ACCESS YOUR CONTENT FROM ANY DEVICE



Unlock its hidden web interface p58

Reset, Revive & Restore Your PC

The three Rs that make it RUN LIKE NEW p38

- Reset Windows 10, Chrome, Android phone, iPad
- Revive old PCs, dead batteries, broken software
- Restore lost files, product keys, deleted photos
 - + stop it losing speed in future



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Catch and locate hackers p56

WEB REVOLUTION

Are you ready for the biggest change ever? p36 **UNLOCK FREE CREDIT** FOR GOOGLE PLAY

+7 more app hacks p46



TP-Link Smart Home range currently available at









Bring your PC back to health

t's Issue 420 of Web User and, if I understand my hipster references correctly, that makes it the perfect time to 'chill out' with a refreshing cup of tea (served in a jam jar). In any case, it's always beneficial to take a moment to rest your aching joints, replenish your energy and rejuvenate your mind, but your poor old PC doesn't enjoy that privilege. Instead it's forced to keep toiling away, getting slower and stupider, with no hope of respite.

In this issue's cover feature (page 38), we explain how to give your hardware a new lease of life with the help of three simple Rs: reset, restore and revive. Together this alliterative trio can help to speed up your PC and phone, undo unwanted changes to your software, recover lost files and settings, and much more.

Also in this issue, we review the best free tools for controlling your PC remotely, so you don't even need to be in the same room as your spluttering computer until it's brought back to health.

RRRobert Irvine

robert_irvine@dennis.co.uk #webuser



Things you'll learn this issue

How to explore the inside of a volcano and survive to tell the tale

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How to share files securely and anonymously over the Tor network

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How to scroll web pages automatically without touching your mouse

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5 How to bring back icons that have disappeared from your Desktop

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WHY YOU NEED A





ISSUE 420

5 - 18 APRIL 2017

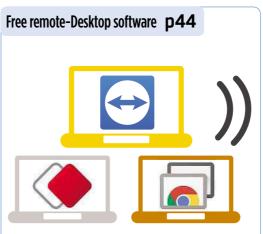


Reset, Revive & Restore YOURPG

Three Rs to speed up your system and make it run like new

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Printed by Wyndeham Bicester, Oxon Distributors Seymour 020 7396 4000

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What's New Online

Explore a volcano in Street View

ot content with letting you wander the surface of the Earth, **Google Street View** now shows you what lies beneath. Its cameras have delved into our planet's heart, giving you an aweinspiring 360-degree look at the Marum crater on the volcanic island of Ambrym.

You can get up close to one of the world's

largest boiling lava lakes - the feeling of heat is almost palpable as you descend 400m to its edge. There are also stunning views of the 100m ledge below the crater rim, the area's dry environment, a volcanic blacksand beach and the nearby villages that are home to 7,000 people.

All the images were taken by



explorers Geoff Mackley and Chris Horsley using a Street View Trekker camera rig, and give you a real sense of the size of the 39 square-mile caldera, complete with noxious gases.

To help you make sense of what you're seeing, there are brief descriptions as well as the option to view the location on Google Maps.





We can't wait to see where Street View goes next. bit.ly/volcano420

Watch videos from within Gmail

mail.google.com

Gmail has made it easier to view videos people send you. In the past, you had to download the video attachment before opening it in a media player, but a new feature rolled out to all Desktop users (not mobile yet) lets you simply click the thumbnail to stream the video within Gmail, played in a built-in media player not unlike that used for YouTube videos. You can adjust the volume, watch full-screen and change the playback speed. The feature only works with videos smaller than 25MB (any larger and they are automatically uploaded to Google Drive), but it saves you clogging up your hard drive with unnecessary downloads.



Send web pages to Kindle via iOS

bit.ly/kindle420

Amazon is taking on Pocket and Instapaper by letting you save web pages, documents and images from the Safari browser in your iPhone or iPad to your Kindle library. Provided you have the latest Kindle app, you can quickly convert sites and files to the Kindle format, and store the content in the cloud. You can make alterations to the text, font and page colour, and read what you save on any synced Kindle app or device.

To use the feature, open Safari on your iPhone or iPad and browse to a web page. Tap the Share icon and swipe the middle row until you see More. Tap and scroll down, and turn on the 'Send to Kindle' option.



We pick the 10 best things you must do on the web this fortnight

See live Tube times on a 3D map

bit.ly/tube420

Transport for London has just introduced a Tube map that tells you how long it takes to walk between stations (bit.ly/ walking420), but this 3D map is much more fun. As well as showing animated cars

motoring along the capital's streets and planes flying overhead, it lets you follow



colour-coded Tube lines and hover over every station to see live train times.

Find safe cycling routes

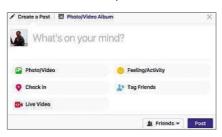
bit.ly/cycling420

If you worry about your safety when cycling, this online map should steer you in the right direction. It uses data from Open Street Map to colour-code Britain's roads, paths and dirt tracks, using green for the safest routes and blue for the most dangerous. You can either search for a location or move around with your mouse, zooming in and out of the area you want to view. The map tells you when it's best to walk rather than cycle, and pinpoints pubs, cafes, water stops, cycle shops and toilets.



Live-stream Facebook on your PC

www.facebook.com/live



Facebook's Live Video feature, which lets you make broadcasts using your mobile device, was launched last year and it's now available on PCs, so anyone with a webcam can stream via Facebook's web interface. Simply click Live Video at the top of your news feed or timeline and allow Facebook to use your camera and microphone. Alternatively, go to www.facebook .com/live/create and use third-party software such as Wirecast or XSplit, which let you stream game footage and add on-screen graphics and titles.

Read iTunes T&Cs as a graphic novel

bit.lv/itunes420

Apple's terms and conditions run to 20,000 words and they've now been turned into a graphic novel. Artist Robert Sikoryak has interpreted the contract in a varied series of comic strips, each starring Apple co-founder Steve Jobs as the lead character. The full 108-page book costs \$15 (about £12) but you can click Excerpt for a free flavour of what to expect.



TO FOLLOW ON TWITTER

@jack

Twitter founder Jack Dorsey's account, which was temporarily suspended by Twitter

@McDonaldsUK

McDonald's is rerunning its Monopoly promo using the hashtag #McDonaldsMonopoly

@compactcritic

Enjoy regularly posted bite-sized reviews of films old and new

@DLPHelp

Off to Disneyland Paris? Get help and tips from this official account

@SSEWomensFACup

Get the latest news ahead of the Women's FA Cup final on 13 May

Discover your ideal bedtime

bit.ly/bedtime420

Find out the ideal time to go to bed by telling this calculator when you need to wake up. It gives you a choice of bedtimes based on your likely sleep cycles.

Skip Netlix intros

www.netflix.com

Fed up with watching the same opening credits of your favourite programmes over and over? Netflix has introduced a Skip Intro button that takes you straight to the action. The button appears to the right of the screen when a show starts.

Buy new Wikipedia merchandise

store.wikimedia.org

The Wikipedia Store was offline for a while, but it's back now selling clothes for men, women and children, and accessories including a water bottle, pens and a bumper bag of badges. Click the button in the top-right to see UK pricing.

Need to Know

Google slammed for running ads next to extremist content

What happened?

Google came under fire after a *Times* report revealed that advertising for major brands and even the British government was appearing alongside extremist content on YouTube.

Web giants such as Google, Facebook and Twitter have been criticised in the past for being slow to take down hate speech, terror recruitment material and fake news sites, but now they're accused of profiting from them, too.

The *Times* investigation found that publicly funded ads for everything from military recruitment to blood donation were appearing beside YouTube videos promoting homophobia, white nationalism and other extreme content, including videos from jihadi groups. This prompted the government to pull all its advertising and demand that Google's executives explain themselves.

It wasn't only government ads that were affected. Ads from major brands including the BBC and Channel 4 were also found alongside extremist videos.

Adverts are placed automatically by Google's ad-exchange system, but although the company said it has policies to stop them appearing in pages with offensive content, it admitted that they don't always work and has pledged to review its procedures.

Not everyone was convinced by the promise, and more major companies joined a growing boycott of Google's advertising network, and YouTube in particular, including KFC, AT&T, Enterprise car rentals and GSK. Reports



The Times found adverts for major brands on YouTube videos promoting hate speech



suggest that as many as 200 advertisers have pulled their marketing.

The boycott followed complaints from UK politicians that Google was profiting from online hatred. Labour MP Chuka Umunna said YouTube was making its money from "videos peddling hate", because ISIS-supporting videos were tagged to run ads.

How will it affect you?

It's not clear how Google and others will address this issue. Google said it would tighten its policies and develop yet more tools to help advertisers target their marketing. When called in by MPs, however, Google, Twitter and Facebook stressed that the sheer quantity of content uploaded every day makes it impossible to vet everything, and that they don't want to curb free speech.

The industry's failure to find a solution could encourage regulators to step in.
The EU is already pushing for action, while Germany is considering fines of up to €50m for firms that fail to take down such content.

The impact of the advertising boycott remains to be seen, and while it could hit smaller publishers and YouTube video creators, it's likely that Google will simply introduce more tools and checks to ensure ads from its best customers don't land next to extremist material.

In the longer term, this issue may lead to regulation. While cracking down

on extremist content and hate speech may be welcome, unrelated material is sure to be caught up in the purge, too.

What do we think?

On one hand, Google brags about its machine learning and Al research. On the other, it fails to recognise that it might be best to keep ads away from YouTube videos featuring ISIS imagery.

Google has a tough job ahead, but it also has billions in profits and the sharpest minds in the business. Perhaps it's time to set aside the 'moonshot' projects such as broadband-supplying balloons and focus on fixing its advertising networks. That said, Google does at least use its networks to show messages that make the case against ISIS alongside terror-recruitment videos, so some positive work is being done.

It's also worth noting that the information in the *Times* investigation wasn't hard to find. Companies that advertise with Google or on YouTube should look at the internet from time to time and take some responsibility for where their ad payments are going.

MPs are right to point out that Google and other web companies could be doing more to deal with extreme content online. Hopefully the threat to ad revenues and the prospect of fines will encourage them to invest more time and money in addressing these problems.

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

Laptops and tablets banned on flights

What happened?

Britain has followed America's lead in banning laptops and tablets from cabins on direct flights from a list of predominantly Middle Eastern and African nations.

Both governments cited security reasons for the ban, but said it wasn't made in response to a specific threat, with US officials pointing to past attempts to take down airliners using carry-on items. British authorities said they weren't advising against travel to the listed countries, however.

Security experts were quick to question the ban, saying it made little sense. A laptop hiding a bomb could just as easily explode in the hold, while a smartphone poses much the same threat as a tablet.

How will it affect you?

On direct flights to the UK from Egypt, Turkey,
Lebanon, Jordan, Tunisia and Saudi Arabia, travellers won't be able to bring larger electronic devices into the cabin. The US ban covers eight countries:
Egypt, Turkey, Jordan,
Saudi Arabia, Morocco,

the United Arab Emirates, Qatar and Kuwait.

The ban affects only direct flights, so if you travel from one of those countries via another before landing in the UK or US, you'll be able to use your laptop in the cabin as usual. The ban doesn't specifically name laptops or tablets, and instead targets electronic devices larger than 6.3×9.3 in or 0.6in thick. This means most phones won't be affected, but e-readers such as Kindles could be.

What do we think?

Air travellers have long been jumping through hoops for security reasons, but while most of us don't grumble too much at throwing away half a bottle of Evian, dealing with a laptop is more of challenge. There's good reason not to leave electronics in hold luggage - they're at greater risk of damage, easier to steal and can be accessed for their data. A better solution needs to be found, but in the meantime perhaps you should leave your larger gadgets at home when flying.



Get instant refunds for broadband failures

What happened?

ISPs could be forced to pay compensation automatically when their engineers miss an appointment or a new subscriber's service fails to start on time, under plans

from regulator Ofcom.

The watchdog is battling against poor service, having said that broadband and landline customers are currently forced to "fight tooth and nail" to receive the compensation they're owed – which means the charges fail to discourage bad behaviour from ISPs.

The plan is under consultation, but if rolled out it could cost ISPs up to £185m annually, based on figures stating that one in eight broadband installations are delayed and engineers fail to turn up for 250,000 appointments each year.

How will it affect you?

If approved, the plan will mean that customers who are left waiting for repairs will automatically receive credit on their bill or a cash payment. After a fault, ISPs would be fined £10 for every day their service remains offline, and £6 for each day without service after an agreed start date. If an engineer fails to show up for a scheduled appointment or cancels

with less than 24-hours' notice, customers will be handed £30.

The consultation on the plans runs until June, and Ofcom intends to publish its decision at the end of the year, so don't expect to find any credit on your bill until 2018 at the earliest.



Broadband is essential for most of us, and ISPs should have learned by now not to keep us waiting. Delays are unavoidable sometimes, but even in those cases customers deserve some compensation. Such a gesture of goodwill would calm many irritated customers. It's a wonder the industry didn't think of the idea on its own.

Meanwhile, faced with the prospect of being forced to dole out cash to unhappy customers, ISPs have come up with their own plans to offer automatic compensation through a voluntary code, but Ofcom said their ideas didn't go far enough. Finally, this watchdog is showing its teeth.



Google Maps lets people track your movements

What happened?

Google is adding a new feature in Google Maps that lets people track your location in real time. It's inspired by a specific problem: that organising a meeting with a group of friends can often be a chore. involving games of telephone

tag and constant messages to the tune of "Where are you?" and "What time are you getting here?". Google Maps' new location-sharing feature hopes to make this a thing of the past.

Using location data gathered via your phone's GPS (global positioning system), the new feature lets you provide your friends with real-time tracking information, which allows them to see your location, route and estimated time of arrival on a Google map. Likewise, you'll be able to see where they are and the direction they're heading in, so you don't pass each other without realising.

"Location sharing on Google Maps is rolling out soon worldwide," the company said as part of a blog post announcing the feature (bit.ly/ location420). "Whenever you want to let someone know where you are, just open the side menu or tap the blue dot that represents where you are. Tap 'Share location' and then select who to share with and how long to share".



You'll only be able to share your location via the Android and iOS apps. but your contacts will be able to view shared locations via the Google Maps website, too.

The feature is very similar to the Find My Friends function in iOS, which is an established part of Apple's ecosystem. The crucial difference between the two services is that Find My Friends does not offer real-time tracking.

How will it affect you?

Although the new feature raises understandable privacy concerns, Google has assured users that they won't be permanently broadcasting their location. Your location will only

be shared with contacts when you explicitly choose to, and it automatically ends when you reach your destination. You can even cancel it mid-journey, if you want.

What do we think?

Google Maps already knows exactly where you are, for useful reasons such as providing directions (as well as nosier ones), so it might as well let other people know, too. The location-sharing feature could prove especially useful in an emergency, and because it needs to be activated manually, it shouldn't compromise your privacy inadvertently. We think it's a welcome addition to the Google Maps app.



AirSelfie

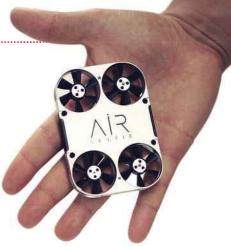
www.airselfiecamera.com

If you think selfies and drones are the scourge of the modern world, then you probably won't be too enthralled by the AirSelfie, the world's first 'selfie-drone'. For the rest of us, though, it's at least an interesting idea, and it works surprisingly well.

Whereas most drones are pretty unwieldy, the AirSelfie is not much larger than the palm of your hand, which means it slips easily into your pocket and won't scare anyone but the twitchiest of birds. It features four powerful propellers and a 5-megapixel camera, and slots into a phone case that makes it easy to carry around and to whip out when a photo or video opportunity arises. There are currently cases available for iPhone 6 and 7, Samsung Galaxy S7 Edge and Google Pixel, and each includes a rechargeable battery that provides up to nine minutes of flight time in total (three minutes per flight).

Once in the air, the AirSelfie can achieve a height of 66 feet, lifting vertically into the sky to capture impressive birds-eye shots of you and your friends, or the scenery around you. Its ultrasonic sensor helps it to remain stable as it hovers, and produce impressively clear and sharp images, which are saved to the supplied 4GB microSD card.

To use the AirSelfie, you simply remove it from its case to turn it on and connect it to your phone via Wi-Fi. You then control the device using its free Android or iOS app, switching between three flight modes and returning it to its departure point at the touch of



a button, where it will turn off automatically.

Priced at a reasonable £220, this is a great little gadget, whether you're a selfie addict or just a keen amateur photographer, and despite the occasional wobble it operates very smoothly.



WHAT'S THE RUMOUR

Is Twitter going to start charging users?

It's been reported that Twitter is considering adding a paid tier for "power users" and businesses who require analytics tools to manage followers and trending news.

Users of Twitter's web app TweetDeck may soon be able to subscribe to a premium option that provides access to an enhanced version of the social network, although the main Twitter service would remain the same. Although

Twitter is only assessing interest at this stage, it would allow for an additional stream of cash at a time when advertising, its primary source of revenue, is in decline.

In a statement seen by the BBC, Twitter said: "We regularly conduct user research to gather feedback about people's Twitter experience and to better inform our product investment decisions, and we're exploring several ways to make TweetDeck even more valuable for professionals."

Twitter has contacted a number of select users for feedback, and to explain how the new service might function, and these users have been tweeting screenshots of the surveys and sharing mock-ups of potential layout changes.

"This premium tool set will be designed to make it easier than ever to keep up with multiple interests, grow



your audience, and see even more great content and information in real-time", Twitter's email read.

This isn't the first time Twitter has experimented with premium features. In 2009, co-founder Biz Stone talked about the creation of subscriptionbased tools, but these never materialised.

LIKELIHOOD RATING 11111

Although it seems certain that Twitter will introduce a premium, paid-for version for its business users, we can't see it charging its 320 million casual users. Much of Twitter's appeal lies in it being free, quick and easy to use, so why change a winning formula?

WEBOMETER

WE LIKE...

Super Mario Run comes to Android

Following its launch on iOS in December 2016, Super Mario Run has finally arrived on Android. The side-scrolling, auto-running game is only the second mobile title

Nintendo has released.

Android O to improve battery life

Google has released a developer preview of its next mobile operating system, Android O, and claims that it will focus on improving battery life on phones and tablets.



WE DON'T LIKE...

Robots could affect up to 30% of jobs

Robots and AI could affect up to 30% of jobs by 2030, according to a study by accountancy firm PricewaterhouseCoopers.

Jobs in retail and manufacturing were identified as the most as risk, but the firm predicted that automation could create new jobs elsewhere in the economy.



What's new on Indiegogo

Our favourite new project on the crowdfunding site

Nimuno Loops

bit.ly/nimuno420 | From \$13 (£10.40)

Imagine a world made of Lego, where everything can be easily slotted together with no fuss and no mess. That dream is now a reality, thanks to an ingenious invention called Nimuno Loops, which is essentially Lego tape that turns any surface

into a Lego building base. Snip off some tape, stick it to your fridge, shoe, bike, forehead or wherever, and you can attach Lego blocks instantly. Nimuno Loops is available in six colours and various lengths - up to a mighty 96m. The project has already far exceeded its \$8,000 goal but funding remains open until 12 April.

New iPad more expensive in UK

Available to order from 24 March, the new 9.7in device retails for £339 in the UK despite costing \$329 in the US. That means UK customers pay

around £75 more. The high price has been attributed to both the weakness of the pound and the strong "Trump dollar".



Stay Safe Online

News about the latest threats and advice from security experts

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

Half of Android devices not getting security updates

Half of Android devices weren't updated with Google's security patches over the past year because phone manufacturers and



operators didn't pass them on. Following the revelation that the Stagefright vulnerability was jeopardising the security of millions of Android smartphones and tablets, Google promised to release monthly updates to the platform, which would fix bugs and security holes identified by its experts. Manufacturers and mobile providers were supposed to roll them out to customers, but failed to - or issued them much later than Google did - which meant half of Android devices were unnecessarily exposed to attacks.

The news comes off the back of

Google's Android Year in Review Report, which revealed "more than 735 million devices from 200+ manufacturers received a platform security update in 2016". Although manufacturers including Samsung promised to issue fast-track security updates, it's taken three months for some to be applied as part of the company's quarterly security patch.

Google has vowed to make it easier for manufacturers and mobile networks to roll out the update, ensuring everyone gets security patches applied faster than before.

bit.ly/android420

Three suffers another data breach

UK mobile operator Three may have landed itself in hot water again, after a data breach resulted in some customers being presented with the telephone histories and personal details of other users.

When some Three users logged into the My3 account-management portal, they found themselves presented with the names, addresses and phone numbers for random strangers, as well as complete, time-stamped records of which numbers these people called and texted. The company's My3 portal was taken offline for maintenance, which drew anger from customers who were left unable to top up or check their balances. "We are aware of a small number of customers who may have been able to view the mobile account details of other Three users using My3," the company said in a statement. "No financial details were viewable during this time and we are investigating the matter."

This incident follows an attack earlier this year in which thieves made off with the personal information of 133,000 Three customers.

bit.ly/three420

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT: Marty P Kamden, **CMO of NordVPN**

(www.nordvpn.com)





How exactly do ISPs collect our data and how can we stop them?

Josh Rowe, Facebook



Besides retaining and selling users' browsing history,

ISPs use specific methods to collect data, some of which are more intrusive than others.

Deep packet inspection

This allows an ISP to scan the packets of data a user sends across the web, and is generally used for user protection, such as checking for malware or prioritising data. However, it can also be used to log data including location, name, age, shopping records and so on.

Monitoring internet activity to track, log and store data This is lucrative information and several ISPs collect and sell this data to advertising companies.

Tracking user location through mobile devices ISPs can track the location of mobile devices throughout

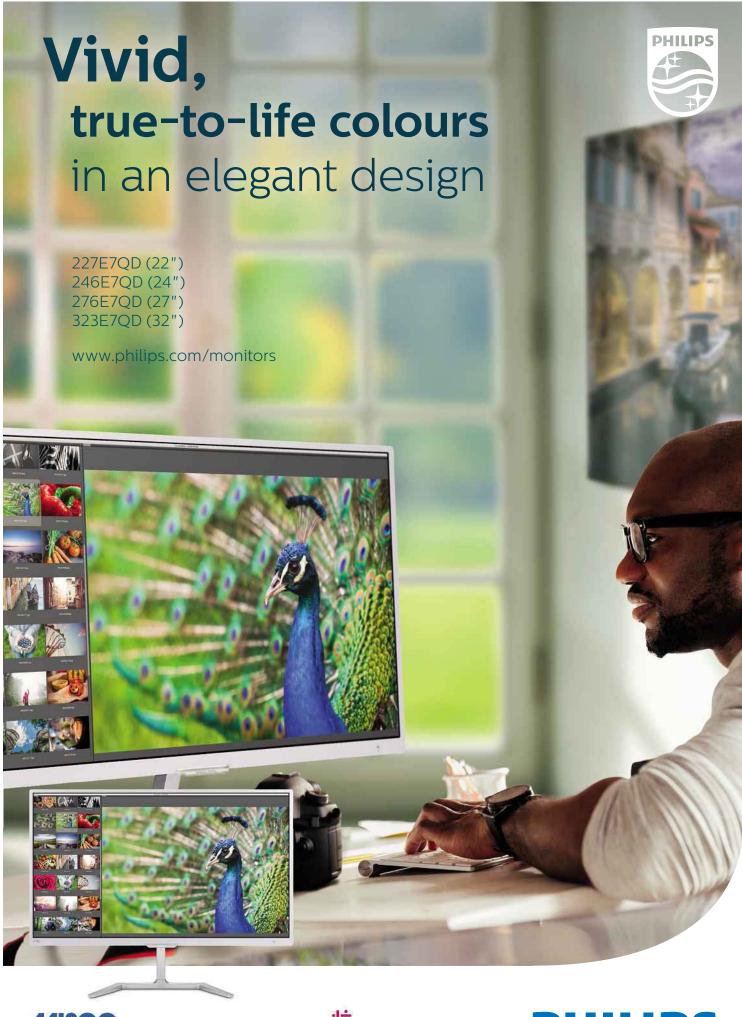
the day, monitoring a user's whereabouts in real time.

Another requirement for data collection comes to ISPs from the government. Mandatory data-retention laws force ISPs to collect and store their customers' data for a period of time. Collecting and sharing such vast amounts of data creates the risk of system malfunctions or hacking attacks, and people's personal information can end up in the wrong hands.

There are still a few ways you can protect your web privacy and avoid personal data collection. For example, you should regularly delete cookies, install antivirus and anti-tracking software, and

avoid entering personal passwords and credit card information when using open Wi-Fi networks. Ultimately, however, the best way to keep your information private and encrypted from ISPs is to use a VPN, which encrypts your data through a secure tunnel to protect any sensitive information and hide your IP address.

A VPN connects a user to the internet through an alternative path to that used by your ISP, so the only information visible to the ISP is that you're connected to a VPN server. All other information is encrypted by the VPN's security protocol.















Best New Websites

Site of the Fortnight

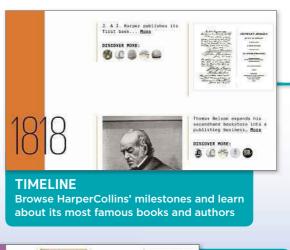
HarperCollins 200th anniversary

200.hc.com

Book publisher HarperCollins celebrates its 200th anniversary this year and is using this fantastic site to tell its story. The wealth of interesting content lets you delve into the company's rich past to discover significant moments, get a feel for 200 of its best books (from The Hobbit to Moby Dick) and gain insights from its authors. Images can be viewed full-screen, and we love how it contextualises and cross-references its content with brief history lessons. You can also tweet about your favourite reads, making for a truly engaging experience.

Our rating



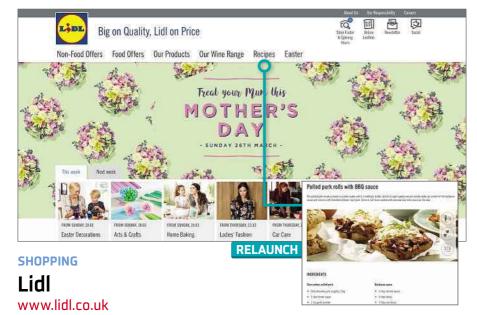




STORIES Read the company's publishing firsts, tales from the past and insights into social history



8 2017 HarmarColline Bublishers All I



If you enjoy window shopping, then Lidl's new website will be right up your street because although it has lots of appetising offers on display, there's no way to buy online. This means you'll have to head to your nearest branch if anything takes your fancy. Luckily, there is a speedy store finder that also lets you check the opening hours, and there's more than enough to keep you occupied before you head for the high street, including online leaflets, recipes, wine advice and details of Lidl's ethical stance. We'd like to see more information about each product, though - the current descriptions are too brief, so you don't really know what to look for in-store.

Our rating





Quorn

FOOD

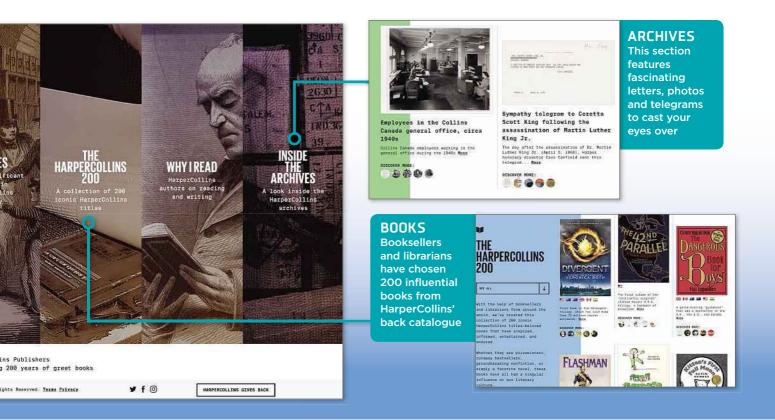
www.quorn.co.uk

Vegetarians are well catered for on Quorn's newly refreshed website. Not only can you feast your eyes on mouthwatering meat-free recipes, but you can see dishes broken down by cuisine, occasion, product type and season. The site is packed with nutritional information and insights into what exactly Quorn is, and its newsletter delivers tips and offers. But while the FAQ helpfully explains mycoprotein and how Quorn can be cooked and reheated, the product pages use the same placeholder image multiple times and it takes a lot of clicking to see the full range of food.

Our rating



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





FASHION

InStyle

www.instyle.co.uk

Fashion magazine InStyle closed in December and is now looking to survive entirely online. This stylish makeover of its website certainly sets the tone, enticing readers with a blog-like layout that uses snappy articles, vivid images and personality-led videos. However, we were disappointed by the clickbait headlines and would like to have seen more items highlighted to make it easier to figure out what's most important. Still, it's certainly easy to find content you'll like via the menu at the top of the page, a handy Trending sidebar, a daily email newsletter and RSS feeds.







SECURITY

Protect Seniors Online

www.protectseniorsonline.com

It's vitally important to protect ourselves from online scams so any attempt to spread the word is welcome in our view. Protect Seniors Online is aimed at Americans and Canadians but its message is just as relevant to UK web users and we found the advice to be very sound. Its resources explain the latest cybercrimes and what makes people vulnerable, and include warnings against oversharing and videos providing security advice for email, passwords and social media. There's also a quiz that everyone, regardless of age, should take to ensure they stay as safe as possible.

Our rating





INTERNET

Good Web Guide

www.thegoodwebguide.co.uk

The Good Web Guide has been reviewing websites since 2000 yet, ironically, it was starting to look rather dated itself. Now bolder and more accessible than before, the Guide adopts the format of an online lifestyle magazine, using larger images and fonts to make a greater impact. It's a joy to read and we liked the way it flags the best content in the Most Read section and interviews celebrities such as Kelly Hoppen to find out their top Instagram feeds and online picks. We also like the competitions, frequent guest editors and the Guide's prestigious Website of the Year Awards.

Our rating









WebUser



2016 BACK ISSUES DISC

Our **2016 Back Issues Disc** containing all 26 issues from last year is now on sale from Amazon

For more information, visit **bit.ly/wudisc16** or search for 'webuser disc' on Amazon

You can still buy our 2015 Back Issues Disc from bit.ly/wudisc15





This site was launched by a former

lecturer in Yorkshire to display products

being sold in nearby towns and villages.

Although it's currently limited to a small

number of locations, it brings local shops

together, placing them within categories

as varied as Food, Flowers and Beauty.

After viewing items and adding them to

your bag, you can pay and choose your

pick-up time, and also arrange for items

one shop for added convenience. It's a

great idea, implemented well, with shop

You can also ask questions and 'love'

profiles, opening times and special offers.

bought from multiple stores to be sent to

heBusinessDesk # RELAUNCH

The Business Desk

www.thebusinessdesk.com

Aimed at businesses in the Midlands,

Desk has been spring-cleaned with a

North West and Yorkshire, The Business

faster, mobile-friendly design and a new

logo. It now makes much better use of

the available space, eschewing a single-

column list of stories for a tiled approach

and clearly tagging each article. A tighter

secondary list of news topics, making it

easier to get to the content you're after.

full stories, but with more space for

reports, this is worth doing.

You still have to register (for free) to read

articles to breathe, improved social-media

sharing and better signposting to special

menu bar is supplemented by a

BUSINESS



WEBSITES

Moonfruit

www.moonfruit.com

relaunched with a new logo and a fresh look to help you produce your own site more quickly and easily than before. social media for images, and the enhanced page editor works with third-party apps so you can integrate Google Maps, media players and more into your sites. You can now add and organise pages more easily, and improvements have been made to the chat help facility. It's a straightforward, easy-to-learn tool that still requires no coding abilities. Bizarrely, the site needs outdated Flash to run, though.

Website-building platform Moonfruit has New features include the ability to search

Our rating

individual retailers. Our rating

ShopAppy

shopappy.com







LEISURE

First Street Manchester

www.firststreetmanchester.com

This site for the First Street development - which includes Home, Manchester's centre for contemporary art, theatre and film - is aimed at businesses but it also has details of events, places to eat, drink and stay, and images and plans for First Street's future. Sadly, it's currently very light on content, with just two special offers and a sparse What's On section despite the forthcoming closing ceremony of the Manchester International Festival. But it certainly looks trendy.

Our rating

POLITICS

Plan for Britain

www.planforbritain.gov.uk

Shortly after this site launched, it was blighted by error messages, leading many wags to joke that the 'Plan for Britain' wasn't working. Now that it's properly up and running, it's well worth visiting because it aims to outline the government's position on various elements of Brexit over the coming months and years. As well as keeping you informed with key dates and details, it briefly sets out the 12 negotiating objectives and attempts to discuss Britain's economic and global hopes for a united future. You can also see a timeline of what has happened so far and watch a video of Theresa May discussing her vision for post-Brexit Britain.

Our rating



NEW

Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight

Make responsive pages on Moonfruit

Moonfruit (www.moonfruit.com) has updated its online webbuilding software so it can create responsive pages that automatically resize to suit the device being used to load the page. To add a responsive page to your Moonfruit website, select 'pages', 'add new item', 'add page', then type the name of the page and choose whether you want it to appear in your menus.



Send Google Docs straight to WordPress

Writing your web pages in a word

processor is a good idea, but it can feel like an unnecessary extra step if you've then got to cut and paste your work into a WordPress website. To make it easier, Google Docs (docs.google.com) now has a WordPress add-on called WordPress.com for Google Docs.

Click the Add-ons menu and choose 'Get add-ons'. Search for the add-on and install it into your Google Docs account. You can now work on a document and even collaborate on it with others; add images; and click the Save Draft button to send it straight to any WordPress website that has the Jetpack add-on installed (jetpack.com).

Deal of the Fortnight

Namecheap (www.namecheap.com) is offering '.me' domains for £6.63 for the first year.

Web-building Helpdesk

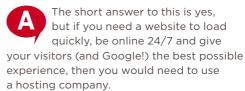
THIS ISSUE'S EXPERT: Paul Nesbitt, Director, **PAC Web Hosting Ltd** (www.pacwebhosting.co.uk)





Could I save money by hosting a website on my own PC?

Marcus Spencer, via email



Your home broadband will be slow to serve a website because your connection to the internet is shared with others and your upload speed will be slower than a web host's connection. Also, web hosts use powerful servers that are faster at processing a site than your home PC.

Besides, you can get top-quality hosting packages for a few pounds a month now less than the price of your morning coffee!

MINI WORKSHOP | Make a photo album on your website PhotoPageGen: www.photopagegen.com | 🕒 10 mins | Self-hosted website

Google Photos and Facebook are fine for sharing photos with friends and family, but to properly showcase your snaps, you'll need to host them on a website. PhotoPageGen creates great-looking online albums you can upload straight to your site



Launch the software, then drag the folder containing the photos you want to use and drop it on the program window. 1 The software processes all the photos and arranges them into a preview website, which pops up at the side. 2 You can use this to see how the arrangement looks as you tweak its settings.



You can adapt the arrangement of the pictures using the options on the software's interface. Adjusting these will instantly change the preview correspondingly, so you can see the effect of your tweaks. For example, Razzle Dazzle 1 puts the photos at a jaunty angle; and you can also change the background 2 and borders. 3



Tick the Captions box 11 to add caption text 2 to your images. You'll need to press the Preview button 3 to see them appear in the preview window. 4 Click the Publish button and put your site's FTP details into the 'Publish your album' window to upload it straight to your webspace.

SASTER SALE

£1 AN ISSUE



View our complete Easter Sale at magazinedeals.co.uk/eastersale



We test and compare the latest products

Cloud backup

We test 10 of the most popular cloud-backup services to help you decide the best place to store your irreplaceable data

e all know that backing up is essential and we all make excuses not to do it. But when disaster strikes and you lose the contents of your hard drive, you'll have plenty of time to regret your carelessness and procrastination.

Cloud backup provides a stress-free solution to this problem. Install the software and you can forget about your backup, safe in the knowledge that it's happening without your input. The software runs automatically in the background, so any changes you make to your files are sent to your big backup in the cloud. If you ever lose anything, all your data is just a download away.

HOW WE TESTED

We tested the performance of the backup services by backing up and restoring a 5GB folder of personal files including documents, PDFs, images and music. To ensure a level playing field, we performed all the tests on a domestic fibre-broadband connection rated at 52Mbps download speed and 10Mbps upload speed. We also looked at the features, ease of use and price of each service to help decide which one was best.

CrashPlan | www.crashplan.com \$59.99 (around £49) per year for 1 PC, unlimited storage

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

CrashPlan is a 'set-andforget' service with unlimited storage, so vou don't have to clear out old files to maximise space or even think about your backups at all. It's a persuasive pitch that sounds too good to be true, but we've tested it and it works extremely well.

archived, CRASHPLANT D. Settings

according to their age. For example, you might specify that you want to keep an hour-byhour history of files from

the last three months, but only need a monthly history of files that are more than a year old. If need be, you can keep

performers. Our 5GB folder of personal files was uploaded in under two hours - only Carbonite was faster. Downloading the data again was also fast, limited only by the speed of our fibre connection: it took just 21 minutes - only two

CrashPlan was one of this Group Test's best

minutes behind the fastest in the group. There's no catch to its unlimited storage, either.

The basic Individual plan that we reviewed lets you back up from external drives and network shares, if you have them set up in the right way. Moreover, while CrashPlan won't keep unlimited versions of old files forever, the software lets you decide how frequently updated files should be

track of file changes as often as every 15 minutes.

The service supports multiple backup sets, so you can have specific files and folders backed up to the cloud according to one schedule, while a second backup job runs at a different time, moving another set of files to a range of destinations - elsewhere on your own PC, to external storage or even to the hard drive of another CrashPlan user, so your data is safely stored in a third location for added security.

VERDICT ****

While the basic formula of cheap, unlimited storage isn't unique to CrashPlan, the package is more rounded than its rivals. It may not be as packed with features as Silver Award-winning Acronis, but if you've got a substantial archive of data. CrashPlan is a versatile and cost-effective way to keep it safe. It performed well in our tests and has plenty of options, giving you full control over what's backed up and when.

Acronis True Image 2017 | www.acronis.com | Carbonite | www.carbonite.com

£29.99 per year for 1 PC, 50GB storage

FEATURES ★★★★☆ PERFORMANCE ★★★★ EASE OF USE ***

Originally, Acronis offered regular backup software but its standard subscription now embraces cloud backup, too, with 50GB of online storage. That may look mean next to the unlimited services of the other award winners, but if you don't have vast amounts



of data to secure, it's better value for money and you can upgrade to more storage fairly cheaply if you need to.

When you launch the software, the cloud option is automatically selected as the default and a non-stop backup of your personal files is initiated. You can, if you prefer, set this to run on a schedule, such as when you log on or restart, or when your PC is idle. It can also be used for local backups or almost any other type of backup you can think of, which can run simultaneously and are highly configurable. We found the interface a bit cryptic at times: instead of labels, it uses visual icons that occasionally needed deciphering.

VERDICT



Acronis doesn't offer the luxury of unlimited backup but if you only need to store essential files in the cloud, its powerful software can perform various different types of backup. The upgrade to extra storage is reasonably priced, too.

\$59.99 (around £49) per year for 1 PC, unlimited storage

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

WebUs BRONZE **AWARD**

Carbonite was the original unlimited online backup service and the basics work as well as you'd expect from such an established company. Once installed, it continuously backs up most

user files including office documents, email archives



and music. If you don't want it running all the time, you can limit when it runs its backups. One unique feature of Carbonite is its Explorer integration, which lets you right-click any file to add it to your backup. It also marks your folders and files with coloured blobs, so you can tell at a glance what's been backed up and what is still scheduled. Just be careful this doesn't clash with other software.

Carbonite put in a good performance in our speed tests, beaming our 5GB of files to the cloud in the fastest time of 1 hour and 32 minutes. Files took 52 minutes to restore, which was half an hour slower than some others we tested.

VERDICT



Unlike our Gold award-winner, Carbonite doesn't let you mirror your backup locally or save files from external drives. But it makes an easy job of getting all the important files on your PC backed up, no matter how many you have.

BEST OF THE REST

Backblaze (www.backblaze.com | around £40.93 per year per PC for unlimited storage | ************) is an unlimited

backup service that's cheaper than CrashPlan and easy to use. However, it doesn't have as many advanced options and we found it very slow at uploading files.



The great and unique thing about

IDrive (www.idrive.com | £42.68 per year for unlimited

storage on unlimited PCs | ***** is that it backs up an unlimited number of devices, so it's great value if you have more than one PC with important files on it. However, it was very slow in our tests, particularly



when it came to restoring files, which took over 18 hours.

Livedrive (www.livedrive.com | £5 per month per PC for

unlimited storage | ★★★☆☆) is a no-fuss option with a minimal interface. It doesn't penalise you for opting for monthly payments instead of an annual subscription, and was



reasonably fast in our tests, but it lacks the advanced tools of the other services we tested.

Also reviewed: **MozyHome** (**mozy.co.uk** | *****); SpiderOak One (spideroak.com | ****); SugarSync (www.sugarsync.com | ★★★☆☆); Norton Online Backup (uk.norton.com | ★★☆☆☆)

TEST-RESULTS CHARTS



Group Test Cloud backup

	Web User GOLD AWARD	Web User SILVER AWARD	BRONZE AWARD		IDriv
	CrashPlan	Acronis True Image 2017	Carbonite	Backblaze	IDrive
WEBSITE	www.crashplan.com	www.acronis.com	www.carbonite.com	www.backblaze.com	www.idrive.com
PRICE	£49/year per PC	£29.99/year per PC	£49/year per PC	£40.93/year per PC	£42.68/year per PC
STORAGE	Unlimited	50GB	Unlimited	Unlimited	1TB
DATA CENTRE LOCATION	Not stated	User-selectable	USA	USA	USA
BACK UP EXTERNAL DRIVES?	1	✓	X	✓	✓
CLOUD SYNC	X	✓	X	X	✓
BACKUP SCHEDULE	Continuous/daily	Continuous/daily/ weekly/monthly/ manual	Continuous/daily/ manual	Continuous/daily	Continuous
VERSIONING	Adaptive	20 versions	30 days	30 days	10 versions
WORKS ON	Windows 7, 8, 10; MacOS 10.9+; Linux; Android 3.2+; iOS 7+	Windows XP, Vista, 7, 8, 10; MacOS 10.9+; Android 4.1+; iOS 8+	Windows 7, 8, 10; MacOS 10.6+; Android 4+; iOS 8+	Windows XP, Vista, 7, 8, 10; MacOS 10.6+; Android 4+; iOS 8.1+	Windows XP, Vista, 7, 8, 10; MacOS 10.8+; Android 3.2+; iOS 7+

OUR VERDICT

CrashPlan wins our Gold Award because it provides a fantastic all-round service at a competitive price. It's not the only service in this test to offer unlimited backup but it performed well at both uploading and downloading data, and includes plenty of options, so you can configure your backup exactly how you want it.

If you want to run more than one type of backup, perhaps also storing data on an external drive, then Silver Award-winning Acronis True Image 2017 offers the most versatility. It isn't as easy to use but with years of backup experience behind it, Acronis knows how to perform the task thoroughly and securely.

We gave our Bronze Award to Carbonite, which is a no-fuss backup tool that doesn't have all the bells and whistles of its rivals, but will provide you with a reliable backup of your data and visually show you, using Desktop icons, which files are safe.



₩eb User's Best Buys

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

HARDWARE

GRAPHICS CARD

Asus AMD Radeon R7 250

£78.59 from bit.ly/250amd416

Tested: Issue 416



This graphics card provides enough power to make less challenging games run smoothly in 1080p resolution with high-detail settings enabled. It's very cheap and benefits from plenty of speedy stream processors.

KEY SPECS

2,048 stream processors ■ 128 texture-mapping units ■ 32 render-output units = 926MHz GPU frequency = 4GB RAM ■ Supports up to six displays ■ 4,096 x 2,160 pixels resolution ■ DisplayPort, DVI-D and HDMI video connectors

WI-FI REPEATER

TP-Link RE450

£44.99 from bit.ly/tpl414

Tested: Issue 414

The TP-Link RE450 provides a strong signal at a price that's hard to resist. It's better at extending the 5GHz network than the 2.4GHz, but it also acts as a bridge to transfer older devices to the newer network.

KEY SPECS

2 x 60mm, 1 x 42mm antennae ■ 3.8W power consumption ■ 2.4GHz (450Mbps) and 5GHz (1,300Mbps) ■ 802.11ac Wi-Fi ■ WPS button ■ Repeater and access point modes ■ 163 x 76 x 37mm ■ Three-year return-to-base warranty

MONITOR

AOC Q2781PQ

£299.99 from bit.ly/aoc412

Tested: Issue 412



This good-value monitor offers impressive image quality, a lovely design and 178-degree horizontal and vertical viewing angles. You won't need to calibrate it, either. If you're after a monitor with a resolution of 2,560 x 1,440 pixels, buy this.

KEY SPECS

27in flat screen ■ 2,560 x 1,440 pixels resolution ■ 1,000:1 contrast ratio ■ 350cd/m² brightness ■ 60Hz refresh rate ■ DisplayPort, HDMI, VGA inputs ■ 330 x 180mm base ■ Three-year collect-and-return warranty

BUDGET TABLET

Amazon Fire HD 8

£89.99 from bit.ly/8hd410 Tested: Issue 410



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

KEY SPECS

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

CHROMEBOOK

Acer Chromebook R11

£229.99 from www.amazon.co.uk

Tested: Issue 409



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

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

WINDOWS 10 LAPTOP

Acer Aspire One Cloudbook 14

£199.98 from www.pcworld.co.uk Tested: Issue 407



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

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

Web User's Best Buys

E-READER

Amazon Kindle (2016)

£69.99 from www.amazon.co.uk

Tostad. Issue 105

The Kindle is lightweight, great for reading and matches pricier rivals for usability and content. There's no front light but it's the best e-reader for under £100.

KEY SPECS

6in E Ink Pearl screen ■ 800 x 600 pixels resolution, 167 ppi Optical touchscreen = 4GB storage = 160 x 115 x 9.1mm = 161g ■ No front light ■ £10 less with Amazon Special Offers

MEDIA STREAMER

Roku 3

£83.98 from www.very.co.uk

Tested: Issue 403



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

KEY SPECS

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

TODAY

BUDGET SMARTPHONE

Motorola Moto G4

£159 from www.amazon.co.uk

Tested: Issue 404

This fantastic smartphone offers better features and performance than any other phone of this price. Its screen, battery life and cameras are all excellent.

KEY SPECS

5.5in screen ■ Octa-core 1.5GHz processor ■ 16GB of storage, expandable by 128GB ■ Android 6.0.1 Marshmallow ■ 1,980 x 1,080 pixels resolution ■ 153 x 77 x 7.9mm ■ 155g

WINDOWS 10 PC

Palicomp AMD Avenger

£500 from www.palicomp.co.uk

Tested: Issue 401

The Palicomp AMD Avenger's case provides plenty of room to upgrade. Its carefully chosen components offer good performance, especially when playing games.

KEY SPECS

Quad-core 4.5GHz AMD Athlon X4 880K processor 8GB of memory ■ 1TB hard drive, 240GB SSD ■ 2 x USB 2 ports, 3 x USB 3 ports = Ethernet = 485 x 420 x 235mm

Call: +44 (0) 203 355 6804



SOFTWARE & SERVICES

CLOUD BACKUP

CrashPlan

£49 per year from www.crashplan.com **Tested:** Issue 420

If you've got a substantial archive of



data, CrashPlan is an impressively versatile and costeffective way to keep it safe. It performed well in our tests and has plenty of options, giving you full control over what's backed up and when.

KEY FEATURES

\$59.99 (around £49) per year for 1 PC = Unlimited storage = Back up external drives = Adaptive versioning = Continuous and daily backup schedules = Compatible with Windows 7/8+/10, MacOS 10.9+, Linux, Android 3.2+ and iOS 7+

INTERNET SECURITY

Kaspersky Internet Security 2017

£19.95 from bit.ly/kaspersky2017
Tested: Computeractive Issue 493

Kaspersky is rock solid at protecting your PC from the worst of the web, and has come top in nine of our most recent tests, blocking all malware with its robust defences. Use the URL above to save £15.04 on the software (normal price £34.99).

KEY FEATURES

Antivirus and firewall tools
Protects online shopping and banking
Identity and privacy tools
Dangerous-website alerts
New software updater
Secure-connection VPN

- Advanced ad-blocking system Multi-device version
- Compatible with Windows 10

ONLINE STORAGE

Google Drive

From free from drive.google.com

Tested: Issue 389

Google Drive is easy to use and has lots of free storage. The Windows software integrates with Explorer, so saving and syncing files is like keeping them in any other PC folder.



KEY FEATURES

16GB free storage ■ Web-based office software ■ Works with XP, Vista, 7, 8+ and 10 ■ Chrome browser add-on ■ Android and iOS apps ■ 100GB extra storage for £1.36 per month; 1TB for £6.01 per month; 10TB for £60.16 per month

Web User Gold Award winners

SCREEN RECORDER

oCam

Free from bit.ly/ocam419

Tested: Issue 419

With oCam, you can record for as long as you like, in any format, and use great extras such as picture-in-picture video.

MUSIC PLAYER

MusicBee

Free from getmusicbee.com

Tested: Issue 418

MusicBee offers everything you need from a music player. It's fast, easy to use and can be customised to your tastes.

The excellent Webutation combines a reliable blocker with a database built on trusted services and users' experiences.

ANDROID KEYBOARD

SwiftKey

Free from bit.ly/swiftkey416

Tested: Issue 416

SwiftKey is the king of Android keyboards, with an unmatched combination of features, usability and performance.

STICKY-NOTES TOOL

Stickies

Free from bit.ly/stickies415

Tested: Issue 415

Stickies is simple to use, lets you display

almost anything in its notes and has lots of useful options.

ANDROID CAMERA APP

Open Camera

Free from bit.ly/open414

Tested: Issue 414

Open Camera is by far the best replacement for your phone's camera app, and offers an unrivalled selection of tools.

DUPLICATE SCANNER

AllDup

Free from bit.ly/alldup413

Tested: Issue 413

AllDup frees up space on your hard drive by deleting duplicate files. Unlike similar tools, it's completely free.

SAFER-BROWSING TOOL Webutation Free from www.webutation.net Tested: Issue 417 The excellent Webutation combines a reliable be



Best Free Software

GAME LAUNCHER

Game Jolt Client

bit.ly/game420

Min requirements: Windows XP/ Vista/7/8+/10, MacOS or Linux

File size: 34.3MB

Game Jolt (gamejolt.com) offers a growing number of free and commercial indie games. While you would normally visit the website to browse, launch and download the titles on offer, this new free client - which is based on Google Chrome - makes it much easier to find great games to play. The software is currently a pre-release preview but it's stable and we have yet to encounter any problems using it.

The Game Jolt Client offers easy access to thousands of games - both paid-for and free - and you can filter the list by price, operating system, maturity rating, status ('complete/ stable' or 'early access)' and more.





Browser games can be played directly in the program, while downloaded ones open in a separate window.

All your games are accessible through the Game Library (you can launch or uninstall them there) and the Activity Feed shows you what's happening on the site, including any freshly uploaded

You can find out about new and forthcoming titles through the Devlogs section, browse games through Channels (#horror, #multiplayer, #retro and so on) and chat to other gamers in the Forums. There's also a Radio section that's supposed play songs from games, but didn't work for us so it's probably still in development.

The quality of Game Jolt's games varies dramatically, but there are plenty of gems to suit both hardcore and casual gamers.

MINI WORKSHOP | Find and play games with Game Jolt Client



Log into the Game Jolt Client Log into the Game I through your existing Facebook, Google, Twitter or Twitch account, or by entering your Game Jolt username and password if you have an account. 2 You can sign up for one if you don't. 3 You can also change the language from English (US) to English (UK). 4



Once you're logged in, the client will show your dashboard. To find games to play, click the hamburger menu button 11 in the top-left corner and select Games. You can view them by category 2 or browse the selections in the Featured, Hot, Best or New tabs. 5 You can also enter the title of a game in the search box. 4



Game Jolt has over 14,500 games available to play, so you may want to filter the list to find what you want. Use the Price drop-down menu 11 to display only free games, or choose to see games for your particular operating system. 2 To find out more about a game, select it, **1** then click Quick Play or Install to get it.

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



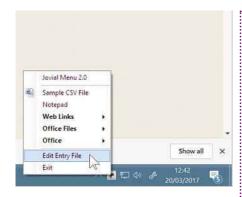
SYSTEM TOOL

Net Disabler

bit.ly/netd420

Min requirements: Windows XP/Vista/7/8+/10 File size: 910KB

Net Disabler does exactly what its name suggests - it disables the internet for as long as required - which is handy if you want to block a child's web access, for example. It offers a choice of ways to kill the internet - it can disable the network adapter, or block access via DNS or by using the Windows Firewall. To use it, just select the option you require and click Apply Setting. The menu is colour-coded so you can see the current network status at a glance.



PROGRAM LAUNCHER Jovial Menu 2

bit.ly/jmenu420

Min requirements: Windows XP/ Vista/7/8+/10 File size: 64.8KB

Jovial Menu is a lightweight launcher for programs and documents. It's fully portable, so you can run it from a USB memory stick. The program adds an icon to your system tray - just click this and you'll be able to quickly launch your favourite programs and documents. The latest version adds a new floatingmenu mode and the ability add your own icons. You can also easily edit items that appear in the menu.



SYSTEM TOOL

NetCrunch Tools 2

bit.ly/netc420

Min requirements: Windows XP/ Vista/7/8+/10 File size: 41.7MB

If you're struggling to connect to the internet, this toolkit may be able to diagnose the problem. It includes 11 popular networking tools such as Ping and Traceroute, and also offers Whois and DNS info. It helps if you have an idea of what the tools do, but each item provides a clear explanation and the software is easy enough to use. You need to register the software before you can use it.

New Windows Apps

Kubric

bit.ly/kubric420

Min requirements: Windows 10

File size: 268.7MB

Kubric is an optical-illusion puzzle game based on Escher's famous impossible objects. Use the different pieces to construct the goal shape. The hint system will help if you get stuck.



Facebook Messenger

bit.ly/fbmess420

Min requirements: Windows 10

File size: 254.2MB

Facebook's official app for Messenger lets you chat with friends and offers Live tile support.

The app has just been updated to introduce polls.



Mad Gardener: Zombie Defense

bit.ly/madg420

Min requirements: Windows 10

File size: 135.58MB

This is a strategy game in which you have to defend your location from an incoming horde of zombies. It features some amusing humour and lots of fun action.



Best Free Software

VIDEO EDITOR

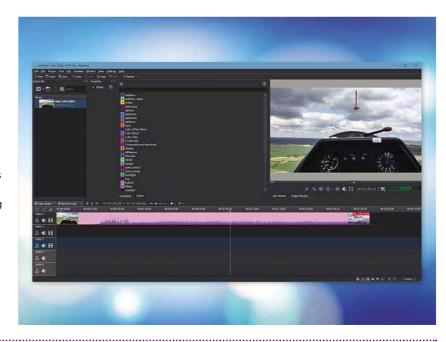
Kdenlive

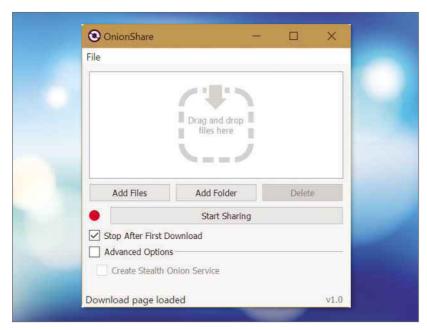
kdenlive.org

Min requirements: Windows XP/ Vista/7/8+/10, or Linux File size: 113MB

Previously only available for Linux, the powerful open-source video editor Kdenlive now works on Windows. Before you can use it, you will need to download FFmpeg (bit.ly/ffmp420) and carefully follow the instructions on the Kdenlive download page for adding it to the software. FFmpeg is used for importing and using audio and video files.

As with any video editor, Kdlenlive takes a while to master, but it offers all the features you're likely to need including multi-track video editing, timeline preview, numerous effects and transitions, automatic backup and a skinnable interface. It also supports all major audio and video formats.





FILE-SHARING TOOL

OnionShare

onionshare.org

Min requirements: Windows XP/Vista/7/8+/10, MacOS or Linux **File size:** 21.1MB

OnionShare uses the Tor network to share files of any size securely and anonymously. To use the program, you first need to install the Tor Browser from bit.ly/tor420 and have it running in the background.

Once that's done, open OnionShare and drag the file or folder you want to share to the program window. The software will generate a secure, cryptic URL that you can pass on to the person you want to share with.

The recipient will need to paste the link into the Tor browser to get the item, because it won't work in any other browser. It sounds complicated but once you've set up OnionShare, it's very easy to use and is completely secure.

COPY TOOL

TeraCopy 3

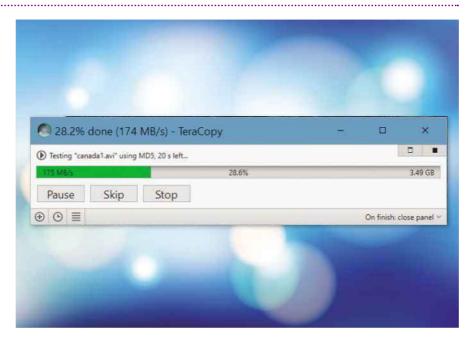
bit.ly/tera420

Min requirements: Windows XP/ Vista/7/8+/10 File size: 4.2MB

Copying lots of files from one location to another – especially over a network – can be very slow in Windows. TeraCopy is designed to help speed up the process and introduces a lot of handy additional features. You can pause and restart file copying, for example, and attempt to resume broken file transfers.

New to the latest version is support for an unlimited number of files (it's no longer reliant on how much memory you have installed) and you can now queue transfers for the same drive.

You can choose to install the program or run it in portable mode.







GAME Fragments of Euclid

bit.ly/euclid420

Min requirements: Windows XP/ Vista/7/8+/10. MacOS or Linux

File size: 55.7MB

Four issues ago, we wrote about a short game called Non Euclidean Room (bit .ly/neroom416). This is the bigger, more advanced follow-up, which uses the same black-and-white sketch graphics and Escher-style 3D exploration, while introducing some very tricky puzzles. If you like games that offer a tough mental challenge, you'll love this.

Don't install...

Show or hide updates

bit.ly/updates420

Min requirements: Windows 7/8+/10 File size: 46KB

The imminent Creators Update will let you delay Windows 10 updates until you want them but, until then, Microsoft's only provision is its 'Show or hide updates' troubleshooter. This has advanced options to stop the OS applying repairs automatically and to prevent the installation of hidden updates, but there's no guarantee they won't sneak through anyway.



...Install this instead

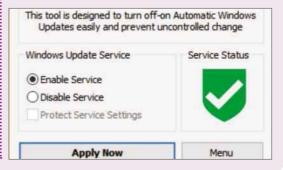
Windows Update Blocker

bit.ly/blocker420

Min requirements: Windows 7/8+/10

File size: 386KB

Windows 10 offers less control over system updates than previous versions of the OS. This helps keep your system safe, but it also means that bad updates can be installed without your knowledge. Windows Update Blocker lets you disable automatic Windows updates, and has a Protect Service Settings option that stops the OS interfering with your preference. There's no need to install the program - just unzip the download and run it. Update Blocker will mostly appeal to to Windows 10 owners, but it also blocks updates in older versions of Windows.





UPDATED | New tweaks and fixes for your favourite free programs



SYSTEM CLEANER

CCleaner 5.28

www.piriform.com/ ccleaner

Min requirements:

Windows XP/Vista/7/8+/10

File size: 8.8MB

This latest version of the hugely popular systemcleaning tool improves cleaning and performance in Windows 10, and adds browser cleaning enhancements for Firefox, Chrome and Opera. ZoneAlarm cleaning has been updated, too.



VIDEO TRIMMER LosslessCut 1.5.0

bit.ly/llcut420

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

File size: 84.9MB

This simple but useful video editor lets you cut and trim videos without sacrificing picture quality. The latest version fixes a reported problem with capturing video frames, and adds some missing Win32 metadata. Additionally, you can now view the help file by pressing the 'H' key.



SYSTEM TOOL

WinUtilities Free 14.51

hi.ylcomputing.com

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

File size: 6.3MB

WinUtilities is a comprehensive all-in-one system-cleaning and optimisation suite that's completely free to use. The latest version updates the program database and improves the language translations. It also adds more plugins to the History Cleaner feature.



FILE MANAGER

Clover 3.3.2

ejie.me

Min requirements:

Windows XP/Vista/7/8

File size: 5.3MB

Clover is a tab-based alternative to Windows Explorer, which lets you easily jump between multiple open folders and bookmark your favourite locations. The new version optimises the shortcut key function, and fixes copy and paste problems, as well as other minor issues.

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



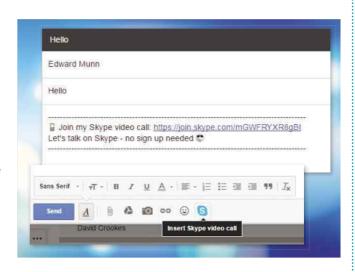
Best New Browser Tools



CHROME

Integrate Skype with other web tools

Considering that Google has its own Skype rival, Hangouts, you might question the need for an official Skype add-on for Chrome (bit.ly/skypechrome420), especially when it does little more than launch Skype's web interface and let you share sites you visit with Skype contacts. Microsoft clearly thought so, too, because it's now revamped the extension with a new feature that makes it at least slightly more useful. This integrates Skype for Chrome with several popular online services including Gmail, Twitter, Google Calendar and Outlook.com, so you can insert Skype call links in messages and calendar events simply by clicking the 'S' button. People can then click the link to chat live to you in a video conversation, without needing to register with Skype - unless you're using Linux or Chrome OS, in which the feature doesn't work. There's also a Skype add-on for Firefox (bit.ly/skypefire420) but this hasn't yet been updated with the call-link option.



Sort Amazon products by number of reviews

Customer reviews on Amazon are a useful way to determine the quality of a product, but their star ratings can be deceptive. After all, an item with only one review may have a five-star rating, but won't have been as thoroughly tested as an item with hundreds of reviews but a lower average rating. A new Chrome extension called Sortem for Amazon (bit.ly/sortem420) addresses this problem by letting you sort Amazon search results by the number of reviews rather than the average customer rating to "ensure you get a well vetted product". Click the drop-down 'Sort by' menu in the top-right corner of the page and select 'Number of Reviews' to move items with the most reviews to the top of the results. The add-on works with Amazon.co.uk and Amazon.com.





See who deletes you on Facebook

When your Facebook friend count decreases, it's often difficult to know who has 'defriended' you - unless you've had a specific disagreement without combing your whole friend list to deduce who's missing. Who Deleted Me (www.deleted.io), which is available for Chrome and Firefox, monitors your friend list and alerts you when someone disappears, even revealing whether they've deactivated their Facebook account or they just don't like you anymore. The add-on has been around for a while, but recently suffered a security scare when an old Chrome version was infected by malicious code that injected web pages with ads. A recent update has fixed that problem, along with another one involving unnecessary permissions, to provide a safe way of spotting who's quietly ditched you.

View Chrome's new Extensions page

In last issue's 'Improve your browser's built-in tools' feature, we criticised Chrome's extensions manager for being "overly simplistic", so we're pleased to report that Google has taken our concerns on board. A new experimental feature in Chrome 57, likely to be introduced in a future stable release, applies Google's Material Design interface to the Extensions page. Not only does this make the manager look much smarter, but it also makes browsing. disabling and enabling your extensions a lot easier. To activate the feature, type chrome: flags into the address bar, press Enter, then find and enable the entry 'Enable Material Design extensions'. Relaunch Chrome and go to 'More tools', then Extensions, to see the new look.





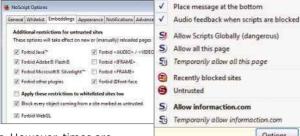
This fortnight's most useful tips and add-ons to help you get the most from Chrome, Firefox, Opera and more

Show message about blocked scripts

FIREFOX

Block unsafe scripts on any website

With more than two million users, NoScript (noscript .net) is one of the most popular Firefox add-ons and has been protecting web users from dangerous scripts



and plugins for 12 years. However, times are changing and as Mozilla abandons traditional

add-ons in favour of WebExtensions, NoScript has been updated accordingly. NoScript 5 bridges the gap between a classic Firefox add-on and a WebExtension, offering improved performance on data-heavy web pages and better blocking of Google trackers, including its nosy Analytics tool. As before, you can customise NoScript to suit your blocking needs by allowing scripts such as JavaScript on specific sites, while forbidding them on all others, and by automatically blocking Flash, Java and other plugins on untrusted sites. It also uses ClearClick technology to protect you from clickjacking and lets you force sites to use their secure HTTPS versions. Note that some Pale Moon users have reported problems with NoScript 5 so are advised to stick with the previous version.

Scroll web pages automatically

Ever tried to browse a web page while both your hands are occupied? No. we're not implying anything rude perhaps you're eating your dinner in

Page Scroller

front of your monitor, performing your morning workout or playing a musical instrument while following on-screen lyrics. In any case, you're likely to be frequently interrupted by the need to scroll down the page, because websites don't move by themselves. Until now, that is, because a brilliant new Firefox add-on called Page Scroller (bit.ly/ scroll420) does the hard work for you, so you can carry on reading without even touching your mouse. Simply press

the '+' key on your keyboard to begin scrolling the page automatically - you can press it four more times to increase the speed or press the '-' key to slow

down. It's the perfect tool for busy and lazy people alike.

Refresh specific tabs automatically

Another new add-on that saves you time and effort is Tab Auto Refresh (bit.ly/refresh420), which eliminates the need to reload pages manually when you're waiting for an update to appear. Instead, you just click its toolbar button, select a time interval at which to refresh the current tab from 1 to 100,000 seconds - then get on with something more important. You can set multiple open tabs to reload automatically at different intervals, and cancel each refreshschedule individually or all of them in one go. If you don't cancel, the reloading will resume next time you open your browser.



OTHER BROWSERS

Find the IP address of any site

Concealing your IP address from websites helps protect your privacy but websites can't hide theirs from you, thanks to the logically named Opera add-on IP Address

Finder (bit .ly/ip420). Click this add-on's toolbar button and it will tell you your



own IP address and approximate location. You then type in any URL and click Get IP for details of that site. For example, we discovered that the IP address for Google's headquarters in Mountain View, California is 216.58.219.195. Note that, as with any IP finder, location estimates aren't usually very accurate, but IP addresses are always precise.

Perform reverse image searches

Vivaldi is adding new features and refining existing ones at an impressive rate, and is rapidly catching up with Chrome and Firefox. One of our favourite new additions is the option to perform a reverse-

image search by rightclicking a picture on a web page and



choosing 'Search Google for image'. This finds matches for the picture on Google Images, so you can find out more about its subject and photographer, and when and where it was taken. There are also new options to open an image in a new tab or private window, and to save the picture as the background to your Start page.



Best Free Apps 🗯 🚅

App of the Fortnight

INTERNET

Meteor

meteor.opensignal.com

4.1

Using internet-hungry apps on a slow connection is like running a marathon on an empty stomach. New app Meteor tests whether your internet is strong enough to get the best out of apps such as Facebook, Spotify and Skype, and even which room they'd work better in.

Meteor was created by internet mapping firm OpenSignal (opensignal .com), which monitors signals all over the world, even in war zones where relief efforts are affected by internet availability.

Meteor's basic test

couldn't be easier to run. Tap once, then wait 10 seconds or so to get the measure of whatever network you're connected to – either Wi-Fi or mobile data. Your results are logged on a timeline and map, so you can trace patterns linked to time of day as well as location.

The test consists of three measurements – upload speed, download speed and a 'ping test' that sends an anonymous signal to a nearby server. What sets Meteor apart from other benchmarking tools is the way it puts the results in a useful context. For example, if your download speed is slow, you'll notice it when waiting for photos to appear in WhatsApp, and you may not be able to download high-

quality music in Spotify at all.

Meteor

SPEED TEST

Be aware (because some users seem disappointed) that these app-specific measurements are projections. Meteor isn't literally testing WhatsApp's photo-download speed, just using it to illustrate available speeds.

Meteor is not
groundbreaking but it's quick,
accurate and thoughtfully
designed. It even has a cartoon
meteor called Cosmo Monster
to bring it to life,

but if you find him as annoying as we do, you can easily shut him up.



NEW

MINI WORKSHOP

Check if your internet is fast enough for your favourite apps

Install and launch
Meteor. Tap Let's Go
and allow location access.
Tap Skip to get rid of
Cosmo Monster (for now)
and choose Start Testing.
The three speed tests take
a few seconds. Tap Got It
to get rid of Cosmo again
and see your colour-coded
results. Yellow indicates
fast ('Awesome'); I red is
'Very good'; blue is 'OK';
and grey is 'Poor'. Tap
Test Again to repeat.



To see how your speed affects certain apps, swipe left and right through the default apps under App Performance. To change the default line-up, tap 'Add apps'. First, remove any apps that don't interest you. Tap blue-circled apps 11 to remove them, then tap uncircled apps to add, to a maximum of six. Tap the arrow to finish, 2 or tap Request More Apps if your favourite app isn't listed.



Select an app to see how your speed affects its features. Spotify gets an overall 'Awesome' on our Wi-Fi 1 but drops to 'Poor' for downloading music at best quality. 2 Swipe left and right to see detailed illustrations for the other five apps. On the main screen, tap History to see a timeline. Tap Dashboard to see a map, view best and worst results, and to hide Cosmo for good.





Our rating



NEW

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

INTERNET

Shout weallshout .com **9.2**

Content curation is nothing new - after all, mixtapes have been doing it for decades.



and art galleries for centuries. But the internet has made it much easier to collate content into collections that you can save privately or share. Shout lets you create lists of articles, videos, photos and more from all over the web - a bit like Spotify playlists and Pinterest boards. And just as with those services, you can follow other Shout users, collaborate with friends and share lists by grabbing a link. There's

ANIMATION Squigglish

bit.ly/ squigglish420 **9.2**

Take a look at this iPad photo of a cat and imagine that the green and yellow squiggles are

wiggling about. If your imagination isn't up to this, you can check out the animated version on Instagram: bit.lv/ squigcat420. Cat, photo and Squigglish come courtesy of comic-book artist Olivia Walch, whose new app brings your colourful squiggles to life. You can either adorn your photos with moving doodles or start on a blank screen and create cartoons using dozens of brush tips and colours, then export your wiggly

work as a GIF or video. An Android version is due out soon.

Our rating

GIFS

NEW

Giphy MoGA (Museum of GIF Art)

bit.ly/mogadroid420 bit.ly/mogaios420

4.4 **8.1**



GIF repository Giphy (giphy.com) has commissioned 20 illustrators to create looping videos for the first exhibition in this new VR (virtual reality) GIF art gallery. To view the exhibition, Loop Dreams, you have to play an interactive adventure game which entails aiming your screen to "jump down" holes. The GIFs are fantastic but the gamification is pretentious and fiddly, and may put you off before you've even

managed to see any of the wonderful work within. Choose 2D mode if you haven't got a VR headset.



Our rating



Our rating

a Chrome extension, too

(bit.ly/shoutchrome420).



INTERNET

Universe

bit.ly/universe420

"Build a website in under a minute", goes the bold claim from this new app for iPad and iPhone. It just about lives up to the promise, making it ideal for creating a quick online party invitation or greetings card. It'll even throw in a domain name for free (albeit one with a clunky 'onuniverse.com' suffix bolted on the end).

Universe is much easier to use than most PC-based

web-building tools. Start with a grid background, then add and remove elements such as links, photos, icons and text by dragging and dropping. In the time it takes to boil a kettle, you can create a basic About Me page with links to your email and Facebook. With a bit more time, you can build an interactive photo gallery or club site - just don't expect anything too sophisticated.





NEW

Our rating



GET THE DEFINITIVE GUIDE TO ANDROID

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



Discover how to:

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

Order it now from Amazon at bit.ly/androidbook2016

Best Free Apps

FOOD & DRINK

Wetherspoon Order & Pay

bit.ly/spoon420



In the mood for a pub lunch? Fancy being able to pay without having to queue at the bar or behind 15 people at the cash machine down the road? Then this new app from the ubiquitous pub chain should appeal. Start by choosing a Wetherspoon branch, then browse the detailed food and drink menus, which include allergy info and special offers. Place

your order and you can pay securely using a stored bank card, Android Pay, Apple Pay or PayPal. You can't order anything until you're seated at a table - there's no takeaway option - but the app does make lunch much less of a hassle, especially if you're with a big group.





PHOTOS

Fliky

bit.ly/flickyapp420

10 Mobile

There are Flickr apps for Android and iOS, and a Flickr Uploadr program (www.flickr.com/tools) for your PC but if you're on Windows 10 Mobile, you've always been stuck with using the website in your mobile browser. So third-party Flickr client Fliky is a welcome new arrival. The app, which works on Windows 10 PC as well as Mobile, includes full photostream and

gallery management along with notifications, searching, social features and automatic backup of your phone and tablet photos using Flickr's generous 1TB of free storage. It's a must-have for Flickr users with small Windows Mobilr screens despite the annoying banner ads.



Our rating



Our rating



APPS WORTH PAYING FOR

PERSONAL FINANCE

Moneybox

www.moneyboxapp.com

Price: From £1 per month



Save your spare change in a Stocks & Shares ISA, with the help of this free-to-download app that's now on Android (iOS savers had a head start of several months).

VOICE RECORDER

Cassette

bit.ly/cassette420

Price: From \$10 (£8.20) per month



Cassette lets you record your important conversations, then automatically transcribes them. You can tap to bookmark key moments as you record. Like Moneybox, it's free to download but you have to pay a subscription to use it.

ORGANISER

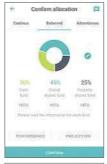
Sorted

bit.ly/sorted420

Price: £1.99



Create an interactive daily schedule





using this gesture-based organiser, which is at pains to point out that it's not just another to-do list. Costs £1.99 at the time of writing, rising to £3.99 in April.

GAME

Cluedo

marmaladegamestudio.com

Price: £3.39 (Android)

£3.99 (iOS)

4.1 8

Play the classic whodunnit on your phone and tablet, with Professor Plum, Colonel Mustard and the rest of the sinister suspects rendered in fabulous graphics. Now on Android as well as iOS.

SOCIAL

Keep or Delete

bit.ly/keep420

Price: 99p

\$10

Sign into this third-party Twitter client using one or more Twitter accounts, then easily delete your rubbish old tweets by swiping them off a timeline. You can undelete, too.





Sorted

Cluedo

Keep or Delete







NEW



Best New Mobile Games

NEW

ADVENTURE

Sky Dancer

bit.ly/skydroid420 bit.ly/skyios420 **#** 4.0.3 ***** 7



With so much stress in the world right now, what better way to let off steam than by running around and jumping off cliffs? That's the premise of this fantastic game, in which you guide a nimble 'dancer' around stunning but precarious landscapes of large boulders, flying islands and hazardous precipices. Unlike other running games, falling is as important as sprinting if you want to avoid tumbling into the ether. Tap with two fingers to jump, and tap the left- and right-hand sides of the screen to navigate. Sky

Our rating

Dancer is completely

free, with all in-app

purchases optional.



ARCADE

Pocket Arcade

bit.ly/pocketdroid420 bit.ly/pocketios420

4.0.3 8



Experience all the energy and fun of an amusement arcade, without annoving kids getting in your way. The four classic arcade games reinvented for your phone or tablet are: Hoop Hero, in which you shoot basketballs through a hoop; a Whack-a-Mole variant called Alien Whacker; one of those frustrating games in which you try to grab prizes with a claw; and Mayan Coin Pusher, a version of rip-off 2p-shove machines. You earn rewards for high scores, which unlock bonuses as you move

between games, though we don't recommend spending real money on extra virtual coins.

Our rating



NEW : SIMULATION

Coach Bus Simulator 2017

bit.ly/coachdroid420

4.0.3



There are dozens of bus-simulation games in the Play Store, suggesting that many of us secretly yearn to jack in our boring desk jobs and take to congested city roads, collecting fares and dodging cyclists. In this one, you drive a coach, which means you get to see more of the country, make fewer stops and can ramp up the speed on the open highways. Realistic graphics and fluid gameplay are

complemented by simple controls, traffic sound effects and a variety of camera angles. But as

it's not a British game, you'll have to master driving on the wrong side of the road.

Our rating



X Don't install...

ITV Racing

bit.ly/itvdroid420 bit.lv/itvios420

Horseracing fans worried about ITV taking over race broadcasts won't be reassured by its new mobile app. Rather than focusing on race cards and results, this seems more concerned



about getting you to bet with its advertising partners, enter its prize draw and "test your racing knowledge with our fiendish quizzes". Rather than streaming live races, it only offers catch-up clips, and many users have found registration impossible. Talk about falling at the first fence.

...Install this instead

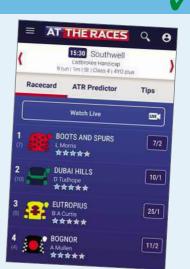
At the Races

bit.lv/atrdroid420 bit.lv/atrios420

4 68

This app from the leading website for UK and Ireland racing is an absolute must for racing fans, and far superior to the messy, ad-heavy offerings from most bookies (and ITV, see left). Its detailed race cards are clearly presented and easy to browse on your phone or tablet, so you can see race times and distances, horse and jockey names, betting odds and much more at a glance, for up to five days in advance. There's also a wealth of editorial content, including expert

tips, trainer interviews and racing news, but none of this gets in the way of the all-important results. A resounding winner.

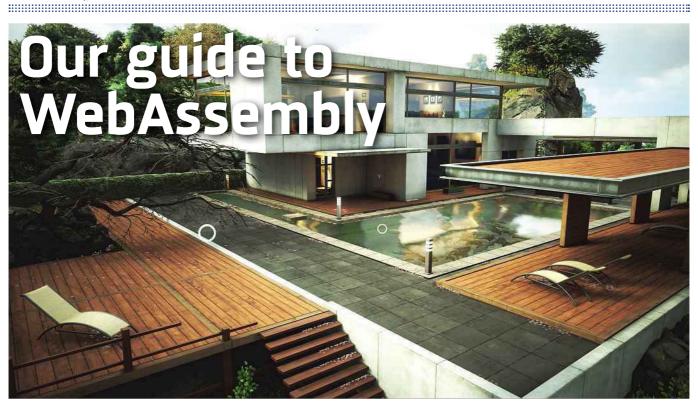








EVerything you need to know about the most interesting new technology trends and events



WebAssembly is being touted as the future of the web but you'd be forgiven for wondering what on Earth it is. **David Crookes** explains all

What is WebAssembly?

WebAssembly (webassembly.org) is a relatively new web standard that has the potential to revolutionise how we use



WebAssembly shares initials with the postcode for Warrington high-performance applications such as games, video players and image-editing software. Rather than making us download and install these resource-heavy apps, WebAssembly offers the potential to run them in your browser with full

functionality. Developers say this will make computing far more convenient, with some going as far as calling it the dawn of a new web era.

But we already have web apps, don't we?

Indeed we do. Over the years, we've become accustomed to running tools in our browsers; for example, we can word process using Google Docs, check our emails in Gmail and edit videos in YouTube, all without having to install

any software. But these browser apps are typically not very sophisticated, whereas WebAssembly opens the door to more complex applications, all without the need for any plugins. It also allows them to run with near-native performance – that is, pretty much as if they are installed and running on your computer.

How much faster will WebAssembly apps be?

WebAssembly significantly improves start-up speeds, with the technology said to run 20 times faster than JavaScript. It is also claimed that apps using WebAssembly run just 1.13 times slower than your processor's maximum speed.

How exactly does WebAssembly work?

We were afraid you'd ask that. To explain WebAssembly, we first need to get under its skin. At its heart, WebAssembly is a low-level programming language, which means it is effectively written in a code near-identical to the one that computers directly understand. When this is run, it allows developers to take the source code of an app written in a higher-level

computer language (one which uses more natural syntax) and turn it into code that a web browser can use (a process known as compiling).

All this takes place behind the scenes, so it won't be obvious to you as you browse. Both the parsing (the analysis of the code) and the compilation take place before they reach your browser. This means the browser simply sees the low-level, machine-ready instructions and acts on them. Combined with the compact nature of WebAssembly, this makes the process very fast indeed.

So how do I use these apps?

All you need to do is visit a web page.



These spiders are proficient in a different kind of web assembly

You'll be able to dive straight into playing a game, for example, and have it run fluidly, and you'll also be able to move from device to device because the technology will be entirely portable. Additionally, there's nothing to stop you launching a mobile app within your tablet's browser, as long as it's capable of using WebAssembly. Everything runs entirely within the web platform.

So we'll all have to use apps?

It's possible. There are certainly plenty of advantages to using WebAssembly. Because you don't need to install software, the risk of malware infection should be reduced. Also, apps will become 'cross-platform', so it won't matter which operating system you are using because they'll simply run in any browser that supports WebAssembly. The standard of web-based apps should be improved, too. We're likely to see more games, with virtual-reality and augmented-reality apps using the game engines Unity and Unreal Engine, and have high performance, browser-based computer-aided design and scientific visualisation software.



It may have a dull website, but Unity could bring a whole new depth to online life

Will there also be a web app

No. One of the beauties of being able to simply visit a website to access an app is that it gets around the 'walled gardens' of app stores, especially on tablets and phones. Anyone will be able to publish apps to the web, which will ensure that software is accessible and in the full control of developers.

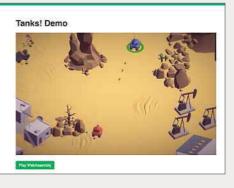
Who is behind WebAssembly?

Development is being driven by the W3C WebAssembly Community Group (bit.ly/ wa420), which was launched in April 2015 with the backing of the Mozilla Foundation, Microsoft, Google and Apple. There is a concerted and unusually cooperative effort to make WebAssembly a true standard, which is good news because it means that it will eventually find its way to all the major browsers.

SEE WEBASSEMBLY IN ACTION

There are already two fun ways for you to put WebAssembly's abilities to the test. The first is via Unity's WebAssembly version of a multiplayer sandbox game called Tanks, which you can check out at webassembly.org/demo, provided you're using Chrome 57 or Firefox 52. Boasting some lovely retro music and attractive, fluid 3D visuals, this lets you control one of two tanks using your keyboard. But for real graphical impact, try Epic's Zen Garden experiment at bit.ly/zen420. This lets you look around the exterior of a rather nice house (see main image, left) and brings a taste of WebAssembly's

.



smooth, high-performance 3D offerings that we can expect to enjoy in future. It works best on 64-bit computers because 32-bit systems may struggle with its awesomeness.

Will developers have to learn a whole new language?

Not necessarily, and this is the exciting thing. Although Mozilla says it could change what it means to be a web developer, the idea

of WebAssembly is that coders are able to create software in multiple languages. Among those languages is C++ and, given that C++ is so widely understood by coders (it is even used to create software as important as Windows), many developers should feel right at home. Indeed, developers have been quick to see the potential and there is hope that WebAssembly will soon be used with Java, Swift and C# - languages that are often used for mobile apps.

This stereotype web

developer will feel at

Isn't JavaScript still the top webprogramming language?

Well, yes, but WebAssembly will allow developers to bring their own applications to the web and go well beyond the capabilities served up by JavaScript, which is indeed a high-level programming language used to write much of the software we already see running in our browsers. The issue with JavaScript is that it was designed to be easy for novice developers, but it isn't ideal for starting large applications quickly, whereas WebAssembly is. JavaScript has also been abused by hackers as a way to run malicious scripts.

Will WebAssembly replace JavaScript?

It's very unlikely at this stage, given how

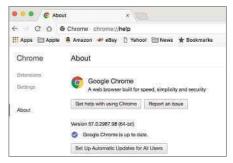
widely used JavaScript remains. Although it's true that Mozilla, Microsoft and Google have made separate attempts to extend JavaScript by releasing Asm.js, Typescript and NACL, respectively, WebAssembly is intended to broaden the number of languages that can be compiled to the web rather than replace JavaScript altogether. Indeed, WebAssembly home with WebAssembly

> with JavaScript so there will be room for both languages for some time yet. What will happen as WebAssembly gathers momentum remains to be seen, though.

will allow its applications to integrate

So which web browsers are using WebAssembly today?

Version 57 of Chrome and version 52 of Firefox, which are the most recent stable releases, are both WebAssembly-enabled. Microsoft Edge and Safari will follow soon. There's not a huge amount of support around at the moment but the creators of the game engine Unity, for instance, have been working on switching its WebGL platform to WebAssembly byte code in supported browsers. WebGL allows interactive 3D and 2D graphics to be rendered, and WebAssembly will make this faster and less resource-hungry.

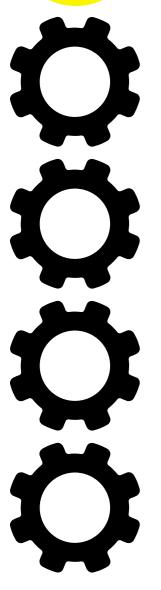


Chrome has quietly enabled WebAssembly behind your back

Reset, Revive & Restore Yourpa



Fixing a slow PC or phone needn't involve paying for technical support. **Wayne Williams** reveals the easiest ways to speed up your system using three simple verbs



ack in July 2015, in Issue 375 of Web User (bit.ly/webuser375), we ran a cover feature that focused on the three essential Rs of fixing PC problems – removal, repair and recovery. In this follow-up, we look at three other, equally important Rs – resetting, restoring and (hopefully) reviving – that comprise a reliable triumvirate for tackling performance problems. By following our simple advice, you'll soon be able to beat the causes of slowdown and crashes, and make your PC and

phone run like new again.

Over the following six pages, we look at how to quickly reset your operating system, browser and other programs - without losing your personal data - and explain how to restore lost folders, files and settings.

We also explain how to overcome more serious problems, such as hard-drive failure, that can't be solved simply by resetting or restoring, so you can revive even the most lethargic and unresponsive devices.

Reset

Reset Windows 10 without losing anything

If you're experiencing major problems on a PC running Windows 10, such as slow performance or programs that won't run properly, resetting the operating system should fix things. This gives you a fresh copy of Windows and lets you choose whether to keep your personal files - which is usually preferable - or remove everything and start over from scratch. Make sure you've backed up all personal data beforehand (just in case), then go to Settings, 'Update & security' and click Recovery on the left. You'll see an option to 'Reset this PC'. Click the Get Started button and choose whether to 'Keep my files' or 'Remove everything', then click the Reset button on the next screen.



You can easily reset Windows 10 while still keeping all your files

Start afresh with a clean install of Windows 10

There is another option you can try if Windows 10 starts to misbehave, which is to start over with a completely clean installation. The problem with this approach is that once you've installed your original copy of Windows 10, you'll then have to install all the newest updates and that could take a while.

Fortunately, Microsoft has a free tool that installs only the most recent version of Windows 10 on your PC, so you're instantly up to date, while removing any



Perform a clean installation of Windows 10 and start afresh

non-standard apps and programs (you'll have the option to keep your personal files). To get the tool, open Settings, go to 'Update & security' and click Recovery. Click the link under 'More recovery options' that says 'Learn how to start afresh with a clean installation of Windows' and download the tool from the subsequent page. Alternatively, you can get the tool directly from bit.ly/startfresh420.

Reset Windows 7 to make it faster

If you're having similar problems in Windows 7, you can install the operating system over the top of itself, which will leave your existing files and applications untouched, although we'd still recommend backing them up beforehand, just in case something goes wrong. You will need your installation media for this and can either boot from the disc or run the setup.exe file on the DVD from inside Windows.

Click the Install Now button to start the process and you'll be given the option to go online and check for the latest updates and patches. Selecting the Upgrade option lets you install the new OS over an existing version of Windows. This will leave your personal files and applications untouched.

To format your hard drive and install a brand new copy of Windows 7, choose the Custom (Advanced) option.



Install Windows 7 over itself to solve performance problems

Batch-uninstall unwanted software

The more software you have installed, the more strain it places on your PC's resources, which can negatively impact its speed. Windows lets you remove unwanted programs and apps through its built-in uninstaller, but you're limited to removing one item at a time. A third-party tool such as IObit Uninstaller (bit.ly/uninst420) can remove multiple programs and plugins in sequence. Select the items to uninstall and it will



Uninstall lots of programs in one go to free up system resources

go to work. It also removes any leftover traces and Registry entries.

Erase partitions from your hard drive

Partitioning an old hard drive can have a negative effect on the speed of your PC (this isn't true on newer drives where the speed will remain consistent), but you can't just delete partitions in the usual way. Fortunately, Windows comes with its own partitioning tool that you can use to erase one or more partitions in a jiffy. Click Start, type partition and launch the Disk Management feature. Right-click a partition and you'll be able to delete it from there.

Alternatively, you can use a free program such as MiniTool Partition Wizard Free 10 (www.partitionwizard .com) which lets you delete, wipe, copy, resize and move partitions, and more.



Remove unwanted partitions to reclaim drive space and speed

Refresh thumbnails of media files

Windows shows thumbnail previews of all compatible image and video files, but these sometimes become corrupted, or don't show at all for some reason. The easiest solution is to use Disk Cleanup to clear and reset the Thumbnail Cache. Click Start and type disk cleanup to launch the tool. Make sure the system drive is selected and click OK. Disk Cleanup will check to see how much space it can free up. When it's finished, scroll down the list and locate Thumbnails. Make sure this option is selected (select or deselect



Reset your Thumbnail Cache to fix problems with image previews

other areas to clean at the same time), then click the 'Clean up system files' button. Once complete, your thumbnails should appear without any problems.

Reset your browser securely

If you're having problems with your browser, the cause will probably be down to one or more add-ons you have installed, so you should first try removing any recent additions. If that doesn't work, then resetting your browser probably will. This will remove all add-ons and load the browser's default settings, while keeping your bookmarks and passwords safe.

To reset Firefox, click the three-line 'hamburger' button, click the blue question mark at the bottom and select Troubleshooting Information. You can either choose Safe Mode, which will restart the browser with all the add-ons disabled, or Refresh Firefox, which will remove all add-ons and customisations, and restore the browser to its default settings.

To reset Chrome, click the three-dot icon in the top-right corner and open Settings. Scroll down to the bottom and click 'Show advanced settings'. Scroll down again and you'll see a 'Reset settings' section. Click the 'Reset settings' button and confirm you want to proceed by clicking Reset. Once the reset is complete, your browser should be back up to speed.



Resetting Chrome can stop it being slow and prone to crashes

Reset your Android device

If your Android phone or tablet is having major problems, resetting it is often the best solution. Open the Settings menu and tap 'Backup & reset' under Personal. Make sure 'Back up my data' is switched on, and you have access to the selected 'Backup account'. Tap 'Factory data reset' and read the information that appears on screen, then tap 'Reset phone' (or 'Reset tablet'). You will need to enter the pattern, PIN or password used to unlock the device. Tap 'Delete everything' to remove all data from the internal storage. When that's done, reboot your device.

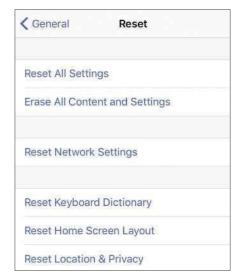
Resetting your Android device in this way is pretty drastic because it removes your Google account, system and app data and settings, downloaded apps, music, photos and other user data. The upside is that once you set up your Google account again, any data stored in the cloud will be restored and your apps will be downloaded again.



Resetting your Android device doesn't mean losing all your data

Reset iOS devices in different ways

If you have a seriously misbehaving Apple device – an iPhone, iPad or iPod Touch – you can reset it to the defaults by going to Settings, General. Scroll to the bottom of the screen and tap Reset. From here, you can choose any of the following options, with the most extreme two at the top:



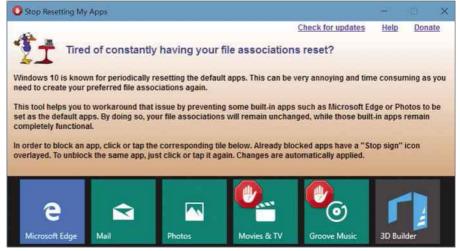
Apple gives you several options for resetting your iOS device

- Reset All Settings
- Erase All Content and Settings
- Reset Network Settings
- Reset Keyboard Dictionary
- Reset Home Screen Layout
- Reset Location & Privacy

You'll be prompted to enter your passcode and Apple ID to complete the reset process.

Stop default apps being reset in Windows 10

Windows 10 will occasionally, and frustratingly, reset your default apps. For example, one day you might have Chrome as your default browser and the next find Edge starting every time you click a link. This usually happens after Windows has been updated or Microsoft has pushed out an update to one of its built-in apps (such as Edge, Photos or Groove Music). You can stop the built-in apps from being set as a default by using Stop Resetting My Apps (bit.ly/srma420). To use it, you just need to run the program and select the apps to block.



Prevent Windows 10 from forcibly resetting your default apps

Restore

Restore your browser's homepage and search engine

Unwanted changes to your web browser are usually caused by malware or an unscrupulous program or add-on. As well as steering you away from the search engine and homepage that you want to use, the background processes responsible can seriously slow you down and pose a threat to the security of your PC.



You can use System Restore to rescue your infected browser

You can try manually changing things back to how you want them but if that doesn't work, you'll need to identify the source of the annoyance and remove it. If you know a recently installed program is responsible, uninstall it and try changing back your browser settings.

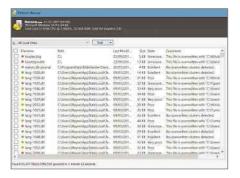
To check for malware, first start your PC in Safe mode. To do this quickly in Windows 10, hold down Shift, tap Start, click the power button and select Restart. When your system reboots,

scan it using a tool such as the free version of Malwarebytes Anti-Malware (www.malwarebytes.org).

You can also use System Restore to roll back your operating system to a time before the browser changes were made. To do this, click Start and type restore. Click 'Create a restore point'. In the System Properties window, click System Restore and select a point to restore from.

Recover accidentally deleted files

When something gets deleted in Windows, it usually ends up in the Recycle Bin, but that's not always the case. The good news is that the data doesn't physically go anywhere; all that happens is its directory entry and allocation table data get removed. This means that although the file may no longer be visible, it is still there and it can probably be restored using the excellent free tool Recuva (www .piriform.com/recuva). Just make sure



Recuva provides a reliable way to restore accidentally deleted files

that you don't install Recuva on the same drive that contains the files you want to recover, because it might overwrite them.

Find old versions of deleted files

Volume Shadow Copy is a built-in Windows service that takes regular 'snapshots' of your system. These contain older versions of your files and folders so if something goes missing, or gets overwritten, you may be able to get it back without needing to tear out your hair. ShadowCopyView (www .nirsoft.net/utils) lets you browse these snapshots and save a copy of anything you find. PreviousFilesRecovery, from the same developer, is a similar tool and lets you recover old content that no longer exists.

Restore missing drivers

Missing or corrupt drivers can prevent hardware connected to your PC from working properly or at all, and cause other serious performance problems,



Driver Booster stops dodgy drivers causing performance problems

Ö

MINI WORKSHOP | Restore a missing disc drive with DVD Drive Repair



Download and run DVD Drive
Repair (bit.ly/dvdrepair420) - there
are installable and portable versions
available. You'll see a Repair DVD
Drives button, but don't click it just
yet because there's another method
you should try first. Go to Tools and
select Device Manager. This will
open the Windows Device Manager.



In the Device Manager window, click View 1 and select 'Show hidden devices'. Right-click each entry under both the 'DVD/CD-ROM drives' 2 and 'IDE ATA/ATAPI controllers' sections, and select Uninstall. 1 Next, go to Action 4 and select 'Scan for hardware changes'. Reboot your PC and, hopefully, the drive will be found.



If it isn't found, open DVD Drive Repair again. Make sure the 'Just Repair' option is ticked 1 and click the Repair DVD Drives button. 2 It will make some simple changes to the Windows Registry and show you what's going on in the window. 2 Reboot and your DVD drive should reappear.

MINI WORKSHOP Find missing drivers using **Driver Booster**



Run Driver Booster and it will scan your system looking for outdated and missing drivers, then present you with the results. The banner at the top 1 shows the number of problem device drivers detected. Each one is colour coded 2 so you can see how old it is. Any missing drivers will be listed, too.



You can download and install the latest version of a driver by clicking the Update button next to it. 11 Click the down arrow next to the button to see a drop-down menu of additional options. 2 These let you view the driver details, update it, roll back changes, uninstall it, ignore it and export the list for later viewing.



Alternatively, you can update all the old or missing drivers in sequence by clicking the red Update Now button. 11 If there are any drivers you don't want including, just untick them. Click the UpToDate tab 2 to view a complete list of all the drivers on your system. 2 You can see when they were installed 4 and check further details. 5

too. The powerful program Driver Booster (bit.ly/booster420) scans your system for driver problems and lets you install new copies with a single click. If any of these newly installed drivers cause problems, you can use Driver Booster to restore a previous version or roll back your PC using system restore.

See our Mini Workshop on the left to find out how to use Driver Booster effectively.

Find your lost Windows key

If you need your Windows product key - perhaps to perform a clean install of the operating system but you can't physically locate it anywhere, don't panic because it's actually stored in Windows itself. NirSoft's ProduKey (www.nirsoft .net/utils) can find it for you almost instantly. Right-click to copy the key to save somewhere safe.



Use ProduKev to restore a lost product key for any Windows version

Recover images from a memory card

SD and microSD memory cards need to be very robust so the files they contain don't just disappear overnight. If the data on a card has been lost, it can usually be recovered using the brilliant free program Lazesoft Recovery Suite 4 Home Edition (bit.ly/laze420). Just run the software, choose the Fast Scan option, point it in the direction of the memory card and it will hopefully find and let you recover the missing images.

Restore a missing CD or DVD drive

If Windows no longer recognises your DVD drive, try shutting down your PC, disconnecting the power and making sure that all the drive's cables are securely plugged in. Reconnect the power and reboot. If that doesn't do the trick, then try Rizone Soft DVD Drive Repair (bit .ly/dvdrepair420). In some cases, the drive may simply have died and you'll just have to replace it. See our Mini Workshop on page 41 to find out how to use DVD Drive Repair

Restore lost sound on your PC

If audio and video files on your PC no longer play sound, first check that the speakers or headphones are plugged in and haven't come loose - it might sound obvious, but it happens a lot! Next, check to make sure that the sound on your PC hasn't been muted. You should see a speaker icon in the system tray. Double-click this and you'll be able to mute and unmute sound, and adjust the volume.



Check that your volume isn't muted if you seem to have lost sound

If some files are playing sound but others aren't, then it will likely be a codec problem. Install the free K-Lite Codec Pack from www .codecauide.com to restore missina codecs.



Lazesoft's powerful Recovery Suite program can rescue files that have been deleted from memory cards

Revive

Revive an old PC

If you have an old PC that's running very sluggishly but you don't want to get rid of it, and upgrading or replacing it isn't an option, then you could try running a less resource-hungry operating system. If you've only ever used Windows, then switching to a Linux distro will take a little getting used to, but the good news is that you can try the OS live, without needing to install it. Three excellent lightweight operating systems you can try are Puppy Linux (puppylinux.org), Lubuntu (lubuntu.me) and Pixel (bit.ly/ pixel420). The latter is the Debianbased operating system that's used on the Raspberry Pi.



Try a Linux distro such as Lubuntu to see if it speeds up your PC

Switch to an SSD

You may think your old, slow laptop or desktop PC is on its last legs, but if it has an HDD (hard disk drive), then upgrading to an SSD (solid state drive) will give the device a whole new lease of life. Your computer will boot up much more quickly, and writing and reading data will be significantly faster. SSDs

Upgrading to an SSD will do wonders for your PC's performance

> cost more than traditional hard drives, and tend to have a smaller capacity, but you can always add a hard drive for storage - to keep your photos, music, videos and documents on - alongside the speedy system drive.

Replace a dying hard drive

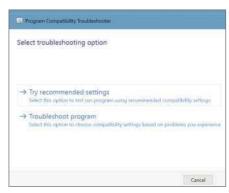
If your hard drive is failing, it's important to get the data off it as quickly as possible. Check on the drive's SMART (Self-Monitoring, Analysis, and Reporting Technology) status using CrystalDiskInfo (crystalmark.info) to make sure the problems you're experiencing are due to hard disk failure. Assuming they are, use a tool such as Clonezilla (clonezilla.org) or MiniTool Partition Wizard Free 10 (www .partitionwizard.com) to clone as much of the drive as you can to a replacement disk. The sooner you act, the more data you will be able to save.

Fix a program that won't launch

If you have a program that has stopped launching, try reinstalling it over itself. This may overwrite any problematic Registry entries and replace any missing components. If that doesn't work, try

uninstalling it first, then reinstalling it. If you still get no joy, try running it in administrator mode. In Windows 10, right-click the program's executable file or shortcut, and select 'Run as administrator'.

You can also try using the compatibility wizard. Right-click the program and select 'Troubleshoot compatibility'. The wizard will try to detect any problems and give you the option of using recommended settings or troubleshooting the program and trying various compatibility options.



Windows 10's compatibility troubleshooter can fix program problems

Replace your phone's battery

Some Android phones have removable batteries, so if your phone is no longer charging, or is failing to hold its charge, then it's time to get a new battery. You may be able to find a cheap replacement on Amazon or eBay, but make sure you check the reviews first. Flagship phones, such as the iPhone and Samsung Galaxy S7, don't have removable batteries but your phone manufacturer will be able to replace it for you. For iPhone, go to bit.ly/ iphonebatt420, and for Samsung devices try bit.ly/sambatt420.

What The

NEXT ISSUE

Web Hides From You

Access secret content and hidden tools on the sites you use every day



on sale Wednesday 19 April 2017

OWINDOWS 10 ENHANCED

We reveal the 10 best new features in the Creators Update

O PROTECT MOBILE PHOTOS

Stop people seeing pictures they shouldn't on your phone

O SPEED UP YOUR WI-FI

Make the internet faster on the devices that need it most

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Best free remote-Desktop software

Remote-Desktop software lets you access your computer from anywhere in the world and offer technical support to others. **Edward Munn** tests the six best tools





TeamViewer | www.teamviewer.com | ★★★★
FEATURES ★★★★ PERFORMANCE ★★★★ EASE OF USE ★★★★★

What we liked:

WebUser GOLD AWARD

TeamViewer's impressive array of features immediately elevates it above its rivals. It not only works as a powerful remote-Desktop program, but it also supports file

transfers, remote presentations and video calls, making it an excellent choice whether you want to access your own PC remotely or offer technical support to friends and family.

Setting up the software is very straightforward – you can choose between basic installation or running TeamViewer just once. To initiate a remote connection, simply type the remote PC's ID and password into the PC you're working from. There's no need to set up an account, although doing so brings some perks including faster access to PCs you use regularly.

After starting a session, TeamViewer offers a handy summary of important information about the remote PC at the click of a button, including its current processor, memory and hard-drive usage. There are also details about its system and security software, which can be useful when troubleshooting. TeamViewer has shortcuts for frequent actions including lock, reboot and 'send



Ctrl+Alt+Del'. You can also opt to record the remote session, transfer files or start an internet call.

Despite the wealth of tools and options, TeamViewer's interface is simple and intuitive, even if you aren't familiar with remote-Desktop software. We found the software's performance was fast and seamless, to the extent that we almost forgot we were using it (and ended up writing large chunks of this feature remotely!).

There are TeamViewer apps for iOS and Android, so you can access your PC remotely from those devices, too.

How it can be improved:

There's little to fault in TeamViewer, but it does frequently invite you to buy a commercial licence (it's free for personal use) and it also includes ads for the developer's security software.

OUR VERDICT

TeamViewer is packed with features, easy to use and completely free. If you're looking for remote-Desktop software, whatever the reason, it comfortably tops our list of recommendations.

Free remote-Desktop software

AnyDesk | anydesk.com | ★★★★☆

FEATURES **** PERFORMANCE **** EASE OF USE ****

What we liked:

Developed by ex-TeamViewer employees, AnyDesk is incredibly simple to set up and works immediately without requiring

installation. Creating a remote connection is as easy as entering a PC's unique ID (given by AnyDesk) on your PC and then approving the connection from the remote PC. Alternatively, you can set a password on any PC to enable unattended access.

The program offers a range of handy options including whether to give the host full control of the PC (as opposed to just screen sharing) and whether to allow them to hear sound. Seamless file transfers are supported via a shared clipboard, meaning you can copy and paste any files from the remote PC to your Desktop, and - as with TeamViewer - there are shortcuts for important system information and common actions. AnyDesk also supports textbased chat, which is useful when giving technical support. If you want to control your PC on the go, AnyDesk has free apps for both iOS and Android.



How it can be improved:

If you're looking for tools such as video chat and remote screen recording, AnyDesk falls short. Unlike our other award winners, it also caused Windows Firewall to throw up a warning the first time we used it.

OUR VERDICT

AnyDesk lacks some of the fancy features of TeamViewer, but is otherwise a fast remote-Desktop tool that includes support for file transfers. If, for some reason, you want an alternative to TeamViewer, AnyDesk is well worth a try.

BEST OF THE REST

AeroAdmin

bit.ly/aeroadmin420

AeroAdmin is a lightweight remote-Desktop tool that can be set up quickly and easily without installation. However, some features including file transfer are not

supported in the free version. which is marred by pop-up ads. We also found the program's



interface looked ugly and outdated compared with those of our other award winners.

Screenleap

www.screenleap.com

If you want to share your screen with several people, Screenleap is the perfect tool for the task. By downloading its lightweight app, which allows viewers to see your screen in their web browsers, you can share a URL in seconds. Unfortunately, viewing is limited to an hour a day and, unlike some other tools in this round-up, there's no option to give users control of your PC.



Ultra VNC

www.uvnc.com

Ultra VNC is a powerful, opensource remote-Desktop tool that supports file transfers and textbased chat. However, it's aimed at advanced users, not those looking to help less tech-savvy friends and family. Indeed, even downloading the setup file feels like hard work and setting up the tool requires an understanding of port forwarding, so we'd steer clear unless you're a networking expert.



Chrome Remote Desktop | bit.ly/chromerd420 | ★★★★☆

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

WebUser **BRONZE AWARD**

What we liked:

Chrome Remote Desktop offers quick and easy remote access to your own and other people's PCs. Although remote connections are initiated via

a browser app, it works like any other remote-Desktop tool, giving you full control over the remote PC. This means you can open any program or file, access important Windows settings in Control Panel and shut down or restart the PC when you're finished. In fact, Chrome Remote Desktop runs in the background all the time, so you can use it to log back into Windows when the PC starts up again.

If you've set your browser to sync apps, you only need to install it once and it'll be available on all your PCs. You'll need to enable access on any PC you want to use remotely, but once you've done so, you can access it at any time by simply entering the appropriate PIN.

As with our other award winners, you can use iOS and Android apps to



control your PC from your smartphone.

How it can be improved:

Chrome Remote Desktop lacks many of the features of our other award winners, in particular the option to transfer files. There's also no support for unattended access on PCs belonging to others.

OUR VERDICT

Chrome Remote Desktop's easy setup will appeal to Chrome users who don't want to install additional software, but it's light on features so we'd recommend trying one of our other award winners if you want a full remote-Desktop experience.



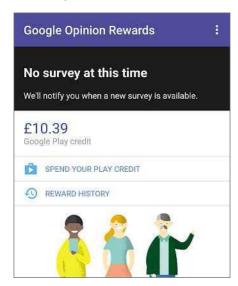
Google Play just celebrated its fifth birthday, but there's always something new to learn about the app-and-entertainment store. **Robert Irvine** reveals its best secrets

Earn credit towards Play purchases

You don't get something for nothing in this world, but thanks to Google Opinion Rewards (bit.ly/rewards420) you can make easy money for very little effort. Just answer a few quick questions about shops you visited recently or similar topics and the app will reward you with credit, which you can save up to spend on Google Play.

The information you provide in the short, simple surveys about your views and habits is collected anonymously, and you can trade your credit for Android apps, music, films, TV shows and books in just a couple of taps.

There's usually at least one threequestion survey per week, with rewards ranging from 6p to 60p. This writer earned an incredible £10.39 in just six months – more than he gets paid for editing *Web User*!



Earn credit to spend on Google Play by answering simple questions

Add useful new features to Play



Toolbox for Google Play Store adds several useful options to the site

The simplicity of the Play Store is one of its biggest strengths, but that doesn't mean it wouldn't benefit from a few extra features. You can improve your Android experience by installing the Chrome extension Toolbox for Google Play Store (bit.ly/play414), which adds several useful options to each app's page. These include a button for downloading an app's APK file to your PC, one that links to information on alternative app store AppBrain (www.appbrain.com) and another that takes you to coverage of the app on the Android Police blog (www.androidpolice.com).

Additionally, Toolbox can tell you if an app offers a beta-testing program that lets you try the latest version before everyone else – see our next tip on the right. You can choose which options to show or hide by clicking the extension's toolbar button.

Try new apps before everyone else

Several developers use the Play Store to recruit brave, foolhardy guinea pigs – sorry, eager early adopters – to try new features in apps before they're released to the public. As described in the previous tip, you can use the Toolbox extension to see which apps currently run beta-testing programs.

If one is available, select the 'More info' link, then click 'Become a Tester' to receive the special testing-version update (you'll need to download the app if you don't already have it). Alternatively, if you don't want to install Toolbox, you can check the app's description or website to see if a beta test is mentioned, then follow the relevant link.

Popular apps that are currently running tests include All 4, Avast Antivirus, BBC iPlayer, Facebook, Google Maps, Kodi and WhatsApp, which should give you plenty to play around with for starters. Remember, though, that in return for these feature previews, developers ask you to provide feedback on their hard work, so make sure you keep your side of the bargain!



Become a beta tester on Google Play to try new app features first

Secret hacks for Google Play

Install apps that Google Play blocks

When Google tells you that an app is only compatible with "some of your devices", it's usually because it will work on your phone but not your tablet, or because one of your devices doesn't have the necessary version of Android. This is different from an app being "incompatible with all your devices", which is usually due to geographical restrictions - and regular Web User readers know how we feel about those!

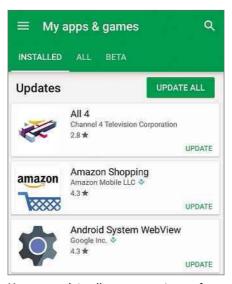
If you're unable to use an app for the latter reason, you could feasibly solve the problem by using a VPN. However, if you've previously bought an app from Play, your account will be locked to the UK, so you'll still be blocked. One way around this is to create a new Google account, add it to your Android device and open the Play Store app from there using a VPN such as TunnelBear (www.tunnelbear.com).

Alternatively, you could go into Settings, then Security on your device, allow the installation of apps from unknown sources, then find and download the APK file of the app. However, this can be very risky because many APK files contain malware.



Geo-restricted apps are likely to be incompatible with all your devices

Update all your apps in one go



You can update all your apps at once from within the Play Store app

The Play Store website lets you see all the apps you have installed, but if you want to update them - either individually or collectively - you'll need to use the app version. Open this on your phone or tablet, then tap the three-line menu button in the top-left corner and choose 'My apps & games'. In the list of installed apps, either click Update next to all those that need updating or tap the Update All button. This screen also lists any beta apps you may have volunteered to test, so you can get the latest updates.



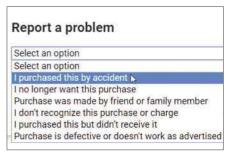
The Play Store is so vast that it's easy to stumble across an interesting app.

Simons Cat - Vol. 1 Featuring Off Add to wishlist

Save Play items to your wishlist until you have money to buy them

game, album or film, then not be able to find it again when you decide to buy it (perhaps when you've earned enough Rewards credit, as per our first tip). To make sure this doesn't happen, it's worth compiling a 'wishlist' of content you want to purchase or download at a later date - much as you would on Amazon. Just click the 'Add to wishlist' option above the Buy or Install button. You can access your wishlist via the link on the left-hand side of the page. To remove an item, click the 'Added to wishlist' option above the button.





Claim your money back within 48 hours if you're unhappy with an app

You can claim a refund for an unwanted app or other purchase by going to your Account on the Play Store website or in the app and scrolling down to your order history. If the item is an app or game, you can claim your money back without question for two hours after you installed it, simply by selecting Refund. If the app or game is defective, not as you expected or was bought accidentally, click the three-dot icon next to the purchase and choose 'Report a problem'. Select your reason for not wanting the app or game and click Submit, but make sure you do so within 48 hours, before the option disappears.

Likewise, you have up to seven days to request a refund on any Google Play Music, Movies and TV purchases, provided you haven't started playing the song, film or show.

DISCOVER GOOGLE PLAY'S SECRET APPS

You're no doubt familiar with Google Play app categories such as Tools, Entertainment and Photography, but the store also has a hidden section called Indie Corner. Here, you'll find apps from small developers who risk getting swamped by larger ones in the main store. Or, as Google puts it: "the latest and most innovative releases. our current favourites and must-have Indie masterpieces all in one place".

Indie Corner isn't listed in the Play Store's menus, but you can access it directly at bit.ly/indie420. Currently,



Discover secret apps and games in Google Play's hidden Indie Corner

the section features the Top 10 finalists of the Google Play Indie Games Contest, including the amazingly cute and addictive Happy Hop: Kawaii Jump.



((• Find free Wi-Fi •)) EVERYWHERE

Free Wi-Fi is widely available, but connecting isn't always easy. **Edward Munn** reveals how to access fast, safe and free public Wi-Fi

Free Wi-Fi on public transport

Most rail operators only offer free Wi-Fi in First Class, but some networks allow free internet with a standard ticket. For example, if you book a ticket directly through Virgin Trains East Coast, you can get free Wi-Fi throughout the train (for more details, see bit.ly/virgin420). Great Anglia also offers free Wi-Fi to all customers using its Intercity services between Norwich, Ipswich and London (bit.ly/anglia420), and more than 50% of South West Trains come with free internet on board (bit.ly/southwest420). Free Wi-Fi can also be found on all Gatwick Express, Grand Central, Hull Trains and Chiltern Railways services. and most ScotRail routes, although terms and conditions vary from one operator to the next.



Free Wi-Fi access is currently being rolled out across all National Express coach services (it should be available on all routes from this summer). Sessions are limited to 30 minutes, but you can



also access a range of entertainment for the full duration of your journey via the company's VUER app, which is available on iOS (bit.ly/vueri420) and Android (bit.ly/vuera420). Download the app before you travel, though, because the on-board Wi-Fi restricts app downloads!

Essential apps for free Wi-Fi

Having the right app installed on your phone can make it easier to find and access free Wi-Fi. The Android and iOS app WiFi Map (www.wifimap.io), for

example, shows you the closest Wi-Fi hotspots and also includes passwords to make joining them quick and easy - you won't even need to ask for login details.

The problem with many free Wi-Fi networks is that they don't



always offer fast or reliable internet connections. Speed Test (bit.ly/speedt420) provides crowdsourced data displaying the location of the nearest hotspots along with details of download and upload speeds.

WiFi Mapper (www.wifimapper.com) is another excellent free app that can help you find the best free hotspots nearby. Available for Android and iOS, it covers nearly 500 million Wi-Fi networks worldwide and more than two million recommended free hotspots. Not only does the app show what kind of venue the hotspot is in and how reliable the internet connection is, it also tells you if the place has good coffee!

Get free Wi-Fi from your internet provider

If you're a BT broadband customer, you're entitled to unlimited free Wi-Fi at more than five million hotspots via BT WiFi (formerly BT OpenZone). Most BT HomeHubs double up as hotspots, so you should never struggle to find a safe and stable connection. If you do, simply visit www.btwifi.com/find and enter your current location to find the nearest hotspot. The easiest way to get online is to simply install the BT Wi-Fi app for Android (bit.ly/btwifia420) or iOS (bit.ly/btwifii420), which saves your username and password and connects you automatically whenever you're in range of a hotspot.

Sky Broadband customers can access





a similar, albeit smaller service by installing Sky Wi-Fi for iOS (bit.ly/ skywifii420) or Android (bit.ly/ skywifia420). You can register up to six wireless-enabled devices. The app includes a handy hotspot finder and will automatically connect you to free hotspots whenever you're in range.



Virgin Media helps to keep its broadband customers connected when they're out and about with Virgin Media Wi-Fi. The company claims its service enables you to "connect to nearly half of all

UK public Wi-Fi hotspots in all sorts of places - cafés, bars and restaurants, up and down the high street, in airports and even underground!" The Android app is available from bit.ly/vmwifia420 and you can install the iOS version from bit.ly/vmwifii420.

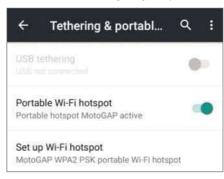
If you don't have a contract with one of the above ISPs, you can access 15,000 free Wi-Fi hotspots via O2 Wi-Fi. O2 customers can connect to 4,500 of these hotspots automatically and even if you're not a customer, you can preserve your mobile data allowance by registering to use free Wi-Fi. Just look out for 'O2 Wi-Fi' in your device's network list at establishments including

McDonalds, House of Fraser, Costa and Pizza Hut.

Use your phone as a hotspot

If you can't find a free Wi-Fi hotspot using any of the above tips, another way to get online quickly is to use your phone as a personal hotspot. Only some devices support 'tethering', and costs can vary significantly (according to your tariff), so we recommend checking with your network provider before risking any additional charges.

To enable tethering on your phone,



open Settings and, under 'Wireless and networks', tap More, then 'Tethering and personal hotspot'. Next, tap 'Portable Wi-Fi Hotspot' to turn the hotspot on and then choose 'Set up Wi-Fi hotspot' and 'Show password' to see the network name and password. Finally, choose this network on your wireless-enabled devices and enter the appropriate password to get online and start using your mobile's data connection. These steps might vary, but should work in a similar way on Android devices from most manufacturers.

Note that tethering will cause your phone's battery to drain more quickly than normal usage. If you're browsing the web on a laptop, you're likely to use more data than if loading the same pages on a mobile device. To keep an eye on how much data you've used, install Glasswire (bit.ly/glasswire419), which displays a permanent notification indicating your data usage for a set period. We had a Workshop about this excellent tool in our last issue.

STAY SAFE ON PUBLIC WI-FI

There are inherent security risks and privacy implications to using public Wi-Fi networks, but it's easy to protect yourself if you know how. First, check the terms and conditions of the hotspot provider carefully to see what personal information you're expected to share to get online for a short period of time. Next, make sure you only visit websites that support secure 'https'



connections. You'll know that your connection is encrypted when you see a padlock in your browser's address bar and this makes it much more difficult for would-be hackers to intercept your data.

You can also encrypt your traffic by installing a VPN. CyberGhost (cyberghostvpn.com) is one of our favourites and it's free on Windows, Android and iOS. If you're using a Windows laptop on a public network, make sure that file sharing is turned off. To check this, open Control Panel then click 'Network and Internet', 'Network and Sharing Centre' and 'Change advanced sharing settings'. Finally, if you must do your online banking on the go, it's always safer to use your mobile data connection than a public hotspot.

•



Call FREE on 0800 083 2357 to switch your broadband

	Provider	Package name	Monthly price	Contract length	Broadband speed	Allowance	First-year cost*
1	sky	Sky: Broadband	£28.99 (£18.99 for 12 months)	12 months	17Mbps max speed	∞ unlimited	CHEAPEST £227.88
2	TalkTalk For Everyone	TalkTalk: Broadband	£25.50 (£20.00 for 12 months)	12 months	17Mbps max speed	∞ unlimited	£240.00
3	E	EE: Broadband	£28.50 (£21.00 for 18 months)	18 months	17Mbps max speed	unlimited	£252.00
4	Virgin media	Virgin: Broadband	£40.00 (£32.00 for 12 months)	12 months	50Mbps max speed	unlimited	£384.00

Terms & Conditions apply - see ISP sites for details

Data supplied by www.broadbandgenie.co.uk. Correct as of 21 March 2017.



switching service

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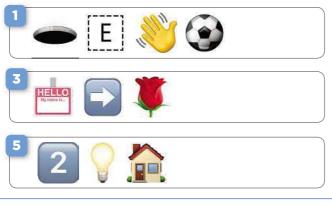


Take a Screen Break

Give your eyes a rest from your computer by taking our fortnightly challenges. Can you guess our book-title emoji and solve our word puzzle?

WIN A **BACK ISSUES** Be the first to send the correct answers to to win a 2016 Back Issues Disc

CAN YOU GUESS THE BOOK TITLES FROM THE EMOJI?







WEB USER WORD PUZZLE

Enter the answers in the grid to reveal a tech-related word in the highlighted column

- 1 Largest breed of terrier
- Volcano that destroyed Pompeii
- 3 Royal house of Henry IV, V and VI
- 4 Winner (eventually) of Best Picture at this year's Oscars
- 5 BBC TV series presented by Matt Allwright and Sophie Raworth
- 6 Russian composer of Peter and the Wolf and Romeo and Juliet
- 7 Team GB equestrian gold winner
- 8 US state, capital Nashville

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COMPETITIONS

WIN 1 OF 4

GEAR4 Buckingham iPad flip case

GEAR4's new Buckingham iPad TPU flip case range features D3O, the most advanced shock-absorbing technology for enhanced impact

protection. It's available for the iPad mini 4, the iPad Air 2, and the iPad Pro (both 9.7in and 12.9in). To enter, email your address to webusercomp@dennis.co.uk with 'buckingham' in the subject line. For more information, visit www.gear4.com and follow @GEAR4 on Twitter.



WORTH

Edit your way with the power and control of Pinnacle Studio 20 Ultimate. Exciting new features include 360 video editing, Easy Track Transparency, Motion Tracking with Mosaic Blur and more! Also enjoy Multi-Camera Editing and Stop Motion Animation and more

than 2,000 effects and templates! To enter, email your address to webusercomp@dennis.co.uk with 'pinnacle' in the subject line. For more info, visit www.pinnaclesys.com and follow @corelsoftware on Twitter.





Practical WebUser

16 pages of workshops, tips, projects and problem solving

Get Instagram-like photo filters on your PC

Painnt for Windows 10 lets you turn photos into works of art. Here's what you need to know

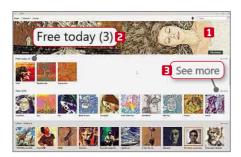
Painnt: bit.ly/painnt420 | @ 20 mins | # Windows 10





nstagram and Prisma (for Android and iOS) come with fancy filters to transform your digital snaps into works of art. Painnt is a photo-editing app for Windows 10 that lets you apply a similar range of filters. There are over 240 different styles to choose from, with new ones added regularly, all sorted into categories such as Classic, Modern,

Mosaic, Nature, Sketch and Trippy. There are a few restrictions in the free version - some filters aren't available. output resolution is limited to HD quality and your image is labelled with a small watermark. But you can unlock everything via an in-app purchase - one week of full access costs £1.49, one month is £2.29 and one year is £7.69.



Launch the Painnt app and you'll be shown some featured filters, 11 as well as ones that are free today. 2 You can also browse the full selection of available filters. Click the 'See more' link 10 to view thumbnails of them all. Click one you like the look of

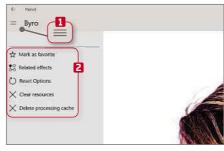


Select a photo you want to apply your chosen filter to. Painnt gives you a choice of three sources - Gallery (which lets you browse your hard drive for images), 11 Camera (uses your webcam, if you have one) 2 and 'Social networks' (pulls photos from Facebook or Instagram). **B**

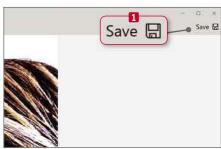




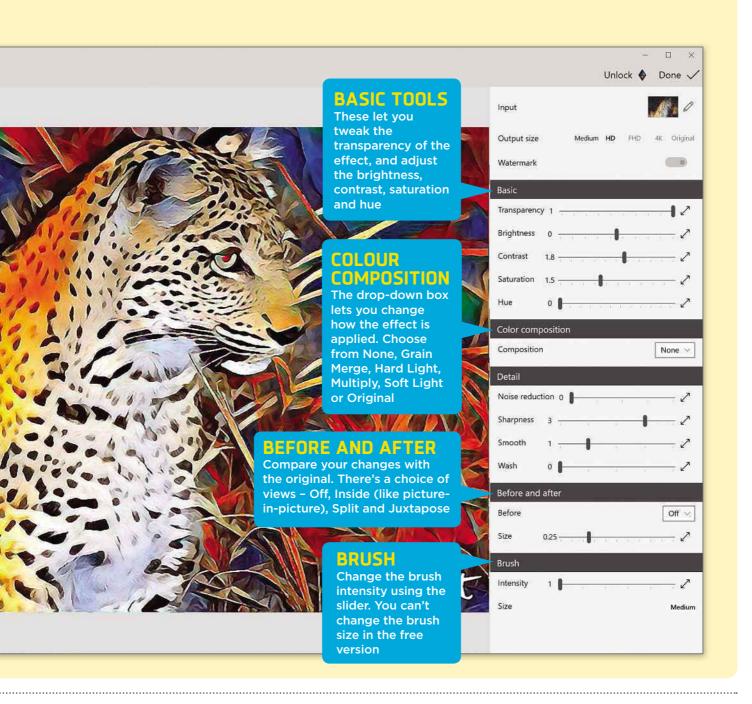
Painnt applies your choice of filter to the image 🚺 and adds a watermark at the bottom. 2 The sidebar on the right lets you tweak the results. You're limited to Medium or HD sizes in the free version, **3** and the toggle to remove the watermark 4 is greyed out unless you upgrade to a paid-for plan.



During editing, you can click the three-line button 🚺 for menu options 2 that let you mark the image as a favourite; review and try some related filters; reset the options; clear resources; and delete the processing cache. The latter options may help to speed things up a bit.

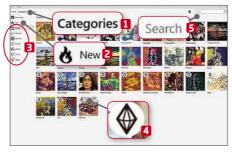


Click Done at the top to get the option to save your finished artwork. Click the menu button to upgrade and unlock all the premium extras; submit your art to the users' creations gallery; order a print; or share your image with friends using the Windows 10 share tool.

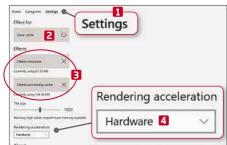




Painnt remembers the image you last loaded, so when you choose a different filter it will automatically apply it to that photo. Click the arrow 11 in the top-left corner to return to the homepage so you can pick a different filter. To change the photo, click the Edit button in the top-right corner. 2



Go back to the homepage and click the Categories link. 11 You can scroll down the New selection 2 or filter the results by selecting a style on the left. 3 Filters marked with a diamond are only available in the paid-for version. 4 You can also search for a filter by name or topic. 5



Click the Settings link 11 to clear the cache, 2 and to view and delete the used resources and processing cache. 3 You can also adjust the tile size to use less memory, and switch between hardware and software rendering. 4 Always use hardware when possible because it's faster.



Send files, folders and messages to any device



Dukto: bit.ly/dukto420 | 🕒 10 mins | 🎥 7, 8, 10 🐞 MacOS 10.6+ 🔬 Linux 👘 2.3+ 🐞 iOS 7+

he joy of owning several different devices is that you can use them in conjunction with each other – using a PC program to edit photos you shot on your phone, or viewing documents on your tablet that are safely stored on your PC. However, transferring those files between your devices can be a convoluted process involving portable drives, download cables and even emailing items to yourself.

Dukto (bit.ly/dukto420) is a file-sharing tool you can install on all your devices, whatever operating systems they use. Unlike previous *Web User* favourite Pushbullet, which now restricts several features to its paid-for Pro version, Dukto is open-source software, so it's completely free of charge. You don't even have to install it because there's a portable version available.

EXPERT TIP

Andy Shaw says

Dukto is open-source software, so it's adapted to work on a range of alternative operating systems, which could breathe new life into your old devices. As well as Windows, Mac, Linux, Android and iOS, the software has been ported onto Nokia's Maemo OS (bit.ly/maemo420) and RIM's BlackBerry (bit.ly/black420); and there's a bizarre Linux variant called OpenPandora (bit.ly/open420) that works on tiny pocket-sized computers.



If you have more than one PC on a network, and you open Dukto's software on all of them, the computers will show up on each others' interfaces.

Be patient because it can take a couple of minutes for this to happen. Click the device you want to send something to.



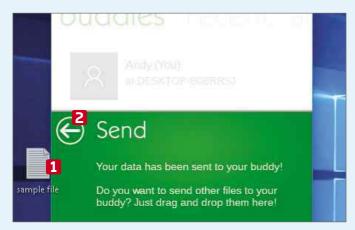
You can send a text message, 1 text from the clipboard, 2 some files 3 or a folder. 4 The clipboard option will only become clickable if you've recently copied some text to the clipboard. Otherwise, it will be greyed out. For now, click the 'Send some text' option.



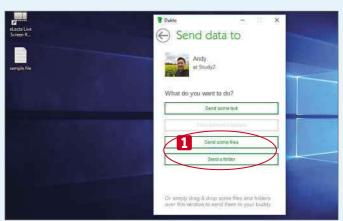
Type the text you want to send into the box, 1 then click Send. 2 You can also paste any text you have copied to the clipboard. Note that if you choose the 'Send text from clipboard' option on the main menu, it will be sent immediately. Using this option lets you view and confirm your clipboard's contents before you send.



The taskbar icon on the receiving PC will flash, and the message can be viewed by clicking the 'recent' tab. 1 The most recent messages are at the top. 2 To read a message, double-click it. If you need it, there's a 'Copy to clipboard' button at the bottom.



Back on the sending PC, the connection with the current recipient stays live, in case you want to follow up the message with a file. Drag and drop anything you want to send to the Dukto window 1 and it will be beamed across to the recipient. If there's nothing more to send, click the Back arrow. 2



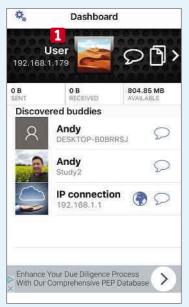
By default, sent files land on the recipient's Desktop along with a notification in 'recent', which they can click to view the file. To send files or folders at a later date, either click the appropriate button 1 or drag and drop files to the window. Everything will appear in the recipient's 'recent' tab, as with the other files and messages.



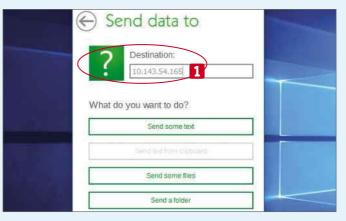
If you'd prefer to have the files sent somewhere other than the Desktop, you can change this by clicking the Settings button. Click the 'Change folder' button 1 and select a different folder. You can also change the theme colour from here. 2



If you have an Android phone or tablet, there's a mobile version of the app (bit.ly/dukand420) that works in exactly the same way as the Windows version. As long as you're on the same network, you'll be able to see all your other devices and, reciprocally, your Android device will appear on their screens.



The iOS app (bit.ly/dukios420) has been developed independently so it works in a slightly different way and is supported by adverts. It uses the same underlying process, though, with contacts listed below, and it's completely compatible. You may have to set up the app - in the iOS version, for example, tap User 1 to change the name.



It's possible to send files outside your network, as long as the receiving device has an IP address that can be accessed from the wider internet. If this is the case, click on the 'IP connection' button. In the Destination box, type the IP address of the device you want to connect to 1 and choose from the menu of options below.



Find out if someone's accessing your files

f you're suspicious that people are accessing the files and folders on your PC, or you'd like to know if it ever happens, you can place a guard on your folders to inform you of any trespassers. Canarytokens (www.canarytokens.org) is a simple

website that creates a file (or 'token') which sits in any folder on your PC . If that folder is opened, your token sends you an alert via email.

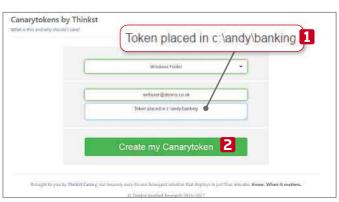
e an alert via email.





Click the 'Select your token' menu. The site lets you create lots of different types of token but if you want to protect folders on your PC, choose the Windows Folder option. 1

Type the email address you want the alert to be sent to in the box below.



In the third box, 1 type a descriptive reminder of where you're planning to put the token. This information will be sent with the email alert, so if you have more than one token, you'll know which one has been accessed. Click the 'Create my Canarytoken' button. 2



Click the 'Manage this token' link. If the token isn't yet installed, you can only choose to enable or disable email alerts; 1 if the token has been triggered, you can also view its history. 2 Bookmark the URL or make a note of it, in case you need to return before the token has been triggered.



Click 'Download your zip file' and unzip its contents, placing them into the folder you want to guard. If someone triggers the token by opening the folder, the service will send you an email. 1 The Token Reminder will correspond with the note you set up in Step 2.



Click the 'More info on this token here' link to see a list of all the times the folder has been accessed, with the most recent events at the top. A map displays the location of the computers that created the events.



Click an event to see more information about it, including the location of the user 1 and the organisation associated with the IP address. 2 This should give you some idea about the trespasser and will confirm whether the snooper is sitting at your PC or accessing it remotely.



Scan files for malware before you download them

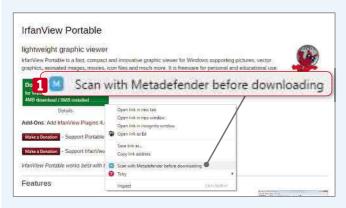
etadefender is a handy Chrome add-on that lets you scan any file on the web for malware before you download it. The tool uses a collection of 39 security scanners (including AVG, Bitdefender and

Microsoft) to check that a file is safe and provide important information about it, so you can be certain you're downloading the correct item.



Metadefender: bit.ly/mdef420 | 10 mins |

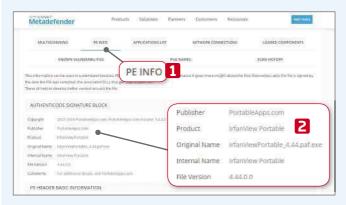
Chrome



Install Metadefender for Chrome. Right-click a file you want to download, then select 'Scan with Metadefender ı before downloading'. 🚺 A new tab opens, displaying the scan results for the selected file.



It shows the number of scan engines that identify your download as a threat, 1 and displays other info 2 including the file type, its size and the dates for when it was uploaded and last scanned. You can use the hash values to confirm that the file hasn't been tampered with.



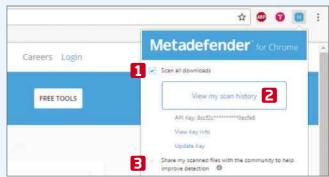
If the last scan date was some time ago, click Rescan to update the report. For executable files and setup files, you can click the PE Info tab 11 to view more information about the file, 2 including the product name, publisher and file version.



If your download was identified as a threat by any of the scanners, click the Known Vulnerabilities tab for more information. If it wasn't, click Scan History 🔼 to see if it's been flagged as dangerous in the past. Click 'View details' E on any entry to view the full scan report.



By default, Metadefender scans all your downloads, so wait for its pop-up tab to appear before opening any files you're unsure about. This method is more reliable than right-clicking files to use the extension, which sometimes scans the HTML 11 instead of the source file.



To disable auto-scanning, click the extension's button in the browser's toolbar and untick 'Scan all downloads'. 1 From this menu, you can also view your own scan history 2 and choose whether your scans should be shared with the Metadefender community.

Weekend Project

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





Control Kodi from any web browser

Kodi has a fantastic built-in web server you can use to control it remotely from any browser. **David Ludlow** explains how to use it

he Kodi smartphone app is a great way to get all the features of a remote control for Kodi (and a little more). However, the media software also has a built-in web server that gives you even more control over Kodi from any device that has a web browser.

For example, you can use the web interface to browse all your audio and video content and select what to watch or listen to. There's currently no support for photos, but that's the only thing that's missing.

From the web browser, anything you select to watch is played on your Kodi device. You've got full control over playback, using the on-screen controls, and the web interface can send your keyboard commands to Kodi to control the box remotely.

If you'd rather just watch the content on the remote device, you can do that, too. In this guide, we'll show you how to set up and configure the web browser in our Mini Workshop on page 59, and tell you how to get more from it.



How to use the web interface

The Kodi web interface gives you access to all the music and video you can access from Kodi, from any device with a browser. The display is designed to be used close up, so it includes more options and controls than the TV-screen version, making it easier to navigate. You can even use it to access Kodi over the internet, as we show you in our Mini Workshop, opposite.

Play content

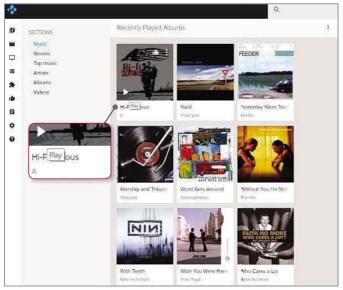
To play content, choose a section from the left-hand menu, such as Movies, TV Shows or Music. Once you've selected a section, you'll get a thumbnail view of your content, along with further categories to narrow your choice. For example, selecting Music lets you browse by Genres, Artists, Albums and more.

Hovering over any thumbnail gives you a pop-up Play button. Select this and the

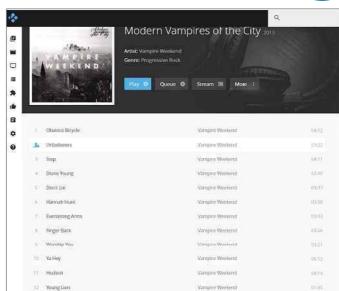
content will play immediately on your Kodi box. You can use the playback controls at the bottom of the browser to play, pause, fast forward and rewind through your content.

Get more info

If you click a thumbnail, rather than the Play button, you get more information on the content you've selected. In the case of video, this means a plot synopsis



Hover over an album to get a pop-up play button you can use to start the music



Click an album's thumbnail to get the complete track listing

and more cast details. If you click an album, you get the full track listing, so you can pick which track to play.

Queue content

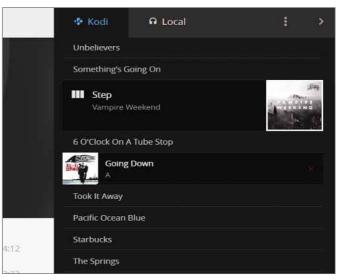
On the right-hand side of the screen, if you click the Kodi button, you can see the current playback queue with selectable headers for Audio and Video. Playing an album puts every song into the queue automatically. You can add other audio tracks or create a video playback queue. Just browse to the music or video you want and click the Queue button.

Select any item in the queue to play it immediately. You can drag and drop queue items to reorder them. Hovering over an item and clicking the 'X' icon removes an item from the queue.

Stream and download from Kodi

You're not restricted to playing content on the device you have Kodi installed on, because you can stream live to your web browser, too. This works best over a local network, although you can open up Kodi to the internet and stream music remotely, too.

We show you how in our Mini Workshop on page 61.



Set up your evening's viewing or listening using the software's queue tool

MINI WORKSHOP | Set up the web interface



On your Kodi device, go to Settings, Services, then click the Control tab.

Turn on the 'Allow remote control via HTTP' option. Allow Make a note of the port (8080) and username (kodi) and username (kodi) are you'll need these later. Add a password for security, so that your Kodi box can only be controlled by an authorised user.



Next, find your Kodi box's IP address, so you can connect to it from another device. The easiest way to do this is to go to Settings, 'System info', Summary. 1 Make a note of the reported IP address. 2



To connect to the web server, you need to be using another device on the same network. In a browser, type the following code http://<kodi_IP_address>:8080 replacing the middle section (including brackets) with the IP address. The bit after the colon is the port number that you noted down in Step 1. Press Enter. If you made a password in Step 1, enter it now.

WebUser Bookstore



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

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This 148-page book is the perfect way to get started with Microsoft's fantastic



operating system. You'll learn how to master all the new tools and software, and how to upgrade without losing anything. It has been updated to include fixes for problems that have appeared since Windows 10 launched.

BUY IT NOW FROM AMAZON

at bit.ly/guidetowindows10



Click the Stream button to send video to other devices

Stream content

Kodi can stream content directly to your device. Just navigate to the content you want to play (audio or video), then click the Stream button and Kodi sends it straight to your browser. Video content

requires you to connect to a local network and plays in a pop-out browser; music is contained inside the main browser and you can use the controls to manage playback.

Manage a video stream

The default settings for the video stream should work well, but there are a few settings in the pop-out window that you can

change. First, you can use the dropdown menu on the left-hand side of the screen to select the video stream: HTML5 is the default and best option, but you can switch to VLC stream if you're having problems. To go full-



Choosing the type of video stream can help solve any problems you may be having



You can download video and music to watch and listen to while you're offline

screen, click the icon to the right of the remaining time indicator.

Download for later

If you're on a slow connection or want to make files available for offline use, Kodi's web interface has a download option, too. Just browse to the content that you want to watch. For video files, click the More button. Select Download from the menu and the original file will be saved to your hard disk.

Music downloads work in a slightly different way and Kodi doesn't provide a method for downloading whole albums. Instead, you can only save individual files to your computer. Browse to the album, hover over a track, click the three dots ('...') and select 'Download song'. The original file will be saved to your hard drive.

MINI WORKSHOP | Control Kodi from the internet



We've only got room to cover remote control and streaming music here – it's harder to get streaming video working. Set up a password on your Kodi web server and find out its local IP address as in Step 2 of the Mini Workshop on page 59. You'll also need to know your external IP address or use a dynamic DNS service such as No-IP (bit.ly/noip420).



Log into your router's webmanagement page and look for the port forwarding or virtual servers setting. Add a new rule and set the external port as 80 ♣ (so you don't have to type in the ':8080' bit to connect); the internal IP address as the one you use to connect to your Kodi box; ♣ the internal port as 8080; ♣ and the protocol as TCP. ♣



Save your settings. Now, when you're out and about, you can type in your home's IP address or your dynamic DNS address, and you'll be able to access Kodi from anywhere in the world.

NEXT ISSUE

How To... Back up your webmail

On sale Wednesday 19 April

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Return to the Web user library

Choose your subscription term and tap twice on the 'price' box

Choose whether to create an optional PixelMags account

STEP 4 Enter your Apple ID password to confirm





...on a Kindle Fire

Kindle Fire subscriptions come with a FREE one month trial.

Tap 'Free Trial Subscription' in the Web user library

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STEP3 Tap 'Subscribe'





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Step 1 Search for *Web user* via the search box in the Shop tab

Tap the 'Subscribe' button

Choose whether to create an optional Zinio account

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Web User Masterclass

Organise your **email** with our expert tips for Windows 10 Mail, Gmail and Outlook.com





Use Windows 10 Mail on touchscreen devices

he Windows 10 Mail app has some excellent tools designed specifically for touchscreen devices.

Swiping either left or right over an email in the Inbox list performs an action such as Archive, Delete, 'Move to Junk' and so on. You can set the action you want in the Quick Actions panel. To access this, tap the cog icon in the bottom of the left-hand panel, then tap Quick Actions in the panel on the right. Choose the action from the drop-down menus. If you swipe halfway across the screen, the action is displayed underneath the email to remind you of what's going to happen.

If you long-press an email in the inbox list, a menu of actions is displayed. Simply tap the one you want to carry out the action.

> Define the actions for swipes when using Mail with a touchscreen



Pin Outlook.com emails

As you receive new emails, your previous messages are pushed down the inbox and eventually disappear off the bottom of the list. Outlook lets you pin important emails to the top of the inbox so they don't get lost. Move the mouse over the message in the inbox list and click the pin.

Use folders

Outlook.com and the Windows 10 Mail app provide folders for organising your messages. In Outlook, hover the mouse over Folders in the sidebar, then click the plus sign that appears and enter a folder name, such as Work or Family. In the Windows 10 Mail app, click Folders

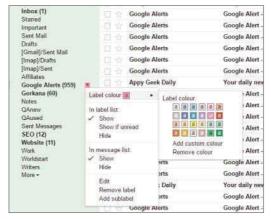
If you see words that look like they've been typed in a typewriter, follow the instructions and type them exactly as they appear, paying close attention to spaces and punctuation.

and, in the new panel that opens, click the plus button to add a folder.

Folders provide an excellent system for keeping your inbox free of clutter. Simply click and drag messages from the inbox and drop them in a relevant folder to move them. Select a folder to see the email messages it contains.

Use labels in Gmail

Gmail uses labels to organise emails, but they can be made



Click the arrow next to a label to colour it, rename it, set its behaviour and more

to work in a similar way to folders. Open an email and click the Labels button in the toolbar. Select 'Create new' at the bottom. Enter a short name for the label – such as Work, Personal or Family – then click Create.

Labels appear in the email list and also in the sidebar. Select one in the sidebar to see only emails with that label. Your labelled messages will still appear in the inbox so if you want to declutter it, click and drag the emails

to a label in the sidebar. This removes them from the inbox, but you can still see them by clicking the relevant label.

Archive old messages

Archiving emails removes them

from the inbox but it doesn't delete them – effectively, it just removes Google's 'Inbox' label. It's a great way to keep your inbox clear.

In Gmail, open or select an email and click the Archive button. Existing labels aren't removed so it will still appear if you click its associated label in the left-hand sidebar. You can also find it by searching for it, or by clicking More, then All Mail in the sidebar.

In Outlook.com, open or select emails in the inbox and click Archive in the menu at the top. The messages are moved to the Archive folder, which will be created if it doesn't already exist. Select the Archive folder to see your archived messages.

Mark emails you've replied to

When you put off replying to an email until later, you risk forgetting about it altogether. There's a way you can mark those that have been dealt with, so you can tell just by looking at your Gmail inbox which messages you have replied to.

Immediately to the left of an email in the inbox is a star icon. Click it and click it again until it becomes a doubleheaded arrow or a green tick. Use this symbol as a reminder that you have replied to or dealt with a message.

If you don't see these symbols, click the cog icon and select Settings. In the Stars section on the General tab, drag symbols from the 'Not in use' to the 'In use' list. They can now be accessed from your inbox.



Use stars and other symbols in Gmail to mark messages

Find emails with attachments

Your Gmail storage space is limited and shared with your Drive and Photos accounts. If you frequently send or receive mail with large files and photos attached, they could be consuming a lot of storage and you may run out of space for vour emails.

One way to recover space is to find the biggest emails and delete them. In the Gmail search box, type has: attachment to list all emails with attached files and delete any you don't need. These messages are moved to the Bin but the space won't be recovered until it's emptied. Click More in the sidebar, select Bin and click 'Empty Bin now' at the top.

With Outlook.com, search for anything - 'a' for example - then select 'With attachments' in the sidebar to list messages with attachments. Delete any you don't need.

TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Run Gmail like an app

You can turn Gmail into an app that runs in its own window instead of in your browser. Open Explorer and locate Chrome. You'll find it in either:

C:\Program Files (x86)\ Google\Chrome\Application

C:\Program Files\Google\ Chrome\Application

Right-click the Chrome icon and select 'Send to'. then 'Desktop (create shortcut)'. Right-click the

Desktop shortcut and click Properties. Change the name at the top of the General tab to 'Gmail'. Now select the Shortcut tab, click in the Target box, add a space to the end of whatever is there and type:

--app=https://mail.google.com Click OK.

You can now click the Desktop icon to run Gmail like an app. It will open in its own window without an address box or toolbar.

Sort Outlook.com mail with rules

Rules perform actions on emails as they arrive. They can delete junk, add labels, move messages and more, and are very useful for organising messages automatically, saving you time and effort.

The easiest way to create a rule is to open a message, then click the three-dots icon in the menu bar and select 'Create rule'. A rule is created automatically, but you will probably need to customise it. For example, you'll see a series of conditions displayed, including who the message is from, who it is to, and the subject. Delete the 'to' and 'subject', leaving just the 'from'.

Add actions under 'Do all of the following', such as 'Move the message to folder'. Click the link on the right and select a folder. More actions can be added, such as marking it, pinning it and so on. Click OK to save the rule.

Undo Send:



Automatically apply actions to incoming emails using Gmail rules

Sort Gmail with rules

The easiest way to create a rule is to open an email you want to label, move or delete. Click the More button and select 'Filter messages like these'. A form appears with lots of options - the simplest is From. This can be a specific person, such as webuser@dennis.co.uk or anyone from a domain, such as dennis.co.uk.

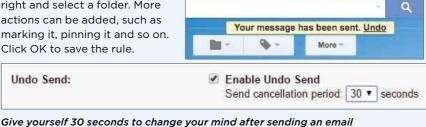
Click 'Create filter with this search' and a list of actions is displayed. One or more can be selected, such as 'Star it', 'Apply the label', and 'Always mark it as important'. Click 'Create filter' and the actions will automatically be applied to matching emails as they arrive.

Unsend emails

Have you ever clicked the Send button and then immediately realised you made a mistake? Wouldn't it be useful to cancel it? Well, you can!

In Gmail, click the cog icon and select Settings. Select the General tab and, in the Undo Send section, find 'Send cancellation period'. Click the list and select the longest time -30 seconds. Click Save at the bottom.

Now, when you send a message, an alert will appear for 30 seconds with an option to Undo it.



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



HARDWARE

Get the web on your TV

Is there such a thing as a box that plugs into a TV, and which provides the full internet access that you get on a PC? I've been searching for years but haven't found anything that promises the complete internet.

I want to be able to watch videos on my TV that I currently have to access through my PC. As I understand it, such a box would need a high-end browser that supports Flash, and built-in software to play DivX videos.

Paul Aungiers, via email

A standalone box would require some sort of input device to type URLs, click links and buttons on web pages, access menus and so on. In other words, what you actually need is a box and a remote control.

If you already have a mobile device such as a phone or tablet, there are a couple of great options. For Android users, there's Chromecast (bit.ly/



Send videos and photos from your phone to your TV using Chromecast

cast420); for Apple devices, there's Apple TV (bit.ly/appletv420). Both of these TV devices can receive streaming video from a compatible phone or tablet, and they couldn't be easier to use. Just start a video playing on your device, tap a button and it appears on your TV.

You can also mirror your phone or tablet's screen so that it appears on the TV. This means you can browse the web using Chrome or Safari on your mobile device and view it on the big screen. Mobile devices are pretty good at voice recognition, too, so you don't even need to type anything just tell your tablet or phone what you want to do.

delivery, so it's worth a gamble even if yours isn't on the compatibility list. Your tablet should recognise the cable and the USB memory stick as a storage device when you plug it in. Use the file manager to copy your music to the USB stick. MP3 is the most widely supported file format for music but your car might support others.

Solve app-updating problems

I have two Android devices - a Motorola phone and a 6in tablet and I've had a lot of trouble updating apps. Whenever I update an app on the tablet, it's sent to my phone as well. I solved this by deleting my Google account on my tablet and setting up a new one, but why does this happen?

Robert Cull, via email



Share your Android apps, music, movies and other items with your family

Google Play Store has a feature called Family Library (bit.ly/ fam420), which lets you share apps, movies, music, books and games between five family members. If any of these items is added to one Android device, all the other devices have access to it. This is useful when installing messaging apps, for example, because it means you all have the same one.

If Family Library has been set up on your Android devices, it would explain why an app installed on your tablet appears on your phone, because each device in the family group would get it. To check, open the Google Play Store, tap the menu button, then Account. Tap Family, Family Library Settings. Select each category of items and tap 'Don't

HARDWARE

Transfer music from your tablet to a USB stick

My old Samsung Galaxy Tab has lots of music on it that I copied from CDs and transferred using my laptop. Unfortunately, my laptop has stopped



Use an adapter like this from Amazon to plug USB sticks into Android tablets

working due to a motherboard problem. I need to transfer the music from the tablet to a USB memory stick so I can play it in my car, because it has no CD player. Alternatively, I could transfer the files to an iPad. I assume the tracks need to be in MP3 format to play in my car.

Neal Latham, via email

Most modern Android phones and tablets support USB storage, such as hard drives and USB sticks. All you need is a cable with a micro USB plug on one end and a standard USB socket on the other. Samsung calls this an 'on the go' (OTG) USB adapter cable. There's an example at Amazon at bit.ly/ otg420, and the related links section shows several alternatives. Not all phones and tablets are supported, but the cable costs just £2.95 with free



add automatically, I'll do it myself'.

Deleting your Google account and signing up for a new one has fixed the problem because your devices are no longer in the same group.

See our feature on page 46 for more Google Play Store tips.

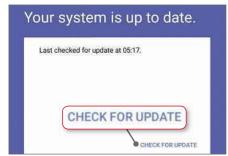
HARDWARE

Update Android TV

How do I update my Android TV box to Lollipop?

Terry Wareing, via email

Google doesn't supply its Android operating system to the public, so updates for your device have to come from the manufacturer. They don't always provide them, though, so you may be stuck with an older version of Android. Go to Settings, About and select the option to check for software updates. If an update is available, your device will download and install it.



Android usually updates automatically, but you can check in Settings, About

GENERAL PC

Bring back disappearing icons

I have a 64-bit version of Windows 10, and the icons on my Desktop sometimes rearrange themselves and even vanish. I can restore them by using Explorer to create shortcuts from my Desktop folder to the Desktop, but this means the same icon appears twice in the folder - once as the original and again as a shortcut.

I tried all the recommended solutions from the web and, when Microsoft attempted to fix the problem remotely. their support staff told me it must be a bug that crops up in some PCs and not others, and they would pass my problem to their developers for action. They also said it might be sorted in the next update. I have my doubts on both statements. Do you have any suggestions?

Mike Sandon, via email

You're not alone - this has been happening to people for years! There are many possible causes and solutions, and we don't know which applies in your case, so your best bet is to try them all. First, right-click the Desktop and make sure View, 'Show desktop items' is selected. Hide the icons, then show them again. Right-click and select Sort by, Name.

Do you have a clean-up tool? If so, it might be cleaning up the Desktop as part of an automatic scheduled clean and hiding old or rarely used icons. If you have one, turn this option off.

You can see your Desktop icons in Explorer by viewing the Desktop folder. Right-click an icon that has disappeared, select Properties and check the Attributes section to see if Hidden is ticked. If it is, remove the tick.

Icons sometimes move around when Windows changes the Desktop resolution, so if you ever do this, it may be the cause. Some games change the resolution automatically, so check to see if it happens after playing a game. Connecting a second monitor or TV can also cause icons to disappear. If you unplug your second monitor and restart Windows, the icons should come back.

Another solution that works for some people is to right-click the Desktop and select 'Display settings'. Use the drop-down menu to 'Change the size of text, apps and other items'. Close 'Display settings', then reopen it and set the option back to 100%.

A final fix is to switch to tablet mode and back again. Click the icon at the far right of the taskbar to open the Action

Centre panel and click the 'Tablet mode' button at the bottom. Then return to the same screen and click 'Tablet mode' again to switch it off.

WINDOWS 10

Fix Windows Update

With another Windows 10 update looming, please can you publish some definitive recommendations for those of us who are still stuck in older versions and unable to upgrade, despite multiple attempts? To compound matters, Microsoft is planning to end support for the version I'm stuck on (version 1507) in May 2017, which will leave loads of us in Windows 10 limbo.

Paul Roderick, via email

This is a common problem, and one we've covered in previous issues, so we'll answer briefly. Open Explorer and select This PC on the left. Rightclick the hard drive and select Properties, then select the Tools tab and click Check. Scan the drive.

Right-click the Start button and select Control Panel. Select 'Small icons' view and click Troubleshooting. Click 'View all' on the left, then Windows Update. Work through the wizard, right-click the Start button and select Command Prompt (Admin). Type sfc /scannow. Then type: DISM.exe /Online /Cleanup-image /Restorehealth

(There's a space before each /). This usually restores Windows 10 to full health.

SECURITY

Provide AOL with a postcode

My AOL home screen keeps saying "Invalid Postcode! Pls try again." Should I click this or leave it alone?

Fred, via email

If you have an AOL account and are signed in, this could be a legitimate request from AOL for your postcode. However, it could also be malware or spyware phishing for information. So what should you do?

Ignore the message and sign into your AOL account, if you're not signed in already. Click Options in the top-right corner of the AOL homepage and click Account info.



Use AdwCleaner from Malwarebytes to remove adware from your computer

Click Edit in the Postcode section and enter a valid postcode.

If AOL was asking for the information, it now has what it wants and the message should no longer appear. If you still see the message, you may have some malware installed on your computer. Run a malware scanner such as Malwarebytes or AdwCleaner (both available from www.malwarebytes.com).



This fortnight, Roland has been taking some free online courses in an attempt to learn something new every day!

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

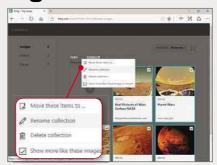
INTERNET

Save searched-for images online

Google may be the most popular search engine but Bing has some interesting tools that you may not have discovered. For example, my kids have introduced me to Bing image search, which they use to collect images for their projects and homework. It lets you search for images and save them at Bing's website without having to download them.

Go to www.bing.com and search for something, then click the Images link. Move the mouse over an image and, in the bottom-left corner, click the plus icon. This saves the image to Bing. You can now continue browsing and save more images.

To see all your saved images, click the menu button in the top-right corner and select 'My saves'. You can



Save images in Bing and organise them into collections to use later

view them, download them, organise them into collections, delete them and more. It's a handy way of gathering images for a project without cluttering up your hard drive.

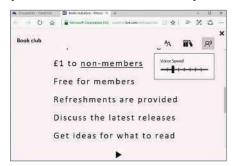
Jamie Hamilton, via email

OFFICE

Hear your writing read back

OneDrive's website (onedrive.live.com) lets you run an online version of Microsoft Word in your browser. It is almost as good as the PC version and is certainly adequate for my occasional use.

An interesting tool I have just discovered is Immersive Reader. Open or create a Word document on the OneDrive website, then select Immersive Reader on the View menu. Click the Play button at the bottom of the window and your document will be read out to you.



Run Word in a browser and get Immersive Reader to read your document aloud

This is useful for checking that your writing sounds good. There's nothing like hearing your work read out loud for spotting mistakes and awkward phrases.

Evan McGrath, via email

GENERAL PC

Make more of Desktops

I find using a laptop is more convenient than a desktop PC, but the drawback is the screen size, which is smaller than a PC monitor. One way to get more from a laptop's screen is to use Windows 10's multiple Desktops, so you can put each app on its own screen.

Click the Task View button in the taskbar (it sits just to the right of the search box), then click the plus ('New desktop') button on the right-hand side of the screen to add one or more Desktops. Press Windows+Ctrl and the left or right arrow to go from one Desktop to the next, and you can open different programs on each one. Click the Task View button to show all the Desktops and windows as thumbnails.

Callum Alexander, via email



GENERAL PC

Stop windows snapping

In Windows 10, when I try to position a window at the top or side of the screen, it changes the size and position, maximising the window or filling half the screen, and covering all the other windows. It's particularly annoying when I'm trying to move one window out of the way so that I can see others.

I found the setting to switch this off in the Settings app. Open Settings and click System. Select 'Multi-tasking' on the left and turn off Snap on the right.

Alternatively, you can leave Snap on and turn off some of the individual options, such as resizing windows, using the switches below.

D Cannon, via email

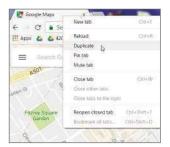
BROWSERS

Duplicate tabs in any browser

In Issue 418's Inbox (bit.ly/webuser418), a Web User reader pointed out that, contrary to what was said in another issue, you can make duplicate tabs in Firefox without installing any add-ons. To do this, simply press Ctrl, then click

the Reload button: or press Ctrl and drag the tab to a new position to copy it with all its Back and Forward history.

I wanted to add that these methods will also work in Pale Moon.



Right-click and select Duplicate to copy a tab in Chrome

but if you want to make duplicate tabs in Opera or Vivaldi, you need to right-click the tab header, then click 'Clone tab'.

In Chrome, it's possible to duplicate a tab by simply right-clicking the tab and

Madeline, Web User Forums



SECURITY

Test Dashlane's new tools

If you use password manager Dashlane (www.dashlane.com), you may like to know that you can test drive the beta version of its new app. To download it, log into beta.app.dashlane.com with your user account. It offers two-factor authentication, sortable lists and a grid view for passwords and notes.

If you don't have an account or are thinking about upgrading to Premium, you can use my referral link (bit.ly/ dashlane420) to get \$20 off an annual subscription. That's equivalent to six months - and I'll get \$20 off, too!

Jack Gold, Web User Forums

GENERAL PC

Create custom Windows toolbars

Toolbars are useful for quick access and I find the best way to keep a clear Desktop is to create a toolbar for it. Right-click the taskbar, select Toolbars and make sure that Desktop is ticked. In the toolbar that appears (if it's not already there), double-click its double chevron to show a list of all the items on your Desktop. You can move your cursor



Use toolbars to quickly access files without minimising your current window

over folders to show their contents and click files to open them. If you want to clear your Desktop of clutter, right-click it, select View and make sure 'Show desktop icons' is unticked.

You can create similar toolbars

for anything you use frequently - just right-click the taskbar, then choose 'New toolbar' in the Toolbars list and pick the directory you want a toolbar for. As well as my Desktop, I've got toolbars for Browsers, Notepad Texts and My Documents - all available for quick and easy access!

Madeline, Web User Forums

MOBILE

Get faster mobile internet

I've had a 4G contract with Three for several years but I've noticed that when I'm in a busy area, especially in a city, internet speeds leave a lot to be desired. Even when I have a full signal, I've run speed tests that have revealed download speeds of less than 1Mbps. When I've complained to the network about this, they blame it on 'congestion' and claim that they're making efforts to improve the service.



Turning off 4G can sometimes speed up your web connection

In the meantime, I've discovered a way to combat the problem. By simply turning off 4G, your phone should default to the next fastest connection usually 3G or the H+ band -

which, in my experience, seems to be less congested and often produces faster speeds than the 4G connection!

To do this on my Samsung S6, I open Settings, choose 'Mobile networks' and 'Network mode'. By default, 4G devices will be set to LTE/3G/2G, or similar, so select the next option down, which should be '3G/2G'.

Georgina Reid, via email

CLOUD STORAGE

Open recent folders in Google Drive

Last issue, there was an excellent tip about creating shortcuts to the folders you access most frequently in Google Drive. I wanted to point out that there's another way you can access recent folders without having to navigate your way through a long hierarchy of directories. I always wished that Google Drive would include recently used folders as well as files in its Recent section, but I've just found out it doesn't need to. Just right-click a file that's part of a wider project you're working on, select Locate and it opens the folder that contains it.

Nick Harvey, via email

APPS

Record TV from your phone

BT TV customers: did you know that you can set recordings on your YouView+ box remotely with the YouView mobile app (bit.ly/youview420)? The first time you launch the app, make sure you're on the

same network as the TV box and you'll be able to connect to it. Now, simply head to the app's TV Guide, select a program vou want to record and tap the R in the top-right corner before choosing 'Record episode' or 'Record series'. This is very useful if you only realise after you've left the house that there's something



YouView's app lets you set recordings from your phone

you want to record. It's an excellent app, even if you just want to use its TV Guide and don't have a YouView box.

Sam Atkinson, via email

BLUNDER OF THE FORTNIGHT

Bring back disappearing streets

For months, I thought there was something wrong with Google Maps on my PC. Whenever I zoomed in on a particular area, it was impossible to see the outline of smaller roads, which made the app almost unusable. I tried enabling Lite mode, in case it was the fault of my PC's graphics card or something similar, but nothing I tried worked. Then, eventually, I discovered that I'd caused the problem myself by turning my monitor's contrast up too high. On a long online thread describing a similar problem, someone suggested turning the monitor's contrast down as a fix.



Small roads might not show up on Google Maps if your monitor's contrast is too high

As soon as I did this, as if by magic, the outline of the smaller roads started to appear! It sounds illogical that a higher contrast should make something less clearly defined, but I'm not going to complain now that I can use Google Maps properly again.

Joe Miller, via email

Have you managed to fix a PC-related disaster? If so, please send your story to webuser@dennis.co.uk





Readers' Helpdesk

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

SOFTWARE

Should I delete all duplicate

I used BullGuard (www.bullguard .com) to search for duplicate files in the hope of helping with a rather sluggish laptop. To my horror it found 1,749! Am I right in thinking I should go ahead and delete all these duplicates or do I have to examine each one to make sure?

Geordie582, Web User Forums

The quick answer is no. Different programs use the same file placed in different locations, and they won't work if that specific file has been deleted. The same can apply to Windows itself.

To address the sluggishness that you're experiencing, you're better off seeing what's going on in Task Manager. Right-click the taskbar, select Task Manager and, under the Processes tab, try sorting the items by CPU and Memory usage to see what's hogging your resources. In Windows 10, you can also click the Start-up tab and try disabling any programs that don't need to be launched at startup.

Have you checked how much free space you have on the hard drive? Instead of deleting duplicates, you should try using the built-in tool Disk Cleanup to remove some clutter. Just type its name into the Start menu and click it to run. If your PC has been upgraded to Windows 10 from an older operating system, there might be a large Windows



Disk Cleanup helps you safely free up space on your hard drive

ANDROID

When should I install the latest operating system?

I noticed on my Moto G4 that Android 7.0 Nougat is available to download. Is it sensible to do it now, or should I wait until version 7.0.1 in case of any bugs?

bob.gas, Web User Forums

My dad used to say you should never buy the first edition of anything unless it's a book, because the new version exists to find the problems. He always applied this rule - especially with cars - and, in the main, he was right.

I have followed his advice, so if the older version you have is still working well and does the job - even if it's a bit slower - I would tend to leave the new

fossewayfella, Web User Forums

Android 7.0

This software update will upgrade your Nexus 6P to Android 7.0 Nougat. Multitask with ease with multi-window, bring your words to life with all-new emoji, and enjoy longer-lasting battery. Learn more at android.com/ nougat. This update includes the 2016-08 security patches. Future security updates may be downloaded and installed automatically. possibly using cellular data. Downloading updates over a cellular network or while roaming may cause additional charges.

Requires a restart

Update size: 49.5 MB

Software updates include the latest security patches

I say update, update! It won't break anything as long as you follow the correct steps. Your device will benefit from receiving all the current security patches and you'll have access to Android's latest and most improved features. Just ensure that you either have a fully charged battery or complete the update while connected to a charger.

Mouse, Web User Forums

folder that you can delete, which can be as big as 20GB. There's a good article at How-To Geek (bit.ly/ htg420) if you need more guidance.

If you must use a duplicate finder, I'd only use it to delete media files, such as photos, videos and music.

OK Cancel

7-Zip is a lightweight tool that can be run from a USB stick

Stewart40. Cantrel and tornado, Web User Forums

SOFTWARE

Why does 7-Zip take up so much space?

I'm using the 64-bit version of 7-Zip but I notice it's taking up 2.45GB of space on my hard drive, so I'm looking for an alternative. Can anyone suggest one please?

DRUSS, Web User Forums

7-Zip takes up 4.8MB on my PC, so it shouldn't be taking up so much room on yours. Check whether you've been extracting files to its folder. If that's not the cause of the problem, try uninstalling it, then reinstalling it from www.7-zip.org. You can install a portable version of the program on a USB memory stick by downloading it from bit.ly/7zip420.

> Helmut and Stewart40, **Web User Forums**



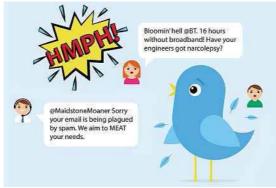
Star Email



Twitter can be helpful for tech support

arry Collins makes some interesting points in his column in Issue 419 (bit.ly/ webuser419) about Twitter not being the best way to get technical support, but I must respectfully disagree with his conclusions. Personally, I've found that one of the few things Twitter is good for is contacting and actually getting a response from customer-service personnel.

I've often found that emailing a support address yields nothing more than an acknowledgement message, and phoning these people is a Kafkaesque nightmare of confusing menu options and endless on-hold times with dreadful music playing on repeat. When you finally do get through to someone, they're usually so tied to their script that any deviation causes untold confusion.



In contrast, when you contact a company's customer-support account through Twitter, you usually get a reply very quickly because they're desperate to avoid a public stream of abuse. Unlike Barry, I've usually found the replies to be helpful rather than antagonistic, and I don't mind continuing the discussion privately because it allows for messages

of more than 140 characters! Dealing with customers via social media can't be easy and I feel sorry for the support staff who have to mop up problems caused by notoriously unreliable companies such as TalkTalk. They are expected to have instant answers and some customers can be very rude and impatient. Of course that doesn't excuse unhelpful replies to complaints, but Barry's comment that

"waterboarding is too good for [tech support] people" takes things a bit far!

I think it's good that companies use Twitter and Facebook to deal with customers face-on instead of hiding behind frustrating phone systems. It's certainly preferable to using social media to 'troll' and harass people.

Kevin Harlow, via email

My trials with video-editing software

Since the demise of Windows Movie Maker, I have been trying to find a free replacement for my modest videoediting needs, so I was interested to see VideoPad recommended in Issue 418's Weekend Project (bit.ly/webuser418).

On the face of it, VideoPad appears to be freeware, but it turns out that the 'free' version is actually trialware and stops working after 14 days. I have no issue with trialware as such, but I do think it somewhat underhand when this is not clearly stated before the download commences

My search for a free replacement for Movie Maker was something of



a minefield. Several 'free' programs were in fact trialware and some applied watermarks. Some of the genuinely free programs required an account to be opened, while others - such as VSDC Free Video Editor - were overly complex for former Movie Maker users.

.....

Fortunately, in Issue 416 of Web User (bit.ly/webuser416), you recommended

OpenShot (www.openshot.org). I find it user friendly and it strikes a great balance between complexity and useful features. I sincerely thank you for that.

Michael Sloan, County Down

Buffering BT puts a bee in my bonnet

I have a bee currently buzzing around



Inbox

If you look up "shutting the stable door" in the Oxford Dictionary of Idioms, it simply says "see Yahoo" 📮

Turn to page 74 to find out what's making Barry mad this issue



in my bonnet which involves BT, Kodi, piracy and unwanted advertising. Four hot topics in one! BT Sport buffers,

skips and freezes on both my laptops even though I have BT Infinity and am using a wired Ethernet connection. It does this in IE, Firefox and Chrome. Other broadcasters don't.

I have checked my download speeds, as has BT, which has also tested the line and all is as it should be. I suspect the number of adverts on the BT Sport site may be a factor since I noticed buffering as they refresh, so now I use Adblocker, which regularly stops 20 to 30 of them. And, no, it doesn't run better without Adblocker. It's worse without Adblocker.

I read a comment on a forum wondering why a pirated BT stream runs better than the official one. This prompts me to wonder if, having paid BT for a service that it cannot provide, you are entitled ethically, if not legally, to help yourself to such streams.

Alternatively, perhaps BT should consider releasing an official stream for Kodi and similar platforms, but I'm not holding my breath for that. The only stream BT seems eager to improve is its income stream. So meanwhile, I'll keep complaining and hope BT takes notice.

Dave Williams, via email

Watch out for BT hijack scam

I am emailing you to inform you of a computer hijack scam in which a man calls to say that he is a BT engineer and there is a fault with your hub and they



will monitor it. Later, the same scammers call back, but this time it's a woman who says your hub is full of viruses and every time you go onto the internet you are downloading more viruses. She says that she is the other guy's boss and she then tries to get you to give the scammers remote access to your system to remove the viruses.

I have already contacted BT and Sky, as well as the police, but I would greatly appreciate it if you could warn other people that if they get a call from 00119 3439 0407 it is a scam. I live in the Worcester area but the scam could be a national issue.

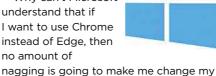
Stuart Jolliffe, via email

Windows 10 can be very annoying

Thank you for your advice in Issue 419 about blocking annoying adverts in Windows 10. I had already worked out how to get rid of the ones in the Start menu and on the Lock Screen, but the

stupid pop-ups above the taskbar were driving me mad.

Why can't Microsoft understand that if I want to use Chrome instead of Edge, then no amount of



mind? If it really wants me to switch to Edge, then perhaps it should offer some decent extensions for the browser.

As for Cortana, I don't know why anyone would find it useful. Who needs a 'personal assistant' watching their every move and constantly interrupting them with 'suggestions'? It's not a useful feature, it's just very annoying and I'd be surprised if anyone actually uses it on a daily basis.

Don't get me wrong, I do like Windows 10 but Microsoft has definitely got a few things wrong that make it irritating at times. That said, compared with Windows 8, which was almost unusable, I suppose we should count our blessings that it's not worse.

George Lambert, via email

Much ado about Facebook and Google

I suspect that your latest edition (Issue 419) was printed before the understandable uproar about Google and Facebook placing adverts next to

extremist content. Looking at your story on page 6, 'Share your day on Facebook Messenger', I wonder why people need to share their day with thousands of strangers. Personally I have never had this inclination. Why would you actively allow ID fraudsters and other assorted crooks to be on your track? And I think I would be pretty boring most days, anyway.

Martin Fletcher, Thorpe Hesley

Google can't control YouTube

I am not surprised that companies are angry about Google placing their adverts next to extremist videos on YouTube. It's been clear to me for a while that Google has lost control over exactly what appears on YouTube and that

a lot of the videos that are uploaded are offensive and potentially illegal. If Google can't stop people posting copyrighted material then it's hardly likely to stop them posting hate-filled and inflammatory rants. You only need to look at the



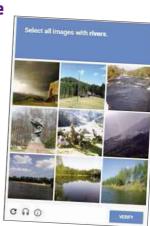
comments below videos to see how unpleasant many YouTube users are.

Perhaps YouTube has been a victim of its own success - with so many videos shared every minute, it's impossible to monitor them all. However, you would think that a company as successful and powerful as Google would make more effort to moderate YouTube and react to complaints more quickly.

Dave Kelsey, via email

Good riddance to CAPTCHA

I was delighted to read in your news story in Issue 419 that Google has come up with a way to replace CAPTCHAs on the web. I absolutely abhor these things. It was bad enough when you had to type the letters or numbers, which









were usually displayed so skewiff that they were impossible to read. But then some bright spark came up with picture CAPTCHAs, which are even worse.

For example, you'd get things like: "Select all the images with rivers", which sounds easy but definitely isn't when you're looking at minuscule, poor-quality photos. How am I supposed to tell if a splash of silvery-blue in front of a mountain is a river, a lake, a stream, a fjord or some other body of water? Similarly, how are you supposed to identify tea when the cups in the pictures could easily be coffee or another hot beverage. Then if you guess wrong, you are denied access to the site. It's ridiculous!

I understand that these irritating challenges are supposed to fend off robots and spammers, but they're also extremely unfair on us humans, especially those of us whose eyesight isn't what it was.

Laura Pringle, via email

Sorry Tim, the web can't be

It's all very well for Sir Tim Berners-Lee to complain about how the web has gone wrong, ('Need to Know', Issue 419) but it's far too late now to do much about it. Web companies such as Facebook and Google make all their money from harvesting and selling our

> data, so they are hardly likely to abandon the practice just because Sir Tim has wagged his finger at them. Likewise, you can't blame the web for the spread of fake news, when it's the fault of the

idiots who avidly share and 'like' obviously made-up stories without questioning them.

Sam Mann, via email

Misspelled download link

With reference to Web User Issue 419: for the link to the beta test download for Adguard.com, you have put the following link: bit.ly/asguardbeta419, which comes up as an error. It should be bit.ly/adguardbeta419. Other than that, it works great.

Neil Cameron, via email

What you say...

HAT CHANGES TO WINDOWS 10 WOULD YOU LIKE TO SEE IN THE **CREATORS UPDATE?**

I'd like to have the option of not just my backgrounds syncing between machines, but my program settings, icon locations etc as well. If I turn off app snooping on one PC, I want it off on all of them.

Alan McClean

Make it easier to install MacOS. You can install Windows on a Mac, but not the other way around. Of course, Apple would need to authorise it.

Phil Graham

Stop the annoying pop-up that recommends you use Edge when you use a different browser.

Paul Emsley

Make it more like Windows 7. lain Kenworthy-Neale

SHOULD APPLE BE FORCED TO PUT WARNINGS ON ITS **DEVICES ABOUT CHARGING NEAR WATER FOLLOWING THIS** DEATH (bit.ly/charge420)?

Hell, KP put warnings on packets of peanuts that they may contain nuts, so why not?!

Greg Talt

Many objects in our house are dangerous, but they do not all need safety warnings. Surely common sense has to prevail over stupidity.

Shamus Doherty

No, it's common sense. Water and electricity do not mix. That's why there are never any power sockets in bathrooms (apart from shavers).

Brian Brown

No. Apple should assume people have an ounce of common sense

Paul Wallace

Why single out Apple? The same thing applies to all devices needing chargers.

Lance Parkington

O YOU APPROVE OF THE UK **BANNING LAPTOPS AND TABLETS ON FLIGHTS FROM** THE MIDDLE EAST?

••••••

No! That's asking for theft from luggage, and breakage. Just another example of that idiot who is ruining America.

Wendy Lilygreen

They should ban laptops on all flights, until they provide enough room on seats for elbows, knees and legs.

Pete Fitzsimmons

Stupid idea. I work abroad and need my laptop.

lain Taylor

I'm all for it. Well played UK.

Gavin Green

ILL YOU USE **WETHERSPOON'S NEW** 'ORDER & PAY' APP (bit.ly/ spoon420 - see page 34)?

Handy. My local Wetherspoon is one of the better ones and they do a dairy-free menu, so I can see us trying this out at some point.

Caroline Alderson

Brilliant service. I live a good eight miles from my nearest Wetherspoon. I hope they don't spill any.

Richard Morgan

Worst pub meal I've ever had! Also, wouldn't use this or any similar app because it means jobs will be lost if everyone orders and pays this way.

Caroline Sharman

How can we hack it for free food? Kieren Dight



A Page 404

Barry Collins wonders when tech company CEOs will be punished for security breaches

Web fat cats should pay the price for failure

othing makes my rat-sniffing sensors go off more alarmingly than a boss forfeiting a bonus. And, boy, have those sensors been blaring out lately.

Marissa Mayer is the CEO of Yahoo, the internet equivalent of The Spice Girls: massive in the Nineties and incredibly still earning a fortune to this day, despite last having a hit 20 years ago. Mayer recently decided to surrender her \$14m bonus and "redistribute" it to her "hardworking employees", after her company belatedly admitted it had suffered the mother of all security breaches.

In case you missed it, an attack on Yahoo in 2014 spilled the account names, email addresses, telephone numbers, dates of birth, encrypted passwords and, in some cases, unencrypted security questions and answers of 500 million customers. That came a year after another similar attack, which yielded personal details of a staggering one billion customers -

If you look up "shutting

the stable door" in the

Oxford Dictionary of Idioms,

it simply says "see Yahoo" 🕊 🥊

including the Sky and BT customers for whom Yahoo provided the email service.

Yahoo reportedly noticed both

breaches at the time, but apparently didn't realise quite how massive they were. Only two years later, in 2016, did the company finally come clean on the full extent of the damage, forcing customers to reset their passwords. If you look up "shutting the stable door" in the Oxford Dictionary of Idioms, it simply says "see Yahoo".

Mayer surrendered her bonus because the breach happened on her watch.



Whether that's a Rolex or a Cartier watch, nobody's quite sure, but she can still afford whatever luxury timepiece she likes. Because despite losing the equivalent of the entire population of China's account details, despite taking a \$350bn hit on Yahoo's impending sale to Verizon and despite (according to a recent New York Times article, bit.ly/

> nyt420) repeatedly failing to invest sufficiently in Yahoo's security, Mayer is still set to escape unscathed. She takes home an annual salary of \$28m (about £23m),

and even if Verizon decides to show her the door when the takeover is complete, she'll receive a \$23m severance package. That's a \$50m reward for what's described as the single largest security breach in the history of the internet. Nice work if you can get it.

Mayer's not the only big boss picking up a handsome cheque after a massive security blunder. Dido Harding recently announced she was standing down as

the CEO of TalkTalk. 18 months after tens of thousands of her customers were relieved of their personal details by a teenage hacker. You may recall that Harding spent the first two days after the attack stumbling around TV studios, failing to answer the most basic of questions, such as how many people had been affected or whether the customer data was encrypted. Dido the singer would have made a more reassuring spokesperson.

TalkTalk's share price crashed, more than 100,000 customers walked, the company's reputation was trashed and yet Harding survived. And while she too waived her £220,000 bonus and handed it to charity, she also saw remuneration double to £2.81m and will be paid her full salary this year, despite the fact she's quitting only two months into the financial year.

The only people who've paid a high price for the tech firms' sloppy security are the ones who've had their identities stolen as a result of the breaches. Don't be fooled by these bonus gestures. They're as empty as the mansions these fat cats live in.



ENJOYED THIS ISSUE?

GET THE NEXT ONE EARLY!

hank you for reading this issue of *Web User* – we hope you found the tips and advice useful. The good news is that you don't have to wait too long for the next issue. If you subscribe to *Web User* by Thursday 6 April (8pm)*, you'll receive it through your letterbox before it's available in the shops!

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