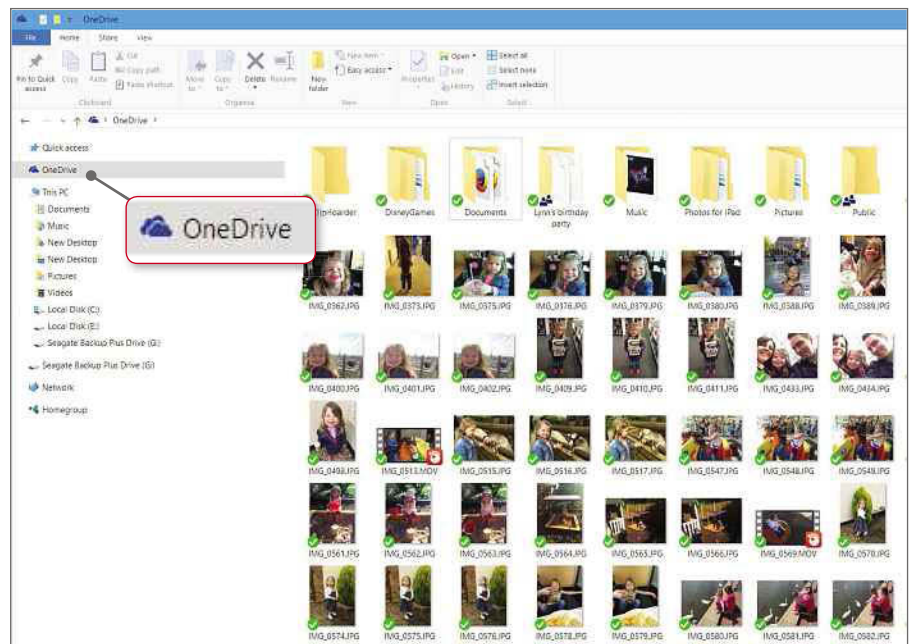
If you're concerned that the online service you currently use is at risk of closing, here's what you need to do to make sure your files are safe

Just as people tend to stick with the same energy supplier even after a major price hike – because it's easier than switching – so they are likely to stay with the same cloud-storage provider because their files are already uploaded there and they don't want the hassle of moving them. But the truth is that transferring your files from one service to another doesn't have to be a chore, and it should be easy to find a like-for-like service.

If you're currently storing your files in OneDrive, then switching to Google Drive makes a lot of sense because the current starting quota for free storage is 15GB, which is the same as Microsoft used to offer. You can create a new Google account purely for this purpose.

If you store your photos in Flickr, then switching to Google Photos is the obvious choice. Flickr offers 1TB of storage, while the quota for Google Photos is "unlimited", provided your photos and videos are below a certain size. Amazon Prime subscribers should definitely use Amazon's Prime Photos (bit.ly/primephotos392), which is included as part of your subscription and also provides unlimited free storage. If you cancel your Prime membership at any time, your photos will be moved to Amazon Cloud Drive and you'll have to make do with just 5GB of storage, or pay for additional space.

To transfer your files, you can of course manually download them from one service and then upload them to another, but that's quite a lot of work and there are much easier ways to do this. When you sign up with a service such as OneDrive, Google Drive or Dropbox on your PC, cloud-storage folders are automatically created for you in Windows Explorer, which means you can simply drag and drop your files from one service to another. Select all your files in OneDrive, for example (by



You can drag files from OneDrive's Desktop folder to other online storage services

pressing Ctrl+A), then drag them to the Google Drive folder (or copy and paste them) and wait for the transfer to complete.

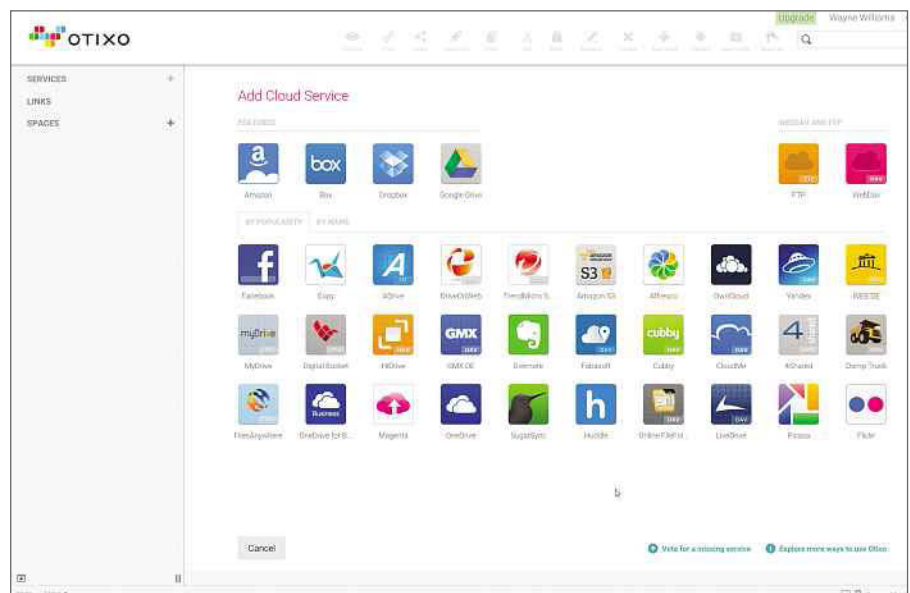
There are several third-party tools available that can automate the transfer process for you. Mover (mover.io) is an excellent tool that makes it easy to move content from one location to another. It supports all the major services including Dropbox, Box, OneDrive and Google Drive, and is entirely free for home users. Once your

files have been transferred over, you can disconnect the linked services. See our Mini Workshop on the opposite page to find out how to use Mover.

Otixo (www.otixo.com) is also worth a look and lets you access all your online files with a single login and share content across services. Once you are logged in, you can simply drag and drop your files from one location to another. Otixo supports all the most popular storage services, as well as Facebook, Picasa, Flickr, Evernote and More.



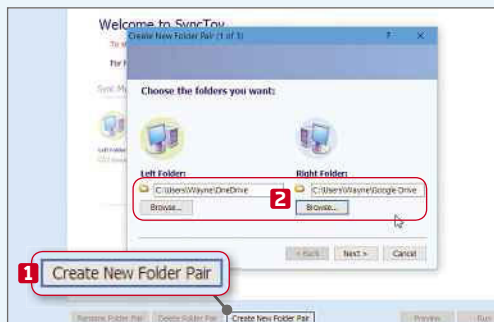
Amazon's Prime Photos service gives all Prime subscribers unlimited photo storage



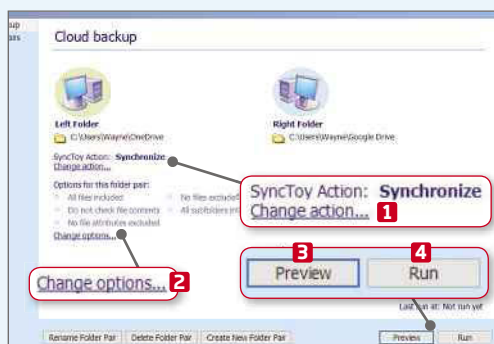
Otixo brings together all your online accounts so you can move files between them

MINI WORKSHOP

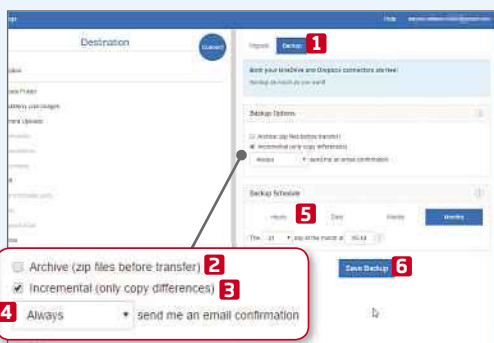
How to back up your cloud data



1 You can sync files between cloud-service folders directly in Windows. Download and install SyncToy (bit.ly/synctoy392). Click Create New Folder Pair **1** and browse for the folders you want (OneDrive and Google Drive, for example). **2** Click Next, then select an action – Synchronize, Echo or Contribute. There are explanations for all three options.



2 Name the pairing 'Cloud backup' and click Finish. You can change the action **1** and the options **2** for that folder pair. This will let you exclude certain file types. Click Preview **3** to see what actions will be performed (including copy, rename, overwrite and delete). Click Run **4** to start the backup.



3 Mover can back up data between services. Select two connectors, then click Backup. **1** You can archive contents **2** and back up files using the incremental method (only changes are copied). **3** You can receive an email when a backup has completed or failed. **4** Set the schedule you require, **5** then click Save Backup. **6**

BACK UP YOUR CLOUD DATA

We often use online services as a backup for our files, but it's also worth backing up those backups in case the sites go bust. Here's how to do it

Quite a few cloud-storage services have closed over the past few years, but there are still plenty to choose from, and there's nothing to stop you from having multiple accounts across different services. You can have more than one Google Drive account, more than one OneDrive account, and other accounts with Box, Dropbox, Flickr, iCloud and so on. That might seem like overkill, but it's wise to avoid putting all your eggs in the one basket. If there's a problem with files on one service, you'll always have copies to fall back on elsewhere. We would recommend you use at least two different services to store your personal files.

If you take lots of photos or videos on your phone or tablet, you can install apps for multiple services that back up the content automatically in the background and doing the same thing, it can temporarily slow down your internet connection and eat into your device's battery life, but you probably won't notice this most of the time, and can always toggle automatic backup off for one or more services if you do.

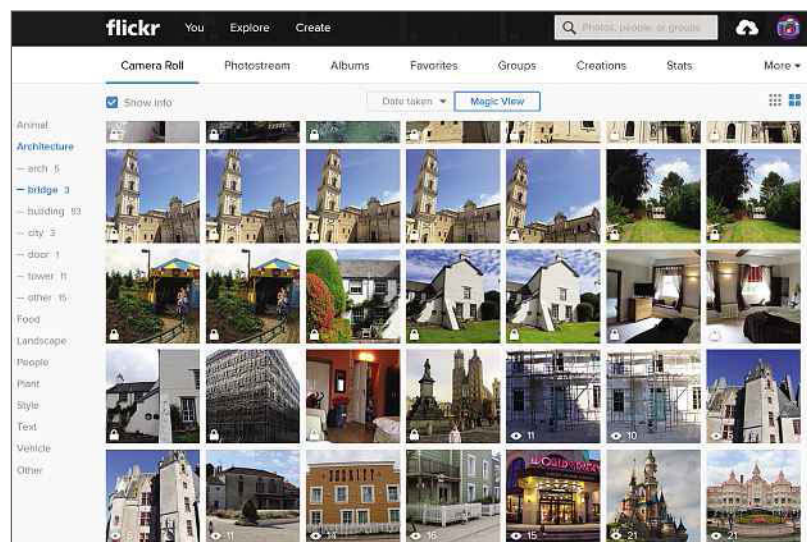


Box's 10GB of free online storage is useful for backing up your backups

Having your content backed up automatically is definitely a smart move, because the one time you forget to do it is the one time you'll lose your phone or tablet. You can also sync files between cloud services from your PC, just in case one option becomes unavailable, using Microsoft's free tool SyncToy. See our Mini Workshop on the left to find out how to use it.



Even if your photos are on iCloud, you can store them elsewhere, too



Flickr's mobile app automatically backs up your photos to your online account

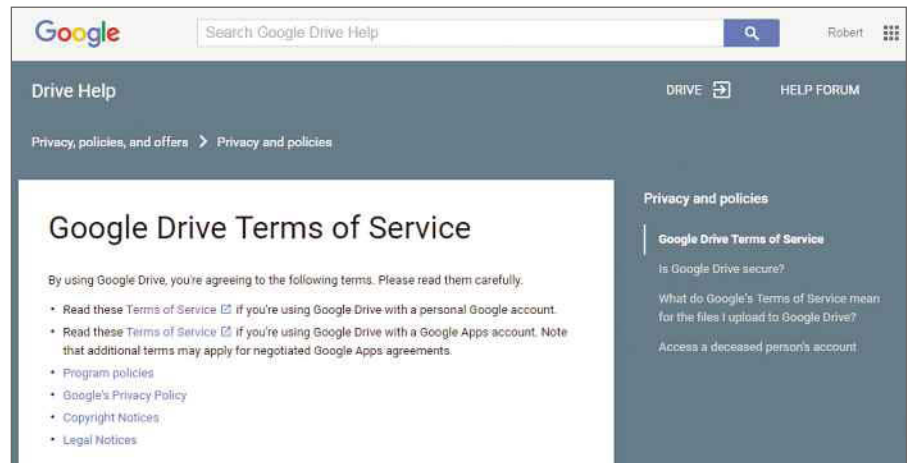
WHAT TO LOOK OUT FOR

Forewarned is forearmed when a site is set to close and take its users' data with it. Here's what you should always check before you sign up

Before committing yourself and your data to a cloud service (especially if it isn't from a well-known web name such as Google or Microsoft), you should always check to see how secure and reliable it is likely to be, and look out for catches and caveats.

For example, there may be limits on the maximum size of files you can upload, and there will probably be restrictions on the type of files you can store online (no program executables, for example).

It's therefore very important to read the service's terms and conditions and look out for anything potentially onerous. At all times, you should be the only person who owns your data, but it's likely that the service provider will have the right to access, copy and modify your files. Don't be overly concerned about this condition – it merely means the company can back up your files across different servers and convert them to a format for playing (with music



Always read the terms and conditions before trusting an online service with your files

and video files) or displaying (with images) correctly. Another common clause is that if you don't access your files regularly (at least every 90 days), the company will assume you're no longer using your free account and terminate it without warning. This

may sound unfair, but it means the service isn't wasting bandwidth on accounts containing huge files that will never be touched again.

If you're buying a paid-for subscription, check to see what the conditions are for getting a refund in the event of you cancelling your plan or the company changing its terms or abandoning its service. Some paid-for

plans let you go over your storage quota but will then charge you a monthly fee per gigabyte for doing so.

You should also look to see what safeguards the company puts in place to protect your files. Most cloud providers use a high level of encryption and have multiple copies of your data to prevent loss in the event of a drive or server failure. Often these copies will be stored at different locations so if one data centre is destroyed by a fire, flood, earthquake or some other disaster, your data will still be safe and accessible.

Finally, although you should obviously avoid entrusting your files to companies you've never heard of before, you should also be equally wary of big-name firms venturing into commercial cloud storage for the first time. History is littered with failed ventures from the likes of Symantec (Norton Zone), F-Secure (Younited) and Canonical (Ubuntu One). ■



We raved about F-Secure Younited, then they closed it!

NEXT ISSUE

on sale Wednesday 23 March 2016

How websites spy on you

We reveal who's watching what you do every time you go online, and explain how to stop them



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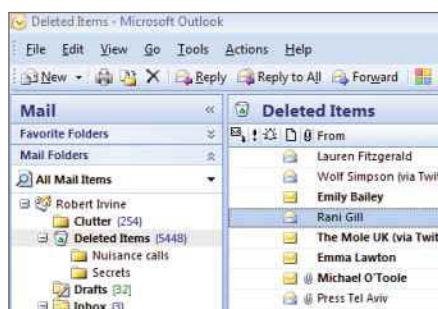
RECOVER LOST EMAILS AND TEXTS

It's easy to delete an email or text by accident, but you can usually get it back. **Wayne Williams** explains how to restore messages you thought you'd lost forever

✉ EMAILS

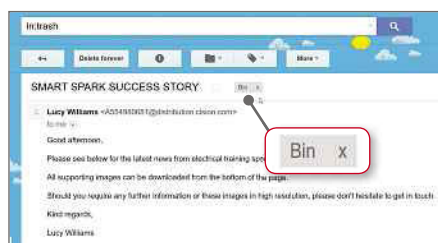
Always check the Trash folder

It sounds obvious, but in the blind panic that ensues when you accidentally delete an important message, you might forget to look in the place it's most likely to be. All Desktop email clients and webmail services store deleted messages in a dedicated folder – usually called Trash, Bin or Deleted Items – the contents of which are usually stored for at least a month, or until you delete the items permanently. If you find your missing message there, all you need to do is select it, move it back to your inbox and enjoy a deep sigh of relief. If you've only just lost that email, you may be able to retrieve it by simply pressing Ctrl+Z (Undo).



Restore deleted Gmail messages

Any messages you delete in Gmail are sent to the Bin folder where they are held for 30 days and are easily recoverable (if you can't see the Bin folder, click the More option at the



bottom of the left-hand panel). Once you've found the email you want to restore, either open the message and click the 'Bin' label to remove it or manually drag the message back to your Inbox.

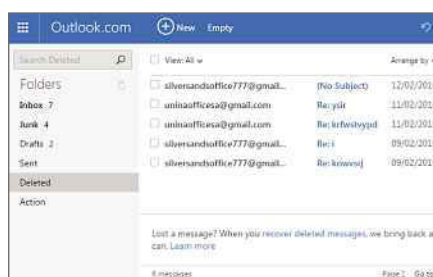
If you wait too long, or inadvertently empty the Bin, then sadly your messages will be gone for good. However, if someone else accessed your account and deleted emails without your permission, it's possible that Google will be able to restore them for you. You will need to fill in a report at bit.ly/gmailreport390.



Restore deleted Outlook.com messages

Outlook.com's Deleted folder doesn't at first glance appear to contain anything. However, if you click the 'Recover Deleted Messages' link at the bottom of the page, a number of removed messages (as many as can be found) will magically reappear.

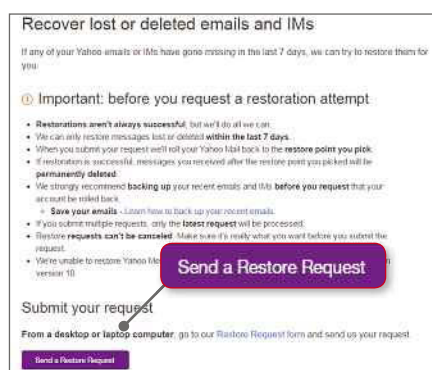
If you find your message there, move it to your Inbox as soon as you can because the Deleted folder is periodically cleared out.



Restore deleted Yahoo Mail messages

As always, look in the Trash folder first for your deleted messages. If they don't appear there, you can ask Yahoo to try and restore them for you, although the company can only recover messages that were deleted in the past seven days. When you submit your request, Yahoo will roll back your email account to a specified point in time. Although this will bring back deleted messages, it will also have the effect of wiping any messages received after that date. For this reason, you should back up your inbox using the free MailStore Home (www.mailstore.com) before submitting your recovery request.

If you're certain you want Yahoo to roll back your inbox (be warned that requests can't be cancelled once made), go to bit.ly/yahoorequest390 and click the 'Send a Restore Request' button. Choose a reason (such as your account was hacked or mail was accidentally deleted), enter the date when you last saw the missing messages and then create your request.



Use a recovery tool

Desktop email clients such as Thunderbird save deleted messages to the Trash folder, but if you empty the bin then they get deleted for real. However, as with everything you delete on your computer, only the reference to



it is actually removed - the data itself remains on the drive and can be recovered if you act quickly enough. Recuva (www.piriform.com/recuva) is a free download that can recover all your deleted messages, provided they haven't been overwritten. It doesn't only restore database files, but also individual messages in EML format. This is the format that all Desktop email clients use and, once recovered, you can import the messages directly into your chosen program.



TEXTS

Restore deleted texts on iPhone

Don't panic if you've accidentally deleted a text message from your iPhone because it may well have been backed up to iCloud before you erased it. Open a browser on your computer and go to icloud.com, then log in using your Apple ID. If you see a Text Messages button, your texts have been backed up; no button means they haven't. Search to see if you can find the deleted texts. If you can, go back to your iPhone and go to Settings, iCloud. Turn off 'Text Messages' and, in the pop



up that appears, select 'Keep on my iPhone'. Turn 'Text Messages' back on and tap Merge. The deleted messages should be restored.

If that didn't work, try to restore a backup through iTunes. Connect your iPhone to your PC, select the device in iTunes and select 'Restore backup'. Hopefully, the messages will appear.

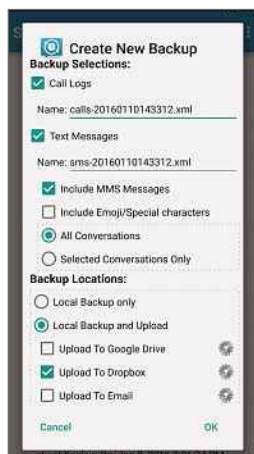
Finally, you can try a data-recovery tool such as Tenorshare iPhone Data Recovery (bit.ly/iphonerecover390). This costs a whopping £46, but there is a free trial version available that will show you found messages, although it won't recover them.



Restore deleted texts on Android

Tenorshare Android Data Recovery (bit.ly/androidrecover390) and Wondershare Dr Fone for Android (bit.ly/wondershare390) can both recover Android messages. They cost £37 and £33 respectively, and there are free trials of both so you can check first to see if your message can be found.

To avoid losing your messages in future, you should back them up using SMS Backup & Restore (bit.ly/smsbackup390). This is



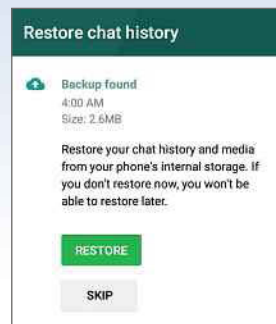
Recover lost messages

free but ad-supported. There's an ad-free version available for £3.

CHATS

Recover WhatsApp chats

The Android version of WhatsApp automatically backs up your chats every night, and you can retrieve your messages by uninstalling and reinstalling the app, then clicking Restore to load the backup. The process is similar on iPhone, but you need to have made a backup beforehand. This is done



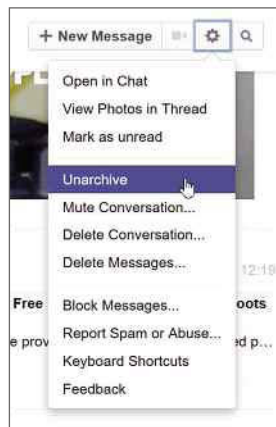
by going to WhatsApp Settings, Chats, Chat Backup, and tapping Back Up Now. There's also the option for scheduled and automatic backups. You need to have iCloud turned on.

To get your messages back, go to WhatsApp Settings, Chats, Chat Backup and check that the missing conversation is there. Delete and reinstall the app, then follow the on-screen prompts to restore your chat history.

Get back Facebook Messages

You can't recover deleted Facebook conversations, but if you search for the other person's name, or enter some words you knew were mentioned in the chat, you may find that it's still there. There's also the chance that you've

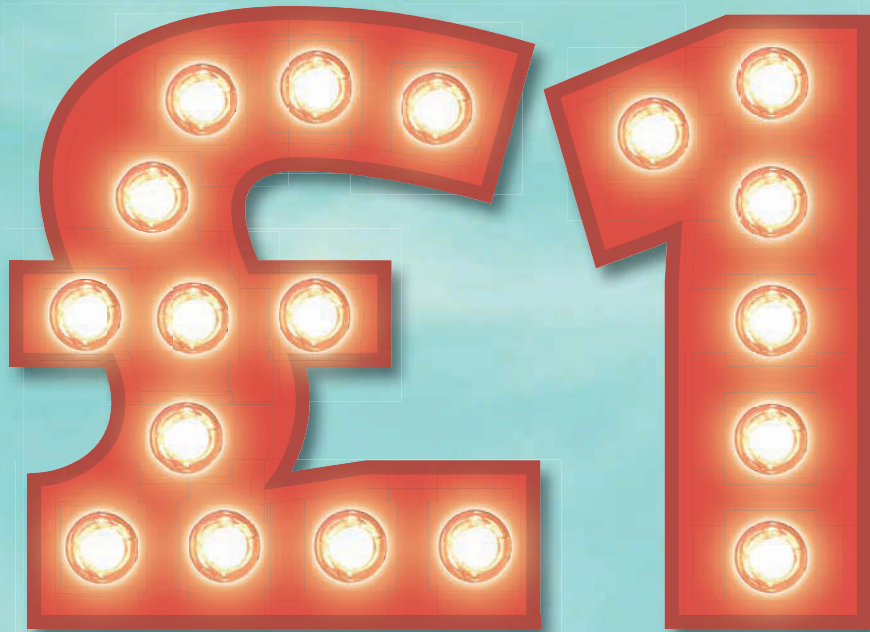
accidentally archived a thread rather deleted it. If you're logged into Facebook on the web, click the Messages icon, then click See All at the bottom of the list. Click the Actions cog, and - if it's there - select Unarchive.



Remember, when you delete a message thread it only gets deleted from your side, so you could try contacting the person you've been chatting to and ask them to send you a screenshot of the conversation.

The eggstra-special

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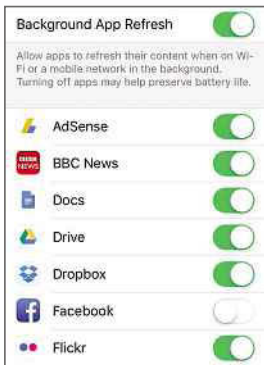
Stop Facebook draining your battery



Facebook has been accused of using up to 20% of your phone's battery life. **Edward Munn** suggests five ways to preserve your juice without abandoning the social network

Stop background refreshing

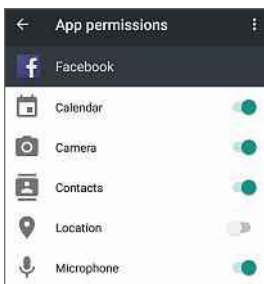
If recent reports are true, the Facebook app could be responsible for consuming a large percentage of your phone's battery life. Indeed, even Facebook users who rarely open the app have reported it using large amounts of battery power. On iOS devices, you can stop Facebook constantly refreshing in the background by opening Settings, selecting General, Background App Refresh and turning the appropriate



switch to the Off position. While you're there, it's a good idea to turn off other apps that don't need to be refreshed in the background. On Android phones running

version 5.0 (Lollipop) onwards, you should make sure that Facebook is set to be 'optimised' for improved battery life. To do this, open Settings and Battery, tap the menu button and select 'Battery optimisation'. Next, select All Apps from the drop-down menu, scroll down to Facebook and check that it's set to Optimise.

Switch off location services



On iOS devices, you can also preserve battery power by making sure that Facebook isn't accessing

your Location Services. To do this,

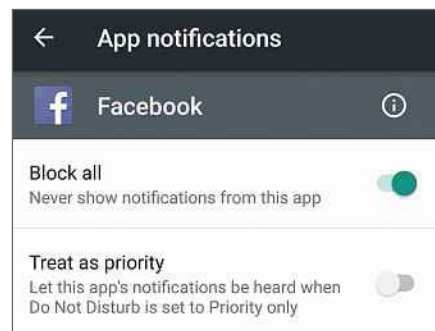
choose Privacy from the Settings menu, then select 'Location services', Facebook and Never.

On devices running Android 6.0 (Marshmallow) onwards, you can change individual permissions for each app, which means you can stop Facebook using location services. To do this, open Settings, Apps, then choose Facebook. From here, select Permissions and turn Location to Off.

Turn off notifications

Preventing Facebook from sending you notifications can also help to save battery life. At the very least, you'll waste less time and power scrolling through your news feed if you're not alerted every time someone invites you to play Candy Crush Saga. To turn off all Facebook notifications on your iPhone, open Settings and Notifications, choose Facebook, then turn off the switch for Allow Notifications.

To do the same on an Android device, open Settings and Apps, select Facebook, then Notifications and activate the 'Block all' option. To block only certain types of notification, open the app's Settings menu and select Notifications and Mobile to choose which notifications you want to block.



Use Chrome or Safari instead

If, after making these changes, the Facebook app still uses too much of your battery, try using the mobile

version of the website (m.facebook.com) instead, because your browser is likely to use less power. When you first log into Facebook with Chrome for Android, you'll see options to turn on 'one tap' logins and to let Facebook send you notifications. If you don't see these options, try clearing the browser's cookies by tapping its menu button and choosing History, Clear Browsing Data.

You can add a shortcut for the Facebook mobile site to your Android home screen by opening the Chrome menu and tapping 'Add to Home screen'. To add a home-screen shortcut in iOS, access Facebook using Safari, tap the share button and choose 'Add to Home Screen'.

Use a third-party app

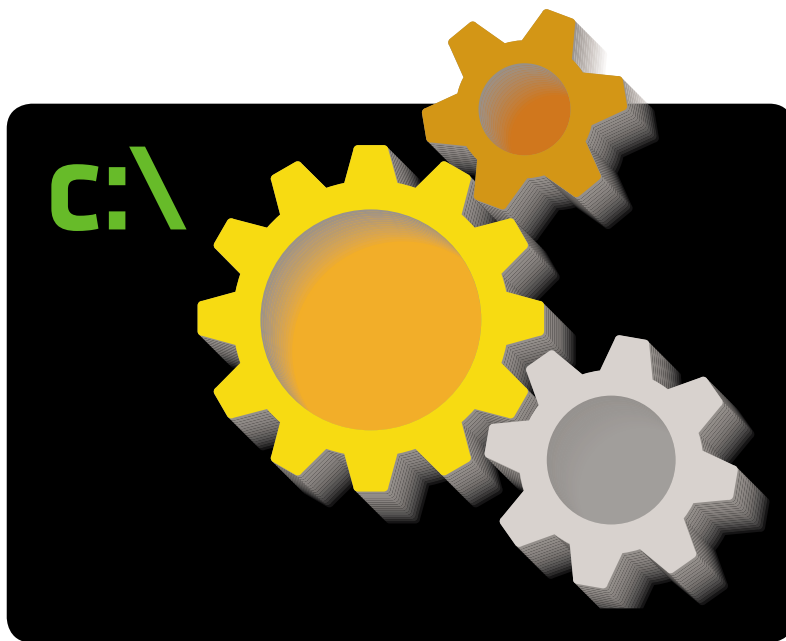
If you don't want to use your main browser for social-media sites, try using a third-party app to access Facebook. Tinfoil for Facebook (bit.ly/tinfoil392) and Metal for Facebook and Twitter (bit.ly/metal392) are both quick, lightweight apps based on Facebook mobile, but the latter is our pick of the two thanks to its menu of helpful shortcuts to help you navigate the site



more quickly. What's more, it also lets you log into your Twitter account and access both social networks in one place. ■

Best free system monitors

System monitors let you view important information about your computer at a glance, so you know when your PC's being overworked and can spot potential problems before they happen. **Edward Munn** tests six of the best



Rainmeter | www.rainmeter.net | ★★★★★
FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★☆

**WebUser
GOLD
AWARD**

What we liked:

Rainmeter is a powerful tool that displays highly customisable widgets (or 'skins' as they're described by the software) on your Desktop, letting you view everything from basic information about your PC to weather forecasts, RSS feeds and even a virtual piano. The application comes with a simple and attractive default skin that's set up to display all the important information including time and date; live data about your system's CPU (central processing unit); memory and swap file usage; and the amount of free space on your hard drives. With a few clicks you can quickly activate further elements, such as the number of items in your Recycle Bin, information about your network connection speed and even a Google search box.

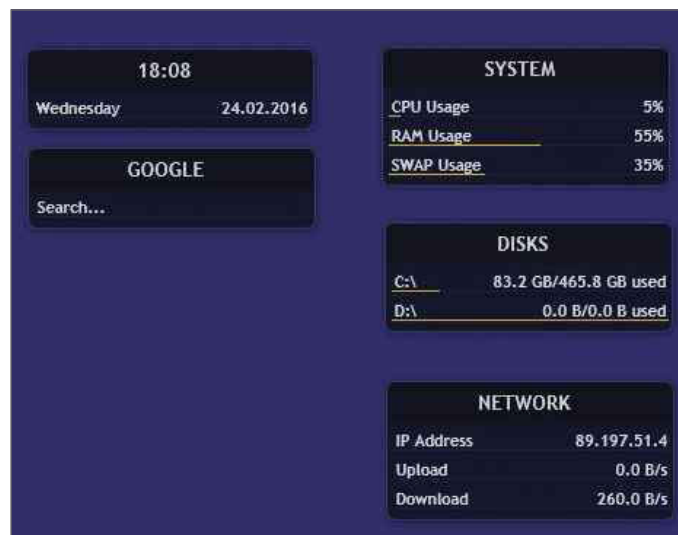
Rainmeter lets you drag and drop each element of the skin to different positions, and your new layout is automatically saved and loaded the next time you boot your PC. If you need different layouts for different activities, you can save multiple configurations and switch between them from the icon in the notification area. It's also easy to turn off the different elements at any

time and each one has its own settings menu that lets you tweak its transparency, set it to appear above other applications or even disappear when you move the cursor over it, which makes it much less obtrusive than other system monitors. Although Rainmeter's control panel appears a little complicated at first, you'll soon get the hang of it and there's a user manual and Getting Started guide to help you get up to speed quickly.

Using only its default skin, the application is much more customisable than our other award winners, but you can experiment further by downloading more skins from the web (bit.ly/rain392).

How it can be improved:

We love the simplicity of Rainmeter's default skin, but it lacks some of



information offered by our other award winners. We'd also prefer it if the application came with more pre-installed skins to experiment with.

OUR VERDICT

Rainmeter's default skin provides an attractive and highly customisable system monitor. The option to enhance and personalise it by using other skins makes it a deserving winner of our Gold Award.

Wise System Monitor | bit.ly/wisesm392 | ★★★★★

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

WebUser
SILVER
AWARD

What we liked:

Wise System Monitor is an easy-to-use tool that lets you track information at a glance,

including network activity, memory and CPU usage.

The data is displayed in a small floating window that you can set to 'Stay On Top' so it's easy to see what's happening to your PC at any moment. Simply drag and drop the window to the position you want.

Clicking the floating window reveals more detailed information about your PC's vital stats. For example, if you notice a high download rate, you can click the appropriate section to see which applications are using the most bandwidth at that moment. Alternatively, select the memory status to view a pie chart of your free and used memory, along with a list of the applications that are using the most.



Right-clicking the window and choosing 'Check details' opens the application's main interface, which includes both a Hardware Monitor and a Process Monitor. Like Windows' Task Manager, the latter shows details of all processes running on your PC and lets you quit them easily.

How it can be improved:

Wise System Monitor's floating window is very well designed, but there's no option to choose what information it shows or customise how the data is displayed. We'd prefer it if overall CPU usage were displayed as a percentage rather than a graph.

OUR VERDICT

Wise System Monitor is easier to use than our Gold Award winner, but it's not as versatile or customisable.

System Monitor II | bit.ly/sysmon392 | ★★★★★

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

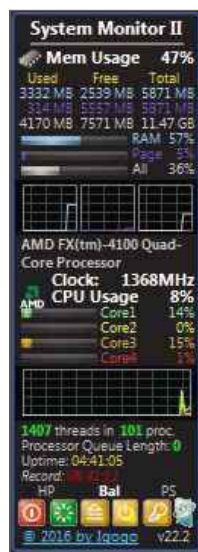
WebUser
BRONZE
AWARD

What we liked:

System Monitor II is a Windows 'gadget' that sits on the Desktop and offers a quick overview of

important system information including memory, CPU usage and details about the number of active processes. Unlike our other award winners, it also has handy shortcuts for restarting and shutting down your PC, running Windows Update and displaying at a glance how long your PC has been running for.

Its CPU and memory statistics are more detailed than those offered by our Gold Award winner: you can check your processor's current clock speed, see how hard each core is working and view graphs of memory usage over time. Like our two other award winners, you can set it to always appear on top, so you can see how much strain your system is under at any one time, and there's an



option to make it less obtrusive by changing its transparency.

Although gadgets were phased out after Windows 8, you can still use System Monitor II if you first download an installer – System Monitor's developer recommends one at bit.ly/gadg392.

How it can be improved:

System Monitor II's eight-page options menu is very confusing and we couldn't find an easy way to make basic changes, such as resizing the widget. Most casual users will find the level of detailed tweaking it offers to be overkill.

OUR VERDICT

System Monitor II is worth installing if you want to see detailed system stats at a glance on a Windows 7 PC. Otherwise, we'd recommend one of our other award winners.

BEST OF THE REST

My System Monitor

bit.ly/mysm392

My System Monitor is a minimalist tool that occupies the top of your screen, displaying important system information including CPU and memory usage; hard-drive read and write speeds; and network upload and download speeds. Although it occupies very little screen space, we found the application's constantly updating numbers distracting. We'd prefer to hide it behind other applications while it's running, but found no way of doing this.

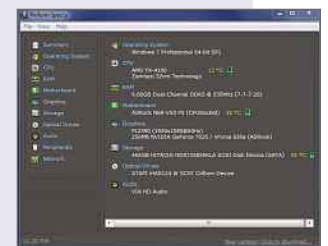


Speccy

bit.ly/spec392

Speccy provides comprehensive details of your hardware, which makes it perfect for playing PC Top Trumps but not particularly well-suited to monitoring your system at a glance. This is because all the dynamic, live statistics are hidden in menus that are otherwise full of static facts and figures.

There's an option to display system metrics in the notification tray but you're limited to monitoring the CPU, motherboard and hard-drive temperatures.



Taskbar Meters





taskbarmeters.codeplex.com

Taskbar Meters consists of three small tools that track CPU, memory and hard-drive performance directly from the taskbar. Each application's button changes colour (from green to yellow to red) to signify how hard the respective component is working, and you can customise the parameters at which the colours are set to change. Unfortunately, we found the constantly changing colours distracting and the tools take up a lot of space on the taskbar.



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		Plusnet: Broadband	£9.99 (FREE for 18 months)	18 months	17Mbps max speed	∞ unlimited	CHEAPEST £0.00
2		TalkTalk: Broadband	£7.50 (FREE for 12 months)	18 months	17Mbps max speed	∞ unlimited	£0.00
3		Sky: Broadband	£10.00 (FREE for 12 months)	12 months	17Mbps max speed	∞ unlimited	£0.00
4		EE: Broadband & Calls	£9.95 (£1 for 12 months)	12 months	17Mbps max speed	∞ unlimited **	£12.00

Terms & Conditions apply - see ISP sites for details

*First-year cost does not include 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.

Data supplied by www.broadbandgenie.co.uk. Correct as of 23 February 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

- **HAS YOUR PC BEEN HACKED** (without you even knowing)? Discover the hidden symptoms of a PC infection
- Make your own keyboard shortcuts

- Add Chrome-like tabs to Word docs
- Set up group Skype chats on a phone
- **PLUS:** Don't let Microsoft force you to switch to Windows 10

Subscribe at www.getcomputeractive.co.uk

BLOCKED!

**On sale
Weds
16 March**



Take a Screen Break

Give your eyes a rest from your computer by taking our fiendish fortnightly challenges. Can you unravel our Android-themed word search and guess our book-title emoji?

WEB USER WORD SEARCH

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

CUPCAKE
DONUT
ECLAIR
FROYO
GINGERBREAD
HONEYCOMB
JELLYBEAN
KITKAT
LOLLIPOP
MARSHMALLOW

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

CAN YOU IDENTIFY THESE BOOKS FROM THE EMOJI?

1



2



3



4



Get the answers online at bit.ly/quiz392

COMPETITIONS

WIN 1 OF 6 AVM FRITZ!WLAN Stick AC 860

AVM's FRITZ!WLAN Stick AC 860 makes it easy to establish a fast and secure Wi-Fi connection between your computer and your FRITZ!Box or other routers. It's easy to use, with no drivers required. Simply insert it in your laptop's USB port. To enter, please email your address to webusercomp@dennis.co.uk with 'avm' in the subject line. For more info visit en.avm.de and 'like' AVM's Facebook page: www.facebook.com/fritzboxinternational.



WORTH
£37
EACH

WIN 1 OF 2 KitSound Boom DAB Radios

Boasting a powerful 20-watt output, the Boom digital radio provides superb audio quality without breaking the bank. You can set up to 20 stations, stream from a phone or tablet using Bluetooth and charge other devices via USB. To enter, please email your address to webusercomp@dennis.co.uk with 'boom' in the subject line. For more info visit www.kitsound.co.uk and follow [@KitSoundUK](https://twitter.com/KitSoundUK) on Twitter.



WORTH
£99.99
EACH



Practical WebUser

16 pages of workshops, tips, projects and problem solving

Find the fastest VPN | www.vpnify.me

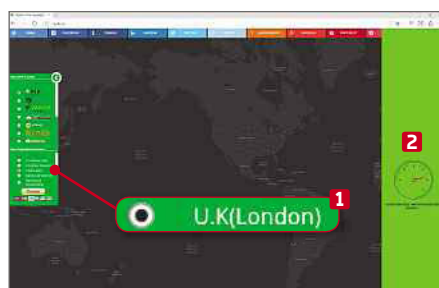
There's more to choosing a VPN (Virtual Private Network) than just features and price. Speed is also important, and vpnify.me lets you compare the major services. Here's how to get started

VPNs are useful because they can disguise who you are and where you're browsing from. This lets you thwart snoopers and circumvent geographic (and legal) browsing restrictions. When you connect your computer to a VPN, it acts as if it's connected to the VPN's local network. So if the network is in the USA, that's where you'll appear to be browsing from.

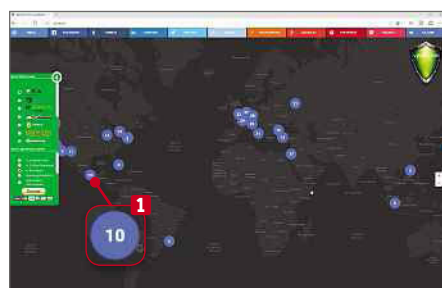
There are free and paid-for VPNs available, and the one you choose will be dictated by your needs. Free versions often come with restrictions and may bombard you with advertising. VPNs can also slow down browsing and downloading, which is where vpnify.me comes in. The service identifies the fastest VPNs in your location, to help you decide which one to use.



1 When you first load the site, a tutorial launches. Work your way through this or click Close to skip it. The panel on the left shows a list of supported VPNs **1** including popular services such as HideMyAss, CyberGhost and TorGuard. The first VPN, Private Internet Access, sponsors the service but is not favoured.



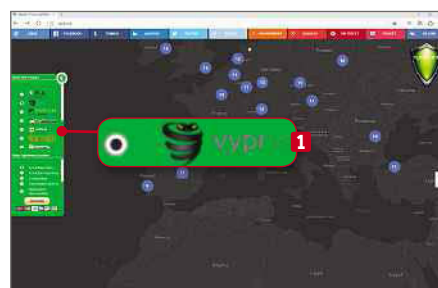
2 Choose a VPN to test, then select 'U.K(London)' below. **1** If you plan to run the VPN from somewhere else in the world, choose that location instead. The site will test the server speeds for that VPN around the world **2** and generate a real-time report.



3 The circles show the location and speeds for the different servers offered by that VPN. The number is the (rounded up) download speed, **1** so the larger the number, the faster the recorded speed. The ones nearest to you may well be quickest. You can click and drag the map around.



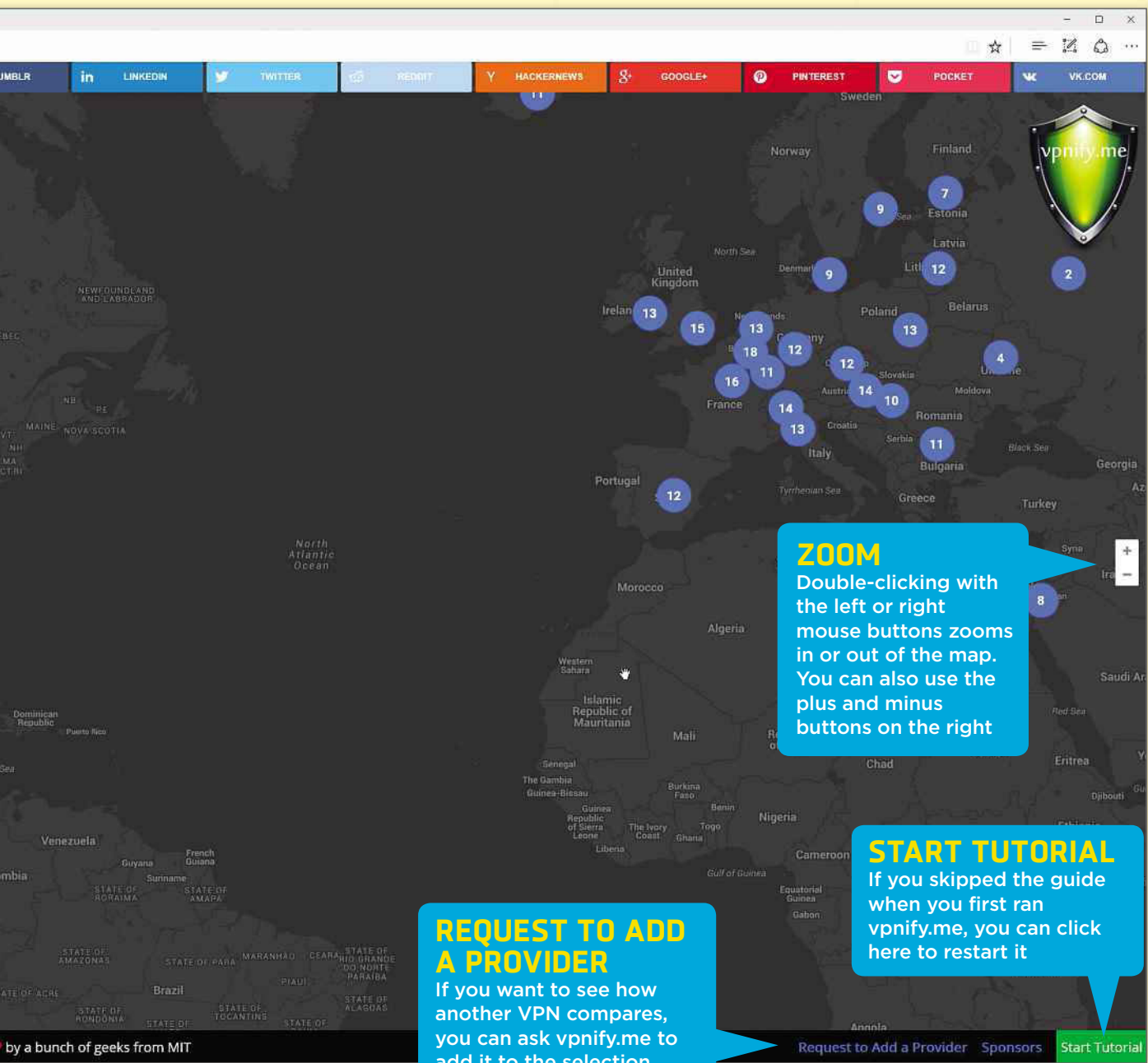
4 Click any of the circles to reveal more details. You'll see the exact recorded download speed, as well as the upload speed and server address. **1** Click as many of the circles as you want to compare results. Clicking the small 'x' **2** in the top-right corner of a result will close it.



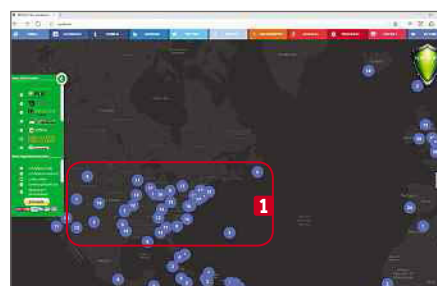
5 Select another VPN from the list **1** and wait while its speed is tested. As before, numbered circles will appear across the map. It's worth noting that the location of the circles will be different for every service, and some will show them concentrated in one particular country or region.

CLOSE PANEL

Clicking the arrow will hide the VPN panel so you can focus your attention on the results



6 Some services, such as HideMyAss, have lots of servers to choose from. Occasionally, one result stands out from the rest. This server in Morocco, **2** for example, is significantly slower than any others. You can run the test again by selecting a different VPN in the list, then reselecting the server to retest.



7 Run each of the VPNs in turn and make a note of the results (taking screenshots lets you quickly compare them). If you plan to pretend to be browsing from the US (so you can access content not permitted in the UK, for example) you'll want to pay special attention to the speeds recorded there. **1**



8 Speeds change depending on which location you access the server from. For example, Selecting U.S.A (New York), **1** saw download rates from Morocco's server increase from 0.34MB/s to just under 400MB/s. Results are updated hourly and it's worth repeating the test several times to get a true picture.

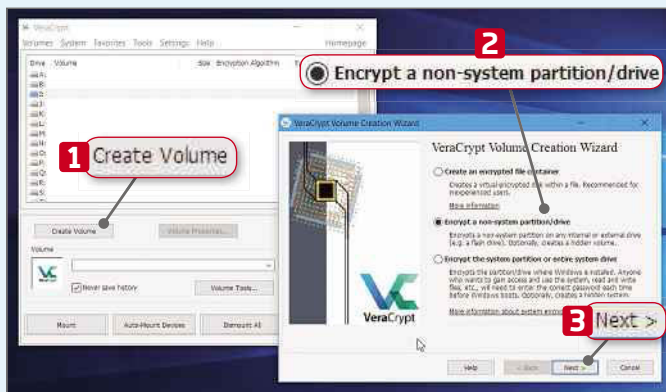
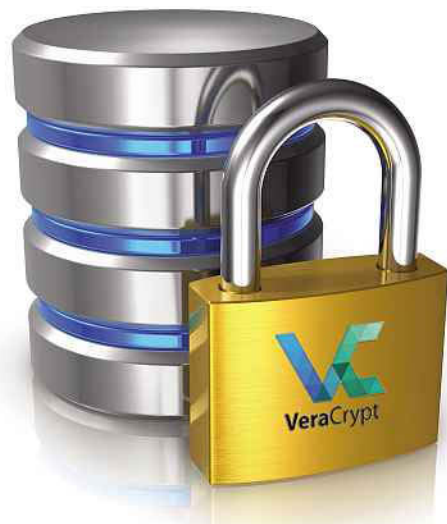


Secure your private files in a portable USB vault

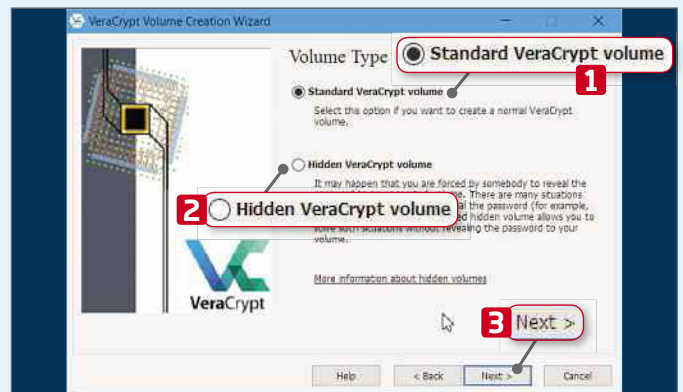
VeraCrypt: veracrypt.codeplex.com | ⌚ 20 mins | 🖥️ XP, Vista, 7, 8, 10 🍏 OS X 🐧

Most of us have files on our PCs that we'd rather keep private – personal photos and videos, emails, draft documents, passwords, credit card details and so on. There are various ways of safeguarding these files but one of the best is to encrypt them using a program such as VeraCrypt. The tool can secure any hard drive (including system drives) and can turn a spare USB stick into a portable, private vault.

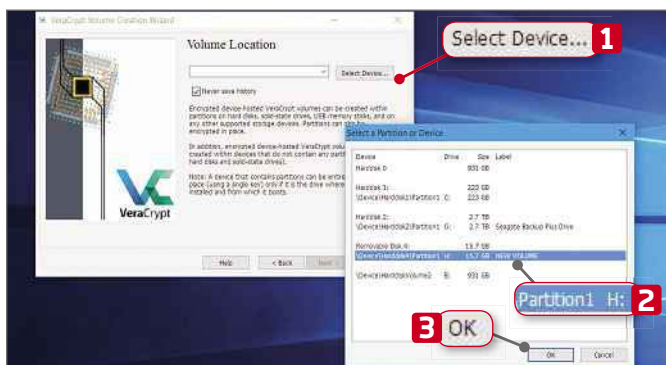
VeraCrypt is an update of TrueCrypt, an extremely popular open-source encryption program that was discontinued in 2014. Vulnerabilities were found in TrueCrypt and not patched, which meant anyone using it – and, worryingly, plenty of people still are – could potentially be putting their data at risk. That's not a concern with VeraCrypt, however, because the software is actively being developed with security as its number-one priority. Vulnerabilities originally identified in TrueCrypt have been fixed and the developers have introduced some welcome improvements throughout.



1 Insert the USB flash drive you want to use as your portable private vault, then run the software and click the Create Volume button. 1 The VeraCrypt Volume Creation Wizard offers a range of options. Select 'Encrypt a non-system partition/drive' 2 and click Next. 3



2 You can create a Standard VeraCrypt Volume 1 or a Hidden one. 2 The second option provides an additional degree of protection by making a secret volume that's invisible to snoopers. However, the Standard option is secure enough for most purposes, so select it and click Next. 3



3 The next step is to tell VeraCrypt where to create the secure volume. Click the Select Device button 1 and, in the new window that opens, identify your USB drive in the list. Make sure you select the partition entry 2 and not the drive itself. Click OK. 3



4 The drive will be added under Volume Location. Click Next. The software provides the option to 'Create encrypted volume and format it' 1 or 'Encrypt partition in place'. 2 Choose the former if you're encrypting an empty drive, and the latter if you want to keep any data that's already on it.



EXPERT TIP

Wayne Williams says

To start VeraCrypt in 'portable' mode, open the installation file, select Extract from the menu and save the files to your hard drive. Go to the folder you extracted the program contents to and run VeraCrypt.exe (or VeraCrypt-x64.exe on a 64-bit PC). The software has to load and start the VeraCrypt device driver in order to work, so you will need to OK a User Account Control prompt every time you run it.



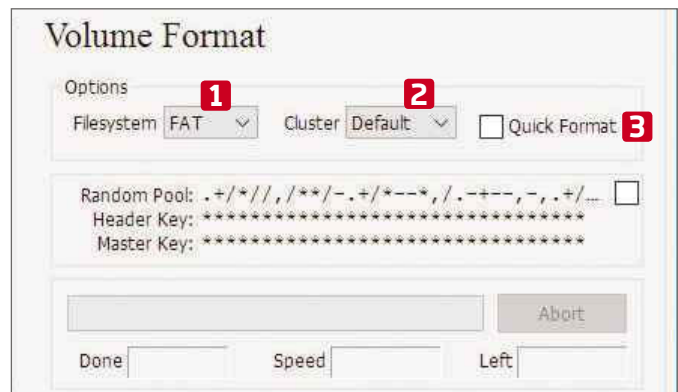
5 Only drives formatted in the NTFS file system can be encrypted in place. Choose the type of encryption you want to use. **1** There are eight possible algorithm options including AES, Serpent, Twofish and several combinations of these algorithms. The default AES option is fine.



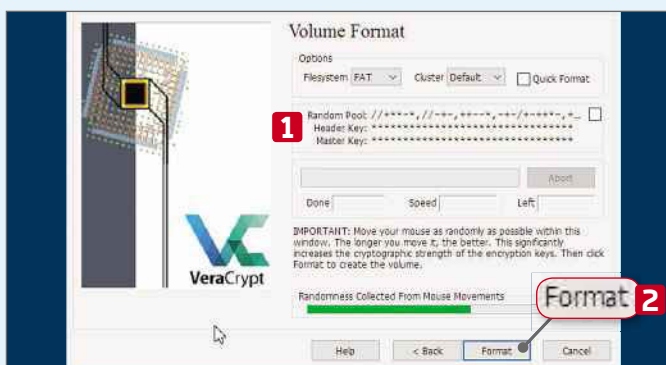
6 The software provides the option to Test **1** and Benchmark **2** each type of encryption but it's best to ignore these buttons unless you know what you're doing. You can also change the Hash Algorithm, **3** which is used to disguise your password. Again, the default choice is fine.



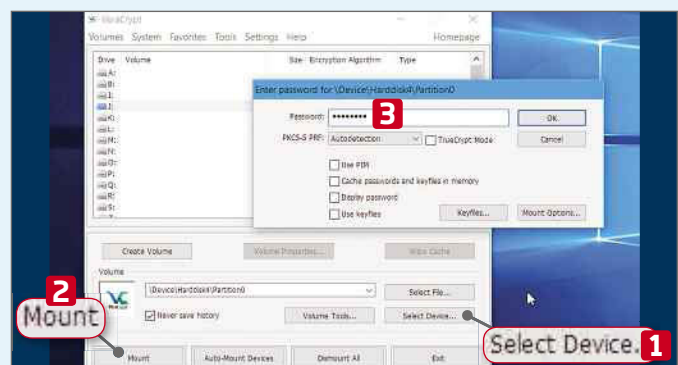
7 Confirm the volume size you're creating and click Next. Enter a password twice. **1** This is used to secure your crypt, so use a mixture of upper and lower case letters, numbers and special characters. Ticking 'Display password' **2** will reveal what you're typing.



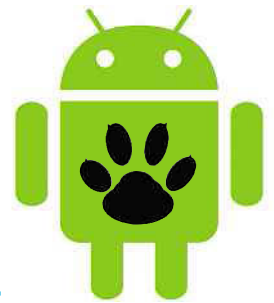
8 You're asked whether you intend to store files larger than 4GB in the volume. VeraCrypt will choose a default file system based on your answer. The next screen lets you choose a different file system (NTFS, FAT, exFAT or None), **1** and a cluster size. **2** You can also Quick Format the drive. **3**



9 Move your mouse around the window for several minutes (the longer the better) in order to generate 'randomness' for the encryption keys. **1** When you've finished, click Format **2** to create the volume. It will take a while to complete this stage but you're shown the time remaining.



10 To add or access encrypted files, exit the wizard and click Select Device. **1** Locate the drive. Click Mount **2** and enter your password when prompted. **3** The volume will appear in the list of drives and you'll now be able to open it in Windows Explorer.



Record calls on your mobile phone

Recording phone calls on your Android handset is very easy using Boldbeast Call Recorder. Simply install and run the app, and a floating Record button appears on all future calls, letting you choose which conversations you want

to save. Afterwards, you can review your clips and share or delete them. We also show you how to make voice-memo recordings.

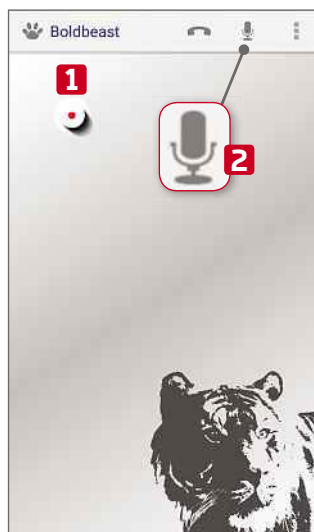
Boldbeast Call Recorder: bit.ly/callrecorder392 | ⌚ 5 mins | 🤖 Android 2.2+



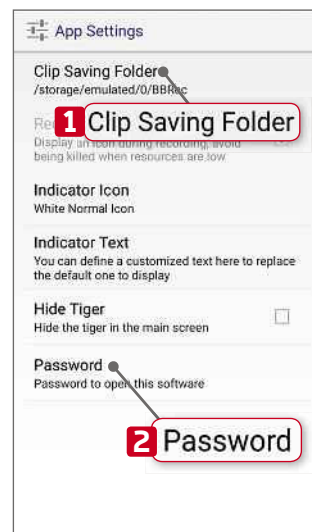
1 Download, install and run Boldbeast Call Recorder and agree to its disclaimer. The next time you make or receive a call, a Record button appears. **1** Tap it once and it turns red to indicate that your call is being recorded. To stop the recording, tap the button again or end the call.



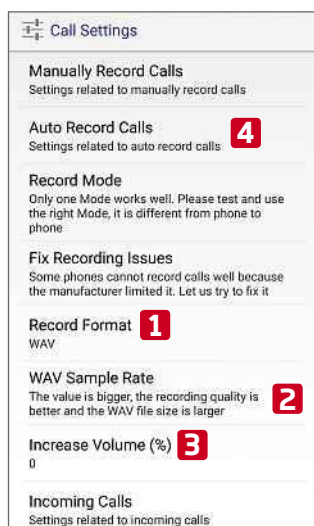
2 To review your calls, open Boldbeast Call Recorder and tap the phone icon. Each entry is named according to the person you called **1** and the arrow indicates who initiated the phone call. **2** Tap a recording to play it or tap the four-square icon **3** to select any entries you want to share or delete.



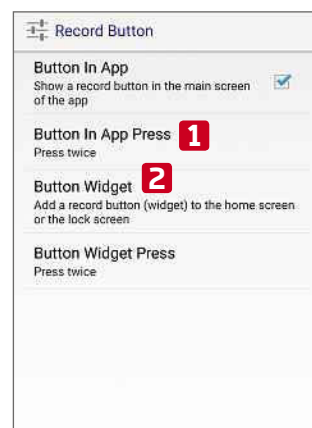
3 Tap the Back button to return to the app's home screen where you can make voice memo recordings by tapping the Record button twice (both to start and stop). **1** To review these memos, select the microphone icon. **2** You can add a note to an entry by long-pressing it and selecting Note.



4 From the main screen, select the three-dot menu icon and open the Settings menu. Tap App Settings, then Clip Saving Folder **1** to choose where your audio clips are saved. To password-protect Boldbeast, select Password. **2**



5 The Call Settings menu lets you choose the format **1** and sample rate **2** of your clips. You can also use Increase Volume if your recordings are too quiet. **3** If you want Boldbeast to automatically record calls, you must select Auto Record Calls **4** and follow the instructions to upgrade to the Pro version.



6 To set the memo format, open Memo Settings and choose Record Format. From this screen, you can also set memos to record with a single tap of the Record button by selecting Record Button and Button In App Press. **1** A Record button widget can also be added to your home or lock screen by following the instructions in Button Widget. **2**

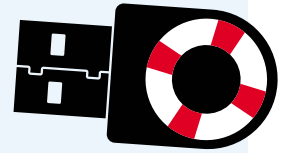
Note: It is legal to record phone calls for your own use but, if you plan to share their content, you must notify the other participant involved in the call.



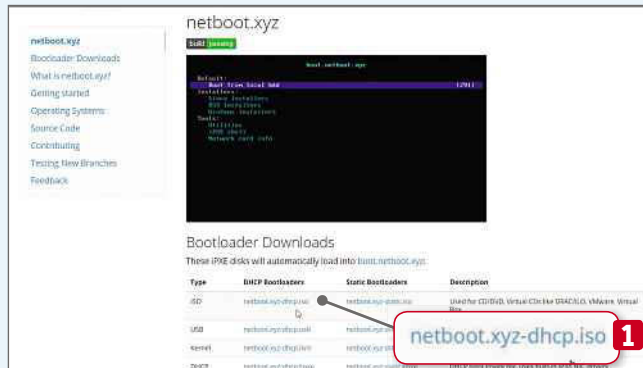
Make a boot drive to fix any PC problems

There are all sorts of rescue tools you can use if your PC runs into serious problems, but you have to make sure you have the right ones available and that they're up to date. The free program netboot.xyz solves this problem by

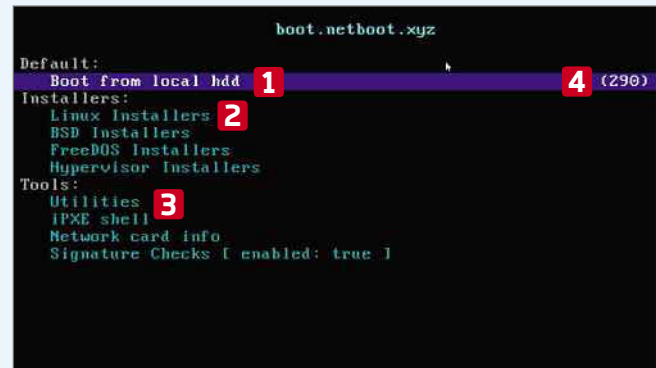
providing a bootable environment that gives you access to a choice of tools. Simply boot into it and download the one you need, when you need it.



netboot.xyz: netboot.xyz | 10 mins | Any PC



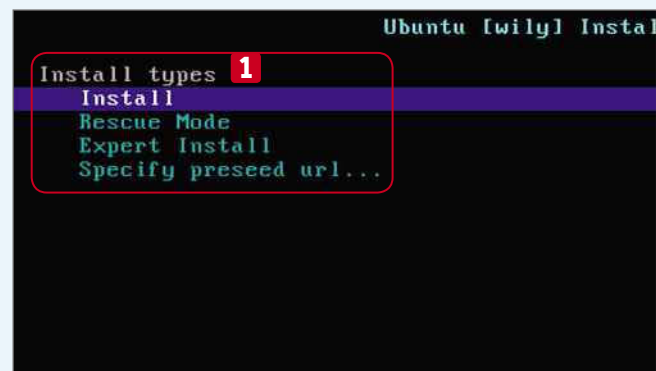
1 There's a selection of netboot.xyz downloads available on the website, but we'll use netboot.xyz-dhcp.iso, which is only 1MB in size. Burn this to disc or write it to a USB flash drive using a tool such as 'ISO to USB' (www.isotousb.com). Restart your PC and boot from the new drive.



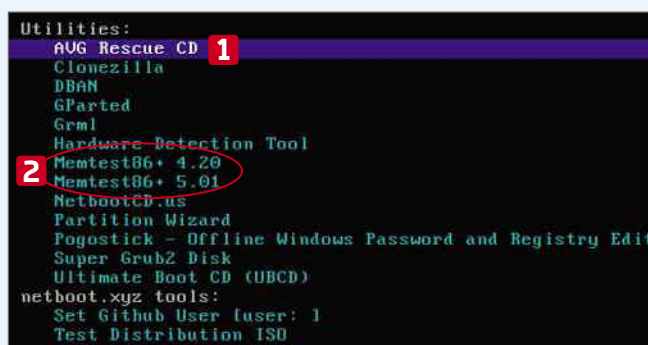
2 The program connects to the internet and displays a list of options, including 'Boot from local hdd', Linux Installers, BSD Installers, FreeDOS Installers, Utilities, and 'Network card info'. If you don't select an option, it will boot normally when the countdown ends.



3 There are no Windows Installers on offer, because the program only works with free operating systems. If you'd like to try one of these, go to Linux Installers and select an OS from the list. Ubuntu is a good choice. On the next screen, select the release version you want.



4 Choose an install type. Install and Expert Install will overwrite your existing OS, so use them with caution. When Ubuntu starts, pick a language and location, and configure the keyboard. If you choose to install, netboot.xyz downloads the files and lets you install and boot into Ubuntu.



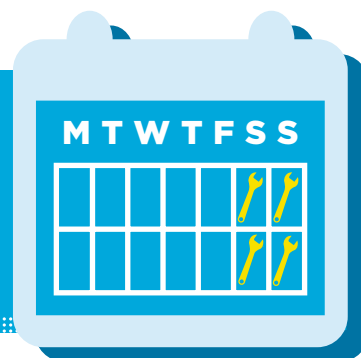
5 Windows users may not be interested in the OS installers, but a useful Utilities menu on the main screen provides tools to help you fix all sorts of PC problems. AVG Rescue CD can get a system up and running again, while Memtest86+ can check for faulty memory.



6 Pick a tool and it will download and run immediately. Select Partition Wizard, for example, and the menu for MiniTool Partition Wizard Boot Disk 9 appears. You can launch the tool or attempt to boot from your local drive. netboot.xyz only links to the original (and latest) versions.

Weekend Project

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



How to...

Upgrade your Windows 10 PC

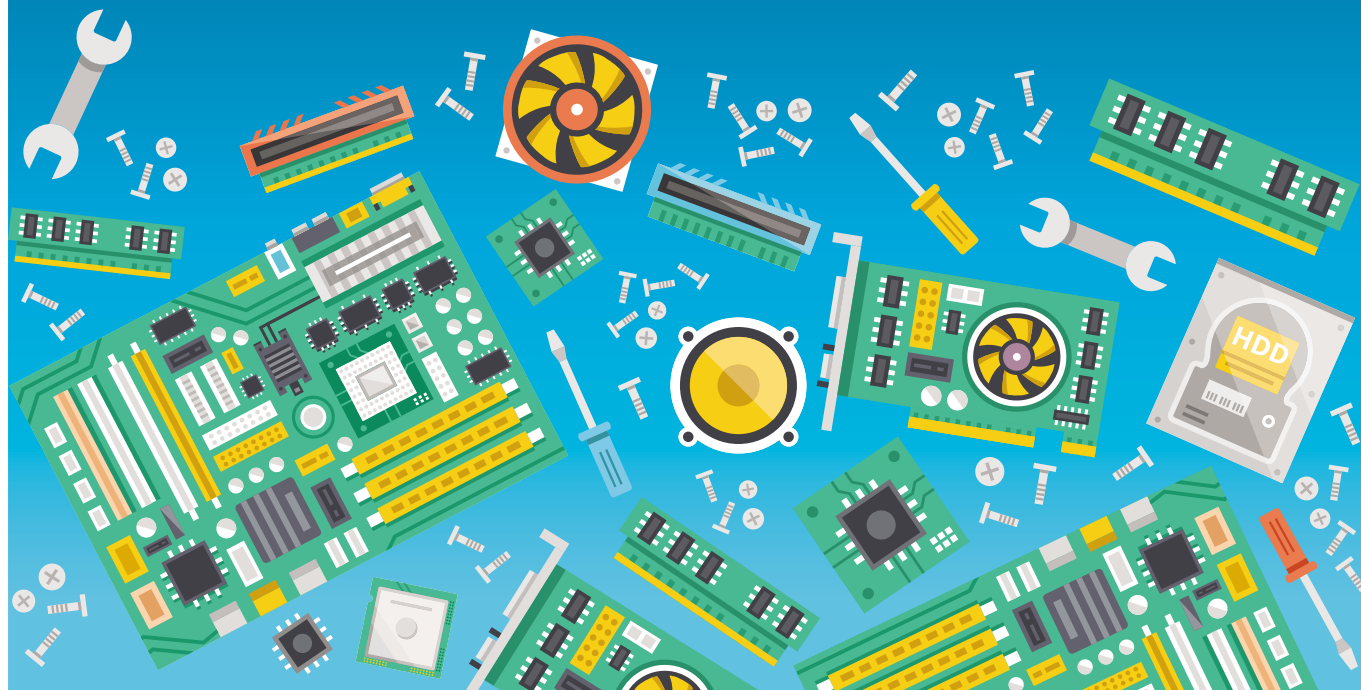
You don't have to spend a fortune to improve your PC's performance. **Andy Shaw** guides you through our best buys and how to install them

There's no need to spend hundreds of pounds on a new PC, just because your old one is slowing down. If you upgrade one or more of its internal components, you can give your PC a significant boost without any major expense. The biggest problem is deciding which components to upgrade and what to replace them with.

To help you, we've tested 77 products you could use

to upgrade your PC, including all the processors available from both Intel and AMD. Rather than fill these pages with tables and charts, however, we're presenting you with our best buys in each category, to help you choose the most suitable products.

We'll also show you how to install the upgrades or, if it's beyond the scope of this article, point you in the right direction for reliable advice online.



Memory

Your PC's memory (or RAM) is the super-fast temporary storage that keeps everything you're working on easily accessible. We've tested memory modules before in *Web User* and have come to the conclusion that the only real differences between modules

with the same specifications are price and capacity.

There are two types of memory available nowadays. DDR3 is the most common and is used by all PCs with AMD, Intel Haswell or Intel Devil's Canyon processors. The latest Intel Skylake processors, however, use DDR4 memory.

At current prices, we think that DDR3 1,866MHz is the best value memory and it suits everything from entry-level PCs to

We've found that most top-brand memory modules offer similar performance



Samsung's 850 Evo SSD offers superb value for money

high-end models. For DDR4, 2,400MHz memory is the best value, but 3,200MHz will provide a further performance boost.

A Windows 10 PC should have at least 8GB RAM installed – if you have less than that, it's definitely worth upgrading. If you carry out a lot of resource-hungry tasks, such as video and audio editing, or just have a lot of programs and browsers running simultaneously, you might want to consider going to 16 or 32GB – you won't notice much overall speed improvement, but it will let you keep more software open and use bigger files without slowing down. Check the maximum amount of memory your motherboard supports and make sure you don't exceed it.

Memory is generally best fitted in pairs. In our experience, it's best to buy branded memory from well-known manufacturers such as Corsair (www.corsair.com), Crucial (uk.crucial.com) and Kingston (www.kingston.com).

We show you how to install memory in our Mini Workshop below.

Hard drives and SSDs

Replacing a mechanical hard drive with an SSD is one of the most effective upgrades you can carry out on a PC.



For fastest performance, the Samsung 950 Pro M.2 is our SSD of choice

We devoted an entire Weekend Project to it in Issue 389 (bit.ly/webuser389), so it's worth having a look at this if you want to install one.

Of the four SSDs we tested, our favourite is the Samsung 850 Evo, which offers great value for money (£66 for a 250GB model, www.ebuyer.com) and a standard SATA3 interface. For fastest performance, look to the Samsung 950 Pro M.2 (£146 for 256GB, www.ebuyer.com) but make sure your motherboard has an M.2 slot to connect it to.

Hard drives are installed in exactly the same way. If you want a standard drive that performs well, we rate the Western Digital Green, which provides the best



WD's Green range of hard drive are great value at around 3p per GB

price per GB – a 2TB hard drive costs just £64 (www.scan.co.uk).

Graphics cards

Upgrading your graphics card won't make much difference to Windows but it can significantly improve how games look and run on your PC. You first need to check that your power supply will be up to powering your new card, particularly if your PC currently uses your processor's built-in graphics. You can find out what you need for your particular graphics chipset at bit.ly/calc392 – you'll need to know a lot of details about your PC, though.

If you need a new power supply unit up to 550W, we recommend the Super Flower Leadex Platinum 550W (£88, www.overclockers.co.uk). For more power, the EVGA Supernova G2 750W (£93, www.scan.co.uk) will take you up to the 750W mark.

If you're upgrading your graphics, it's worth spending a bit of money. In our tests, the make and manufacturer of a graphics card was less important than the type of graphics processor that was



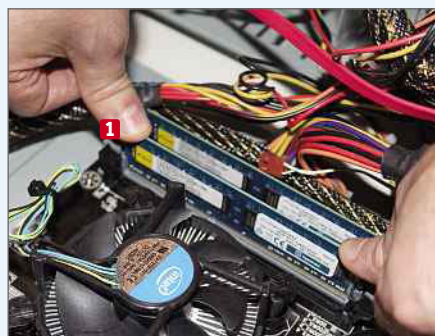
Before you buy a new graphics card, check whether you'll also need a new power supply



MINI WORKSHOP | Install extra memory in a desktop PC



1 Switch off the computer at the wall socket and earth yourself (by touching a radiator), then open the PC's case and lay it flat. Locate the memory sockets **1** and ensure you have clear access to them. You may need to move or unplug any cables or devices that are in the way. **2**



2 Open a memory slot by pressing down on each locking tab in turn. If you're replacing existing memory, pull out the chip and set it aside. Insert your new module, making sure the notches align. With a thumb on each end, press down firmly until there's an audible click and the locking tabs pop up. **1**



3 Add any other modules, then reassemble your PC and switch it on. The new memory should be listed on the boot-up screen. You can check how much is available to Windows **1** by going to Settings, System, About. **2**

WebUser Bookstore

NEW!



THE DEFINITIVE GUIDE TO ANDROID

If you use an Android tablet or phone, our new 148-page book will tell you how to get the most out of your device. It explains everything you need to know about the latest versions of Android (Lollipop and Marshmallow), so you'll feel confident that you won't get left behind. We also reveal the best apps for everything you'll ever want to do, and expose the dodgy apps that make your device slow and drain the battery. And as hackers continue to switch from PCs to phones and tablets, we'll show you how to stay safe.

**BUY IT NOW FROM
AMAZON**

at bit.ly/defguidetoandroid

THE DEFINITIVE GUIDE TO WINDOWS 10

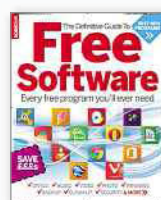
This 148-page book is the only guide you need to Microsoft's fantastic new operating system. You'll learn how to master all the new tools and software, and how to upgrade without losing anything. It has been updated to include fixes for problems that have appeared since Windows 10 launched.



BUY IT NOW FROM AMAZON
at bit.ly/guidetowindows10

THE DEFINITIVE GUIDE TO FREE SOFTWARE

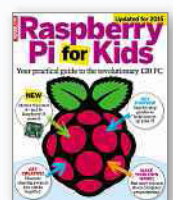
Free software can be a worry. Is it as good as a paid-for package? Will it sneak junk on to your PC? Does it nag you to update to a premium version? In our new 148-page book *The Definitive Guide to Free Software*, we recommend only the best free programs that deliver high-quality features and no nasty surprises.



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RASPBERRY PI FOR KIDS

The Raspberry Pi is the incredible £20 British computer that's taking the world by storm. It's ideal for children of all ages to experiment with, play games and learn valuable skills. We've updated this 148-page book for 2015 to include instructions on mastering the new Pi models (A+ and B+).



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For a great-value games boost, look for a graphics card with Nvidia's GeForce GTX 950



It's eye-wateringly expensive at £545 but Nvidia's GeForce GTX 980Ti is incredibly fast

running on it. Cards with the Nvidia GeForce GTX 950 chip offered the best value, costing around £128 and getting more than 25fps (frames per second) out of the latest games at high graphical settings. If you can afford another £50, a card with the Nvidia GeForce GTX 960 is a good buy for around £177. For the best performance we tested, the Nvidia GeForce GTX 980Ti offers frame rates in modern games of up to 156fps but the card alone will cost you £545.

We show you how to install a graphics card in our Mini Workshop below.

Processors and motherboards

Upgrading your processor is trickier than most upgrade jobs. If you want a brand new type of chip, you'll have to upgrade

your motherboard, too. This is more akin to building a new PC from your old parts than performing an upgrade of your existing machine, so don't attempt this unless you're confident that you know what you're doing.

There are two processor manufacturers to choose from: Intel and AMD. AMD's chips tend to be better value, and you can get an AMD A6-7400K for just £48 that has enough built-in graphics power to run Dirt Showdown at 37.3fps at HD resolution with high detail, though its Windows benchmark score was a low 27. If on-board graphics aren't important or you're thinking of a separate graphics card, the FX-8350 is £137 but achieved a Windows benchmark score of 98.

By comparison, our favourite budget Intel processor is the £66 Pentium G4500, which scored 45 in our Windows benchmark and ran Dirt Showdown at 45.3fps. If you can stretch to £198, the



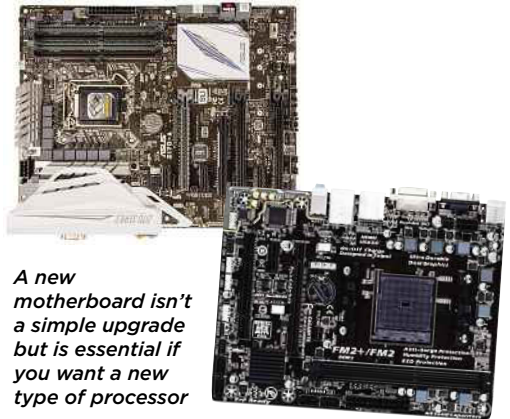
There are two types of processor - Intel's are faster but AMD's are better value

Core i5-6600K scored 113 in our Windows tests but only matches 45.3fps in Dirt Showdown because it has the same on-board graphics.

Both the Intel chips use the latest Skylake technology so you'll need a motherboard with an LGA1151 socket to use them. Our favourite is the ASUS Z170-A (£113, www.scan.co.uk), which includes lots of expansion options, a legacy PCI slot (which is a rarity) and six USB 3 ports.

As with the chips, AMD motherboards are also better value. For the A6-7400K, you'll need an FM2+ board and we'd recommend the Gigabyte GA-F2A68HM-HD2 (£42, www.ebuyer.com). The FX-8350 needs an AM3+ board - we like the MSI 970A-G43 (£51, www.bbox.co.uk).

HP provides a comprehensive guide to upgrading a processor at bit.ly/hpproc392. For advice on upgrading a motherboard, try bit.ly/mother392. ■



A new motherboard isn't a simple upgrade but is essential if you want a new type of processor



MINI WORKSHOP | Install a graphics card



1 Turn off your PC at the mains but leave it plugged in and earth yourself. Open the case and remove your existing graphics card. If you're currently using onboard graphics, locate a free PCI Express slot. **1** Modern cards can be large so make sure there's enough space in the case for it to fit.



2 Connect the power to your new card. This might involve plugging a single white four-pin Molex connector or connecting two Molex to a six-pin PCI Express cable and plugging that in. **1** If you fail to attach the power or there's another problem, the PC will issue a loud beep when it's switched on.



3 Insert your graphics card into the spare slot and make sure it clicks firmly into place. **1** Secure it, put the case back together and connect your monitor cable. Turn on the computer. You'll need to install the supplied graphics drivers, then download the latest ones from Nvidia (bit.ly/nvid392) or AMD (bit.ly/amdg392).

NEXT ISSUE

How To... Turn your old laptop into a Chromebook

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Web User's Top Tips

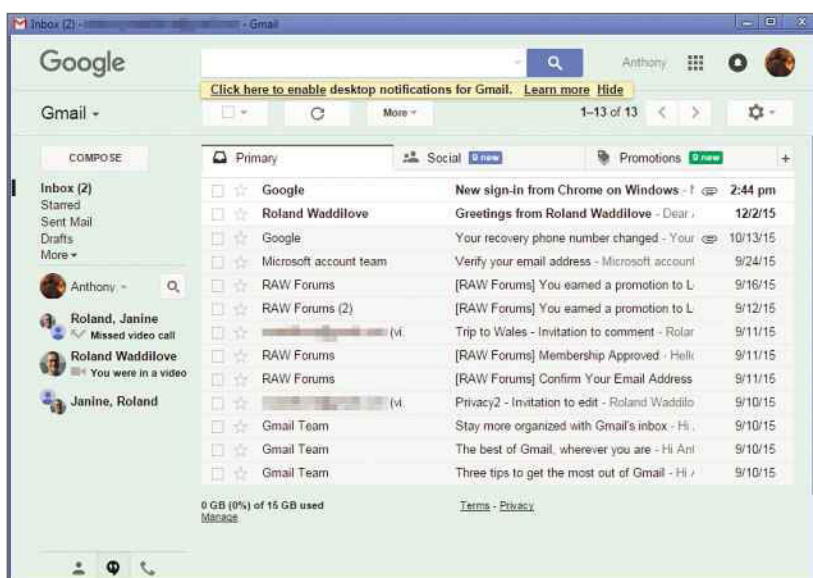
Our experts show how to add extra features and functions to Gmail, Outlook and Yahoo Mail

TOP TIPS FOR WEBMAIL

Turn Gmail into a Desktop app

The normal way to access Gmail is via a browser window that displays tabs at the top, a large address box, buttons and so on. However, it can also be opened in its own Chrome window, which offers a cleaner, less cluttered interface. Open Chrome and click the New Tab button. Click Apps in the top-left corner, then right-click the Gmail icon and select 'Open as window'. Right-click it again and select 'Create shortcuts'. You can create three: on the Desktop, Start menu and taskbar. The Desktop and taskbar shortcuts are the most handy. Click the Create button. Close Chrome, then click the Gmail taskbar or Desktop icon you created. It is the same Gmail but in a less-cluttered window.

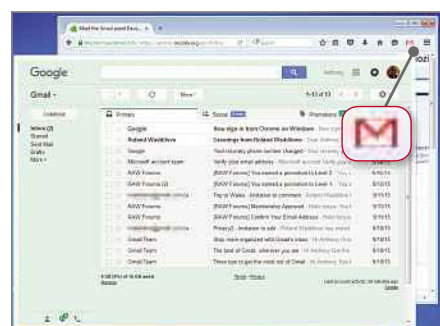
Open Gmail in a window rather than in a browser tab for a cleaner display



Gmail in a panel

If you use Gmail in Firefox, install the Gmail Panel add-on (bit.ly/gmpan392) to add a Gmail icon to the toolbar. When

you click it, Gmail pops out in its own panel. You can then check your emails without leaving the current web page or opening a new tab.



Use the the Gmail Panel add-on to make Gmail appear in a pop-up panel in Firefox

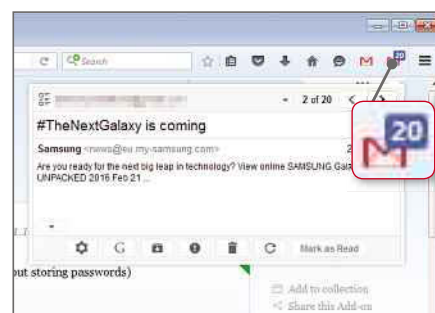
If you see words that look like they've been typed in a typewriter, follow the instructions and type them exactly as they appear, paying close attention to spaces and punctuation.

Get email notifications

To be notified when new emails arrive in your inbox, go to Gmail in Chrome, click the gear icon and select Settings. On the General tab next to Desktop Notifications, you'll see three options. Select the first – 'New mail notifications on' – and click Save at the bottom of the page. Minimise the Gmail window to the taskbar. A notification appears on the screen when you receive a new email.

Firefox users can try Gmail Notifier (bit.ly/gmnot392), which adds an icon to the browser's toolbar. A badge shows the number of unread messages and clicking the icon opens a panel to display them. Click the Forward and Back buttons in the corner to browse the messages and click 'Mark as Read' so you won't be notified about a message again.

Firefox users can also get notifications



See when email is waiting and browse your inbox with Gmail Notifier

for Outlook and Yahoo. Outlook Notifier (bit.ly/outnot392) and Yahoo Mail Notification (bit.ly/yanot392) add a button to Firefox's toolbar and clicking either opens the respective inbox on a new tab. The badges show the number of unread emails, and notifications pop-up when a new message arrives.

Track and schedule emails

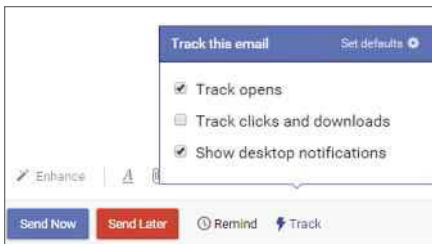
After sending an email, you might want to be reassured that it arrived



safely and was read. Mixmax (mixmax.com) and Sidekick (www.getsidekick.com) are two Chrome extensions that can do this, and both work with Gmail.

Go to the website and click the link to install the extension. With Mixmax, for example, there are additional buttons at the bottom of the New Message window when writing an email. Mouse over Track and a window opens with options to track the email and notify you when it is opened.

Mixmax also adds a Send Later button, which lets you schedule messages to send in one, two or four hours, next week and so on. Click the Send Later button and choose when to send it. There are other useful features that can be used in your email messages, such as polls and surveys. When writing a new message, type a forward slash (/) to access a menu of extras.



Track email messages and see when they arrive and are read

Create a signature

All email services provide tools for creating a signature that is automatically attached to the bottom of every message, but if you want one that really stands out, go to bit.ly/wise392. The WiseStamp website lets you use various colours and fonts to create impressive signatures that contain images, links and more.

Visit the site in Chrome and click the Get It Now button. Use the editor to create your signature and, when it looks just right, click OK, I'm Done. You are then prompted to install a Chrome extension that's preconfigured with your signature, so make sure it's right before you continue. Whenever you create a new email in Gmail, the signature is automatically inserted.

'Gmailify' Outlook and Yahoo

If you've got an Outlook or Yahoo address, you can now use Gmail's superior spam filtering, search and Google Now integration on Android. You need to install Gmail on your device (bit.ly/gmail392), sign into your email account and choose the Gmailify option.

We'll have a Workshop on how to use Gmailify's tools in the next issue of Web User, on sale 23 March.

TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Automate your emails

Do you often find yourself typing the same or similar context into lots of emails? If you use Gmail for work, a club, a mailing list or the like, an add-on called Canned Responses can save a lot of time and effort. It lets you create and store standard responses, such as "Thanks for your email. I will get back to you as soon as I can". This example is relatively short and doesn't take much time to type, but Canned Responses can also handle much longer and more complex messages, and it's particularly useful for creating standard replies to common questions you receive via email.

Go to your Gmail account and click the gear icon. Click Settings, then select the Labs tab. Enable Canned Responses and click the Save Changes button at the bottom.

Back at the inbox, click Compose and write the body of an email, ignoring the To and Subject boxes. When you are happy with the email, click the arrow in the bottom-right corner of the email editor and select 'Canned responses', 'New canned response'. Enter a name for the response and the body of the email is saved. Click the trash can to close the email window.

When you want to reuse this response, click Compose to create an email, click the arrow in the bottom-right corner, select 'Canned responses'

and select the response you want to use. It is automatically inserted for you, saving time and typing. You can save several different responses to a list and select the appropriate one to use from the menu.

You can't use Canned Responses and Mixmax at the same time.

Write emails using Markdown

Markdown can be used to include formatting information within plain text. For example, you can mark text so it appears as a heading, a numbered list, bullet points, bold, italic and so on. When text is written using Markdown, it is easily converted into correctly formatted text.

Markdown Here (markdown-here.com) is an add-on for Chrome, Firefox, Thunderbird, Safari and Opera. Wherever you write text (and this includes but is not limited to emails), you can use Markdown.

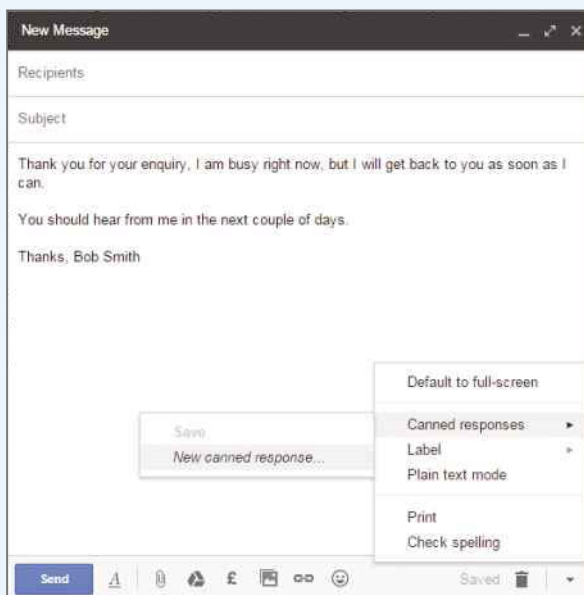
There is a full description of Markdown at bit.ly/mado392, but you can learn the basics in a few seconds. Use hash (#) symbols for headings, so # Big Title is the biggest heading, ## is slightly smaller, ### is smaller still and so on.

You can surround text with single asterisks, for example *some text*, to make it italic, and double asterisks, such as **more text**, to make it bold. Use an asterisk at the start of a line to create a list of bullet points, or

number them 1. 2. 3. and so on for a numbered list.

After writing an email using Markdown, right-click the text and select Markdown Toggle in the menu. This converts the text and formats it according to the Markdown codes.

This technique works in lots of places where you type text into a web page, so try it with your emails. You may find it quicker and more convenient than using menus and buttons to format the text.



Create standard replies to emails and insert them with Canned Responses

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



MOBILE

Update to Windows 10 on a Lumia phone

Q I recently bought a Lumia 640 Windows phone on the EE network (bit.ly/eelumia392), which is running Windows 8.1 update 2. Can I update the phone to Windows 10, as I have done with my laptop?

Archibald Brown, via email

A To find out if there is an operating system update available for your phone, go to Settings, 'Phone update'. Check the current software release by going to Settings, 'extras+info'. You can also see the current OS version in Settings, About, 'More information'.

The latest OS for the Lumia 640 is Denim (Windows 8.10.15148.160).



Windows 10 is coming to the Lumia 640 but Microsoft has not yet given a date

At the time of writing, Windows 10 was not yet available for the Lumia 640, although Microsoft says it's working on it. Only phones running Denim will be eligible to upgrade, so make sure your device is up to date. If and when the upgrade arrives, make sure your phone is plugged into the mains power, is connected to Wi-Fi and has 2GB of free storage.

GENERAL PC

Restore Windows after Tweaking

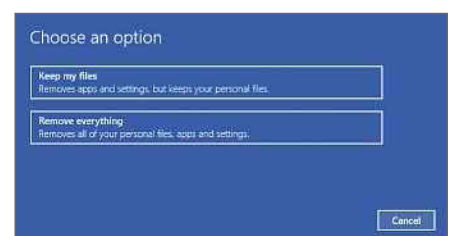
Q I have upgraded my Windows 7 PC to Windows 8, then 8.1 and finally to 10. Everything was working fine but it was very slow, so I downloaded Tweaking.com (www.tweaking.com), but this seems to have uninstalled my Windows 10 upgrade. After running it and rebooting, my PC now shows that I am on 64-bit Windows 10, but I do not have a working Windows button or Start button, and I can't access my apps. My CD player works but iTunes doesn't, and there's no sound from my speakers or headphones. I have tried all kinds of things to sort this out, including a restore, but I just get the error message '(OX80042302) shadow copy running'.

Peter Scott, via email

A You have several problems and they need to be tackled separately. Some people have found that the missing Start button suddenly reappears by itself, which means it may be fixed by a Windows Update. Check that you are running the latest version of Windows 10 by pressing Windows+i to open Settings, then click 'Update & security' and Windows Update. Click 'Check for updates'.

Problems with the sound could be caused by an incompatible or faulty audio driver. Press Windows+R and type `devmgmt.msc` to open Device Manager. Expand 'Audio inputs and outputs', right-click each item and select Update Driver Software. Repeat this for 'Sound, video and game controllers'.

You may find that the only solution is to reinstall Windows 10. Press



It's possible to reset a Windows 10 PC without wiping all your personal files

HARDWARE

Diagnose laptop hardware problems

Q My Lenovo Ideapad Z580 (bit.ly/lenov392) is over two years old and has recently developed problems when it starts. The lights come on but the screen remains black. I can shut it down by pressing the Start button until the lights go out. Then I try to start it again. I often have to repeat this process seven or more times before the screen appears and I can use the laptop. Once it's running, I don't switch off the computer, I just close the lid.

I have run Malwarebytes (www.malwarebytes.org) and similar programs but they found no problems. I took it to a computer repair outfit who said it was a sign that the hard drive is on the way out. He got it started by removing the battery and holding down the Start button for some time, and told me this would clear the CMOS memory. After that, the computer started the first time.

Is that a correct diagnosis? Is there a cheap solution or should I just accept that I need to buy a new laptop? If the hard drive is dying, will this happen

suddenly? I have an external hard drive where I currently back up all my data.

Didrik Breitholtz, via email

A The diagnosis you were given is correct. Occasionally, a laptop experiencing boot problems can be reset by shutting down, removing the battery and holding down the power button for 20 seconds or so.

The fault isn't necessarily with the hard drive, but could also be the screen. The laptop could be booting to the login screen but, if the screen is black, you won't see it. If you have access to a PC monitor and the fault appears again, plug it in to the laptop and see if the screen appears on that. You may need to press a function key on the keyboard to switch to an external monitor.

Hard drives can fail suddenly, for no apparent reason, at any time. Most drives last many years but a small percentage fail within two or three. If this is what's happened, you don't have to replace the entire laptop and can just install a new drive. There's a YouTube guide for your specific laptop model at bit.ly/leno392.



Windows+i to open Settings and click 'Update and security', then Recovery. Click the 'Get started' button. Select the option to 'Keep my files' and Windows will be reinstalled.

You could also create a bootable USB memory stick or DVD containing Windows (download the Windows Media Creation Tool from bit.ly/windows392 and have a USB stick or DVD ready), then reinstall it from there. Select the option to keep your files.

You could also try performing a clean install but you would lose your software, music, photos and other files, so this option is a last resort.

SECURITY

Action Centre reporting lack of security

Q I am using Windows 8.1 and Windows Defender. When I installed Advanced SystemCare 9, it turned off Defender and I had a message from the Action Centre saying I had no anti-spyware software. Is this right? I assumed that this kind of system tool would not mess up my security settings.

Michael Hillman, via email

A Windows Defender is enabled by default when Windows is installed and provides basic security for your PC. When you install other anti-virus and anti-spyware programs, it turns off Windows Defender because it is not a good idea to run two security programs at the same time. Only one should be enabled.

One of Action Centre's tasks is to monitor the security of Windows and issue warnings if no security software is active. Most security programs work well with Action Centre and report their status, but a few do not. Action Centre may report that Windows Defender is disabled and that no alternative security software is present but it can be wrong.

IObit Advanced SystemCare Ultimate 9 contains security software and it protects against threats such as viruses



Advanced SystemCare Free is a cleanup tool and has no real-time security

and spyware. Open the program and check that the security components are enabled. If they are, then you can ignore the Action Centre warnings and turn them off. Press Windows+X and click Control Panel. Set 'View by' to 'Small icons' and click Action Centre. Click 'Change Action Centre settings' and clear the tick against 'Virus protection' and 'Spyware and related protection'.

The free version of Advanced SystemCare does not provide real-time protection against viruses and spyware. It should not disable Defender (and didn't when we tried it). Malware Fighter 3 Free is by the same company, IObit (www.iobit.com), and could be added to provide the missing real-time security.

HARDWARE

Fix DVD-burning problems

Q My two burning programs, Nero (www.nero.com) and Roxio (www.roxio.com), have both stopped working at the start of the burning process and come up with an error in both instances. The reading part is fine. Any thoughts on what is causing this?

Alan Burgess, via email

A If one program stopped burning to disc then you might suspect a fault



External DVD writers such as this model are cheap and easy to use

in the program, but when two stop working then it indicates a fault with the hardware. CD/DVD writers perform several different reading and writing functions and sometimes they stop writing, but continue to read. They sometimes read and write CDs, but fail to do the same with DVDs.

When this happens, the best solution is to replace the drive unit. The ease of this depends on the design of your computer or laptop. If you're lucky, the optical drive will be held in with a few easily removable screws, which allow the unit to slide out. You may also have to detach a few cables. Just slide in the new unit, attach the cables and insert the screws.

If you're not confident tinkering with your computer's innards or you want to keep the old drive for reading discs, buy an external CD/DVD-writer. Budget USB models are available for as little as £20.

BROWSERS

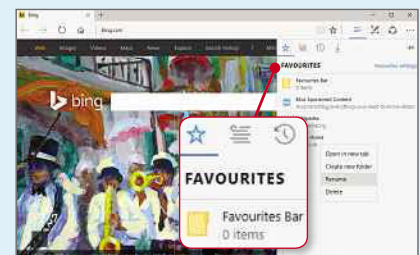
Organise your Edge favourites

Q In Windows 8.1 and IE 11, I used to use Windows Explorer to edit website addresses in my Favourites folder. However, I can't do this in Windows 10 with Edge. There's a Favourites folder in C:\Users\David but the list is very old and doesn't include sites I've added recently. However, they are present in Edge's Favourites panel. Edge lets you create your own Favourites list but I can't find the source file for this, either.

David Brown, via email

A Microsoft has twice changed the location of Favourites. In Windows 7, 8 and 8.1 they are stored in C:\Users\YourName\Favourites. This folder can be opened in Explorer to create folders, move links, delete ones you no longer need and so on.

When Windows 10 was launched, the Favourites folder was moved to: C:\Users\YourName\AppData\Local\Packages\Microsoft



You can only organise Favourites in Edge by right-clicking and dragging

.MicrosoftEdge_8wekyb3d8bbwe\AC\MicrosoftEdge\User\Default\Favorites

The contents of this folder could also be edited in Explorer. Recently, Microsoft has moved them again. They're now said to be stored in:

C:\Users\Yourname\AppData\Local\Packages\Microsoft.MicrosoftEdge_8wekyb3d8bbwe\AC\MicrosoftEdge\User\Default\DataStore\Data\nouser1\120712-0049\DBStore

Explorer can't access them, though, so the only way to organise them is from within Edge. Open the browser, open the Hub on the right, click the Favourites star and right-click sites for a menu.



This fortnight Roland has scanned his pre-digital photos to store on his computer before they fade away

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

VIDEO

Watch BT Sport on a big screen

If you're a BT Sport subscriber and you normally watch its channels on your PC or tablet, you may have wondered if there's an easy way you can view it on your TV instead. The simplest and cheapest way to do this is by connecting a laptop to your television using an HDMI cable before opening the BT Sport website in your browser as normal.

However, if you've got a desktop PC or you find it tedious booting your laptop each time you want to watch sport, the best idea is to invest in a Chromecast (bit.ly/cast392). Once you've set up your Chromecast and added it to your network, a Chromecast button appears when you run the BT Sport app on any Android or iOS device. Simply tap the button



Google's Chromecast lets you stream BT Sport on your TV

and choose your Chromecast. Anything you stream will appear on your television instead of the app. Even if you use the Chromecast for nothing else, I think it's well worth £30 to be able to watch sport quickly and easily from the comfort of your sofa.

Tony Riley, via email

Mug winner



desktop icons' and clear the tick against the Recycle Bin. Click OK and the bin will be gone from your Desktop. You can now click the taskbar icon to open the bin and drag files and folders to the window to delete them.

Adrian King, via email

WEBSITE

Receive payments more easily

Last time I was on PayPal, I noticed the PayPal.Me service. It lets you create a URL, such as paypal.me/yourname, which people can click in an email or type in a browser to send you money. It is easier than logging into PayPal, going to the payments section, entering the email of the person and so on. Getting your own URL is really easy. Go to www.paypal.me, click the Get Started button and think of a name for your URL. Select a colour scheme and that's about it. Using your name in the URL makes it easy for people to remember.

Dave Taylor, via email



Create a URL at PayPal.Me so people can pay money into your account

SECURITY

Generate strong passwords

If you're trying to come up with a good password, you might want to test it using the Password Complexity Estimator at Domain Knowledge (bit.ly/pword392), which shows how quickly someone might be able to crack it in different scenarios. Note that you can also click the 'Show/hide more details' button to see how your password was analysed and if, for example, any parts of it were

found in a dictionary of passwords and how high they are on the list.

free, Web User Forums

GENERAL PC

Remove the Recycle Bin

If you like to have a completely clear Desktop, you'll need to remove the Recycle Bin, which you can't do by simply deleting the icon. Right-click the Desktop and select New, Shortcut. When it asks for the location of the item, type %SystemRoot%\explorer.exe shell:RecycleBinFolder. Click Next and name it RecycleBin (no space), then click Finish. This creates an ugly icon, so right-click it and select Properties. Click Change Icon and select the Recycle Bin icon.

Drag the new RecycleBin icon to the taskbar to pin it, then delete the shortcut from the Desktop. To remove the original Recycle Bin, right-click the Desktop and select Personalise. Click the link, 'Change



Password Complexity Estimator tells you how easily your passwords can be cracked



to do this is to just click and drag the title bar. The window shrinks and moves in one go. To quickly maximise a window to fill the screen, just click and drag the title bar back to the top of the screen.

This action uses a feature in the 'Ease of Access Center' section of the Control Panel. Click 'Make the mouse easier to use' and make sure the box labelled 'Prevent windows from being automatically arranged...' is not ticked.

The option next to this, called 'Activate a window by hovering over it with the mouse' is useful, so tick its box. When there are two or more windows on the screen, you can switch from one to the other by letting the mouse hover over them for a second. If the mouse doesn't stop moving then nothing happens, but if it pauses, the window underneath it is brought to the top.

J Mills, via email



Set the option to activate windows by hovering the mouse over them

SOFTWARE

Spellcheck in any Windows application

Although my spelling is quite good, my typing isn't and I often make mistakes. Since there isn't a spellchecker available in WordPad and Notepad, I've found tinySpell (tinyspell.numerit.com) very useful. It's a small tool that lets you check and correct the spelling in any Windows application. It can be set to watch everything you type and alert you to any mistakes.



tinySpell lets you check your spelling in any Windows application

There are two versions of the application: tinySpell, which is free, and tinySpell+, which you pay for. I use the former and, although it only offers American English, you can manually add British spellings to the dictionary whenever it flags them up as incorrect. Unlike the spell-checkers that come with other software programs, you have to delete

the incorrect word manually after choosing one of the suggested corrections. However, it's not too irritating considering it's free.

A word of caution about downloading: make sure you click the links to download the installation files directly from the tinySpell website instead of using the links to file-hosting sites, which might package unwanted software with the installers.

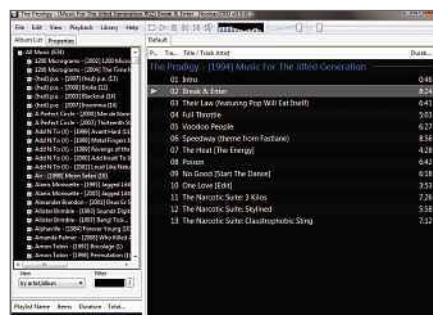
Madeline, Web User Forums

SOFTWARE

Alternatives to iTunes

I've suffered a few problems with iTunes over the years, so I finally decided to try a few alternatives, all of which are comparatively smaller in size. I tested Nightingale (getnightingale.com), FooBar2000 (www.fooBar2000.org) and a very small player called Winyyl (vinylsoft.com). In the end I settled for FooBar2000 on my Windows 7 PC. In Windows 10, however, I'm perfectly happy with the default Music app, which I find simple and easy to use.

andrewghost, Web User Forums

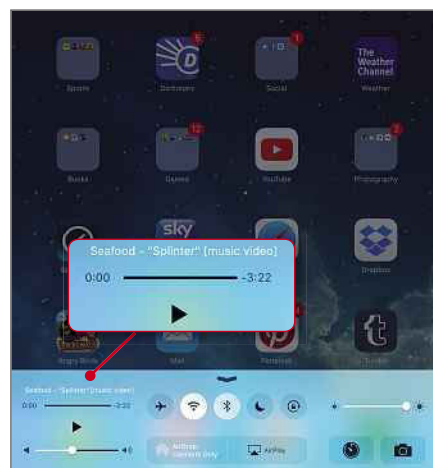


Foobar2000 is a simple, free music player for Windows

MUSIC

Keep YouTube songs playing

Normally, when you use YouTube to listen to music on an iPhone or iPad, it'll stop playing when you minimise the app and open something else. However, I recently



You can listen to YouTube videos played in Safari even after the app is closed

read about a handy trick that lets you carry on listening while using other apps – even when your device is locked.

Instead of opening the app, visit m.youtube.com in Safari, ignoring any prompts to run the app. Find and open the song you want to listen to. When you minimise Safari, the song will stop playing but by swiping up from the bottom of the screen and tapping the Play button, you can set it playing again and it'll continue regardless of what else you're doing. Unfortunately, the trick doesn't work for playlists made up of more than one song, but it's great if you want to listen to a podcast or a long clip of a live concert while doing other things with your tablet.

Kevin, via email

MOBILE

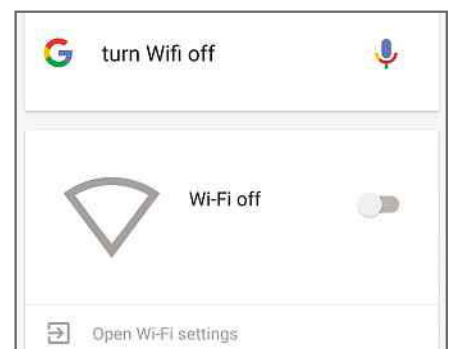
Useful 'OK Google' commands

You've probably seen the 'OK Google' adverts on TV that show you how to search the web with your Android device using only your voice. It's a useful feature and one that I often use when I want to quickly check the weather forecast, but I hadn't realised until recently just how powerful it is.

'OK Google' isn't limited to searching the web but also lets you set alarms and reminders, turn your device's Wi-Fi on and off, and even call and text friends. By visiting bit.ly/okgoogle392 and expanding the Android section under 'Ways to use your voice', you can find the full list of OK Google commands for controlling your device hands-free.

If you're not sure whether the feature is switched on, open the Google app (after making sure it's fully up-to-date), tap the menu button and select Settings and Voice. Next, select "Ok Google detection". You can choose whether it works only 'From the Google app' or 'From any screen'. For some Nexus devices (and the Samsung Note 4), there's even an 'Always on' option that lets you use OK Google even when the screen is off.

William Brown, via email



You can use 'Ok Google' to switch your phone's Wi-Fi on and off



Readers' Helpdesk

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

IOS

What's the easiest way to transfer files from an iPad?

Q Can I transfer data from an iPad to a Windows computer via a USB cable using only Windows Explorer?

Joe_London, Web User Forums

A One of the networks that I maintain includes 10 iPads and they will not connect to the network server directly. Moving files from each iPad to the network folders is a chore and best avoided. Indeed, the most successful method that I have found is to upload the files to an online folder, such as Dropbox, then download them to the network. Alternatively, try the free file-manager app FileMaster (bit.ly/filemaster392), which also works well. I have had some success using FileBrowser (bit.ly/filebrowser392), but this also uses cloud storage to move files and the app costs £4.49.

You should be able to move photos and videos from the iPad to your PC quite easily. When I connect my iPad to my Windows 7 computer, the iPad prompts me to allow the connected device to access photos and videos. On the PC, there's an AutoPlay dialogue box that lets me 'Import pictures and videos using Windows'. By selecting this, I can tag and import them, and choose which folders to save them in. It's surprisingly



You can import photos and videos from your iPad using Windows

GENERAL PC

Can I back up a new PC with an old hard drive?

Q I have a new Windows 10 PC and have transferred all my music, video and documents over to it. I would like to take the hard drive out of my old PC and use it in the new one for making regular, automatic backups. Can anyone recommend any software that does this, so that if I have a hard-drive failure, I'll always have a relatively recent backup?

Jeff, Web User Forums

A There's a free version of Macrium Reflect (bit.ly/reflect392) that will do an excellent job of automatically backing up your new drive, protecting you against any future problems you might have. To put the old drive into your new PC, you'll need to open it up and possibly also reconfigure the BIOS



Enclosures let you convert ordinary 3.5in hard drives into portable USB drives

to get the two drives working together properly. Alternatively, if you buy an enclosure kit (available cheap from places like eBay and Amazon – bit.ly/enclosures392), you could turn the old hard drive into a portable drive, which means you won't have to install it in your new PC.

Dave_1, Web User Forums

simple but Apple prefers you to move files to Windows via iTunes.

Sneakybeaky and ezyduzzit, Web User Forums

MUSIC

How does Amazon's AutoRip service work?

Q Six years ago, I bought a number of Beatles CDs from Amazon. Today I noticed that nine of those CDs are listed as Purchased in my Amazon Music Library. It seems that they all qualify for AutoRip, which means I can download a digital (MP3) version of each, at no extra charge. Can anyone confirm this?

DavidNewton, Web User Forums

A I've often seen AutoRip when I've bought CDs and it's free. I did a search for

AutoRip on Amazon's site and it explains that when you buy an eligible CD or vinyl record, Amazon gives you a digital copy for free so you can start listening right away. There's also a note that says previous eligible purchases will be added to Your Music Library, so that's clearly what's happened in your case. If you're not sure you want to download a CD to your PC, you can simply stream it from the website.

Madeline, Web User Forums



Amazon flags up albums that are eligible for AutoRip



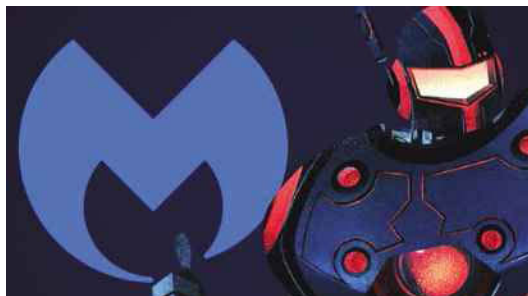
Star Email

Doubts about the free version of Malwarebytes

My wife and I both have Kaspersky Internet Security 2015 installed on our computers, together with the free version of Malwarebytes Anti-Malware. Are we covered against security threats? Are we hell!

My wife's PC was recently attacked by 32 malware items and a Trojan called Trojan.Multi.GenAutorunTask.b. A warning message appeared on her taskbar from Kaspersky regarding the Trojan, giving its location as the laptop's memory. A single click removed it, and I was able to disinfect the 32 malware items manually using Malwarebytes Anti-Malware.

I'd like to alert the readers of *Web User* to the fact that Malwarebytes Anti-Malware Free isn't totally secure,



because it is not protecting anything and only manually clears malware and viruses after they reach your computer. The settings for the free version of the software show both Malware Protection and Malicious Website Protection to be disabled. These are only enabled in the Premium version at an annual subscription cost of £19.

Kaspersky Internet Security 2015

seemed to allow 32 viruses to install on my wife's computer and Malwarebytes allowed anything and everything. This is not good enough, because once the malware in on there, the damage has been done.

Is there an alternative to Malwarebytes Anti-Malware? The company's website boasts that it's the best. Not free, it isn't. How many programs must we purchase to protect our computers?

This might be my last PC, because my Samsung Galaxy S4 does all I need these days and, at 75 years of age, I really don't need the hassle of computers anymore. It's become a time-consuming nightmare just to keep a PC running.

David Guest, via email

Please stop whining about Windows 10

I read both *Computer Active* and *Web User* and find them very informative and interesting. However, I'm



getting a bit fed up with all the whining about Microsoft, Windows 10 and the so-called Snooper's Charter. I am nearly 70

years of age and, over the years, I have had every Windows version from Windows 95 to Windows 10, with the exception of Windows 8/8.1. I have one computer built by my nephew, another that I bought and one that my son built for me. So far – touch wood – I have not had any major problems. If people do not want to upgrade, they do not have to, but please stop whining about Microsoft trying to push Windows 10. If I drive a car that is not roadworthy and hit somebody, it's my fault. Microsoft is only trying to remove something that will be unsafe to use, because whiners would probably blame them if things go wrong. I've never tried Mac OS X, but I

understand that it does not give you any choice about upgrades. Same goes for Android. I have a Hudl 2 and lots of apps came with it but, if I try to remove some of them, I'm informed that some other things on the tablet might not work. I mean, why would I need or want Wuaki TV?

As far as the Snooper's Charter is concerned, people seem to be happy to put all sorts of private information on Facebook and Twitter, and let Google,

Amazon and other websites track their movements, but when it comes to government trying to protect us, they object. If anything were to happen to these whiners, they would be first to blame the police and government for not doing enough.

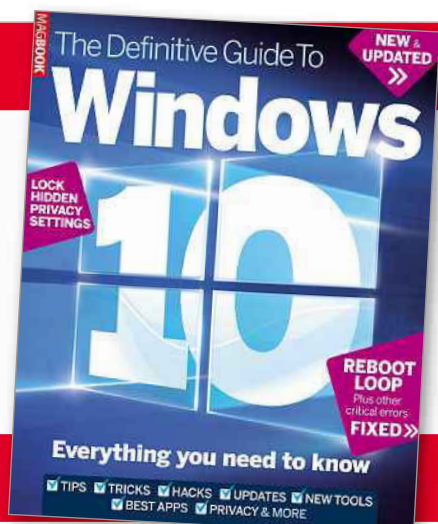
So please, either upgrade, put up with the messages or change your operating system, but stop whining and get on with it. I think I have whined enough for now!

Z Longin, via email

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Freedom of speech has no limits

Having read your interview about online censorship with Pam Cowburn of the Open Rights Group (ORG) in Issue 390 (bit.ly/webuser390), I feel I need to disagree with her opening line that: "Free speech has its limits and the police have a duty to close down content that promotes criminal acts, such as child abuse". This comment would be acceptable if she was only talking about stopping the promotion of child abuse but she isn't. Her example is a cheap shot that tars all so-called 'criminal' content with the same brush.

Such a category could include speech about tax refusal, unlawful assembly, advocacy of online piracy and possibly books about subjects such as lock-picking, hacking and other information that might conceivably be used for criminal purposes. She might also include inflammatory speech.

I was educated with the view that freedom of speech is the measure of a free society and its best defence, so it's surprising to see the phrase "free speech has its limits" as if it's an established view and not an oxymoron.

Free speech actually has no limits but that doesn't mean there shouldn't be laws regarding pornography. I'd rather not have a group proclaiming to guard my rights or 'defend my civil liberties' if it disagreed about this. If the champions of civil liberties think like that then the ideal can't afford its enemies. In that light, ORG's claim of being 'grass-roots activists' is fairly suspect.

Craig Nearn, via email

Flaming GIFs are not funny

This is the first time I have written to your usually very good magazine. In the Best Browser Tools section in Issue



390, the tip 'Cheer yourself up with some random GIFs' says: "when you're feeling down... a clip of someone's hair catching fire can prove just the tonic". Can you please be more careful what you print in your magazine because this sort of 'joke' may upset some people?

C Thompson, via email

Don't forget chess master Deep Blue

Regarding your FAQ about machine learning in Issue 390. Just to let you know that the IBM supercomputer Deep Blue beat the then chess world champion Gary Kasparov in May 1997! Are you still so sure that only the deep-learning machine called Giraffe has achieved International Master Level at chess?

Janine Fennell-Ross, via email

Web User says:

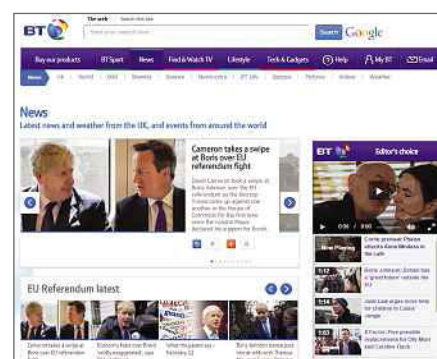
You're quite right Janine that we shouldn't have neglected to mention the achievement of Deep Blue in 1997, when it trounced Kasparov by three games to two. By way of apology, here's a photo of the hunky chess-playing supercomputer.



BT's homepage gobbled my data, too

I write with regard to Clifford Evans's letter in issue 389, 'BT's website is using up my bandwidth'. Like him, I have a capped allowance of 10GB on my BT broadband and usually use about half of this. Over the last two months, I have been setting up a new desktop PC to replace my old one.

Fortuitously, as it turned out, IE11 was set up initially with Avira Safe Search as the homepage. Halfway through January, I decided to change to the BT homepage but with three days still to go in the month, my allowance was virtually gone so I pulled the plug and did without it. Up until I switched to BT, my usage was fairly normal, but within the first six days of this month, about 40% of my allowance had already gone. Luckily, at this point, I read Clifford's letter and changed my homepage to Google, after which usage returned to normal.



I have used BT as my homepage for years without any problems. Something appears to have changed. Could it perhaps be a marketing ploy by BT to get people to take up unlimited broadband?

Alan Coombe, via email

Shocked by TalkTalk's callout fee

I am with TalkTalk and have fibre-optic broadband. My speed has always been very good but I recently suffered a severe drop. This persisted for about two days so I contacted TalkTalk's customer services.

After answering a few security questions, I was put through to an adviser. Apart from the usual difficulty of getting to grips with his accent, I was pleased with how efficiently the adviser checked my system and landline. The verdict was that the line to my house was fine, so the slow speed must be caused by a problem with my equipment. He told me he would arrange for an engineer to call and make some checks, and said he was required to ask if I would accept the standard £65 charge.

You can imagine my horror regarding this fee. I told him in no uncertain terms that it was the responsibility of TalkTalk to maintain my connection and I would not be paying a penny. I decided to call a friend the next day, an ex-BT engineer, but thought I might just check my connection one more time. Lo and behold, my speed was 37.88Mbps, as it should be.

Is it possible that, through this unnecessary callout charge, TalkTalk has found a good way to make more money at its customers' expense?

Peter Waterman, via email



Sumatra is the only PDF reader for me

I see that Microsoft Reader gets the Gold Award in your roundup of PDF viewers in Issue 391 (bit.ly/webuser391), which is



fine for those people with Windows 10 or 8. For the rest of us, Foxit Reader gets the Silver and, although I don't dispute that it's

a great piece of software, it comes bundled with extras that seriously need to be unticked during installation.

Sumatra PDF is mentioned as one of the 'best of the rest', but I'd rate it higher because it's free of bundled junk. It's also the only PDF reader I know that can open EPUB files.

Jon98, Web User Forums

Could Chrome be triggering malware?

I read with concern the item 'Remove malware from a new laptop' in your 'Ask the Expert' section in Issue



391. I recently bought an HP550 desktop from PC World, which is supposedly protected by McAfee. Like your correspondent, I got innumerable pop-ups and the useless Web Bar

across the top of the screen immediately after I downloaded Google Chrome via Microsoft's Edge browser.

I agree with Roland Waddilove that it doesn't seem possible that the malware was embedded in Chrome, but the similarities between my problems and your correspondent's are uncanny, and it seems very unlikely that we both took on board the same malware via downloads of the same software. It looks to me suspiciously like some malware was lurking deep in the system from the word go, ready to be triggered by the installation of Chrome.

Unlike your correspondent, I was fortunate in having subscribed to PC World's Knowhow service who put it right, but only by dint of uninstalling all the software I had installed over a period of several days, leaving only my data files untouched. I am naturally very wary of going anywhere near Chrome again on this computer.

Oliver Dixon, via email

What you say...

GOOGLE IS CLOSING PICASA. DID YOU USE IT?

Yes, I loved it. It was so simple. I haven't really used Google Photos much, but there's something very creepy about the way photo assistant automatically creates montages.

Suzy Blue

No, never used it, but Amazon Prime Photos (bit.ly/prime392) is fantastic. Offers unlimited storage and you can access it on numerous devices.

Harvey @haskipsey

I love Picasa. It was excellent. Easy to use and free. What's not to like?

Simon Herdson

Google Photos is better. Picasa was good when it first came out, but other software overshadows it by a mile.

Jason 'Boz' Bowyer

WILL YOU BUY THE NEW SKY Q BOX (www.sky.com/skyq)?

No. I try to give Rupert Murdoch as little of my money as possible.

Martin James

No, I'm more interested in the hybrid Now TV/Freeview box (bit.ly/nowfree392) out later this year.

Martin Philip

It's just another way to get more money out of customers. Sky make me sick.

Tyson Pashley @tysonpashley

No. I once had a bad experience with a door-to-door Sky salesman, so I won't buy Sky products out of principle.

Ady Colclough @AdyC76

DO YOU AGREE WITH THE GOVERNMENT'S PLANS TO FORCE PORN SITES TO CHECK USERS ARE OVER 18?

Absolutely yes, but it'll never happen. Not fully. Kids will get around it and it won't apply to foreign sites.

Gary Olsen @Gary_Olsen

Yes, I do. Porn on the net is very different from the magazines of my youth and children need to be protected.

Ethel Ethel @EthelEthel

Do these people live in the real world? Any laws they might see fit to impose would be totally unenforceable. Why don't they do something constructive instead and revoke the stupid EU ruling on websites having to seek consent on cookies?

Keith Pearson

If it'll be like most sites that ask you for your date of birth, it'll be pointless. It should be up to parents to keep their kids safe online.

Si Mellor

APPLE vs THE FBI - WHOSE SIDE ARE YOU ON (bit.ly/applefbi392)?

If the FBI gets a court order, I'm on their side. Until they do, I'm on Apple's. The FBI does not have any authority to order a company to disclose their customer information.

Mick Wenlock

It's not inappropriate for the FBI to ask Apple for help. Apple should stop trying to look cool and behave like a responsible company. Others have been called terrorist sympathisers for a lot less.

Peter Fitzsimmons

Privacy prevails, regardless of the consequences.

Matt McCallion

Apple. It's a lot bigger than them. It's a public issue.

Jason Jones @Jason___Jones

! Page 404



Barry Collins suspects many social-media addicts relish the prospect of taking offence

If you're going to take offence, take a hike

There's a classic cartoon in the brilliant XKCD web series (xkcd.com), in which one person asks another sitting at a PC: "Are you coming to bed?"

The person in front of the keyboard replies: "I can't. This is important."

"What?"

"Someone is wrong on the internet."

The internet – and social media in particular – has become overwhelmed by vigilante keyboard warriors who feel it's their duty to seek out slurs for the rest of us. Quips, remarks and even one-to-one conversations are all fair game for the Offended Squad, who will wade into any Twitter conversation to let you know they've taken umbrage, and won't back down until you've offered to remove one of your own kidneys with a teaspoon in repentance.

The most recent target for the Offended Squad is Stephen Fry, who made a joke while hosting the BAFTAs about costume designer Jenny Beavan looking like a "bag lady", and was

instantly set upon by the pitchfork-wielding online retribution panel. He was branded "vile", a "misogynist" and many other words that would have *Web User* stripped from the shelves in WHSmith if we printed them here, because people would – you know – take offence.

Fry, who is admittedly no stranger to a flounce off Twitter, promptly deleted his account and explained his actions on his blog (www.stephenfry.com/blog).

Fry said Twitter had become "a stalking ground for the sanctimoniously self-righteous who love to second-guess, to leap to conclusions and be offended – worse, to be offended on behalf of others they do not even know".

You don't even have to be a celebrity with an audience of millions on both

television and Twitter to incur the wrath of these idiots. A few weeks ago, I was engaged in a light-hearted conversation about tax with one of my followers, when I made the quip: "I do pay road tax, so I'll crash into a cyclist to get my money's worth". In isolation, it looks

crass, childish and not the least bit funny, but I'm 100% sure the person I was replying to knew I was kidding.

Yet suddenly I was besieged with messages from the cycling fundamentalists, who'd retweeted the comment

“it was crass, childish and not the least bit funny, but I'm 100% sure the person I was replying to knew I was kidding”

and decided I was the love child of Jeremy Clarkson and Attila the Hun. "Are you seriously threatening to harm other road users with your vehicle, or are you just full of **** & wind?", wrote one, seemingly mistaking my tweet for the most cack-handed, irrational death threat ever written. "With UK media run by the likes of [@bazzacollins](https://twitter.com/bazzacollins), it's hardly surprising many drivers feel it's a *right* to endanger/harm people on bikes," chirped another, who's not only lost all sense of perspective but appears to believe I'm Rupert Murdoch. Another referred to me as the "Lycra Taliban," which at least has the distinction of being a decent one-liner.

I began by trying to explain to my furious correspondents – none of whom actually followed me in the first place – that I was joking, and that there was no harm intended. But that soon gave way to blistering indifference. Let smoke pour from their keyboards; let their blood pressure soar into four figures; let them take offence where absolutely none was intended, nor even given. Let them spend all night rattling furiously at their keyboards. I sleep fine, thanks.



Illustration: Andrew Torrens

WebUser

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