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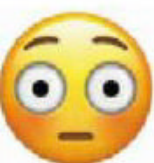
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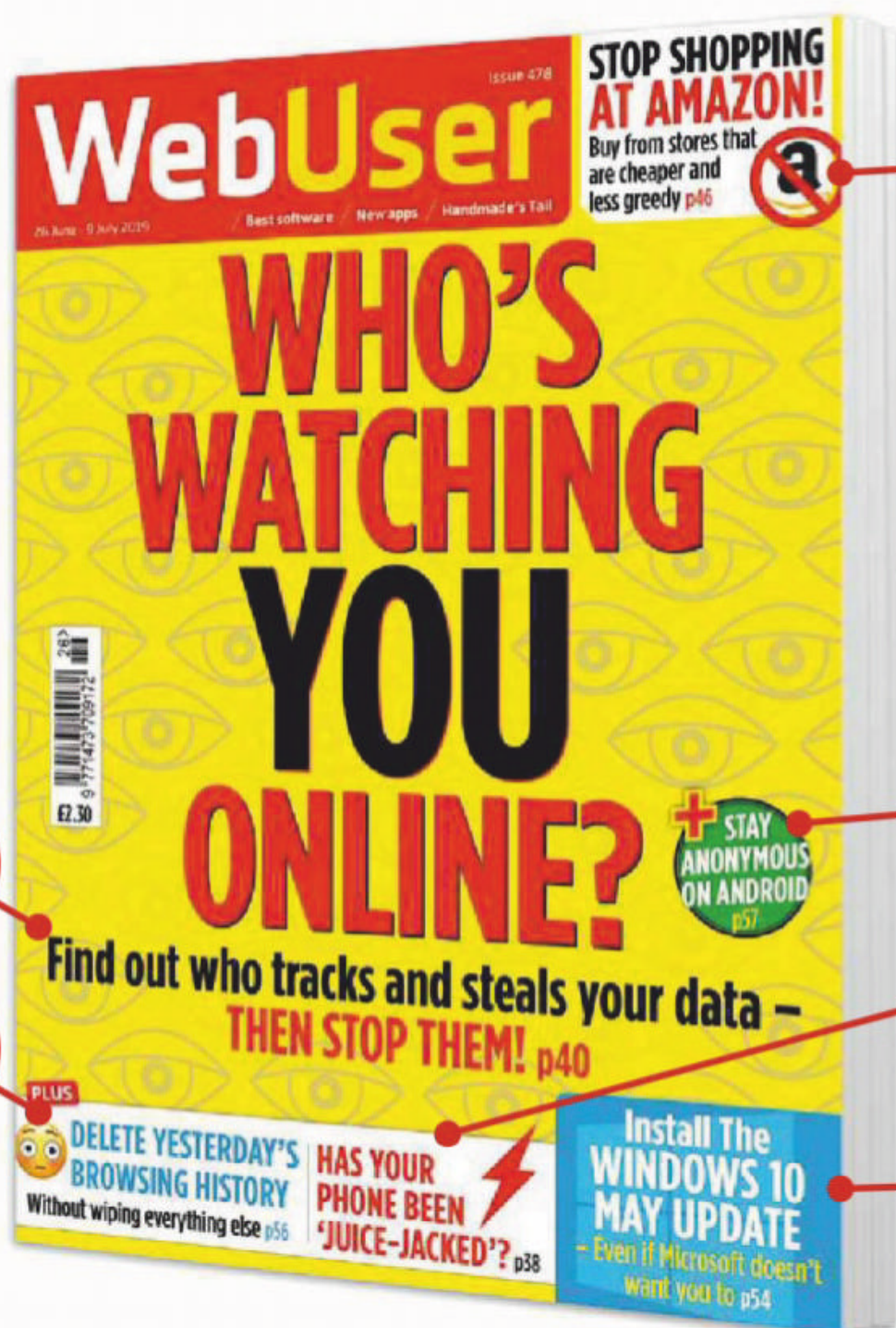
Being a modern, agile worker who lives by his own rules (and whose internet had just gone down), I recently took my laptop to a high-street coffee shop so I could edit your favourite web magazine over a latte and a muffin. Things were going smoothly until I was interrupted by a gentleman at the next table. “You want to be careful on that,” he said, gesturing at my screen, “they’re always spying on you.”

I laughed nervously, but with hindsight I should have asked: “But do you know who ‘they’ are?” and advised him to pick up this issue to find out.

In our cover feature, we lift the lid on exactly who is tracking you as you browse the web, harvesting your data so they can target you with adverts and worse. We also reveal exactly what information is being gathered about you and explain how to prevent this unauthorised spying.

Staying anonymous online isn’t easy, but it is possible – unlike hiding from nosy parkers in Costa Coffee!

Robert Irvine, Editor
editor@webuser.co.uk
[#webuser](https://twitter.com/webuser)



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Carol Vorderman
Bedford

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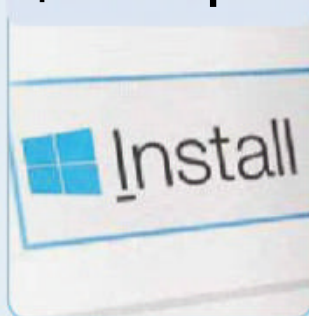
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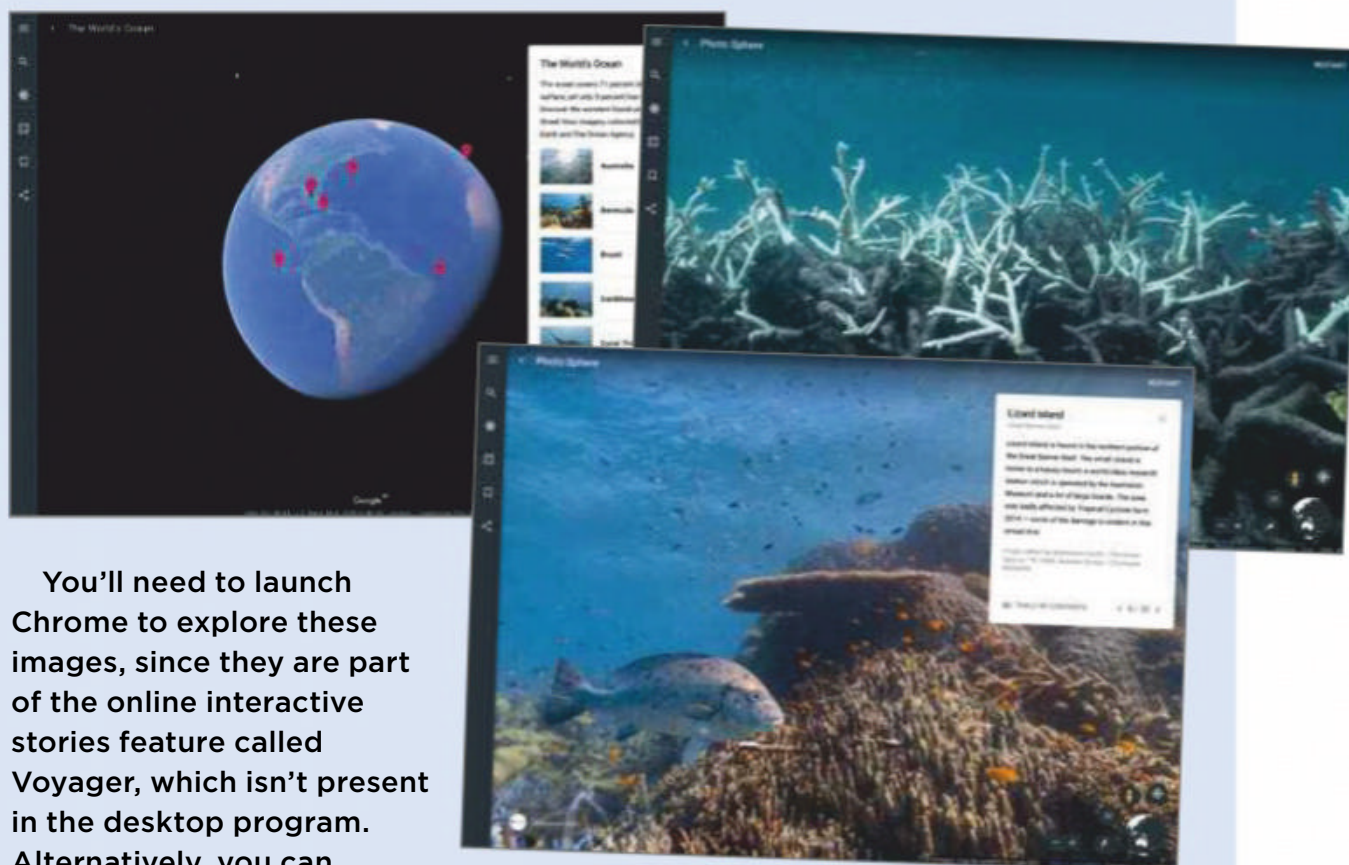


What's New Online

Explore the oceans in Google Earth

Aside from letting us explore the surface of our planet, Google Earth has long been mapping and photographing breathtaking habitats deep within our oceans. As such, you can now take the plunge and experience the undersea environment via stunning 360-degree panoramic views.

The latest images, which have been captured by the non-profit organisation Underwater Earth in collaboration with other agencies, have allowed Google Earth to add new views such as Lizard Island in the Great Barrier Reef, the coral lagoons of New Caledonia and Million Dollar Point in the Vanuatu archipelago in the South Pacific. The latter set of images lets you examine the coral-encrusted wreckage of dumped World War Two jeeps, trucks and bulldozers, but there are also plenty of fish, sharks and other sea life elsewhere in this vast collection.



You'll need to launch Chrome to explore these images, since they are part of the online interactive stories feature called Voyager, which isn't present in the desktop program.

Alternatively, you can access them using the Google Earth app for iOS and Android. Underwater Earth has uploaded 2,859 photos to

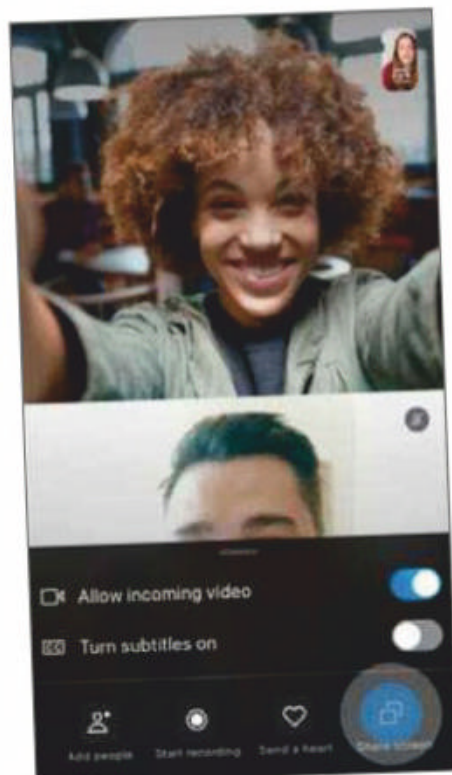
date, so if you like what you see, you may be diving deep for some time. bit.ly/ocean478

Share your mobile screen with Skype

www.skype.com

Skype now lets you share your mobile screen with others during a call, bringing a much-loved desktop feature for Windows, macOS and Linux to phones and tablets for the first time. This means you can show people a set of photos, or an item you're looking to buy online; collaborate on a work project; check that you're filling out a form correctly; or help someone with a technical problem they're having with their device.

Whatever your reason for wanting to share your screen, doing so is simple: just tap the 'More' (...) button and choose Screen Sharing in either Android 6 and above or in iOS 12. On iPhones and iPads, you'll also need to select Skype in the confirmation window and tap Start Broadcasting. From that point, the screen will be shared until you tap Screen Sharing again to stop it.



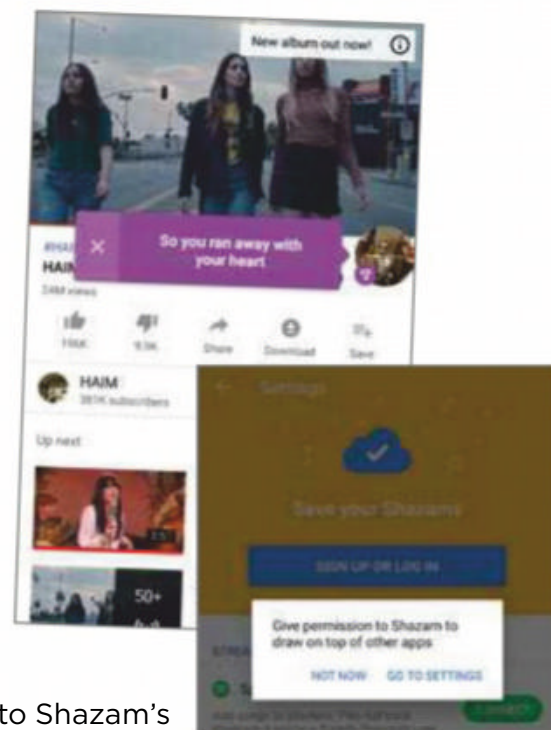
Identify songs playing via headphones

bit.ly/shazam478

Shazam's ability to identify songs is legendary, but it has always fallen short when you're listening to music through your headphones. A new feature called Pop Up Shazam rectifies this: it places a floating button over apps such as YouTube and Spotify, which, when pressed, lets you save the tune in the Shazam app and view the lyrics, without having to remove the headphones first.

To enable the function, go into Shazam's settings and turn on Pop Up Shazam. It will ask you to give Shazam permission to be displayed over other apps, which you must grant, and to let it record audio, after which you can try it out. When you press the button, Shazam tracks the audio from the app rather than listening for music emitting from your phone or tablet's speaker.

The feature is currently only available in the Shazam app for Android, but hopefully it'll come to iOS soon.

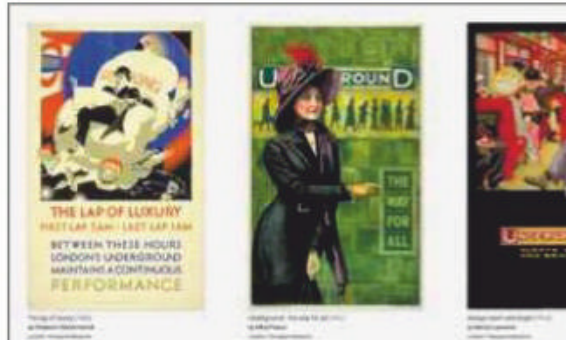


We pick the 10 best things you must do on the web this fortnight

Explore historic Tube posters

bit.ly/tube478

Travel back in time and feast your eyes on this stunning Google Arts & Culture collection of 150 posters that advertise the London Underground and celebrate life in the capital. The online exhibition is split into six sections and explains the story behind each image. You can also share the posters and zoom in for a closer look.



Listen to humpback whale songs

patternradio.withgoogle.com

Since the 1960s, scientists have recognised that humpback whales sing, but the meanings behind the patterns and structures they make are still being explored. This site lets you listen to 8,000 hours of whale songs by swiping, scrolling and zooming in for individual sounds. You can also explore an AI heat map, which

pinpoints where the whale calls are likely to originate – not easy, since the sounds are mixed in

with fish, ships and other background noise. All the songs can be shared and you can even select a researcher to take a guided audio tour.

Discover a town's top celebrity



bit.ly/people478

Who's the most famous person to come from your area? Well, if this map is anything to go by, it's likely to be an actor, footballer or singer. It notes the most 'Wikipedia'ed names associated with a town, city or village, so while William Shakespeare naturally represents Stratford-upon-Avon, Stoke-on-Trent gets Robbie Williams. To discover your local celebrity, zoom into the map and hover over a name for a Wiki snippet. The entries are sized by page traffic so the larger the name, the more visitors to their Wikipedia page.



NEW VOICE COMMANDS



Get help with your boiler

If your hot water or heating are in trouble, say "Ok Google, talk to Boiler Support" and this British Gas-powered service will ask you questions and put you in touch with an engineer if you need one.



Ask to watch TV shows

Start watching a film or TV show on an iOS device and say "Play this on Apple TV" to continue watching on a larger screen.



Guard your home

If you don't have a dog to scare off intruders, say, "Alexa, open Burglar Deterrent". A guard dog is one of nine available noises, including a crying baby, that make it seem like your home is occupied.



Check your Stadia speed

bit.ly/stadia478

You don't need downloads or a console to enjoy Google's new cloud-gaming platform Stadia, but it needs a speedy connection of at least 10Mbps. This tool checks your speed to give feedback on the type of experience you can expect.

Mix a *Casualty* soundtrack

bit.ly/casualty478

Aimed at people with impaired hearing, this BBC experiment lets you tweak the audio mix on an episode of *Casualty*. Move the slider to adjust dialogue against background sounds – useful when actors mumble their lines.

Find treasure in a railway station

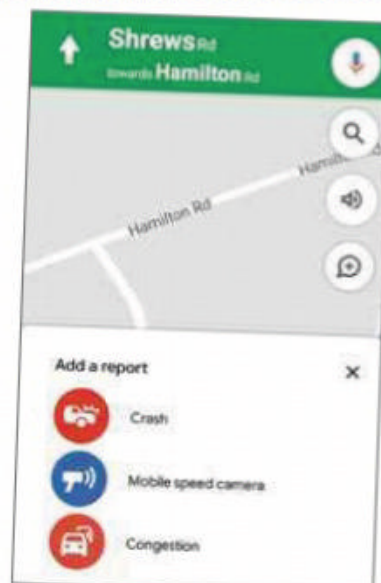
www.amazon.co.uk/treasuretruck

Amazon's Treasure Truck, which has been touring UK cities offering special deals to customers, is now turning up at pop-up kiosks at some London railway stations. To receive alerts, text "truck" to 87377.

Get a speedometer in Google Maps

www.google.co.uk/maps

Google Maps has been gradually incorporating features from navigation app Waze, and as well as recently adding the ability to report congestion, it's now in the process of rolling out a speedometer in the Android app, issuing an alert when you're driving too fast. Activate it by going into Google Maps' Navigation settings and switching on Speedometer.



WhatsApp to take legal action against spammers

What happened?

WhatsApp is an easy and free way to stay in touch with friends and family, but the popularity of the messaging service has led to it being flooded with spam and scams. Most of the messages users see in the app are from people they know, but spammers have started bulk-sending junk messages, just as they do via email.

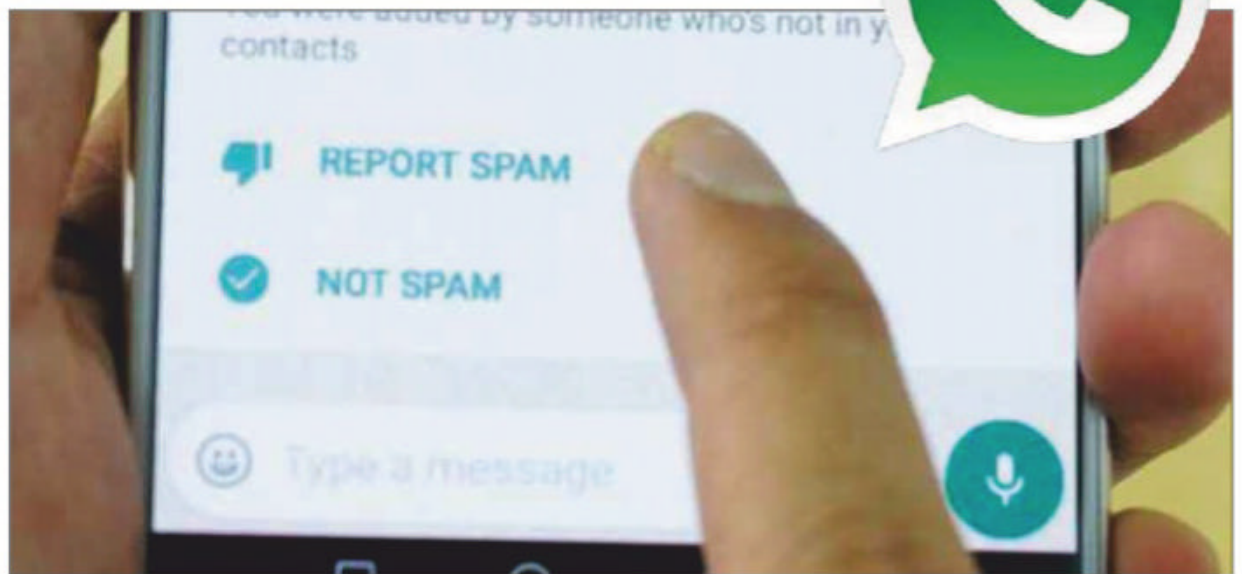
WhatsApp, now owned by Facebook, is planning new ways to retaliate beyond the existing technical measures it already uses to identify and ban two million spam accounts every month. Its latest techniques include dragging into court any user it suspects of abusing the free messaging platform to send spam, whether by bulk-sending messages or using automation tools.

As of December 2019, WhatsApp will be looking beyond its own systems and platforms for signs of such abuse, going “off platform” to find evidence. That means public complaints about spam, as well as adverts from services that promise to use WhatsApp to promote companies via spam, could lead to legal action or a blanket ban.

WhatsApp is meant to be a private, personal messaging service. Companies are allowed to send messages to individuals, but only with consent from the end user – and those companies need to use a business account, rather than a personal account for marketing.

WhatsApp will itself be rolling out ads to the free service, but only in the My Status section of the app, where users can post images and videos to share with contacts. This will be similar to how ads are shown in the “stories” sections of

WhatsApp will show ads on your My Status screen from next year



Credit: Jasni / Shutterstock.com

Facebook and Instagram, where businesses can pay to have their messages shown to users, but (so far) only in the Stories section where they don't get in the way of messages.

How will it affect you?

WhatsApp's battle against spam is good news for users. Random messages from businesses wanting you to open links to their online stores is not only irritating but increases the risk of scams and malware, because some perpetrators send fake promotional messages that look like they're from a legitimate business but include links that redirect to malware or other ways of stealing your data or cash. The harder it is to send such messages, the better.

That said, anyone using the app for charity fundraising or to raise awareness should be careful. WhatsApp isn't trying to ban contacting multiple people at once, but its systems could mistake you forwarding a message to everyone you know – say, to share some news or invite everyone to an event – as spam, risking a ban. Hopefully WhatsApp makes it possible to appeal such decisions.

The ads on WhatsApp are set to arrive in 2020, and examples were shown at its company conference. They'll be limited to the “stories” section, under the My Status tab, and won't interrupt your private messages, but if you watch contacts' stories, you may see full-screen ads. If you're concerned about

WhatsApp displaying ads or having its owner, Facebook, collect even more of your profile data, you could switch to Signal, a privacy-focused messaging app – but you'll have to convince your friends and family to use it, too.

What do we think?

Any online service that lets you send messages for free is going to be rife with spam, as we've seen with email. We welcome WhatsApp's efforts to crack down on such abuse before it gets out of hand, and targeting companies that actively advertise spamming services is a good way to show this type of activity won't be tolerated. It's not just that pointless notifications are irritating, but spam often harbour malware, too.

On the other hand, WhatsApp needs to be careful that it doesn't punish legitimate users of the platform. Few of us would mind receiving an update on a delivery or an order from a small business we've given our details to, and WhatsApp shouldn't use the battle against spammers to force businesses to pay for access to users who have already given their consent for messages.

And then there's advertising. If those ads stay in the My Status section, then it's no problem. But no WhatsApp user will want to swipe away a full-screen ad to read a message from friends or family. That would be enough to drive us back to old-fashioned text messaging.

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

Amazon accused of recording children

What happened?

Amazon is facing two lawsuits that allege the tech giant's Alexa voice assistant is not only recording but even 'voice-printing' children without consent, which is illegal in several American states.

Devices that use Alexa, including Amazon's Echo smart speakers, are woken via specific phrases, usually the "Alexa" name, which tells the system when to start listening. Recordings of what users say are sent to Amazon servers to be transcribed and read, before Alexa responds.

The lawsuits allege that Amazon is not only translating those snippets for the machine to

understand, but holding the recordings – regardless of whether the people recorded are the registered users.

How will it affect you?

According to Amazon's terms of service, using Alexa means you agree to the recording of your voice. Whether that will hold up in court remains to be seen, but any ruling could change how voice-based systems work. Instead of Alexa listening to any voice in a home that uses its wake word, it may be forced to only respond to specific voices, and Amazon could be forced to delete recordings of voices if they aren't from the registered user.

However, the cases that have been brought against Amazon relate specifically to

children, so any imminent changes may only pertain to minors. But if either case achieves class-action status, as the legal teams hope, all affected individuals can join the case, which raises the stakes along with any potential fines.

What do we think?

In order for Amazon's assistant to work, it needs to listen to voices, and it's likely the company will argue that it needs a database of these recordings to improve its systems. But could it do a



better job of ignoring non-registered users and deleting recordings of children? This lawsuit could force that issue.

If Alexa is so smart that it can already identify different speakers, there's an argument that its sophisticated technical ability can also be used for privacy and protecting children.

Chrome makes it easier to bypass paywalls

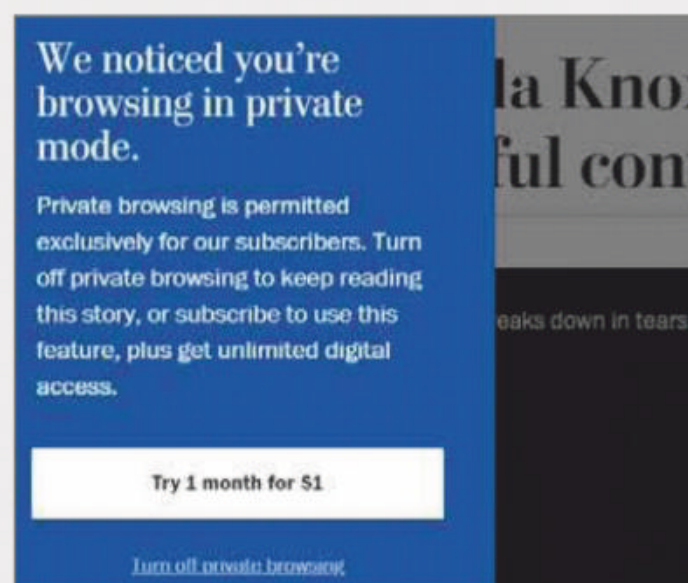
What happened?

Google's next update to its Chrome browser has two significant changes. As of version 76, Chrome will no longer let a website block you if you're using the browser's incognito mode. This will leave some publishers, who block the private-browsing tool to implement their paywalls, stripped of their ability to protect their content.

Chrome 76 will also disable Flash by default, following the web's wider shift to HTML5 and the interactivity-enabling plugin's scheduled demise in late 2020.

How will it affect you?

If you're a Chrome user,



the browser will automatically update to version 76 at the end of July, so these features and changes will arrive without any action on your part.

From then on, if you want to use incognito mode to sneak past a paywall, it

should work – unless the affected publishers can place another hurdle in the way.

Flash will also stop working entirely in Chrome by default, but you can

change the settings to allow it to still run. In Chrome, click the top-left three-dot menu button and select Settings. Under Site Settings, there's a toggle to enable Flash by default. However, it's as easily left disabled because if a page needs Flash to run,

Chrome will ask before running it.

What do we think?

Nobody likes being stopped in their tracks by a paywall, but journalists and other content producers have a right to charge for their output. They need some way to pay the bills, after all. Google has a responsibility to consider how its changes to Chrome will impact the wider web, not least because it's already unpopular with news publishers. That said, it's likely that websites with paywalls will find another way to block incognito mode – the only question is whether that happens sooner rather than later.

Firefox to introduce premium subscription

What happened?

Mozilla, the company behind the Firefox browser, has confirmed that it plans to introduce a premium subscription service for its users.

In an interview with German technology site T3N (bit.ly/t3n478), Mozilla's CEO Chris Beard explained that as competition with Google intensifies, "we have a strong motivation to build deeper customer relationships outside of the search business. And we believe that subscription services are a place, a vector, that we will explore." Beard added that "we will roll out a subscription service and offer a premium level. And the plan is this year to introduce the first. We aim for October".

Specifics about the service are still unknown, such as whether Mozilla intends to offer a single subscription for multiple apps or separate subscriptions – though we wouldn't be surprised to see a combination of both. We're also in the dark about what, exactly, is offered in the subscription, with Beard noting that the company is looking into cloud storage and integrated VPNs. Back in October 2018, the company tested a \$10-a-month ProtonVPN add-on for select users.

News of the subscription service comes as Mozilla rebrands the Firefox family of products. Its beloved browser, alongside the apps Send, Monitor and



Lockwise, have all received a facelift.

How will it affect you?

If you're a Firefox user, it's important to note that you won't have to pay anything if you don't want to. In his interview, CEO Beard clearly stated that "there is no plan to demand money [for things that are currently] free". So, your basic browsing won't change.

What it will mean is that, for a fee, you can help support the company and access tools that enhance your online experience. As it stands, Mozilla is struggling to compete against the big beasts of the browser world, with an unsustainable 90% of the company's sales coming from web searches. The

company is banking on the prevalence and popularity of the subscription model to bolster its profits.

What do we think?

Our first thought was: "Oh no, not another subscription service – just how many more do companies think we can afford?". But if anyone can do this right, it's Mozilla. What really concerns us is that this voluntary subscription may be a hint of what's to come – smaller browsers such as Opera and Brave may be forced to go the same way. However, it's laughable to assume Google and Microsoft will stop offering a fully free web browser. And that risks creating a dangerously uneven playing field.



FIRST LOOK

Wonder OS

www.wonder.com

Mobile devices are, by far, the most popular platform for gamers – and their popularity is only going to grow with the advent of games-streaming services from the likes of Google and Microsoft.

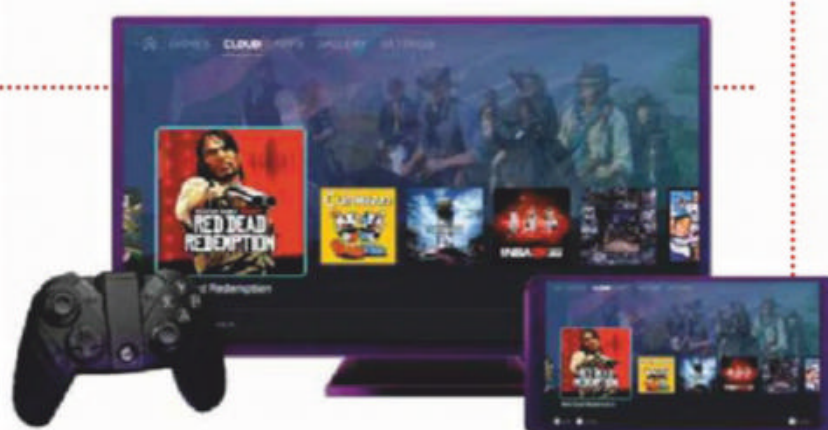
Wonder OS is described as "the world's first Android-based platform built for seamless, all-in-one play", promising to "unlock the best of mobile, console, retro, and cloud gaming – with no compromises".

Despite the 'OS' tag, this isn't an operating system but a platform that optimises your Android phone for gameplay and, thanks to game streaming, turns it into a mobile console. Wonder also makes it easy to live-stream games or cast PC and

console games to any screen.

Don't mistake Wonder as the Netflix for video games, though. While you'll be able to play Android games you've downloaded, you won't instantly gain access to goodies such as *Red Dead Redemption*, *Cuphead*, and *Grand Theft Auto*. Instead, Wonder streamlines the experience, collating all the many different gaming platforms under one roof.

Founder Andy Kleinman has likened the operation to the United Nations. Speaking to VentureBeat (bit.ly/wonderbeat478), he said: "The way we thought about it is, how do you build the Apple TV of games, where you're building a platform where everything can co-exist? You're building the best experience to be able to find everything



you want, from having a universal search engine that will find games, no matter the platform, to integrating games from different places. It'll integrate all the different features."

Wonder OS isn't yet available for every device – for now, you can sign up for the beta on the website to receive an email when Wonder is compatible with your device. Once it receives a full release, the core features will be free, with the option to upgrade your plan to unlock more.



WHAT'S THE RUMOUR

Is 5G bad for your health?

The advent of 5G in the UK has been accompanied by online reports claiming that the all-new super-fast mobile service is so intensely powerful that it causes serious health problems. Fears are so high that residents in Glastonbury are petitioning officials to prevent the installation of 5G towers (bit.ly/glasto478).

It's a familiar story – the same concerns have circulated since mobile phones first hit the market. But is there any truth to the rumour? Let's investigate the technology behind 5G.

The main problem stems from a misunderstanding that 5G operates on a millimetre wave or mmWave, an ultra-high frequency of between 30GHz and 300GHz. That may be true in America, but not in the UK, where 5G is on the safe spectrum of 3.4GHz.

Another factor is ionising radio waves, which cause radiation and cancer. These include UV, X-rays and gamma rays – which *can* alter our chemical make-up. However, all radio waves carrying mobile phone signals, even those carrying the hyper-fast 5G, are non-ionising, so they lack the strength to change the cells in our body.

So far, there's an absence of evidence about 5G health risks. There have been reports of nausea and nosebleeds, and while these are worrying, they do not present a clear link to the 5G network.



LIKELIHOOD RATING



As with any new technology, there's a lot of misinformation muddying the waters. However, 5G alone doesn't have the power to irradiate users. Not only is its use tightly regulated by the government, but it simply would not be good business to expose customers to such extreme harm. If the rumours were true, we'd have seen a massive increase in cancer rates, brain tumours and the like, and we haven't - yet. That's not to rule out that 5G may affect some people – but, in the main, all the scientific evidence points the other way.

WEBOMETER

WE LIKE...

Google adds AR animals to searches

Google has added augmented-reality results to its mobile searches, which let you interact with AR animals – dogs, cats, bears, snakes, tigers and more – through your phone's camera. The feature is only available on certain devices.



Three to launch UK's fastest 5G network

Three will launch a 5G home-broadband service in London in August, before adding mobile 5G and an additional 24 locations by the end of 2019. The company said it plans to deliver "at least" double the speeds of rival mobile networks.



WE DON'T LIKE...

Firefox users lose their saved passwords

Many Firefox users found that their saved passwords were no longer available when they opened the browser. Antivirus software such as Avast and AVG reportedly corrupted the file in which Firefox stores passwords, rendering it unreadable.



Sleep trackers can worsen insomnia

Scientists have warned that sleep-tracker apps and devices can cause insomnia through inaccurate data, making users more anxious. A study found that trackers led to people spending too long in bed and reporting non-existent medical conditions.



What's new on Kickstarter

Our favourite new project on the crowdfunding site

Qubis

bit.ly/qubis478 | From £62

If you've had enough of cable clutter from speakers and TV set-top boxes, Qubis has the answer – albeit a pretty expensive one. Rather than single separate units, Qubis consists of a series of modular blocks that build together to meet all your entertainment needs. Start with one cube – in this case, the 4K media hub – then attach additional cubes such as speakers, lights and a power bank that can wirelessly charge your phone. Everything is controlled via the Qubis app. Pledges start at £62, but the starter kit costs £352, while the full Qubis experience is £819.



Stay Safe Online

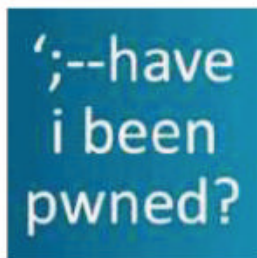
News about the latest threats and advice from security experts

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

Have I Been Pwned goes up for sale

The founder of Have I Been Pwned (haveibeenpwned.com), a popular free-to-use database that lets you check if your email address and passwords have been compromised, is putting the service up for sale.

Security researcher Troy Hunt is selling Have I Been Pwned after struggling to cope with an explosion in the number of data breaches reported this year. The website's popularity has spiked in recent months, starting with the Collection #1 leak in January, which exposed 773 million unique records online. This was swiftly followed by the release of Collections #2-5 in



February, which leaked 600GB of data and more than 2.2 billion unique records.

"It's time to go from that one guy doing what he can in his available time to a better-resourced and better-funded structure that's able to do way more than what I ever could on my own," said Hunt. "It's been an enormously stressful year dealing with it all." Hunt insists he wants to remain part of the service following any acquisition, and that it should remain free to use.

bit.ly/pwned478

Evernote flaw puts 4.6 million users at risk

A 'critical' flaw was discovered in the Chrome extension of the popular note-taking tool Evernote, which potentially allowed attackers to access users' sensitive



information from third-party online services. The vulnerability was found in the Evernote Web Clipper add-on, by security company Guardio, prompting Evernote to roll out a complete fix within a week.

Evernote Web Clipper allows users to easily save online articles, images, text and other content to their Evernote account. The exploit involved users visiting a malicious website that could inject malware into the extension and steal cookies, login details and other information.

The popularity of Web Clipper meant that up to 4.6 million Evernote users were potentially at risk from the vulnerability. "People need to be aware that even the most trusted extensions can contain a pathway for attackers," said Guardio. "All it takes is a single unsafe extension to compromise anything you do or store online."

bit.ly/evernote478

Security Helpdesk | Your questions answered by security specialists

THIS ISSUE'S EXPERT:
Andrey Kostin,
security researcher
at Kaspersky Lab
(www.kaspersky.co.uk)



Q How do I avoid being scammed when booking a holiday online?

Diane Simmons, Facebook

A Summer is a popular time for scammers because they can exploit people looking online for a travel bargain or a last-minute holiday booking. Not only are the fraudulent websites

and offers increasingly convincing, but more people than ever are booking flights and accommodation on a smartphone, where it's harder to spot a fake link.

At Kaspersky, we urge people to use only legitimate websites for booking tickets and accommodation, and to make sure their devices are protected by a security solution with a strong spam and phishing filter that will spot fraudulent approaches before they get to you.

The most common advice on protection against phishing is simply to be



“ Look carefully at the address bar before entering any sensitive information **”**

vigilant, but if cybercriminals create a really impressive-looking clone of the original website, a lot of people forget this simple step and fail to look at the URL to see which site they're actually visiting.

Look carefully at the address bar before entering sensitive info such as your email address and password. If something is wrong with the URL (it's misspelled, doesn't look like the original or uses some special symbols

instead of letters), don't enter any data.

Make sure you book your stay and tickets only on the trusted websites of trusted providers, ideally typing the address of their website manually in the address bar.

Don't click links from unknown sources – either in emails, messengers or social networks – and remember that if an offer seems too good to be true, it probably is, so it's best avoided.

PROLITE
XUB2792QSU

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PROLITE XUB2792QSU

Do you spend most of your workday juggling between multiple applications and windows? Don't get stuck in Full HD. Choose iiyama XUB2792QSU and open up to WQHD resolution accommodating almost 77% more information on the screen.



iiyama

www.iiyama.com

★ Best New Websites

Site of the Fortnight

FILM

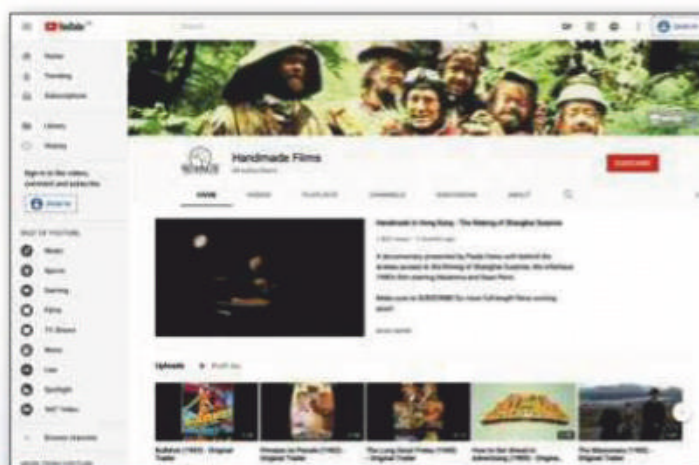
RELAUNCH

Handmade Films

www.handmadefilms.film

Founded by former Beatle George Harrison to finance Monty Python's *Life of Brian*, Handmade Films has been a staple of British movie production and distribution since 1979. You only need to browse the Handmade Collection section on its smart new site to see just how vast its catalogue is, cycling through original films, joint ventures and classics. Each entry is accompanied by photos, info, a cast list, plot details and user ratings from IMDb and Rotten Tomatoes, providing a fascinating and heartwarming trip down movie memory lane. There's also an online store where you can buy a small selection of merchandise.

Our rating



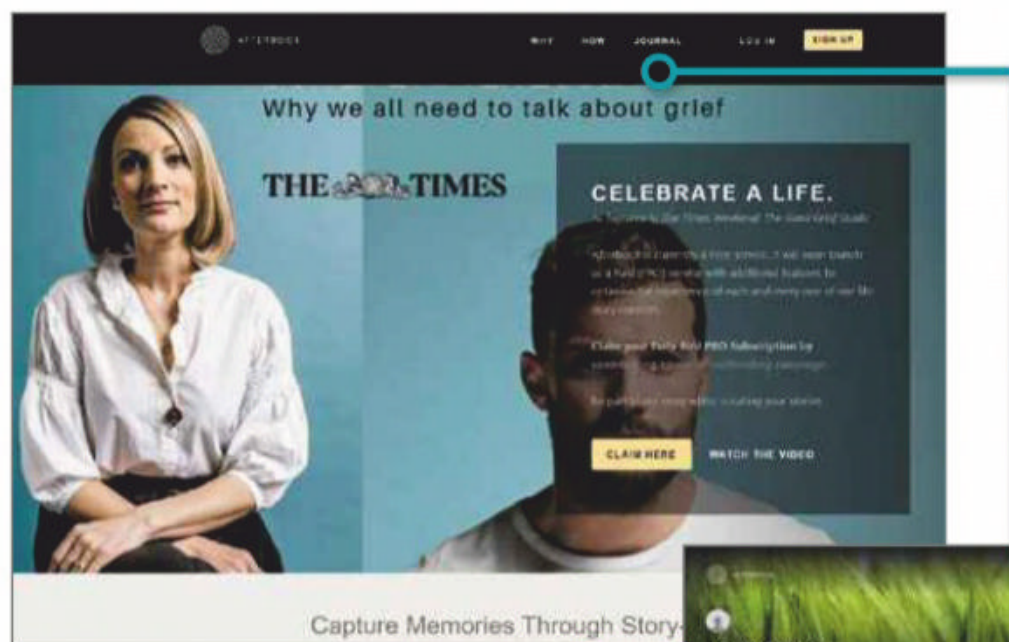
VIDEOS

Visit Handmade's YouTube page for trailers and a behind-the-scenes programme



HISTORY

The site could make more of the company's 40-year history but there's a good look at Handmade's impact on British filmmaking



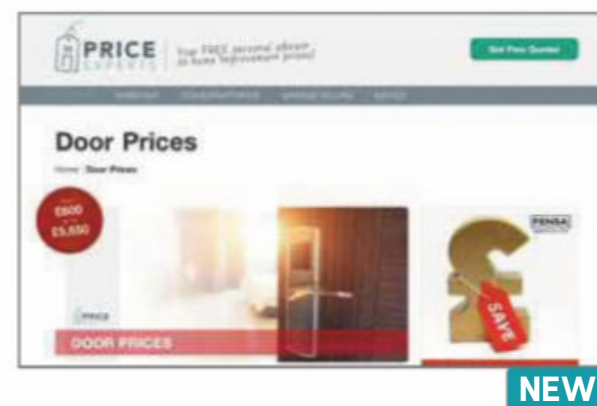
DEATH

Afterbook

afterbook.com

Afterbook has been dubbed "Facebook for the deceased", but its founder says it is more than that. Offering a way for people to express their grief following the death of a loved one, this online journal lets you share memories, stories, videos and photos, and invite friends and family to leave their condolences or light a candle. Signing up is easy: simply provide details about yourself and the person who has died, choose a cover and an image, and add a first memory. The "afterbook" can then be built up and you can add journals for other people, too. The site is currently free, but a paid-for subscription is on its way promising extra features. It needs to find its feet first, though.

Our rating



HOME

PriceExperts

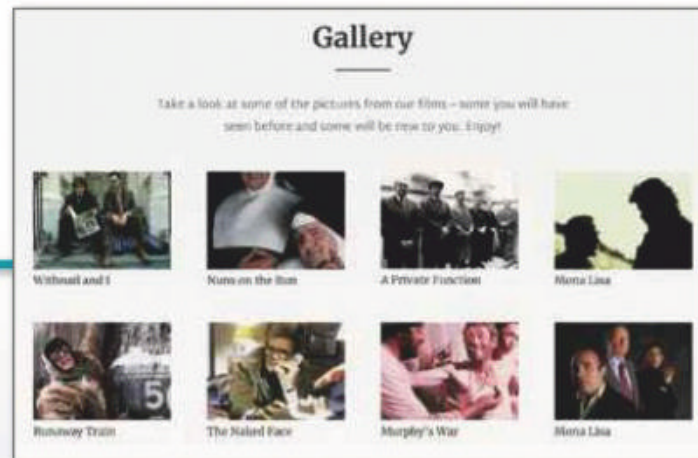
priceexperts.co.uk

You only rarely need to buy home-improvement items such as windows, doors, garage doors and conservatories, so it's hard to gauge how much they should cost. This website helps you sidestep rip-offs by giving you an average price and a comprehensive guide to each of the items you're interested in. PriceExperts' advice is solid and the product prices are broken down by size and type, but if you want free quotes, you'll need to agree to your details being passed on to major brands and get contacted directly, which is much less appealing.

Our rating

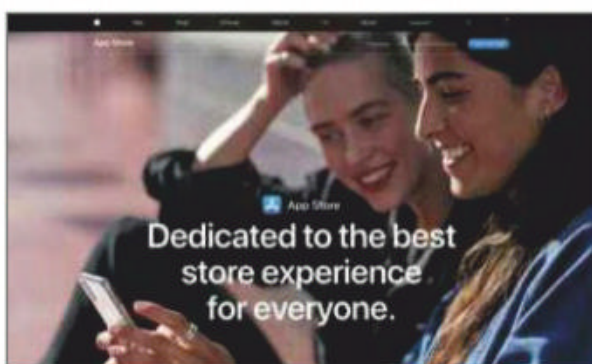


We review this fortnight's best new and relaunched websites and rate them for content, design and features



GALLERY
The gallery picks out stills from some of Handmade's films and contains a handful of previously unseen photos

PRODUCTIONS
There have been 22 Handmade Originals including *Withnail and I*, *Nuns on the Run* and *Time Bandits*



NEW

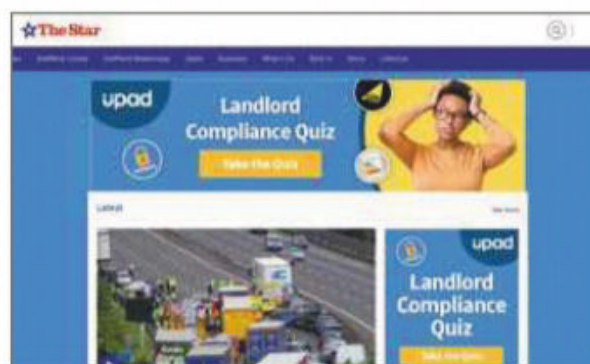
TECHNOLOGY

App Store – Principles and Practices

bit.ly/appstore478

Faced by an antitrust lawsuit against its App Store over accusations of monopoly, Apple is out to defend itself with this new site – though it's really more of a page. It explains the reasons for creating the App Store and why Apple keeps a tight reign over what can and cannot be installed on its devices. It's an interesting read, peppered with stats about weekly app reviews, the amount of money made by developers and the number of free apps that are available. The page also suggests third-party alternatives to built-in apps such as FaceTime and Safari.

Our rating



RELAUNCH

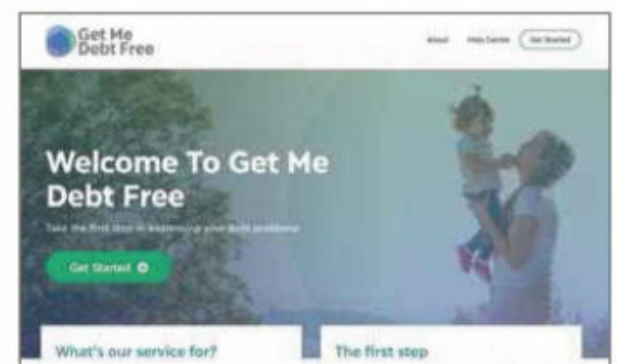
NEWS

The Star

www.thestar.co.uk

JPI Media – which owns the *i* newspaper – intends to roll out “mobile first” websites for all its regional publications, starting with *The Star* in Sheffield. It claims that its sites load three seconds faster than before and are lighter on ads, though we still found the flow of articles interrupted by them, along with daily newsletter prompts and, on desktop, a sidebar and below-article clutter. Despite the autoplaying videos and annoying pop-up survey request, navigation is simple, the articles are informative with little clickbait and there's an interesting Retro section of nostalgic photos.

Our rating



NEW

FINANCE

Get Me Debt Free

www.getmedebtfree.com

By asking just three questions – about your country, type of debt and current situation – Get Me Debt Free aims to point you in the right direction for the best financial advice. The site recommends a list of potentially useful tools, calculators and details of services, along with some particularly handy sections: the eight steps of debt recovery, for example, and a good explanation of a default notice. It's all wrapped up in a clear, responsive design, so it works just as well on mobile devices as it does on desktops. It's also free, so there's no commitment – just try it out.

Our rating



NOW AVAILABLE!



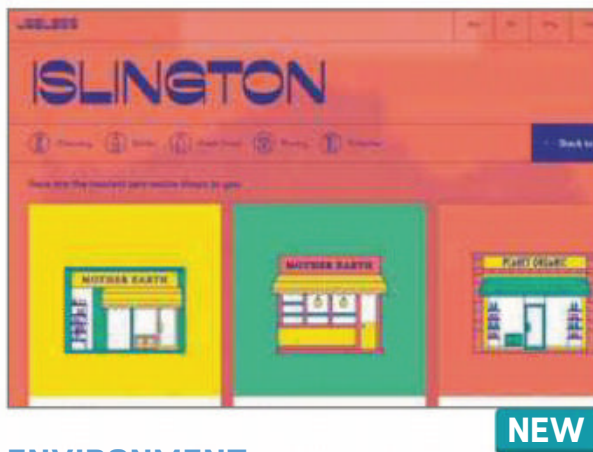
Our 2018 Back Issues Disc

For more information, visit **bit.ly/wudisc18**

or search for 'webuser disc' on Amazon

You can still buy our 2017 Back Issues Disc from bit.ly/wudisc17





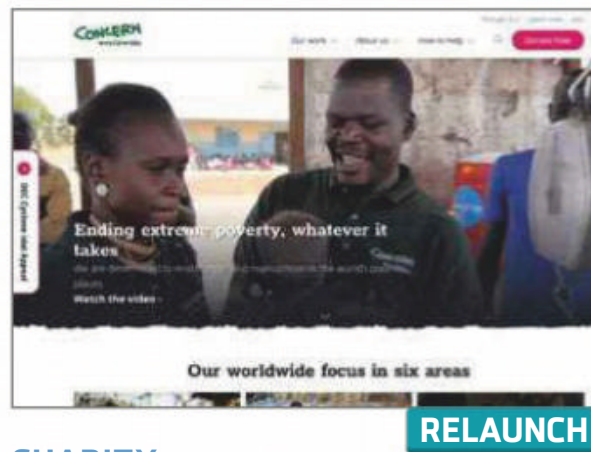
ENVIRONMENT

Useless

useless.london

Useless is a London-only environmental site for discovering the whereabouts of the capital's zero-waste shops. The colourful digital directory lets you enter a postcode or borough to discover more about London's eco-friendly shops, and you can use the accompanying icons as a guide to the ethical products they sell. Useless ('use less', get it?) also flags up products that won't end up as landfill and, if you know a zero-waste shop that's not included on the site, you can submit it for consideration. It's definitely far from useless and provides a wealth of thought-provoking stats about how much stuff we throw away each year.

Our rating



CHARITY

Concern Worldwide UK

www.concern.org.uk

The international humanitarian organisation, Concern, uses its website to give a wide-ranging insight into its work while making a plea for donations. The site explores the charity's impact across multiple sections, explaining how it raises money and where the cash is spent via a combination of clear infographics, videos and words, along with bold visuals that show the difference various monthly sums can make. There is also a small but useful selection of how-to guides and fundraising tips explaining how to train for a marathon or create a JustGiving page, which act as an inspirational spur and make it easy to get involved.

Our rating



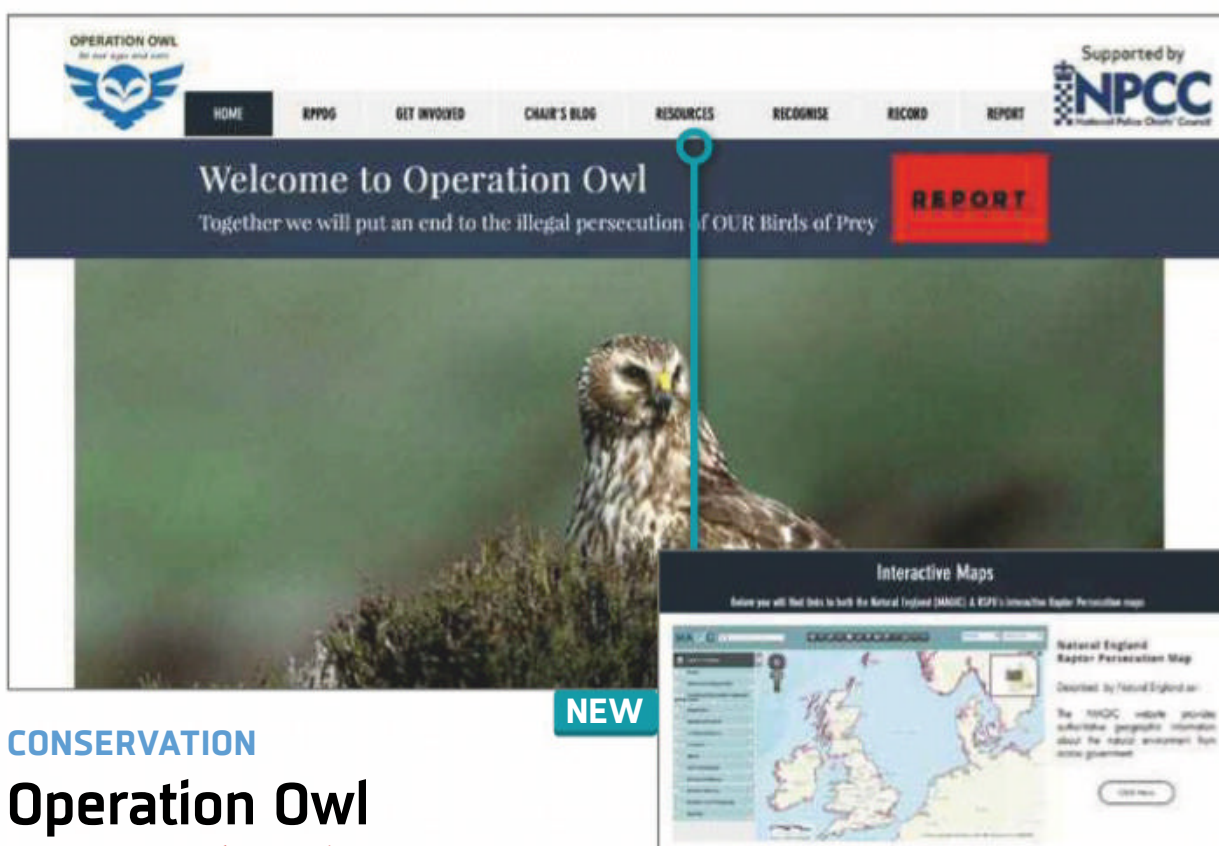
HOME

Anthropods

www.anthropods.co.uk

If you've ever wondered what it would be like to sleep in a fancy tube, then this site could be right up your street. It sells customisable pods that can be used for temporary accommodation, a garden office or perhaps the basis of an Airbnb empire. You can read about anthropods, view images of the various configurations and take a fascinating 360-degree tour through the living quarters, kitchen and wet room, maybe picking up design tips along the way. Clicking camera icons lets you view photos and explanations of each area, and it's even possible to view the interior in VR via Google Cardboard, which is a great touch.

Our rating



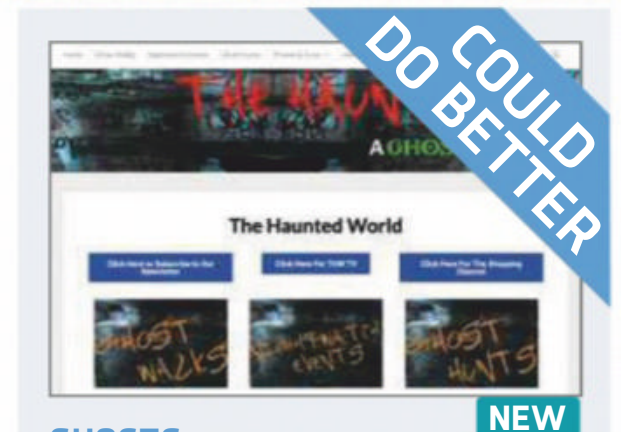
CONSERVATION

Operation Owl

www.operationowl.com

It's a shocking fact that birds of prey including peregrines, red kites and hen harriers are being shot, trapped and poisoned across Britain's countryside. Operation Owl aims to keep an eagle eye out for the perpetrators but its website needs some work in getting its point across and encouraging visitors to report incidents. The explanation of Operation Owl, for example, focuses too much on who is involved at the expense of what is being done, while the design features a lot of content thrown at the pages with little intuitive navigation. There's plenty of great stuff – interactive maps, an embedded tool to pinpoint locations and a host of resources – but it needs a tidy-up.

Our rating



GHOSTS

The Haunted World

thehauntedworld.com

We were spooked when we first saw The Haunted World – we'd assumed such outdated design was long dead and buried. But lovers of ghost walks and hunts will shriek with joy at the lists of award-winning tours and events across the UK (it claims Europe, too, but we couldn't find any), which you can pay for online or apply for a payment plan. Some descriptions are a bit hit and miss, though we liked how the tours are split between ghost walks, hunts and nightwatch events. We also loved the list of haunted hotels – but the site needs more work.

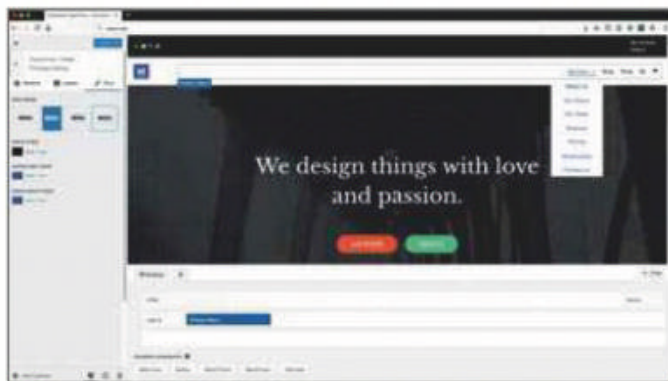
Our rating



Build a Better Site

Specialist tips, top tools and practical help

Top Tips of the Fortnight



Free WordPress theme supercharged

Themeisle (themeisle.com) has added some new features to its flagship WordPress theme, Neve. You can now fully control the theme's headers and footers, there's a broad selection of layout options depending on the kind of site you want to build and it's fully compatible with WooCommerce if you want to create a simple shop. All this is available in the free version with even more options in the paid-for software. Read more about what's new at

the Themeisle blog (bit.ly/newnev478) or download Neve from bit.ly/neve478.

Grab your dream '.uk' address

When Nominet launched the '.uk' domain, it granted any

'co.uk' domain-name owner the option of reserving the '.uk' version of their name for five years. That period expired on 25 June, so any '.uk' domains that haven't been snapped up are being made available from 1 July.

Deal of the Fortnight

Names.co.uk (www.names.co.uk) is having a sale on its Professional and Premium hosting packages, which are both currently available for the same price as its Starter package: £8.24 per month.

Web-building Helpdesk

Q I have some PDFs I'd like to sell from my WordPress website. How do I host them so that people can see a preview but can't download them unless they've paid?

Mark Holden, via email

A You'll need a WordPress plugin – however, we haven't been able to find a free one that does what you want. PDF Plugins for WordPress (wp-pdf.com) has three tiers of plugin: its Secure Plugin (wp-pdf.com/secure), (\$30 – around £23.65), should do the trick. It will protect your PDFs so they're difficult to download but can supply a preview that your visitors can look at. Try the Free Plugin (wp-pdf.com/free) first to check that you like the way it works.

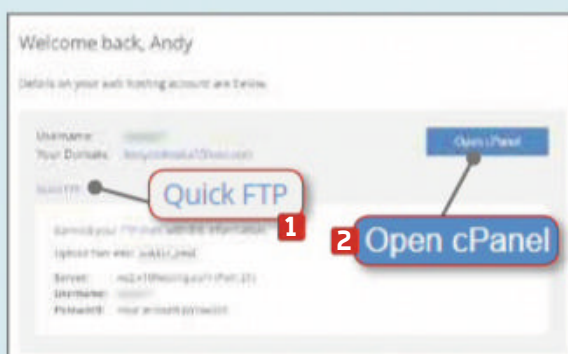
Andy Shaw, Technical & Reviews Editor



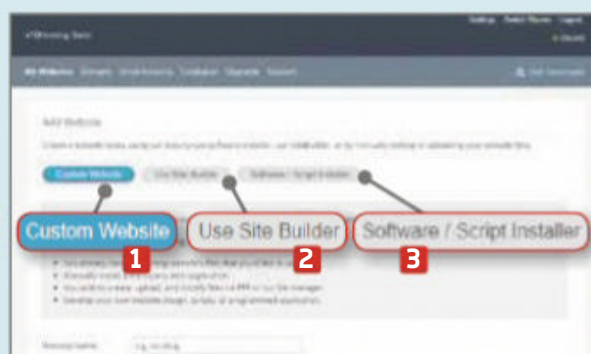
MINI WORKSHOP | Host your website for free

x10Hosting: x10hosting.com |  10 mins | Any browser

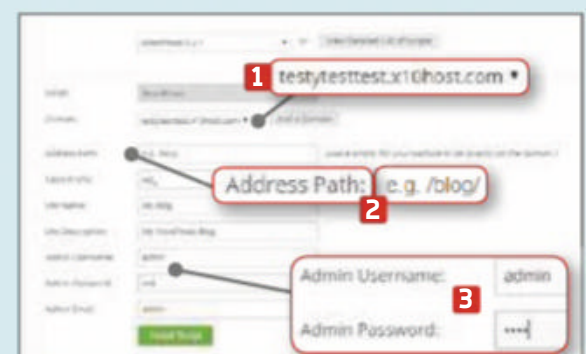
If you're thinking of building a website, whether it's with WordPress or one of the tools we've reviewed on page 48, you'll need somewhere to host it. Here, we look at x10Hosting, which hosts simple sites for free



1 Choose a mysite.x10host.com address and click Continue, then provide an email address and enter a password. Setting up the account takes less than a minute. Once it's done, click Quick FTP **1** to get the necessary details for uploading a site via FTP, if you've already designed one. Next, click 'Open cPanel' **2** to initiate the website.

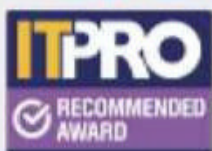


2 From the 'Open cPanel' option, click Add Website. Choose Custom Website **1** if you want to upload your own; use Site Builder **2** if you'd rather design a site with x10Hosting's tools; or pick 'Software / Script Installer' **3** to choose from a wide selection of one-click installations, from WordPress to forum software.



3 All the options require that you choose a website name, domain **1** (stick with x10hosting's unless you want to pay) and address path **2** (you can leave this blank). The Installer option requires filling in more details. **3** If you get an error message about PHP versions, follow the instructions on the support post at bit.ly/x10wp478.

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What To Watch Online

Pick of the fortnight

NETFLIX

Head back to 1985 for Season 3 of *Stranger Things*

From 4 July

The show so important to Netflix that it has a “proper” web address (www.netflix.com/strangerthings) is back, a full 18 months after we last saw the kids of Hawkins, Indiana and the Upside Down.

If you’re new to *Stranger Things*, Season 3 is probably not the place to start. Seasons 1 and 2 are still on Netflix at bit.ly/strangerflix478, so you can catch up with the 1980s-set tale of a US town where supernatural forces rule and a mysterious girl named Eleven (Millie Bobby Brown) is taken under the wing of a close-knit group of kids. Winona Ryder returns as one of the show’s few sympathetic adults.

Season 3 opens in summer 1985 as school breaks up and our teen heroes teeter on the cusp of adulthood. How will they grow up without growing apart? What the heck is that new monster? And why is The Who’s 1971 classic *Baba O’Riley* soundtracking the trailer for a show steeped in Eighties nostalgia (bit.ly/stranger478)?

Get the answer to these and other mysteries when eight new episodes arrive on 4 July, all in ultra-high definition 4K and HDR.

Now Watch the final season of *Marvel’s Legion*

From 4 July

One of Marvel’s more intelligent *X-Men* spin-offs enters its third and final

season. Dan Stevens (*Downton Abbey*) is David Haller, a schizophrenic mutant whose visions and voices may be more than mere symptoms.

To add to his troubles, up pops his father Charles Xavier aka Professor X. Catch a glimpse

of Xavier in the trippy trailer at bit.ly/legion478.

FX show *Legion* airs in the UK on Fox UK, which you can stream on-demand with a Now TV Entertainment Pass (£7.99 per month after two weeks free).

Season 1 and 2 aren’t on Now TV at the time of writing, but you can watch catch-up videos at legion.foxtv.co.uk.



N See three Shafts in *Shaft*

From 28 June

Samuel L Jackson returns, again, as private eye John Shaft, in a Netflix film whose working title *Son of Shaft* was ditched for plain old *Shaft*. That makes it the fourth film called *Shaft*, following the 1971 and 1973 movies starring Richard Roundtree (who now plays Shaft’s dad) and the 2000 reboot (streaming now on Amazon: bit.ly/2000shaft478).

Newcomer Jessie Usher adds

youthful appeal as John Shaft Jr aka JJ, a computer whiz investigating his friend’s death. *Shaft* makes its global debut on Netflix on 28 June, and you can watch the official trailer at bit.ly/shaft478.

N Sing along with *Glee* on Netflix

From 30 June

Musical comedy-dramas gleaming with American orthodontics may not be for everyone, but Ryan Murphy’s *Glee* is one of the



We reveal what's new on Netflix, BBC iPlayer, Amazon Prime Video and other streaming services

defining shows of the 21st Century (a century obsessed with song and dance competitions, remember). Dust off your imaginary mic because all six seasons are coming to Netflix. Watch 2009's original and decidedly non-HD trailer at bit.ly/gleepilot478.

Watch My5's online-only drama *Bellevue*

From 28 June

X-Woman Anna Paquin stars as a brazen small-town cop at odds with her parochial neighbours in this well-reviewed Canadian detective series, streaming exclusively in the UK on Channel 5's on-demand



platform My5. The complete series comes to www.my5.tv on 28 June, and you can watch the official trailer at bit.ly/bellevue478.

Bellevue is the latest My5 exclusive following Australian mystery drama *Bloom* (bit.ly/bloom478) and the Sean Bean-led gang thriller *The Oath* (bit.ly/theoath478), both still available to watch in full.



Follow Wimbledon and the Tour de France online

From 29 June

It's raining as we write, so it must be time for Wimbledon. As ever, coverage is streamed on the BBC iPlayer and fronted by Sue Barker, starting on 1 July at bit.ly/bbcwimbledon478.

The Beeb hasn't confirmed whether it's all in ultra-high definition 4K again this year, but we'd be surprised if it isn't. Elsewhere, BBC Sport's Tennis page has on-demand video of the qualifiers (bit.ly/bbctennis478). You'll find live streams, exclusive interviews and archive footage on the Wimbledon Championships site (bit.ly/

wimbledonvid478) and official YouTube channel (bit.ly/wimtube478).

Meanwhile, the 106th Tour de France starts on 6 July. You can watch Geraint Thomas defend his title live and on-demand via ITV Hub (www.itv.com/tourdefrance). Eurosport also streams the action, along with a daily highlights show (bit.ly/eurotour478). You'll need a monthly or annual Eurosport pass (£4.99-£6.99 per month, bit.ly/eurosport478), but Amazon Prime subscribers get a week free: bit.ly/europrime478.



Credit: Radu Razvan / Shutterstock.com

In case you missed it...

Noir thriller series *Too Old to Die Young* is now streaming on Amazon Prime Video. Judging by

the trailer (bit.ly/tooold478), this fantastical LA crime story is a must-watch for fans of *Twin Peaks* (all on Now TV, bit.ly/twinpeaks478) and the fabulous *Drive*, from the same director, Nicolas Winding Refn (Amazon Prime, bit.ly/drive478).

George Clooney's *Catch-22* mini-series is airing weekly on Channel 4.



Stream the trailer and episodes so far on All 4 at bit.ly/catch478. Season 3 of *The Handmaid's Tale* is

also on All 4 at bit.ly/handmaid478. Seasons 1 and 2 are available via Now TV (bit.ly/nowmaid478).

Product Test

We test and compare the latest products

Motorola One Vision

Andy Shaw compares two new Android smartphones to see which offers the most for your money



Motorola phones have particularly shone at showing off how impressively Android can perform on a budget-priced phone, but now that the company is owned by Lenovo rather than Google, it's broadening its product range with the mid-priced One Vision. Conversely, Xiaomi, which previously succeeded in bringing

flagship features to its mid-range phones, is now looking to challenge the cheaper end of the market with the Redmi Note 7.

Screen and internals

It's immediately clear that the One Vision represents a radical departure from its stablemates. It's Motorola's best-looking smartphone to date and is fitted with an intriguing 21:9 aspect-ratio screen. The Xiaomi, meanwhile, has a squarer

vivid and bright than the OLED panels you find on pricier phones. In our colorimeter tests, the Motorola proved capable of reproducing 90.6% of the colours in the sRGB colour standard, but the Xiaomi did better, reaching 93%.

The Xiaomi is bright, too, with a peak brightness of 467cd/m² (candles per square metre), while the Motorola was some way behind with

octa-core Exynos 9609. This is also clocked at 2.2GHz with 4GB of memory, but has 128GB of storage – twice as much as Xiaomi's.

Performance and battery power

Given that both phones are equipped with similar components, the close results of our performance tests were no great surprise. Xiaomi pipped its more expensive rival to better scores in our processor benchmark – in the Geekbench 4 single- and multi-core tests, the Motorola scored 1,608 and 5,443 respectively, while the Xiaomi model got 1,643 and 5,504. Not a huge difference.

In the GFXBench Manhattan 3.0 on- and off-screen tests, which push a device's graphics capabilities to the limit, Motorola's phone scored 21fps and 24fps respectively. Here, the Xiaomi model didn't fare as well, dropping a frame per second in both tests with a result of 20fps and 23fps. This means the One Vision runs games a little more smoothly, though you're unlikely to spot that missing frame per second when you're in the throes of the action.

PRODUCT INFO

Motorola One Vision

Price: £269.99

Buy from Amazon:
bit.ly/moto478

FOR

- ✓ 21:9 design
- ✓ Android One support
- ✓ Decent battery life

AGAINST

- ✗ Pricier than its rival
- ✗ Underperforms compared to cheaper phone

FEATURES

PERFORMANCE

EASE OF USE

VALUE FOR MONEY



“ The One Vision will be updated to at least Android 11 in its lifetime. It's a phone that's as future-proof as they come ”

19.5:9 display – more like a standard phone screen.

This has an obvious impact on screen resolution: both are Full-HD with 1,080 pixels across the shortest edge, but the Motorola has 2,520 pixels along its height, while the Xiaomi has only 2,340. There's little difference when watching videos, but the One Vision's extra height means less scrolling when viewing a website or app.

Both screens are impressive for IPS models, though less

429cd/m². We measured the Xiaomi's contrast at an impressive 1,278:1, which should still be visible in bright sunshine. Again, this pips Motorola's score of 1,226:1.

Internally, the Xiaomi's octa-core Qualcomm Snapdragon 660 processor clocked at 2.2GHz is backed by 4GB of memory and 64GB of internal storage. Motorola usually uses Qualcomm processors but it's taken a new route with the One Vision and plumped for Samsung's

S Xiaomi Redmi Note 7

“The Xiaomi model is actually slightly ahead in performance, which is rare in a significantly cheaper phone”

The battery life of the phones is also a close call. In our test, we charge a device to full power before looping a standard video at a standard brightness until the phone shut itself down. Here, the One Vision lasted 14 hours and 26 minutes, with the Redmi Note 7 just behind at 14 hours and 15 minutes. However, if battery life is your priority when buying a phone, the Motorola G7 Power is still king of the hill, lasting 26 hours and 22 minutes in the same test.

Operating system and camera

With performance results so similar, it's worth taking a close look at the overall user

experience. The Motorola model runs the latest version of Google's mobile operating system, Android 9 Pie, with just a few unobtrusive modifications, such as an app-limiting “digital wellbeing” mode and simpler navigation tools.

Its standout feature, however, is the inclusion of Android One – a special software standard that ensures the phone receives important security updates on a monthly basis for at least two years after the phone's release.

Essentially, this means that the One Vision will be updated to at least Android 11 (whatever they decide to call it) in its lifetime. If you're

searching for a phone that's as future-proof as they come, this is it.

The Redmi Note 7's MIUI 10.2 software overlay, by contrast, will not be everybody's cup of tea and takes some getting used to. While this can be fixed with third-party launchers, it's much less appealing than Motorola's provision of an almost unadulterated Android experience.

Motorola's phone cameras have regularly outclassed similarly priced rivals but the competition was closer in this instance. Both cameras have phenomenal 48-megapixels sensors on their rear cameras, resulting in superb shots, indoors and out. We had to look very closely to spot a slight lack of finer detail in the Xiaomi, with the Motorola taking better shots at a lower

resolution.

We were much happier with the video on the Motorola, though. Both cameras can shoot Full-HD at 60fps but the One Vision's rock-solid stabilisation fared better than footage from the Xiaomi, which came out very shaky, even with electronic video-stabilisation engaged.



PRODUCT INFO

Xiaomi Redmi Note 7

Price: £179

Buy from Amazon: bit.ly/xiao478

FOR

- ✓ Incredible value
- ✓ Excellent camera
- ✓ Stylish design

AGAINST

- ✗ Xiaomi's flavour of Android isn't for everyone
- ✗ Video stabilisation ineffective

OUR VERDICT

There's little difference between these two smartphones, despite the Motorola costing £90 more. Yes, it has a taller screen, double the storage, Android as Google intended it and it's better at shooting video. But the Xiaomi model is actually slightly ahead in

performance, which is rare in a significantly cheaper phone. If you can afford to pay the difference, we'd plump for the Motorola and its extra benefits, but if you're on a tight budget, the Xiaomi offers superb value for money.



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

Netgear Orbi Outdoor RBS50Y

This outdoor mesh extender boosts your Wi-Fi signal to your back garden

Wi-Fi boosting mesh networking systems such as Netgear's Orbi range have mainly focused on solving the problem of poor Wi-Fi inside your home. However, as the summer approaches, you might fancy taking your work-from-home laptop or music-streaming device outdoors, so you can enjoy the fresh air and sunny weather. That means connecting to a Wi-Fi signal that's as good at the bottom of your garden as it is in your living room.

As you may have guessed from the name, the Orbi Outdoor integrates with Netgear's excellent internal mesh system, connecting it to

a device that sits beyond the exterior walls of your home. If you don't have another Orbi unit, the device will also operate in Extender mode, connecting to any other make of router to boost your Wi-Fi. However, it's worth noting that an Orbi-to-Orbi connection will be faster, and brings the added benefits of a single network name and seamless roaming, where your devices are automatically connected to the best available Wi-Fi satellite.

Build, setup and performance

The Orbi Outdoor looks similar to other Orbi satellites, but there are some key differences. Except for the weather-sealed power input, there are no ports on this model, because any such apertures in its shell would make it less weatherproof. It's also easy to mount and comes with a bracket that you can screw into a wall.

You'll require a protected all-weather outdoor power socket to plug the Orbi into. At 2m, the attached cable is long enough to permanently position it at a good height above a wall socket but too short to move it around if you need it elsewhere. Alternatively, there's a temporary stand if you'd rather take the device outdoors as and when you need it.

Once the Orbi Outdoor is turned on, you need to sync it to your home network. If you have an existing Orbi system, just use the app and press the



“ If you have an existing Orbi system, just use the app and press the Sync button **”**

Sync button on the back of the device. Once the unit is connected, the Sync button is disabled, to stop anyone hijacking the connection.

The device has the same internal specifications as the top-end Orbi mesh device, which has previously proven itself in our performance tests. With the Orbi placed in the back garden of our test

house, we saw upload speeds of 459Mbps and download speeds of 304Mbps. That's a good 100Mbps faster than we've previously managed outdoors, using an Orbi placed in the kitchen window to boost its range.

Outside, on the side street, we could still get a strong signal, which shows how powerful the system is.

PRODUCT INFO

Netgear Orbi Outdoor RBS50Y

Price: £249.99

Buy from:

bit.ly/orbi478

SPECIFICATIONS

- 2.4GHz and 5GHz Wi-Fi networks
- WPA/WPA2-PSK security
- Weather resistant
- 269 x 211 x 69mm
- 1.39kg

FOR

- ✓ Good performance
- ✓ Well integrated with existing Orbi system
- ✓ Weatherproof

AGAINST

- ✗ Expensive
- ✗ Short cable

OUR VERDICT



With its excellent performance and neat integration into the Orbi system (it also works in extender mode with other networks), the Orbi Outdoor is a brilliant way to extend your wireless

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

network outside. However, it is a little expensive.

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All members of staff are lovely and willing to help.



SHANNON

Pleased with service

The process of getting the car was very easy and secure.



DANIEL

Easy Peasy!

No trawling garage showrooms! Already recommending to friends & family.



KAREN

Purchased VW Golf

I was nervous about buying on the internet. Needn't have worried.



SIMON

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

HARDWARE

MINI PC

ASRock DeskMini 310

£668.70 from bit.ly/asro477
Tested: Issue 477

The performance of this diminutive PC comes remarkably close to a full-size system, once you've paid for and installed its components. It's compact, quiet and runs Windows well.



KEY SPECS

Intel Core i5-8400 processor ■ 250GB SSD ■ 16GB memory ■ Intel UHD Graphics 630 card ■ 1 x USB Type-C, 2 x USB 3.1, 1 x USB 2 ports ■ 802.11ac Wi-Fi, Gigabit Ethernet ■ 158 x 155 x 80mm ■ 1.87kg ■ One-year return-to-base warranty

GRAPHICS CARD

Asus ROG Strix RX 570 OC

£189.99 from bit.ly/asusbox475
Tested: Issue 475



Asus's twin-fan graphics card gets the balance perfectly right. It comfortably plays games that are designed to push a graphics-processing unit to the limit, and for the price it kicks cards with similar specifications right out of the game.

KEY SPECS

AMD Radeon RX 570 graphics processor ■ 2,048 GPU cores ■ 1,300MHz clock speed ■ 4GB memory ■ 1 x DisplayPort, 2 x DVI, 1 x HDMI outputs ■ 200W power ■ 240mm ■ Two-year repair-and-replace warranty

SMARTPHONE

Moto G7 Power

£179.99 from bit.ly/pow472
Tested: Issue 472

Battery life is at the heart of what we love and hate about our phones, and the Moto G7 Power lasted an incredible 26 hours and 22 minutes in our tests. Its specs and price are also great.



KEY SPECS

Octa-core 1.8GHz processor ■ 64GB storage ■ 4GB RAM ■ 6.2in, 720 x 1,570-pixel screen ■ 12-megapixel rear camera, 8-megapixel front camera ■ 5,000mAh battery ■ 159.4 x 76 x 9.3mm ■ 193g ■ One-year return-to-base warranty

WI-FI EXTENDER

Netgear Nighthawk X6S

£145.99 from bit.ly/ngx6s471
Tested: Issue 471

The Nighthawk X6S's unbeatable combination of high speed and top-end features makes it the best Wi-Fi extender available. It's big and boxy, but its performance gives mesh-router systems a run for their money.



KEY SPECS

Works with 2.4GHz and 5GHz networks ■ 4 x Gigabit Ethernet ports ■ Access control ■ Wi-Fi schedule ■ WPS button ■ 277 x 170 x 93mm ■ Two-year warranty

SECURITY CAMERA

Blink XT

£149.99 from bit.ly/blink470
Tested: Issue 470



The Blink XT can be positioned anywhere in your home, indoors or out, and includes a lifetime subscription to its cloud-storage service. You get a couple of years' use out of the camera before you need to replace the batteries.

KEY SPECS

HD Video ■ Motion and temperature sensors ■ Built-in microphone ■ Camera mount included ■ Weatherproof ■ Infrared night vision ■ Wi-Fi connectivity ■ Instant alerts to your phone ■ Two years of battery life

LAPTOP SSD

Samsung 970 Evo

£75.51 from bit.ly/sevo469
Tested: Issue 469



The Samsung 970 Evo is a smart, affordable choice for anyone looking to get better performance from their laptop. It's very fast, with excellent file-transfer speeds, and there are higher capacity versions with up to 2TB of storage.

KEY SPECS

256GB capacity ■ 3,600MB/s maximum speed ■ M.2 PCIe Gen 3 x 4 interface ■ Samsung Phoenix 5-core processor ■ Samsung V-NAND 3-bit MLC flash memory ■ 22 x 80 x 2.38mm ■ Five-year warranty

SOFTWARE & SERVICES

BACKUP SOFTWARE

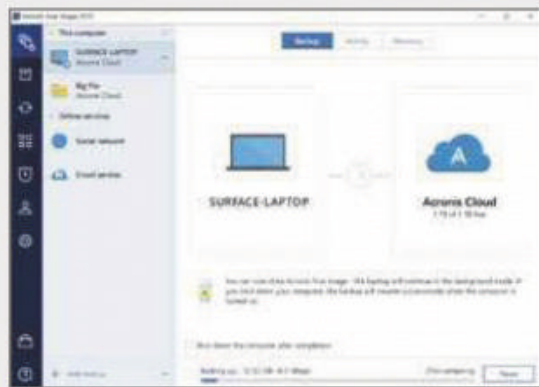
Acronis True Image 2019

£35 from

bit.ly/acro473

Tested: Issue 473

Acronis True Image is a versatile backup tool that can do everything from cloud storage to disaster recovery. It isn't cheap compared with rival software, but it's flexible and simple to control, reasonably fast and should cover all your backing-up needs.



KEY FEATURES

Windows, macOS, Android, iOS ■ Local backup ■ Disc-image backup ■ Restore from the web ■ Create disaster recovery ■ AES-256 encryption ■ Continuous, daily, weekly or monthly backups ■ Multiple backup sets

PHOTO-EDITING SOFTWARE

DxO PhotoLab

£99 from

bit.ly/dxo455

Tested: Issue 455

If you're put off by Adobe's subscription costs, DxO PhotoLab is the best alternative for managing and editing your photos. Its interface is streamlined and elegant, and the editing and image quality are exceptional. It's also very simple to use and comes with lots of sophisticated tools.



KEY FEATURES

RAW conversion ■ High quality noise reduction ■ Optical corrections ■ Red-eye correction ■ Advanced light and colour ■ Batch processing ■ Selective tone ■ Full-screen mode ■ Spot-weighted mode

Web User Gold Award winners

PDF EDITOR

Apowersoft Online PDF Editor

Free from bit.ly/apow77

Tested: Issue 477

We were gobsmacked by how much PDF content we were able to edit using this excellent free tool. It offers several advanced features that genuinely impressed us.



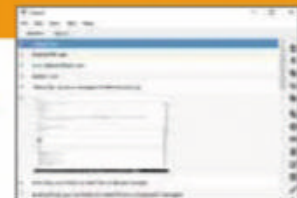
CLIPBOARD MANAGER

CopyQ

Free from bit.ly/copyq476

Tested: Issue 476

Intuitively designed and undemanding, CopyQ delivers everything you need from a clipboard manager. It has no trouble with text, images or anything else you throw at it.



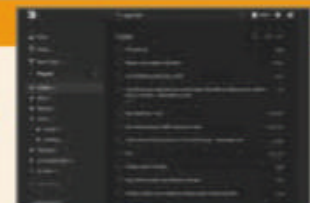
TO-DO LIST TOOL

Todoist

Free from www.todoist.com

Tested: Issue 475

Todoist has all the tools you need for managing your daily tasks, wrapped up in an attractive interface. It works well across all phones, computers and other connected devices.



URL SHORTENER

Kutt.it

Free from kutt.it

Tested: Issue 474

Free and open-source, Kutt.it offers all you need from a URL-shortening service with none of the clutter of its rivals.



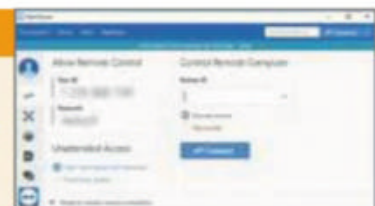
SCREEN-SHARING TOOL

TeamViewer

Free from www.teamviewer.com

Tested: Issue 473

Robust and reliable, TeamViewer surpasses its rivals with a range of powerful options that's free to personal users.



WEB USER

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SYNC & BACKUP TOOL

SyncBackFree v9

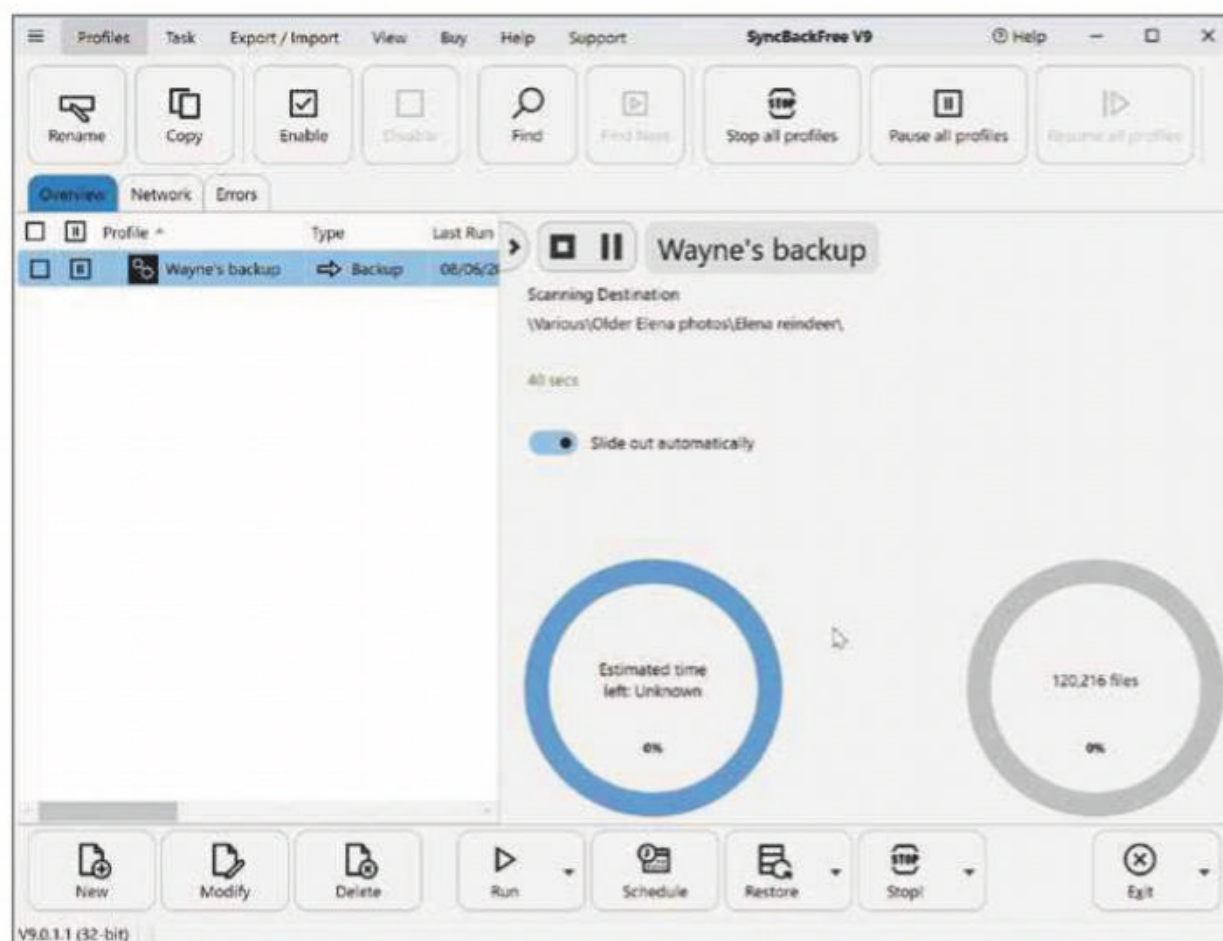
bit.ly/synbcf478

Min requirements: Windows 7/8.1/10

File size: 27.6MB

Everyone knows it's important to back up your personal files regularly in case disaster should strike, but a surprising number of people don't have any kind of backup plan in place, even though there are plenty of free tools that can be used for just such a purpose. If you're not currently backing up your PC, give SyncBackFree a try.

This free version of a commercial backup product lets you back up your data to a local drive, across your home network or to a remote server, and also sync and mirror content. You can schedule or back up data on demand, and compress and encrypt files. The program lets you create multiple profiles, so you can back up different

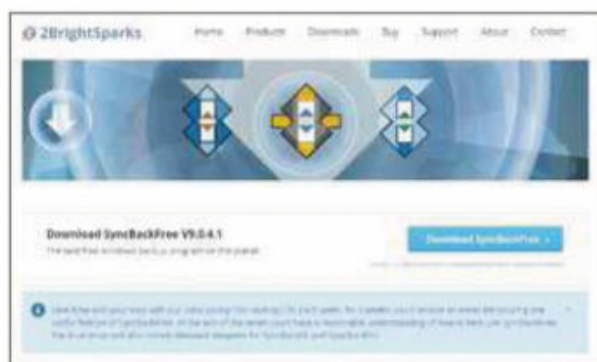


types of files whenever you require – for example, photos and videos once a week, and documents daily. It also lets you simulate each new backup, so you can check to see what will be copied before backing it up for real.

Version 9 of SyncBackFree sports a brand new look, with an optional dark mode, that displays better on high-DPI screens (there's per-monitor DPI scaling, too). The software is much faster, the

restore wizard has been simplified and the log file has been modernised and improved to make it clearer.

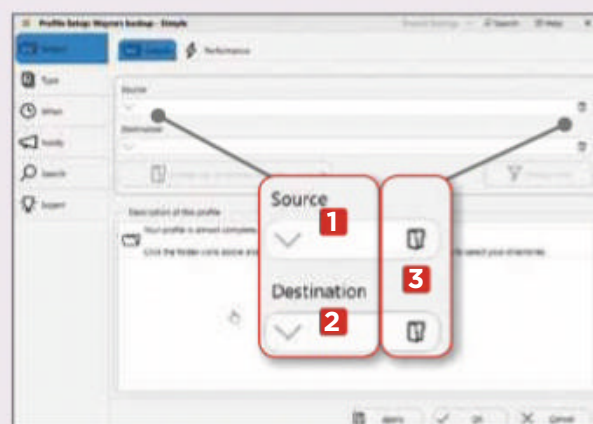
If you require additional features – such as the ability to back up and sync files to the cloud – you can upgrade to SyncBack's paid-for SE version (for Home users) for £39.95, or the Pro edition for £53.95. For most users, however, the free version will provide everything you need.



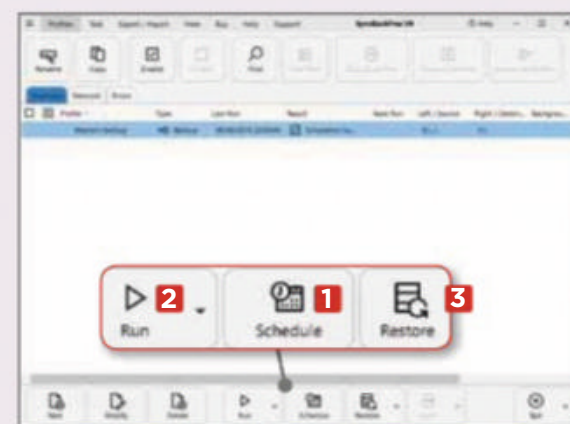
MINI WORKSHOP | Create a new backup with SyncBackFree



1 The first thing you need to do with SyncBackFree is create a new profile. This stores the details of the items you'll be backing up or synchronising. Click the New button **1** and give your profile a descriptive name. Click Next. Now choose whether you want to create a Backup, **2** Synchronise **3** or Mirror **4** profile.

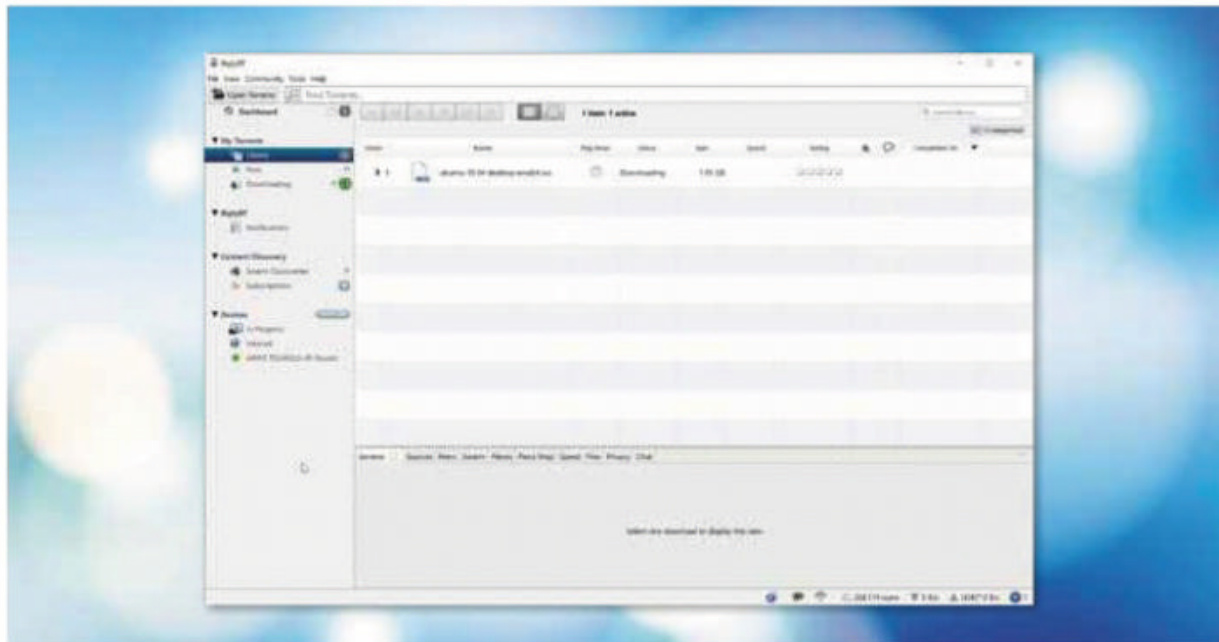


2 For our purposes, we'll create a backup. Click Next and you'll be able to choose the source drive or folder to back up and the destination. Click the down arrow for either one if you wish to switch to FTP. Click Done, then select the Source **1** and Destination **2** locations by clicking the folder icon to the right. **3**



3 You can choose sub-directories and files for the source and destination, and clicking Change Filter will let you specify file types to include or exclude. Click OK and perform a simulated run for the profile. You can then create a schedule **1** or run the backup. **2** Previous backups can be restored from here. **3**

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



BITTORRENT CLIENT

BiglyBT 2

www.biglybt.com

Min requirements: Windows 7/8.1/10, macOS or Linux **File size:** 10.2MB

BiglyBT is a fast, cross-platform torrent downloader based on Vuze (Azureus). It offers everything you'd expect from a modern BitTorrent client, plus features such as Swarm Merging (to complete torrents without all the available pieces), global rate limiting, WebTorrent support and tag discovery (to see how other users have tagged a download). This update works with private trackers, adds lots of new configuration options and makes it easy to reset most settings to their defaults.

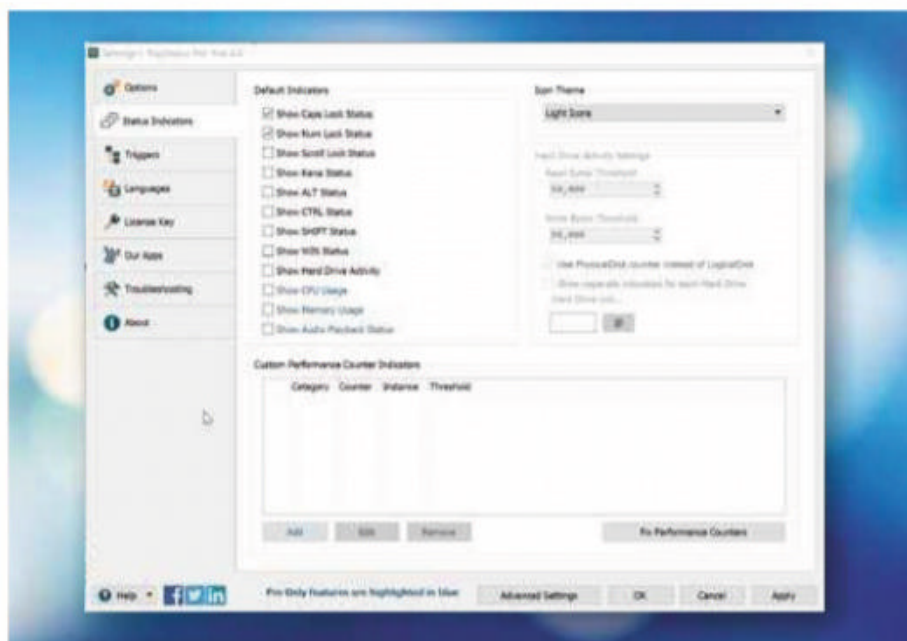
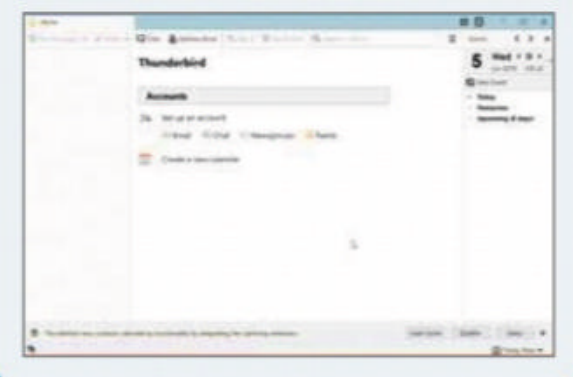
New Windows 10 App

Thunderbird

bit.ly/thunderb478

File size: 126.7MB

Thunderbird, Mozilla's popular email client, calendar, contact manager and feed reader, is now available to download from the Windows store. This release is based on Thunderbird 60.7.x and offers all the features you need from a desktop email program-cum-organiser. It's not an official port from Mozilla but has been created by the third-party developer Store Ports and the open-source community.



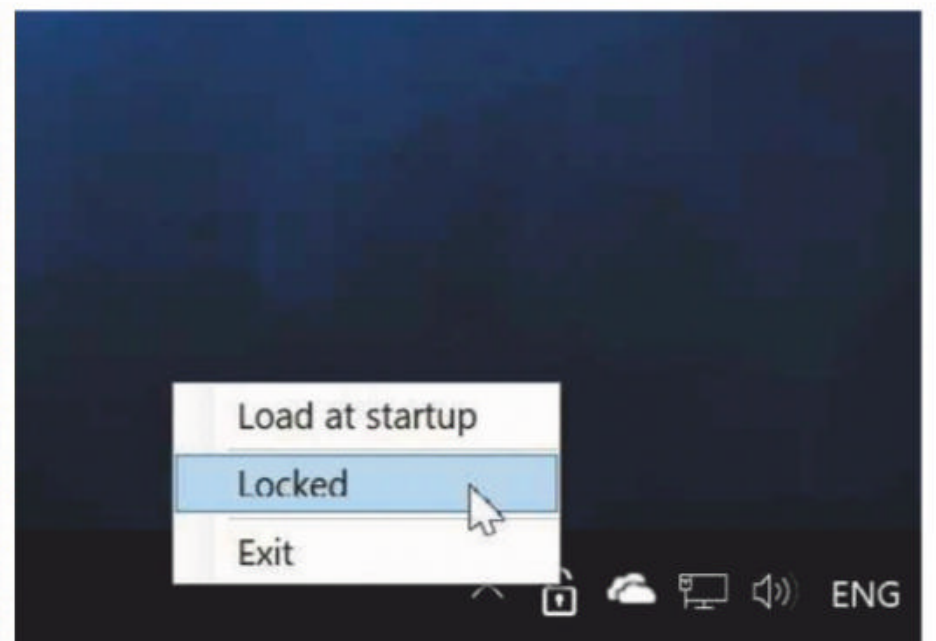
SYSTEM-INFORMATION TOOL

TrayStatus 4

www.traystatus.com

Min requirements: Windows 7/8.1/10 **File size:** 4.9MB

This program provides important at-a-glance information in your system tray. It can tell you the status of various PC keys – such as Caps Lock or Num Lock – and display hard-drive activity, and you can choose what you want to see. This latest version fixes several problems and adds more customisation options. Other new features – such as Triggers for automatically toggling the Caps/Num/Scroll Lock keys – have been added to the paid-for Pro edition, which costs £8.



SYSTEM TOOL

Kill-Update

bit.ly/kill478

Min requirements: Windows 10 **File size:** 269KB

Microsoft now provides users with far greater control over updates in Windows 10, but if you want to stop the operating system updating entirely, you can use this tiny tool. Download it, bypass the security warning, then right-click it and run it as an administrator. This places a little icon in the taskbar, which you right-click to disable or enable updating by ticking or unticking the Locked option. Kill-Update works with the latest versions of Windows 10.

FTP CLIENT

Cyberduck 7

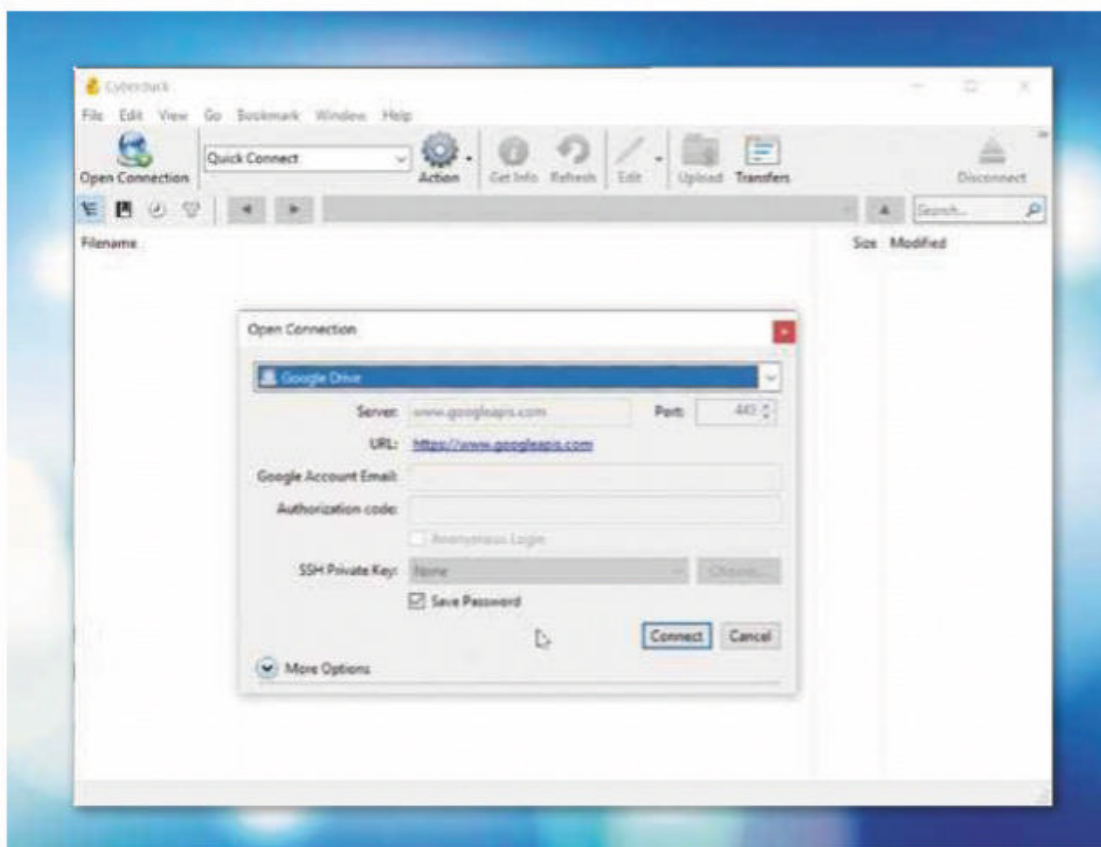
cyberduck.io

Min requirements: Windows 7/8.1/10 or macOS

File size: 50.8MB

Cyberduck is best known as an FTP client, but it does more than just transfer files to the web over that protocol. You can use it to access cloud-storage services such as Google Drive, OneDrive and Dropbox; and mount the Backblaze cloud-backup service on your desktop. Cyberduck 7's big new addition is support for 'multi-segmented downloads', which allows it to download one file over several connections, significantly speeding up the process and reducing the chance of errors. The latest version also adds features for sharing files in the various supported cloud services.

Look out for a workshop on Cyberduck 7 in our next issue.



PRIVACY TOOL

Secret Disk 5

bit.ly/sdisk478

Min requirements: Windows 7/8.1/10

File size: 699KB

If you have files on your PC that you'd rather keep private – photos, videos, your account details, sensitive documents and so on – you can use Secret Disk to create an invisible password-protected drive for containing these files. The free version of the program limits you to one drive and a maximum file size of 2GB. Upgrading to Pro removes these restrictions and introduces additional features for \$14.95 (£11.78).

The latest version of Secret Disk has a new interface designed with Windows 10 in mind, which you can customise as required. It's also now possible to disable password protection in the free version.

SYNC & BACKUP TOOL

PureSync 5

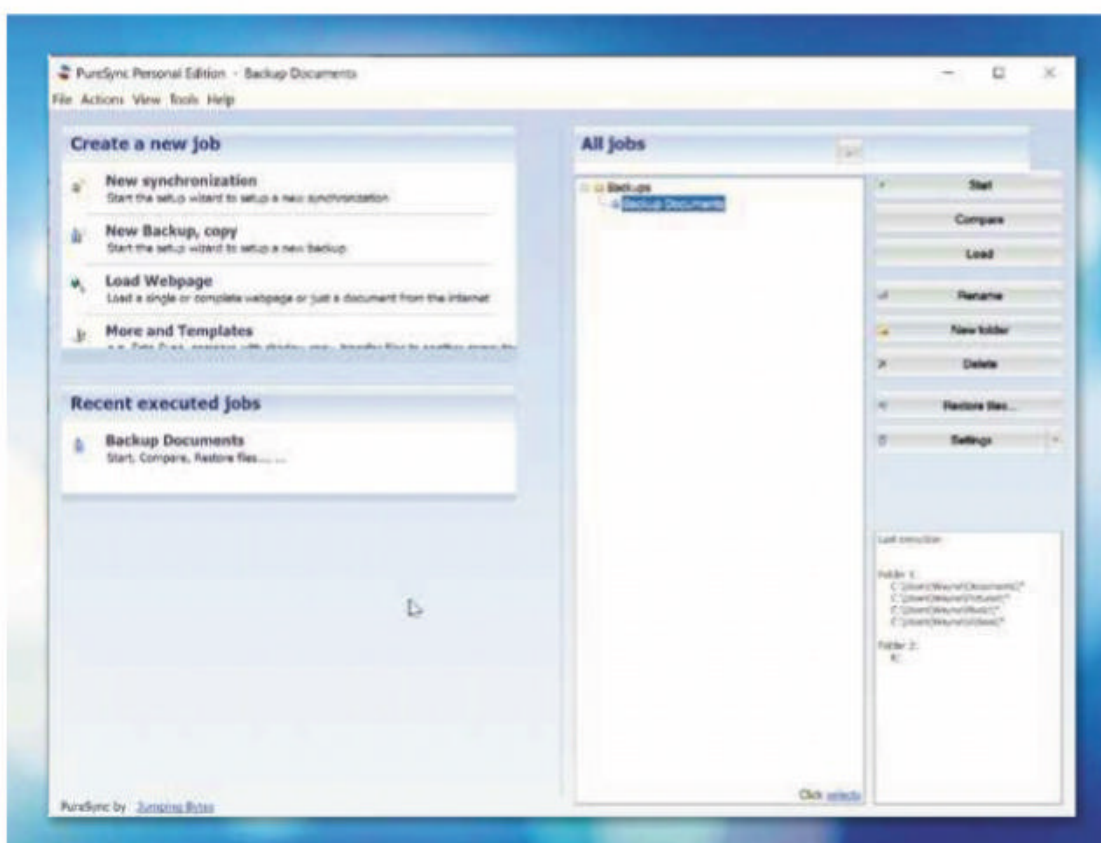
www.puresync.net

Min requirements: Windows 7/8.1/10

File size: 10.5MB

PureSync is a wizard-based tool that simplifies the process of backing up and synchronising files and folders. It can also transfer files between computers, copy photos directly from a digital camera to your PC, and compare the contents of folders. Just select the job you want to create in the list on the left and follow the instructions.

The latest version of PureSync comes with new 'auto-backup triggers', which let you choose when it should begin the backup process – as well as a selection of new templates for sync and backup, and a portable version (in beta). Performance has been improved, too, and memory consumption reduced.





GAME

MineStorm

bit.ly/mine478

Min requirements: Windows 7/8.1/10

File size: 3.5MB

The Vectrex was a vector-graphics based games console in the 1980s that came with its own screen and coloured overlays. This game is a faithful remake of one of its most popular shooters – MineStorm. The game itself is a variation on Asteroids, which involves you rotating your ship while firing at incoming enemies.

✓ Install this program...

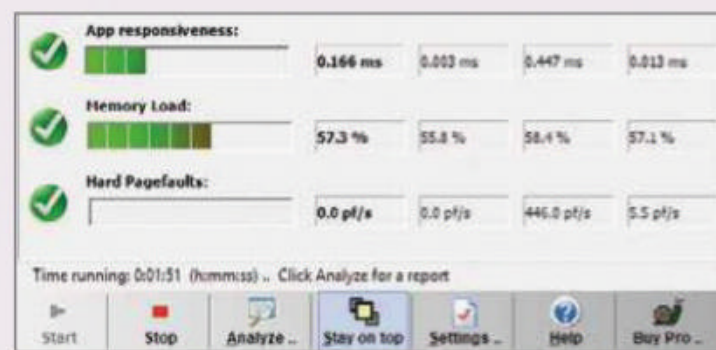
WhySoSlow

bit.ly/whysoslow478

Min requirements: Windows 7/8.1/10

File size: 2.8MB

If your PC is running much slower than it used to, WhySoSlow will help you identify and overcome the possible causes. Free for personal use, the software analyses potential performance bottlenecks including processor speed and temperature; running processes, memory and page file usage; drive fragmentation; and more. A status screen shows how the different elements are performing, but if that doesn't reveal anything obvious, WhySoSlow can analyse your system and generate a report. It also warns you if the processor temperature gets too high, and its AntiFreeze function could save the day if your system becomes unresponsive.



...Not this one ✗

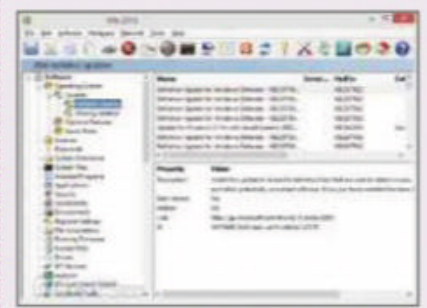
SIW

www.gtopala.com

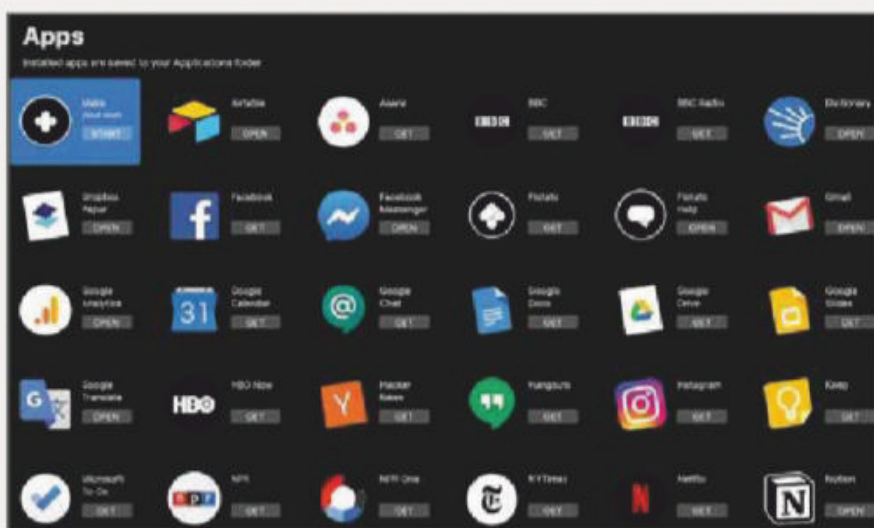
Min requirements: Windows 7/8.1/10

File size: 13MB

SIW (System Information for Windows) accurately describes itself as an advanced tool for telling you “everything you need to know about your computer, but were afraid to ask”. Unfortunately, it's too advanced for most home users, providing more information than you'll ever need. It also costs £16.35 plus £8.15 for annual maintenance.



OTHER OPERATING SYSTEMS What's new for Linux and macOS



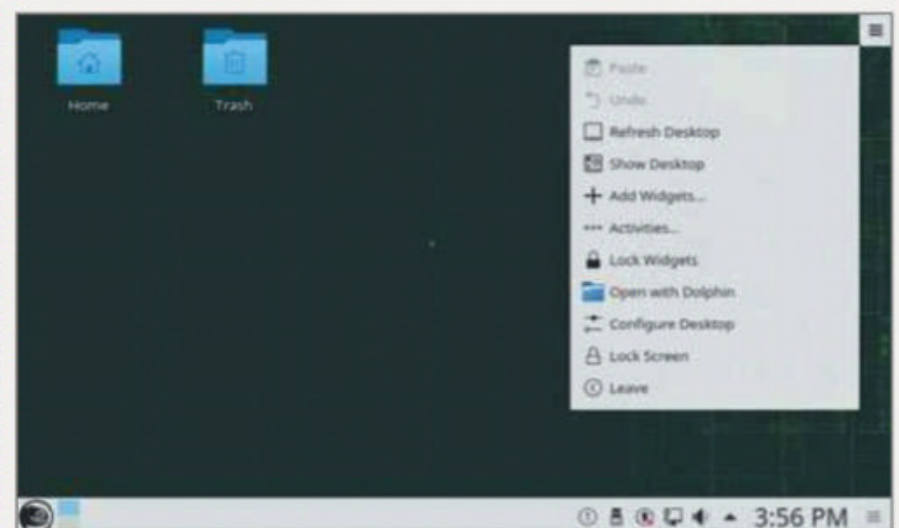
SYSTEM APP

Flotato

flotato.com

Min requirements: macOS **File size:** 8.1MB

A lot of the work you carry out on your Mac these days is likely to take place in your web browser. Flotato is a clever tool that lets you turn web apps into single-window applications. When you run Flotato, the program shows a selection of apps you can launch – or you can make your own. It's entirely free to use, but if you intend to run a lot of apps, you'll need to upgrade to the Pro version for \$14.99 (£11.81).



LINUX DISTRO

OpenSUSE Leap 15.1

bit.ly/suse478

Min requirements: 2GB RAM **File size:** 3.6GB

OpenSUSE was born out of SUSE Linux and offers a choice of desktops, including KDE, GNOME and Xfce. This update focuses on continuity and stability, with improvements for security, performance and the tool/desktop area; and it now uses the Network Manager by default for desktops as well as laptops. You can download either the installation version or the live distro, which will let you try it before committing yourself and your PC.

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Best New Browser Tools

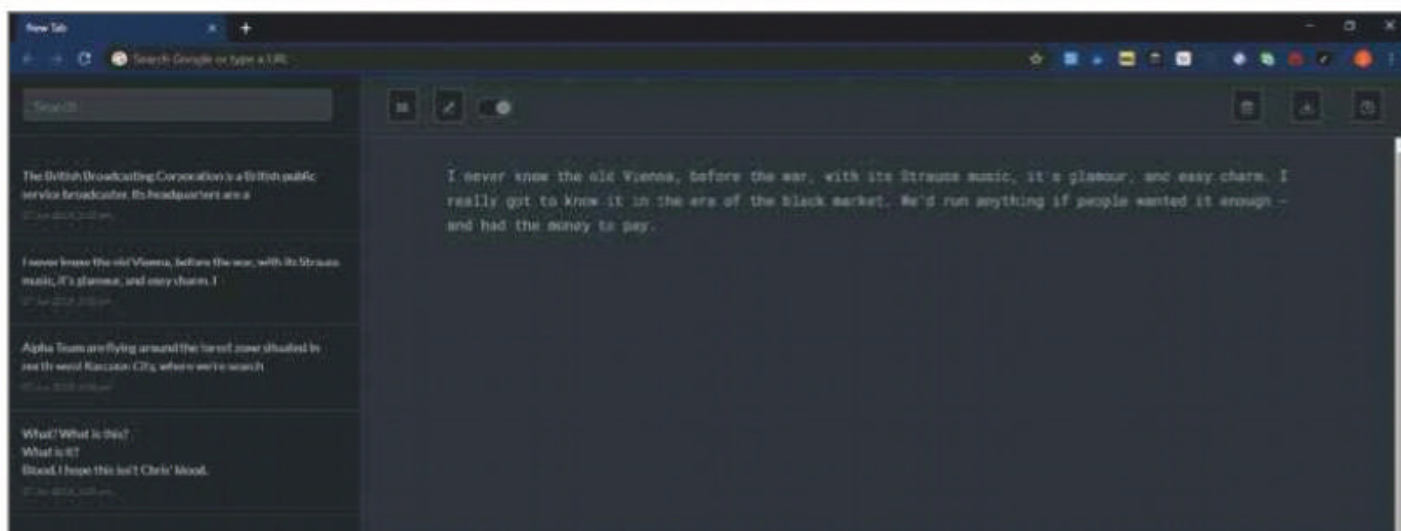


CHROME

Turn Chrome's new tabs into a notepad

Most of us resort to one of three options when we're busy online and suddenly think of something we need to remember: save a note in Notepad; repeat it to yourself over and over until it's locked in your memory; or scribble it down on a piece of paper. Now, there's a much better solution.

The new Chrome extension TabNotes (bit.ly/tab478) puts a notepad at your fingertips without you having to break your browsing stride. It's essentially a new-tab tool – press Ctrl+T, as you normally would, and TabNotes



loads a notepad-style tab. Here, you can add text, with each separate note saved along the searchable sidebar.

While we've covered note-taking tab tools before, TabNotes is the best we've

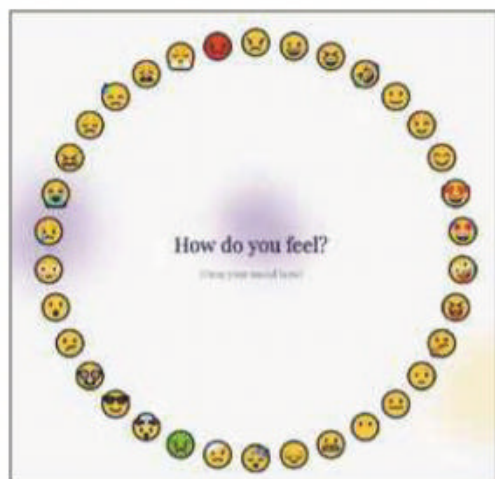
come across. It's invaluable whether you need a quick reminder to jog your memory or have to copy and paste vast chunks of text. And yes, there is a dark-mode option.

Stay on top of your moods

Interest in mental health is on the rise, which is no bad thing. Thyself (bit.ly/thyself478) is a tool that helps you stay on top of your wellbeing by popping up every three hours that you're online to ask what sort of mood you're in and letting you add any notes. If this happens at an inconvenient moment, click Snooze or tweak the timings in Settings.

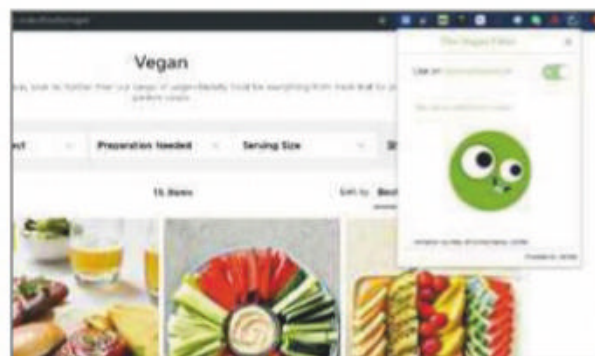
Thyself won't magically put you in the right headspace but it does let you track the emotional ups and downs of your day by having you select emoji that best represent your mood. It's a genial, user-friendly way to spot patterns and pin-point trends that may be having an affect on your mental health.

Sign up for free and you can sync the extension across multiple computers, which is handy if you need to use Thyself in more than one location, such as at work and at home.



Shop for food with The Vegan Filter

There's an old joke – “How do you know if someone's a vegan? Don't worry, they'll tell you”. Well, there's now another indicator because if they use Chrome, they should have The Vegan Filter (bit.ly/vegan478) installed. For the 4% of UK residents who identify as vegan, this is an incredible time-saving extension that automatically applies a filter to food-shopping websites, so you don't need to trawl through comestibles that you can't buy or eat. All you'll see is the grub that fits your diet.

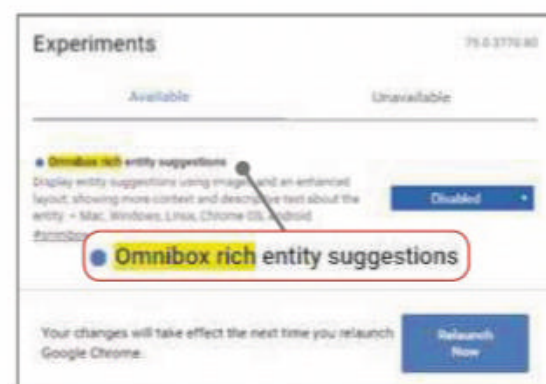


The browser tool currently works with sites including Sainsbury's, Holland & Barrett, Topshop and Marks & Spencer, with more set to join. Click the extension's toolbar button on a supported site to switch off the filter; on unsupported sites, vote to add the site to The Vegan Filter's database.

Switch off search-suggestion images

The latest version of Chrome, 75, introduces a feature called 'rich entity suggestions', which in plain English means that when you search for something in the address bar, it will now show you images and other details matching your query. Some Chrome users may find these enhanced suggestions useful and visually appealing, but if you think they're more of a distraction than a help, you can disable them.

Type `chrome:flags` in the address bar, press Enter and search for the entry 'Omnibox rich entity suggestions'. Click the menu next to this, select Disabled and click the Relaunch Now button in the bottom of your browser. You can always re-enable them later if your search suggestions now look too plain.



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



FIREFOX

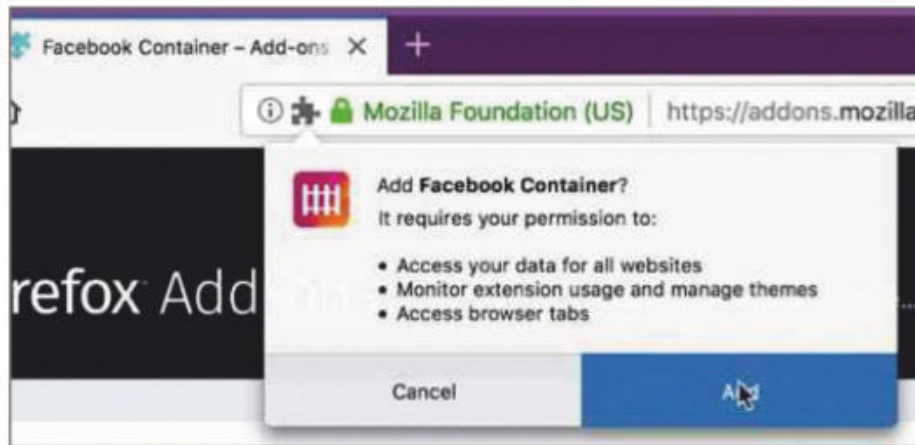
Stop Facebook following you

It seems that no matter where you go online, Facebook is there, hovering over your shoulder and spying on your browsing habits. The social network has been so

successfully integrated across the web that Mozilla has had to create Facebook Container (bit.ly/face478) to separate your Facebook ID from the rest of the web.

The tool starts by signing you out of Facebook and deleting all the cookies the site keeps on you. Your subsequent visits to Facebook will take place within a contained tab – you can see it's working by the container icon in the address bar – isolating your activity in the same way that using incognito mode would.

If you're a Facebook user who's worried about what data the site's scalping (see our cover feature on page 40), this is a good way of locking it out without giving it up entirely.



Get left in the dark on Google News

Google News can be brutal on the eyes – not only is it dominated by a glaring white background, but if the site has its way, you'll be spending most of your day hovering up its top stories. Good luck seeing straight after all that!

If you're tired of straining your eyes, install Dark Theme for Google News (bit.ly/darknews478). This isn't some feature-rich browser tool – it does one thing: flip the 'off' switch on all that bright, white screen space to make it dark. It only works on Google News, so if you click away from the site for more

in-depth news, you may be blinded again, but it makes catching up on current affairs more tolerable, especially at night.

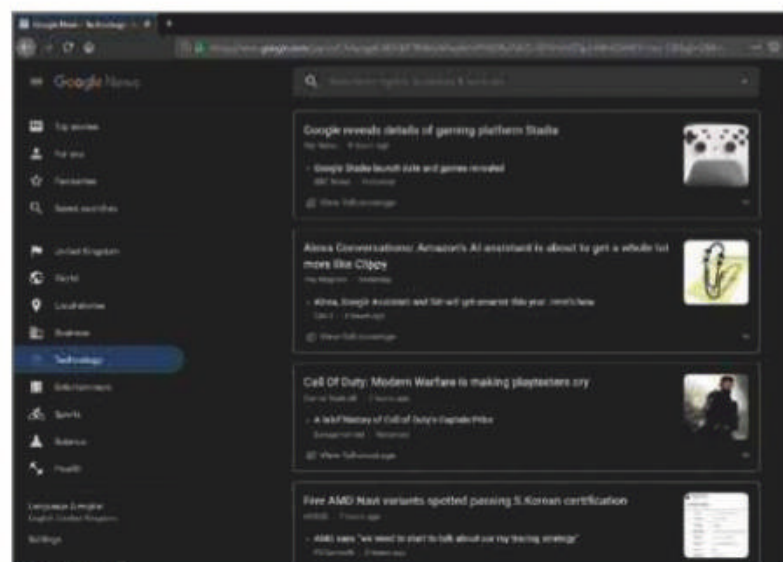
Open every PDF in your browser

No PDF Download (bit.ly/pdfdown478) is a tool that combats one of the most irritating online quirks: the randomly downloading PDF file. Most PDFs open in a new browser tab, but we often come across rogue PDFs that



insist on snaking their way into our downloads folder. Why do some need to be saved to view them, while others don't? Now there's a puzzle to ponder.

What we do know is that this extension solves the problem. You'll still be able to save PDFs if you need them – but the default will ensure you can peruse them in a browser tab where they rightfully belong.

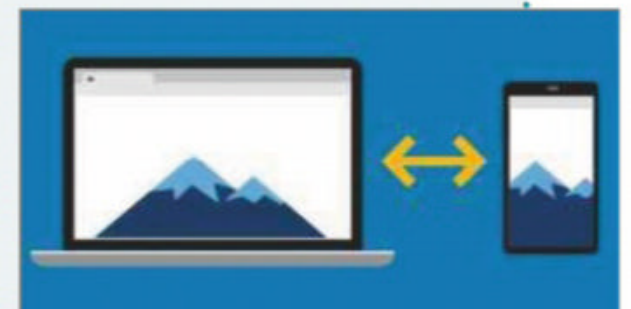


OTHER BROWSERS



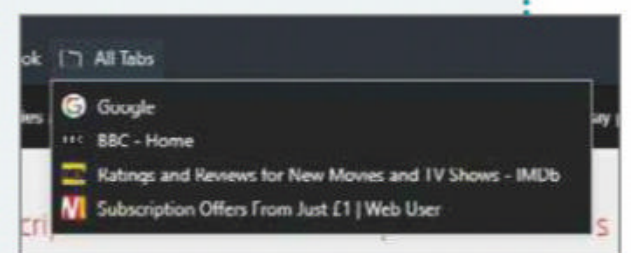
Sync Edge with iOS

If you're running the new Chromium-based Microsoft Edge on your laptop, and the old-school Edge on your iPhone or iPad, you'll be pleased to learn that you can now sync your bookmarks between the two devices. Open Edge on your phone, go to Settings, Accounts and find your Microsoft account. You'll see the option to Sync. Select this and, when prompted, choose to sync from Microsoft Edge Insider Channels. Tap Switch to confirm your choice. This is another piece of good news for Apple users, following the recent reveal that Microsoft's fancy new browser is now available for testing on macOS.



Bookmark multiple tabs at once

Bookmark All Tabs (bit.ly/bookmark478) is one of those tools you won't realise you needed until you install it. In one click, every tab you currently have open is immediately saved to a folder beneath the address bar – useful for instantly grouping together related websites within easy reach. Just don't forget to rename the folders as you go or you'll struggle to remember which sites they contain. You can also open every website in a given folder by clicking the mouse wheel or pressing and holding Ctrl and left-clicking.





Best Free Apps



App of the Fortnight

VIDEO

iMovie

bit.ly/imovie478

11.4

UPDATED



If you've got an iOS device, then the chances are you already have iMovie on your phone or tablet. And if you've never used Apple's excellent homegrown video-editing app, now is the time to give it a go because iMovie has just received a major update that adds a vast array of excellent new features.

Top of the list is support for an adjustable green-screen effect, which lets you place your subjects in front of a different background (though you'll need to have filmed your subject in front of a solid green or blue background to achieve this). Green screening is very popular among YouTubers, so this new feature will be widely appreciated.

Also on board are 80 new pieces of music across a variety of genres – including pop, chill and sentimental – that can be used as soundtrack for your videos. iMovie's support for still images has been greatly improved, too. For example, you can now add images with transparent backgrounds and use them as on-screen logos or graphics. And, usefully, photos can now be overlaid on your videos, in order to create picture-in-picture or split-screen effects.

Apple has made a few improvements to its ease of use, too. Now, when you return to iMovie from another app, you'll be taken directly to the edit screen, so you can get straight back to work on your current project.

On the downside, it's no longer possible to share your finished work to iMovie Theatre – Apple appears to be winding down this feature and encourages you to use iCloud to view and share creations. If you've previously saved your films to iMovie Theatre, however, you can still access them via the three-dot menu button.



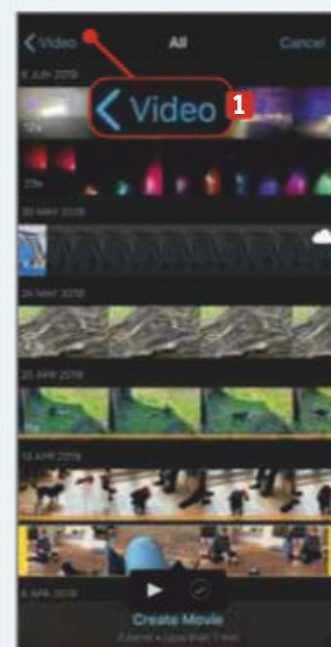
Our rating



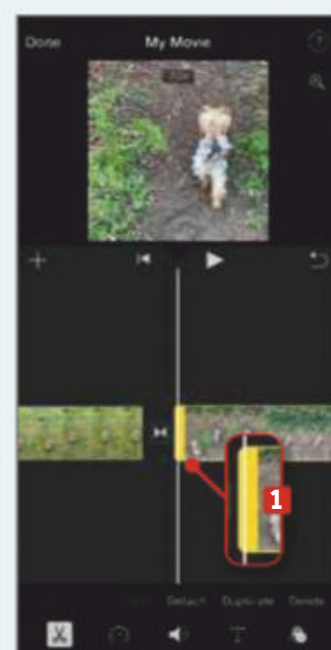
MINI WORKSHOP

Edit a mobile video in seconds with iMovie

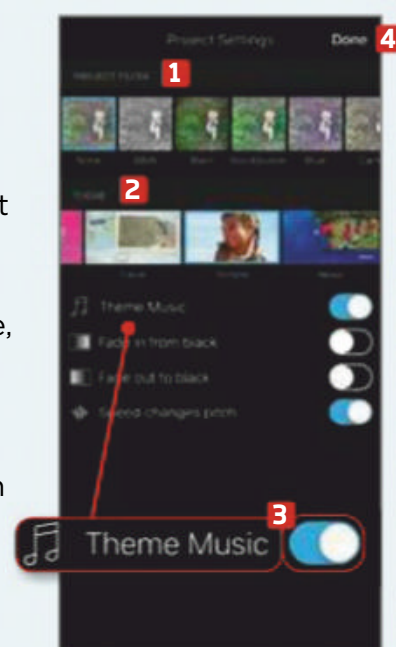
1 Launch iMovie and press the plus (+) button to start a new project. You'll be given the option to create either a Movie or a Trailer. For now, select Movie. Next, you can choose the clips you want to include. By default, iMovie's media browser presents you with all the photos and videos on your device, but you can only display video by tapping Media, then selecting Video, **1** then All.



2 Tap a clip, then press the tick button to add it to your project. You can add further clips in the same way. When you have all the clips you need, tap Create Movie and iMovie will automatically edit your chosen clips together into one sequence, with a cross-fade transition between each clip. Press and hold one of the yellow tabs at either end of a clip, **1** then drag it toward the centre to shorten it.



3 To add music and quick effects, press any black space to deselect your clip, then tap the Settings cog. Here, you can choose a Project Filter **1** to give your video a fresh look. You can also select a visual Theme. **2** Below these, you can add a soundtrack (switch on Theme Music) **3** as well as opt to fade in and out to black. Tap Done, **4** then Done again to preview your movie.



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

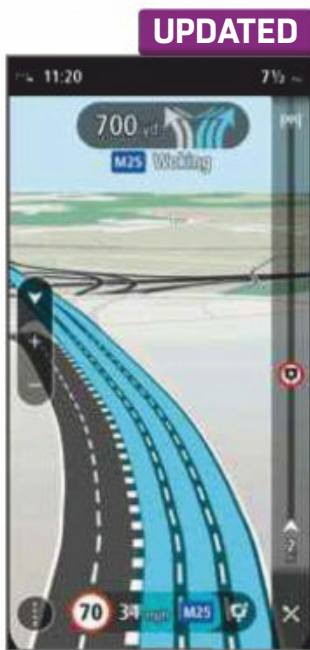
NAVIGATION

TomTom Go

bit.ly/tomtomgo478



TomTom has pushed out a huge update for its iOS app, offering full support to Apple's CarPlay standard, along with improved lane guidance, weekly updates and a new *à la carte* approach to maps. The idea is to save on mobile data by downloading offline maps as and when you need them. TomTom Go is free for three months, after which you need to pay for a one-month (£1.99), three-month (£4.99) or six-month (£8.99) subscription. Hopefully the new features will come to the Android version, too.



Our rating



GAME

F1 Manager

bit.ly/f1droid478

bit.ly/f1ios478



Have you ever wondered what it would be like to manage a world-class F1 team? Well, wonder no more, thanks to this officially licensed tie-in game from the makers of MMX Racing. It's not a particularly fresh concept – basically, an F1 version of Championship Manager – but it's easy to pick up and fun to play, as you recruit team members, customise cars, implement strategies during races and challenge other players online. There are some predictable restrictions for players who want to avoid paying microtransactions, though.



Our rating



NEWS

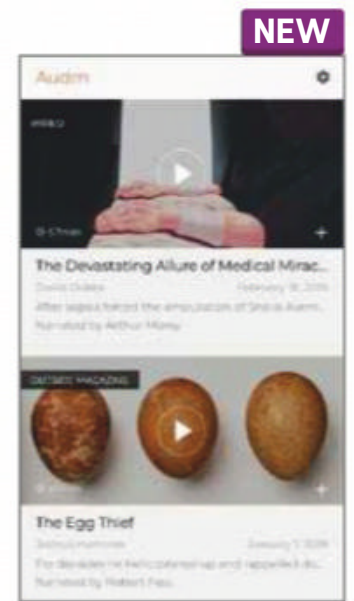
Audm

bit.ly/audmdroid478

bit.ly/audmios478



Audm has been around for a while on iOS, but now makes its debut on Android. The app presents journalistic articles read aloud by audiobook voice artists. It's a great concept – ideal for visually impaired users, and great for listening to in the car, on the daily commute or during your workout. There's an eclectic selection of publications, including *Rolling Stone*, *Wired*, *Esquire* and *Vanity Fair*. However, once the free trial is over, you need to subscribe (£6.49 per month) to continue listening.



Our rating



MEDIA PLAYER

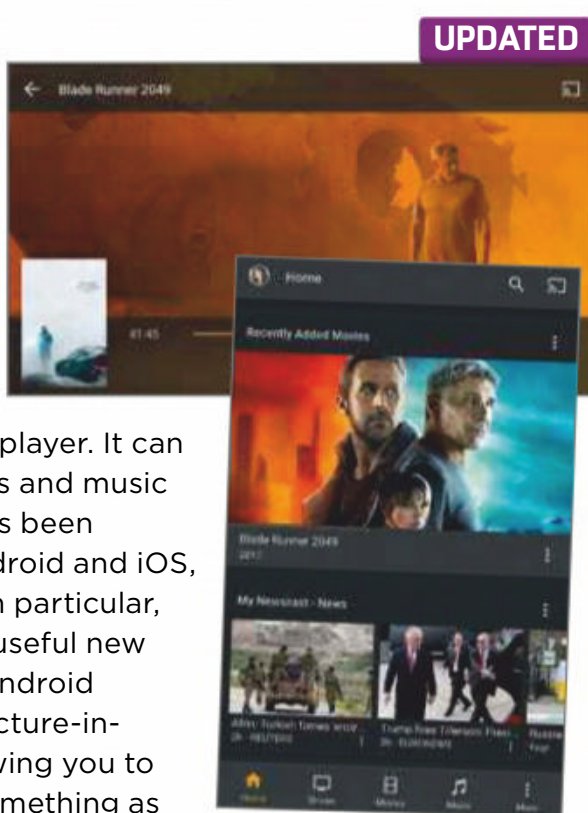
Plex

bit.ly/plexdroid478

bit.ly/plexios478



Already one of our favourite apps, Plex is a great alternative to your device's stock media player. It can stream photos, videos and music from your PC, and has been updated for both Android and iOS, with Android users, in particular, receiving some very useful new features. The latest Android version introduces picture-in-picture support, allowing you to continue watching something as you browse your library or switch to different apps, and provides a handy landscape lock to prevent your device from accidentally switching to portrait mode. Other new features include preloading videos for seamless playback, chapter support and new fill and stretch viewing modes.



Our rating



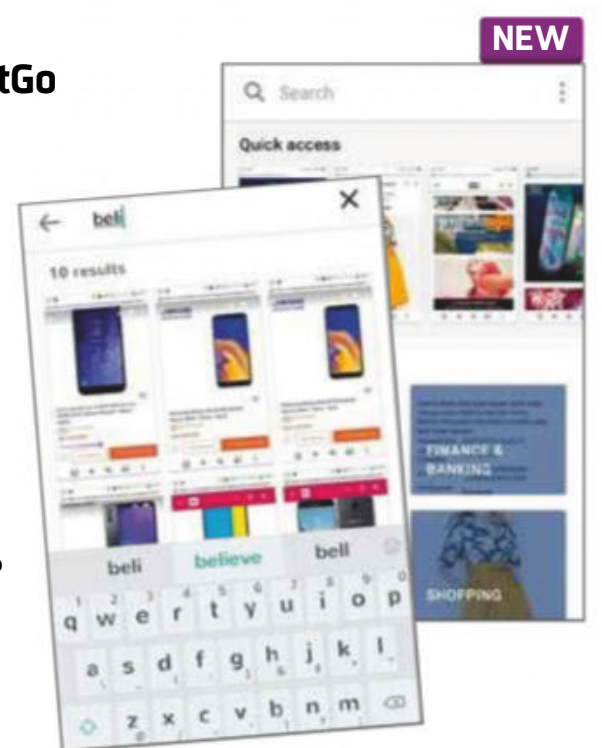
TOOLS

Firefox ScreenshotGo

bit.ly/ffscreen478



Taking screenshots on your phone or tablet can be incredibly useful, but you can quickly fill up your device with them and struggle to find the one you want. Step up ScreenshotGo from Mozilla – a tool that not only aims to make it easier to take screenshots, but also facilitates locating the ones you've already taken. Still in beta, the app cleverly indexes screenshots by recognising any text in them and makes them searchable. You can import existing screenshots into the app (they won't be duplicated) and take new ones using a handy floating button. Look out for a Workshop on ScreenshotGo in our next issue.



Our rating



5 NEW APPS WORTH PAYING FOR

PRODUCTIVITY

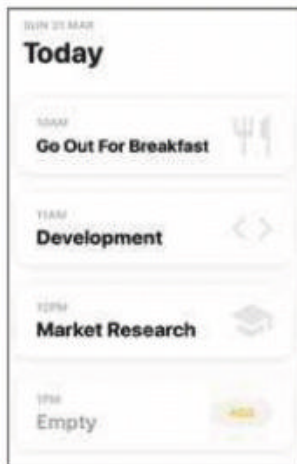
Hour Blocks

bit.ly/hourblocks478

Price: 99p



This simple app helps you organise your time effectively by focusing only on imminent appointments, rather than overwhelming you with everything in your calendar.



as an amorphous eye-blob-style life form, tasked with hopping and plopping your way through beautifully designed, vertical environments.

TRAVEL

Islay Info

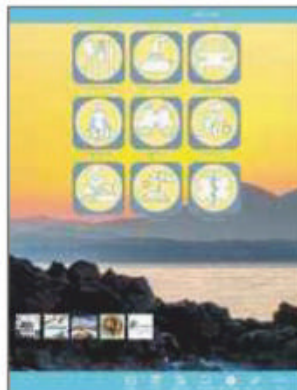
bit.ly/islaydroid478

bit.ly/islayios478

Price: £3.99



Planning a trip to the Inner Hebrides? If so, download this pocket guide to the Scottish island of Islay. It's packed with information about what to see, where to eat and more.



MUSIC

Riff Writer

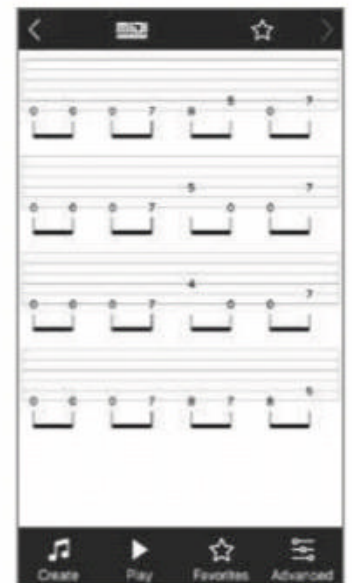
bit.ly/riffdroid478

bit.ly/riffios478

Price: £2.99



This app helps you practise guitar riffs and write your own music, as well as generate unique, copyright-free riffs for inclusion in your own axe-wielding compositions.



FITNESS

Calisthenics Pro

bit.ly/calisthenics478

Price: £4.59



This digital Calisthenics instructor has everything you need to exercise large muscle groups, including a full Beginner to Advanced fitness programme, tutorials, diet advice and weight tracking.



GAME

Ordia

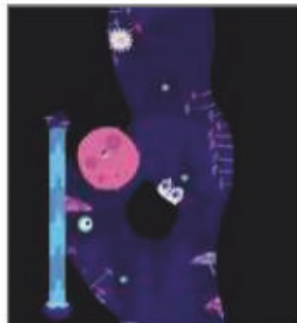
bit.ly/ordiadroid478

bit.ly/ordiaios478

Price: £3.99



This addictive game sees you playing



Hour Blocks



Islay Info



Ordia



Riff Writer



Calisthenics Pro



✓ Install this app...

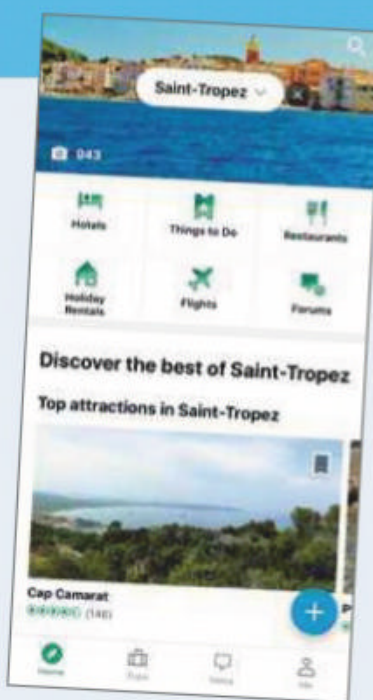
TripAdvisor

bit.ly/advisordroid478

bit.ly/advisorios478



If you're planning a trip away – or just an evening out in your own town or city – the TripAdvisor app is the ultimate all-in-one travel companion. Its user-generated reviews for restaurants, hotels and attractions are accompanied by photos, price-comparison tools and great deals on flights and accommodation. Freshly updated, this latest version of the TripAdvisor app provides a very handy 'Nearby' travel feed, showing must-see activities, great eateries and other attractions close to your location. It also now supports Google Pay, Apple Pay and PayPal for making bookings.

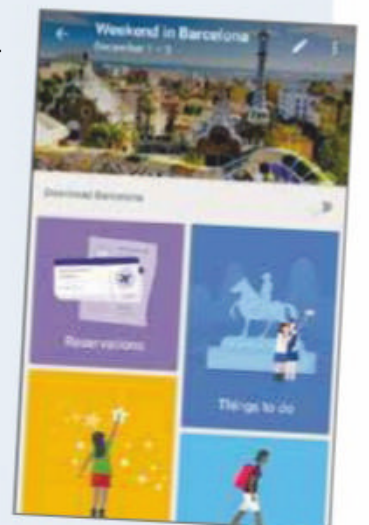


...Not this one

Google Trips

bit.ly/trips478

Perhaps it's because TripAdvisor is too popular to compete with – or perhaps it's because Google has a habit of trying something out, then idly discarding it. For whatever reason, Google is calling time on its Google Trips app. Handy for its integration with Google Maps and Gmail, the app let you plan your holiday itinerary as well as read reviews of nearby attractions. Sadly, however, Google Trips will close on 5 August.





Take a Screen Break

Give your eyes a rest from your browser by taking our fiendish fortnightly challenges. Can you solve our writers emoji quiz and Wikipedia article?

**WIN A
WEB USER
2018 BACK
ISSUES DISC!**

Email your answers to
editor@webuser.co.uk
- one correct entry
will win a disc



CAN YOU GUESS THE FAMOUS WRITERS FROM THE EMOJI?

- | | | | |
|---|--|---|--|
| 1 | | 2 | |
| 3 | | 4 | |
| 5 | | 6 | |

GUESS THE WIKIPEDIA ARTICLE

Can you work out which technology-related Wikipedia entry the following clues refer to?



WIKIPEDIA

1 "The device was patented in 1947, but only a prototype using a metal ball rolling on two rubber-coated wheels was ever built, and the device was kept as a military secret."

2 "The first public demonstration was in 1968 at what became known as The Mother of

All Demos, as a small part of a much larger project of augmenting human intellect."

3 "When a practical limit of movement is reached, one lifts it up, brings it to the opposite edge of the working area while it is held above the surface, and then replaces it down."



5 "Users can also employ one gesturally; meaning that a stylised motion, called a "gesture", can issue a command or map to a specific action, such as deleting a shape."

COMPETITIONS

WIN 1 OF 2 FlexDesk 640 document holder

The FlexDesk 640 from BakkerElkhuizen makes it easy to refer to books and documents while you're working on your computer.

It declutters the space between you and your PC, easing the strain on your neck and shoulders. To enter, email your address to webusercomp@dennis.co.uk with 'FlexDesk' in the subject line. For more info, visit www.bakkerelkhuizen.co.uk and follow [@BakkerElkhuizen](https://twitter.com/BakkerElkhuizen).



**WORTH
£129.99
EACH**

WIN 1 OF 4 KitSound Harlem Headphones

With a range of 10 metres and a play-time of up to 30 hours, KitSound's Harlem Headphones will keep all music lovers happy. Built-in track controls make it easy to control your music without reaching for your device. To enter, email your address to webusercomp@dennis.co.uk with Harlem in the subject line. For more information, visit www.kitsound.co.uk and follow [@kitsounduk](https://www.instagram.com/kitsounduk) on Instagram.



**WORTH
£35
EACH**

Juice jacking

If your phone battery runs low while you're out and about, you need to be careful where you charge it.

David Crookes explains why

What is it?

Juice jacking is a cyber-attack in which criminals modify the ports of public USB charging stations so they can steal data from a phone or install malware on the device. It preys on people who need to "juice-up" their battery when they're out and about. Because it's cheap and easy to carry out this attack, security experts are warning us to be on our guard.

What are USB charging stations?

USB charging stations are public kiosks often found in airports, railway stations, hotels and shopping malls. Some are free to use, while others ask for payment, but either way they allow you to charge your handset – even going as far as letting you leave your device in a lockable compartment while it does so. If you're running low on battery power, they can feel like a lifesaver, and they certainly would be were it not for the rising threat of juice jacking.



Public charging stations for phones can be lifesavers but it pays to be careful



How are hackers tampering with phones?

USB ports and cables not only charge phones but allow data to transfer back and forth. Ordinarily, a legitimate kiosk would only use the charging ability of a USB port but hackers are taking advantage of its secondary function by

placing a small computer inside the kiosk. Once a phone or tablet is connected, hackers can use the technology to read the device's data or infect it with malware. The victim doesn't suspect a thing.

But will the phone's battery still be recharged?

Yes. Any device connected to a compromised USB port will charge as expected, which is why users will be unaware that anything nefarious has taken place. The criminal deed can be carried out in less than a minute, giving the hacker access to important information ranging from your browser history and contacts, to your photos, emails and even your financial details. If the doctored USB port installs malware on your device, then the hackers could potentially continue to access your information in the future.



While your phone is charging, hackers could be installing nasty malware on it

Has any of this been proven?

Sadly, yes. The potential for this type of hack emerged as far back as 2011, when kiosks set up at the world's largest hacker convention, Defcon, were connected to a hidden processor. In this case, the 'attack' was performed by a researcher to make visitors aware of the issue: when a phone was connected, a message appeared on its screen saying public charging stations shouldn't be trusted. Since then, other security researchers have used similar methods to demonstrate how a victim's phone can be attacked in this way.

So why has it emerged again?



The US TV series CSI: Cyber tackled the issue of juice jacking in its first season

Every now and again, a security expert will issue a reminder. Recently, Caleb Barlow, Vice President of X-Force Threat Intelligence at IBM Security, was quoted as saying "plugging into a public USB port is kind of like finding a toothbrush on the side of the road and

deciding to stick it in your mouth" (bit.ly/ibmsecurity478). So it's fair to say that we have had ample warning. The issue has even been raised in mainstream drama: an episode of *CSI: Cyber* made juice jacking its primary focus in 2015.

Have there been lots of victims?

Actually, no. The number of reports of juice jacking have been very low but that's not to say that this will always be the case. IBM Security reckons that hackers are increasingly targeting travellers, which means it's best to be on your guard. Certainly, if you have sensitive information on your phone, then you really shouldn't be using these public chargers at all. If you do use them, perhaps out of desperation, then you must take precautions.

How can I make my device safe?

The easiest way is to keep your own plug and charging cable to hand, and simply connect to an available power socket rather than a public USB port. You could also buy a portable battery, a charge-only cable or an inexpensive 'USB condom'. This last gadget – despite its name – doesn't fit over your phone. Instead, it connects to the USB cable and disables the data pins so that information can't be transferred. Since it leaves the power pins alone, you can keep charging your device – even at a compromised kiosk – without any worries. Just remove the 'condom' if you want to use the cable to pass data.

A phone that's locked and turned off while charging is more likely to sidestep juice jacking, but there's no guarantee this method is completely safe.



You should only juice up your phone at USB charging stations you can trust

So if I just avoid kiosks, I'll be fine, right?

For the most part, yes. But let's say you're at the airport and need some "juice" for your phone. Suddenly you see a charging cable lying around, apparently abandoned. You could view this as a fortunate find – these cables are not cheap, after all – and now you can charge your device. But experts say you should be as cautious as when using a kiosk because a hacker may have left that cable behind on purpose. If it's fitted with a tiny chip, then it could infect your device with malware.

Can't mobile manufacturers sort out this problem?

Yes, and in many cases they have. From iOS 7 onwards (so we're talking 2013), Apple ensured that iPhones require your approval before they even begin to transfer any data. You'll see a message asking if you wish to "Trust This Computer?", and you can tap Trust or Don't Trust. Android has a similar system – you can tell it to only charge your phone and it won't let another computer access your data without your say-so.

So surely that solves the issue?

Not necessarily. While it's true that tapping Don't Trust will allow an iPhone to charge while protecting it from hacking, there's still a chance that an unsuspecting user will tap Trust (see box, left) without considering the consequences. Android, however, presents a bigger problem. Unpatched, outdated operating systems can be exploited, making them vulnerable to a potential juice jacking. If you own an Android phone, use an alternative charging method to kiosks. And, in all cases, charge your phone to the max before you embark on your trip.

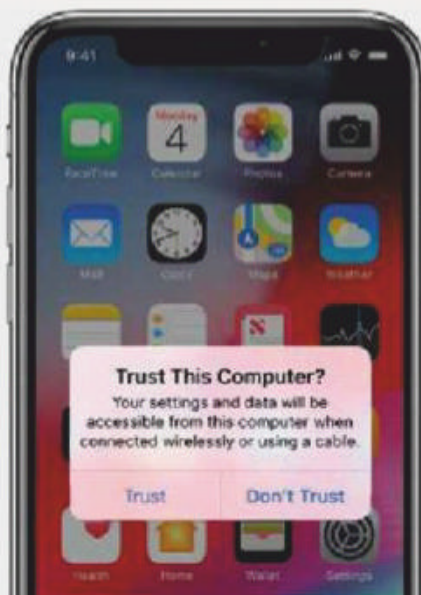
WHAT IS TRUST JACKING?

When you connect your mobile device to a computer or a USB charging point, you'll be asked if you trust it. At this point, you should take a breath. Blindly tapping Trust will give that computer permission to communicate with your device, which means that hackers can gain access to your data, even after you've disconnected.

This extension of juice jacking is called trust jacking and, last year, Symantec found it was mostly a threat to iPhone owners. The security firm said tapping Trust on a

device with iTunes Wi-Fi Sync enabled opened up devices to potential attacks whenever the phone was connected to a hacker's Wi-Fi network. It also paved the way for remote attacks, with hackers able to create malicious profiles – although, as of iOS 10.3, this process became more difficult.

If you suspect that you've connected to a computer you ought not to have trusted, you can prevent future access by going to Settings, General, Reset Location & Privacy in iOS 11 onwards.



WHO'S WATCHING YOU ONLINE?

COVER
FEATURE

If you want to stay anonymous online, it helps to know who you're hiding from. **Wayne Williams** exposes the many spies that track you around the web, and reveals how to lock down your privacy

If you ever get the feeling you're being watched as you browse the web, you're not just being paranoid. Your data and activities are constantly being tracked, to a much greater extent and by more spies than you realise.

In some cases, the tracking is relatively harmless, such as web-analytics tools gauging how you interact with a site, but in other instances it can be intrusive, sinister and even dangerous. If you really want to stay anonymous and private online, it's essential to know

who – or what – you are hiding from.

In this cover feature, we take a closer look at exactly who's watching you on the web, what information they're gathering about you, how worried you should be and how you can put a stop to this unauthorised and unwarranted spying by using the latest tricks and tools.

We also take a look at the specific data collected by the worst offenders for invading your privacy: Google, Facebook and Amazon.

WEBSITES

Why are they watching you?

In a nutshell, websites watch you for monetary reasons. Sites that sell products watch to see what you're interested in, or what you buy, so they can entice you to buy more – and not just through their own websites. They note your interest in a particular product, then show it (and similar items) to you in adverts across the web.

Non-retailers also spy on you, to serve up tailored advertising or build up a profile of your interests that they can sell to advertisers. Targeted advertising isn't a bad thing *per se* – would you prefer to see adverts that aren't relevant to you? – but it can still feel very creepy.

How do they watch you?

Usually via cookies. These are small text files which are placed on your hard drive when you visit a website, and are used to identify you and store your preferences. Cookies are generally a good thing and the web would be far less useful without them, but some cookies can be used across multiple sites, making it possible to track your browsing habits.

Privacy and services

Some features might save data on your device or send it to Microsoft to improve your browsing experience.

[Learn more](#)

Send Do Not Track requests



Allow Cortana to assist me in Microsoft Edge

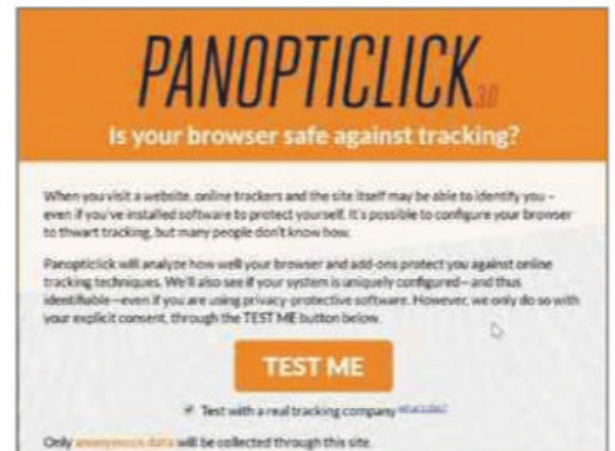


Make sure your browser is sending do-not-track requests to websites

How can you stop them?

All the major browsers now offer a “do not track” feature that you can enable in their settings. The exact location of this will depend on your browser. In Chrome, click the three-dot button in the top-right corner and go to Settings, Advanced. Under ‘Privacy and security’, make sure the option ‘Send a ‘Do Not Track’ request with your browsing traffic’ is enabled.

In Firefox, click the three-line menu button and open Content Blocking. You can choose to send a Do Not Track



Run Panopticlick's test to see how protected your browser is against tracking

signal ‘Always’ or ‘Only when Firefox is set to block known trackers’, which is the default. In Edge, go to Settings, ‘View advanced settings’ and switch on ‘Send Do Not Track requests’.

It's important to note, however, that websites are under no obligation to respect your do-not-track requests, and many of them will simply ignore it. You can check to see how protected your browser is against unwanted tracking by running the test at Panopticlick (panopticlick.eff.org). Expect the answer to be ‘not very’.

ANALYTICS TOOLS

Why are they watching you?

Analytics tools are used by website owners to understand who visits their websites and what they do while they're there. Google Analytics is the most popular example (according to WhoTracks.me, it monitors 44.2%

of web traffic and 61.3% of all websites use its tracker), and the data it collects includes which pages visitors are viewing, the country they are in, how they arrived on the site (via Google, Facebook, directly or another source), their choice of browser, whether they

are new or returning visitors, the average time they spend on the site and more.

How do they watch you?

A tracking code is added to websites and mobile apps, which is used to surreptitiously collect data. Every time someone visits a web page with this code, data is recorded and passed to the collection server. This happens in near real time, so the site owner or app creator can see what's happening at any given moment.

How can you stop them?

Google offers a tool called Google Analytics Opt-out Browser Add-on that lets you opt out of having your data harvested by its Analytics service. This add-on works with all the major browsers and can be downloaded from bit.ly/gaopt478. It works by preventing the Google Analytics JavaScript tracking code (‘gtag.js’, ‘ga.js’, ‘analytics.js’, and ‘dc.js’) from sharing information with Google about visitor activity. However, it doesn't prevent rival analytics tools from recording site data.



Install the Google Analytics Opt-out Browser Add-on to withhold your data

ADVERTISERS

Why are they watching you?

Tailored (or targeted) advertising is big business. It operates on the theory that a person is more likely to click on an advert and buy something if it's promoting a product that matches their interests. The more details that can be gathered about a web user, the better the targeting can be. It makes a lot of sense if you are selling a product – instead of blanketing the web with ads, you can just target the people who are most likely to be interested in it.

That said, new research (bit.ly/track478) has found that publishers make just 4% more revenue (\$.00008 per ad) from targeted advertising than they receive from contextual advertising – such as sport-related ads placed on sporting websites. That doesn't mean advertisers are likely to stop tracking or profiling you any time soon, though, especially as so many web users have installed ad blockers.

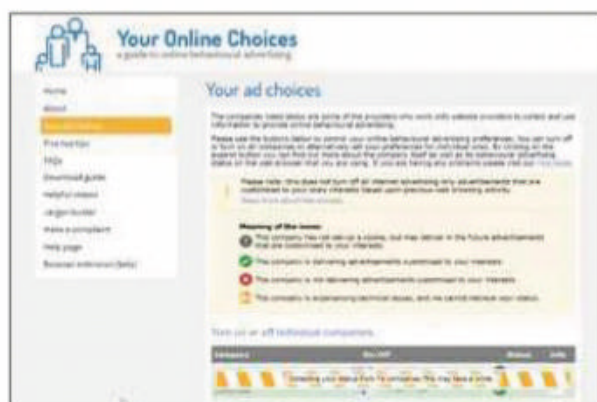
How do they watch you?

Tracking cookies are the most popular method of ad-related spying. When you visit a website, an advertiser will place a cookie in your browser. When you go to another site that has ads from the same advertiser, your browser returns the original cookie and receives a new one. The advertiser can use this “breadcrumb” trail to track which sites you've visited, and therefore which adverts you've seen (even if you're not aware you've actually seen them).

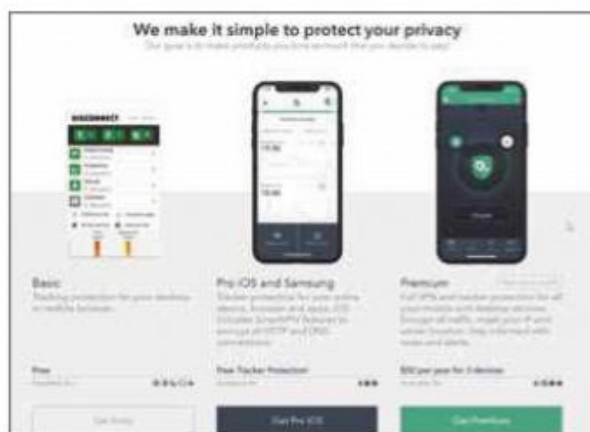
How can you stop them?

Installing an ad blocker in your browser, such as uBlock Origin (bit.ly/ublock478), Adblock Plus (adblockplus.org) or Ghostery (www.ghostery.com), will remove adverts from all the web pages you visit. However, it will also cut off revenue from the site creators, which has a huge impact on smaller websites that rely on this income to survive.

Most reputable ad providers let you



Visit [Your Online Choices](https://youronlinechoices.org) to blocking tracking cookies from specific advertisers

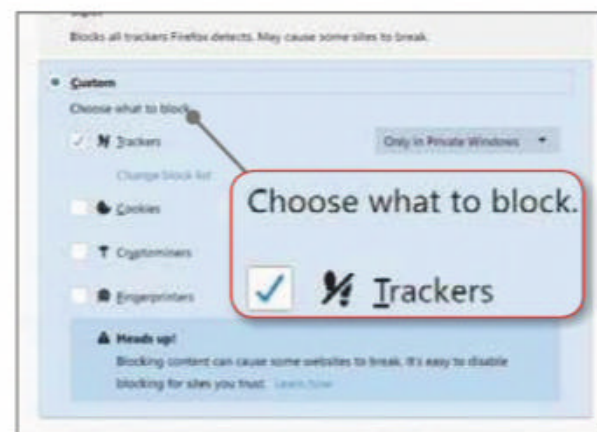


Stop advertisers following you and speed up your browsing using Disconnect

opt out of behavioural tracking, and the website Your Online Choices (bit.ly/choice478) lets you choose which advertisers to block cookies from. The ad servers that track you the most, according to WhoTracks.me, are Google, DoubleClick (which is owned by Google) and Amazon, but there are many, many more.

Google's Ads Settings page (bit.ly/googleads478) shows what the search giant knows about you, and lets you opt out of interest-based advertising. You can carry out a similar process with Microsoft (choice.microsoft.com).

Browser add-on Disconnect (disconnect.me) blocks web bugs, cookies and requests from third parties, which not only prevents advertisers from tracking you, but can speed up page loading, too. You can view the results of its actions in real time, and there are Basic (free), Pro iOS and Samsung (also



Firefox now offers built-in protection against third-party advertising cookies

free), and Premium versions (\$50 a year for three devices) available.

Firefox users now get Tracking Protection enabled by default, which blocks third-party tracking cookies in all browsing windows and is based around Disconnect's list. You can manage this by clicking the three-line 'hamburger' button and opening Content Blocking. Select Custom as the blocking method.

Finally, Apple recently debuted something called 'Privacy Preserving Ad Click Attribution', which lets advertisers know when people have purchased goods or services through an ad without revealing the identity of the buyer. You can read about it at bit.ly/apple478. Apple hopes all browsers will adopt it as a standard but in the meantime, it's available as an experimental feature in the Safari Technology Preview 82+ (bit.ly/safari478).

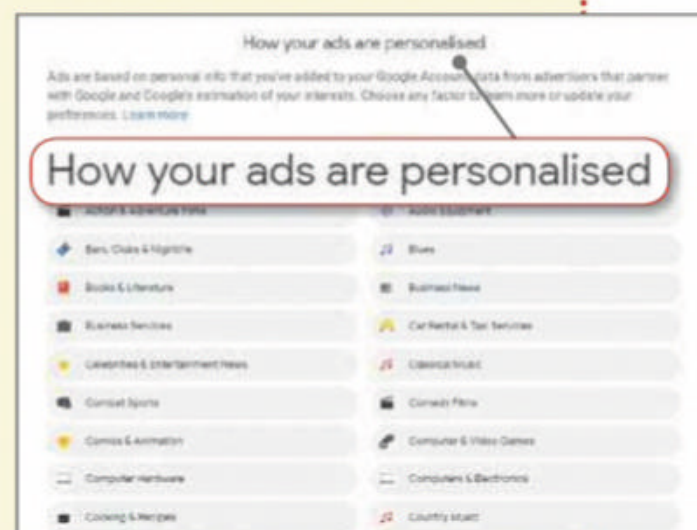
CASE STUDY: GOOGLE

Most people are aware that Google records a lot of data from people who use its services, such as search, Gmail and Maps. The sheer volume of what's logged is staggering, and can be viewed in the Activity Controls page (bit.ly/gact478). You can easily spend hours reviewing and deleting recorded data here.

It was recently revealed that Google keeps track of all the online purchases you've ever made by logging receipts in Gmail. You can view the full list of your past purchases at bit.ly/purchase478. Google also knows where you've been in the real world. View these details at bit.ly/time478.

Google is the world's largest online advertising provider so unsurprisingly it has an ad profile on you (unless you've disabled this) which you can see at adssettings.google.com.

You don't even need to use Google services to be tracked by the search giant. According to WhoTracks.me, it monitors a whopping 81% of all web traffic, far more than any other firm.



SEARCH ENGINES

Why are they watching you?

There are two main reasons why search engines such as Google and Bing watch and record your activity. The first is to improve and personalise their service – for example, if you're a Brexit 'leaver', the results you get when you search for 'Brexit' will be different from those of your 'remainer' friends, and will skew toward your political stance. This is the so called "filter bubble" and the idea is that if you like the results you see, you'll continue using that search engine. Customised results are also great for tasks such as finding a restaurant you'll like that's near to where you live.

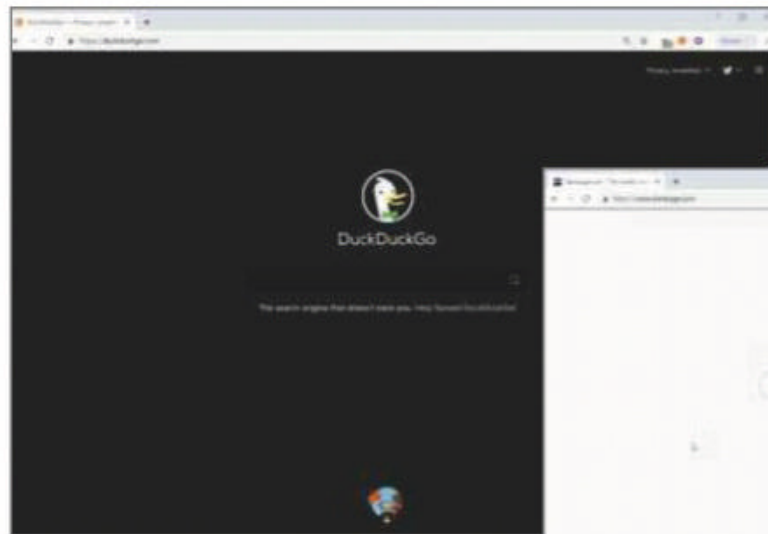
The other reason why search engines track you is for – you guessed it – advertising purposes. Advertisers will pay more to have their messages delivered to people who might actually click them.

How do they watch you?

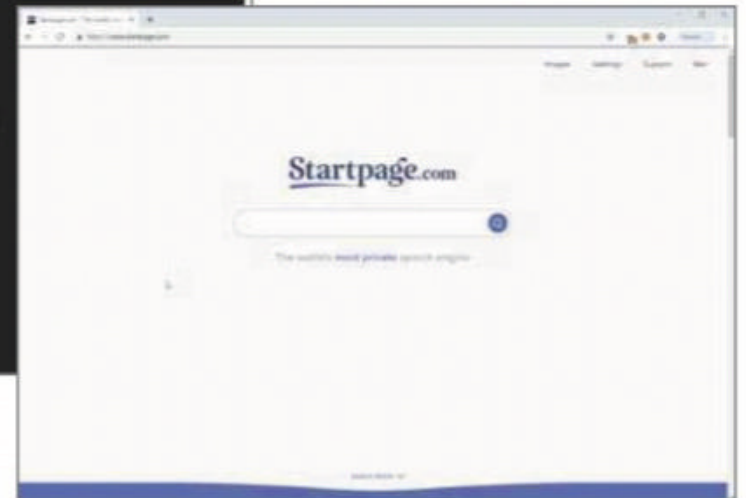
Yet again, it's cookies – but that's not the only method. Google offers a broad range of services beyond search – Gmail, Maps, Android and so on – and links them all together via a Google Account. Creating an account gives you access to all the services you want to use, but it also allows the search giant to personally identify all your actions, including everything you search for.

How can you stop them?

Making sure you log out of your Google or Microsoft account before searching for something is one option, but you'd be better off using a privacy-focused search engine such as DuckDuckGo



DuckDuckGo and Startpage.com let you search the web anonymously without being tracked

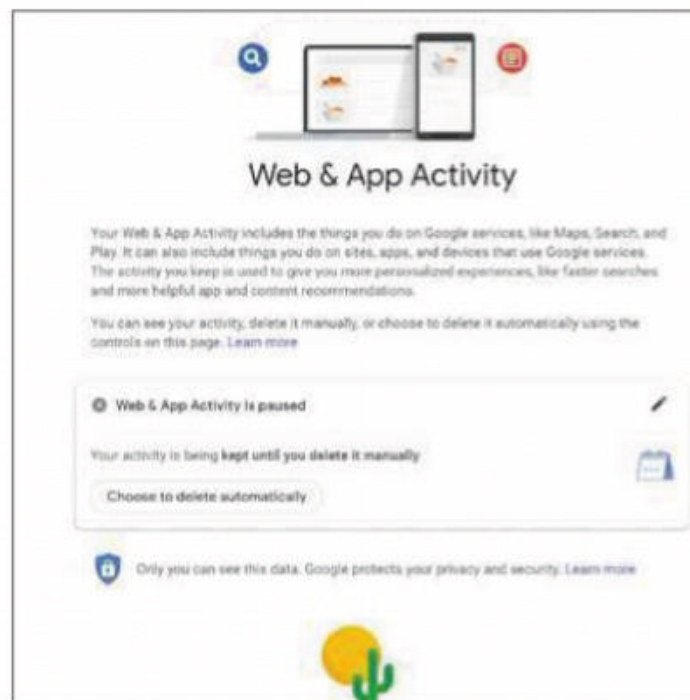


(duckduckgo.com) or Startpage.com (www.startpage.com). The latter sources its search results from Google, but removes all trackers and logs, so your searches remain anonymous.

Disconnect Search (search.disconnect.me) also anonymises your searches to prevent a connection being made to your Google account.

You can see exactly what information

Google has collected about you on its Activity Controls page (bit.ly/gact478). Click Manage Activity under Web & App Activity to see all the searches you've performed using Google. This page also lets you delete previous activity from your account, so you can wipe out any potentially embarrassing searches (although you'll also need to remove them from your browser's history cache).



Find out what data Google has collected about your searches and delete it

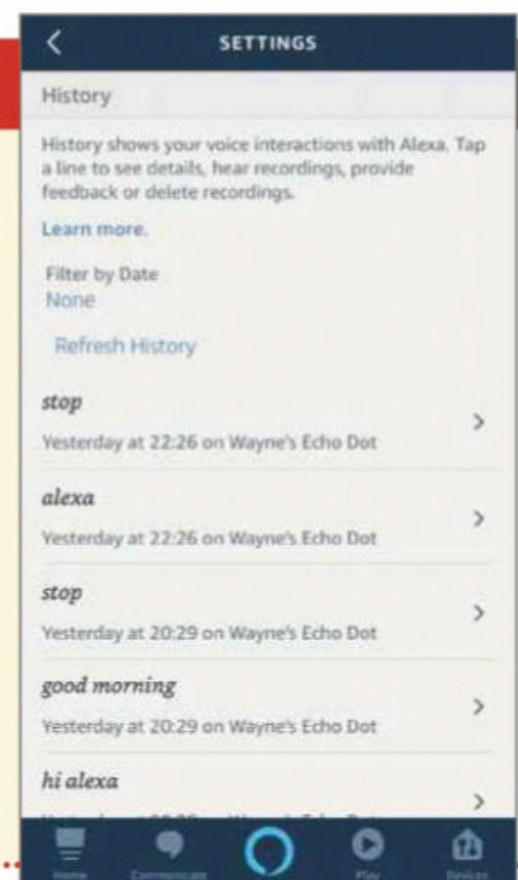
CASE STUDY: AMAZON

Obviously, retail giant Amazon has a record of everything you've purchased on the site, but it also remembers everything you've ever looked at there, so it can suggest items it thinks you are interested in each time you visit. You can control this by going to bit.ly/amazon478 and clicking 'Remove from view' under each item. You can also review all items, and turn browsing history on or off from here. If you want to disable personalised ads, you can do so at www.amazon.co.uk/adprefs.

If you have one of Amazon's Echo speakers, or anything else featuring its Alexa digital assistant, you can review and manage what it has recorded. Open

the Alexa app on your phone, open settings and browse Activity. For a more detailed breakdown, go to Settings, Alexa Account, History. This shows all voice interactions with Alexa, including accidental ones. Where text isn't available, you can click to play the recording that the device captured. You can also listen to these on the web at www.amazon.co.uk/alexaprivacy.

Outside its own realm, Amazon has trackers on 18% of all websites. See our feature on page 46 for our round-up of the best Amazon alternatives, if you'd rather steer clear of its reach.



MOBILE APPS

Why are they watching you?

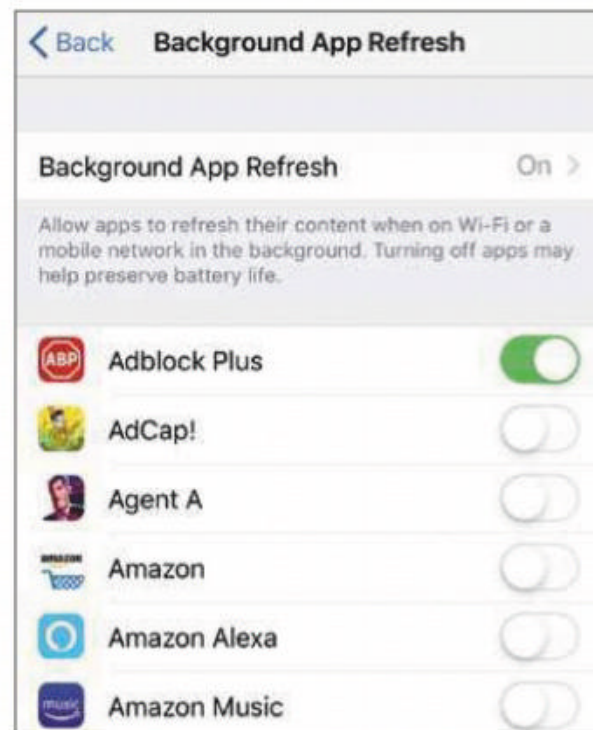
Mobile apps spy on you for all kinds of reasons – for example, reporting back to a developer to provide them with information on how you are using their app or identifying any issues and monitoring performance. But mostly they are simply using the data you provide to tailor the ads you see.

How do they watch you?

Apps have trackers that work in a similar way to the cookies used by websites. They gather information about your device and activity, then “phone home” with it – often at night time, while you’re sleeping. The *Washington Post* recently reported just how busy iPhone apps can be (bit.ly/wpost478), and the results are shocking. In just one night “a dozen marketing companies, research firms and other personal data guzzlers got reports”, which included the user’s phone number, email and exact location. The situation is likely to be far worse on Android because Google’s app policy isn’t anywhere near as strict as Apple’s.

How can you stop them?

Uninstall any unwanted or suspect apps, and make sure the ones you keep aren’t allowed to refresh their content in the background. In iOS, go to Settings, General, Background App Refresh and

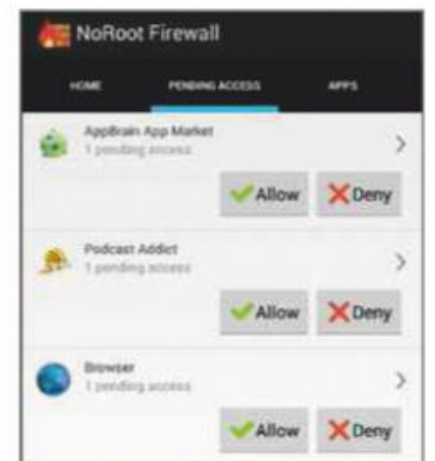


Protect your data by stopping iOS apps refreshing in the background

use the toggles to disable this functionality next to as many apps as you can. Next, enable Limit Ad Tracking under Settings, Privacy, Advertising. You can also install the free app Privacy Pro SmartVPN (bit.ly/smartvpn478) which identifies and blocks trackers on iOS.

At its WWDC (World Wide Developer Conference) at the start of June, Apple announced it plans to ban developers from including third-party ads or analytics tools in apps in the Kids category – so that’s good news.

Android users can install NoRoot Firewall (bit.ly/noroot478) which informs you when an app is trying to access the internet, and lets you stop it from doing so.



Install NoRoot Firewall on your Android phone to catch spying apps

YOUR ISP

Why are they watching you?

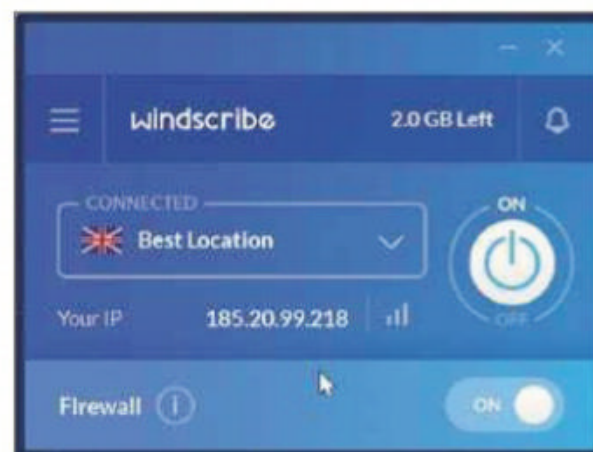
Internet Service Providers (ISPs) can make money by selling information – such as anonymous logs – to advertising or marketing companies. The ISP’s terms and conditions will tell you if this is something they do. They also spy on you so they can tell the police or government what you search for, what sites you visit and who you communicate with, should they be requested to do so. Oh, and they also check to see if you try to access a site that is blocked in the UK or subject to age restrictions.

How do they watch you?

All your web traffic goes through your ISP, so it can easily see which IP addresses – and therefore what websites – you visit. Don’t be fooled into thinking that using your browser’s private-browsing mode will avoid this; all that does is keep a record of your online activities off your computer – your ISP still sees and records it all.

How can you stop them?

The answer is by hiding where you go on the web, and there are a couple of easy ways to do this. The first, and most



Stop your ISP watching you online by using a VPN such as Windscribe

obvious, is by using a VPN (virtual private network). This routes your traffic through a private “tunnel” so that snoopers, including your ISP, can’t see where you’re browsing or what you’re doing. It can make it appear as if you’re based in another country, too, which sometimes gets you around annoying geographic restrictions, so you can access sites and watch videos that aren’t allowed in the UK.

There are plenty of VPNs to choose from – our current favourite is Windscribe (windscribe.com) which gives free users a generous 10GB of data a month, unlimited connections and access to servers in more than

10 countries, including the US. If you need additional data and features, Windscribe’s Monthly Plan costs \$9 (£7.10), while the Yearly Plan is \$49 (£39). There’s also a ‘Build a Plan’ option, which lets you add locations for \$1 each a month.

Another way to defeat ISP snooping is by using Tor Browser (www.torproject.org), which is available for Windows, macOS, Linux and Android (see our Workshop on page 57). This browser is based on the same engine as Mozilla Firefox, and uses the Tor network to disguise your location. Unlike a VPN, there’s no single entity you need to trust with Tor – the network is run by thousands of volunteers – and your traffic gets relayed and encrypted across three relays around the world. You can request a new circuit whenever you like.



Disguise your location and your activities by browsing the web with Tor

GOVERNMENT AGENCIES

Why are they watching you?

While government agencies don't really care if you browse adult content or download movies illegally, they do have an interest in anyone planning a crime or a terrorist act. To this end, they are looking out for any signs of such activity, including use of trigger words in your communications, such as "bomb", "murder" or "assassination".

How do they watch you?

We'll never really know all the ways that government spies listen in on us, but it's a fair bet they can bug smartphones, track our locations, and make use of backdoors in software and services. Of course, ISPs and tech firms also supply information – and access to information – to the authorities when asked, even if they claim otherwise. In the past, snooping software has been found embedded on hard drives from a number of well-known manufacturers.

WikiLeaks' Vault 7 revelations from a couple of years ago (wikileaks.org) showed just some of the ways the CIA 'weaponised' popular software so they could spy on suspects.

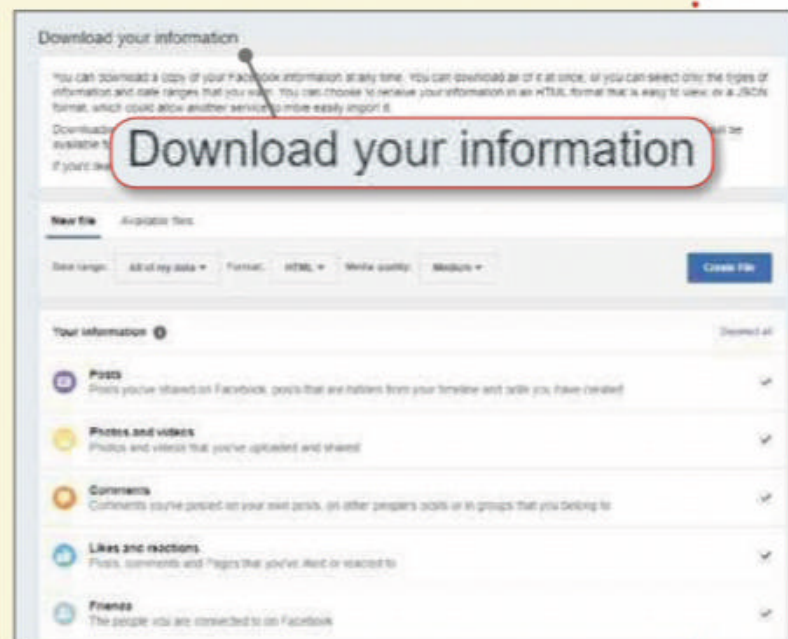
How can you stop them?

The obvious solution is to use encryption in your

CASE STUDY: FACEBOOK

If you've ever had a real-life conversation with someone and then found an advert about the very topic you were discussing appear on Facebook, you're not alone. Studies have shown, however, that the social network doesn't snoop on you via your mobile phone's microphone – despite what a lot of people claim. Instead, it uses cookies, trackers and Like buttons across the web to see what you've searched for, and where you are and have been (both physically and online). It uses geotagging in photos for similar purposes, and facial recognition, and pretty much every other trick you can think of. WhoTracks.me says Facebook has a tracker on 28% of all websites.

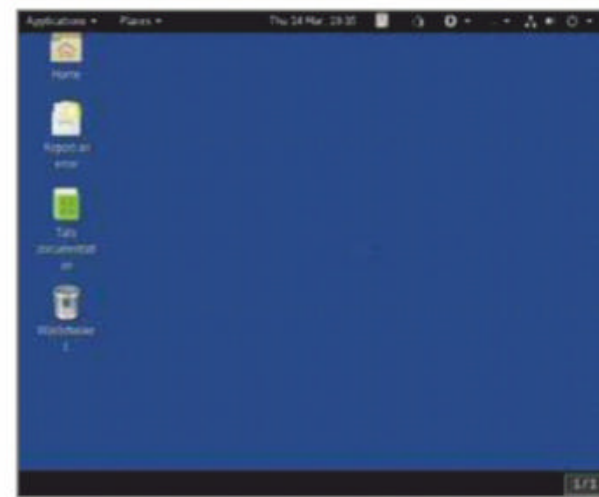
You can download all your information from Facebook, including every message or file you've ever sent or received, and then delete it from the social network. Follow the instructions at bit.ly/fbhelp478.



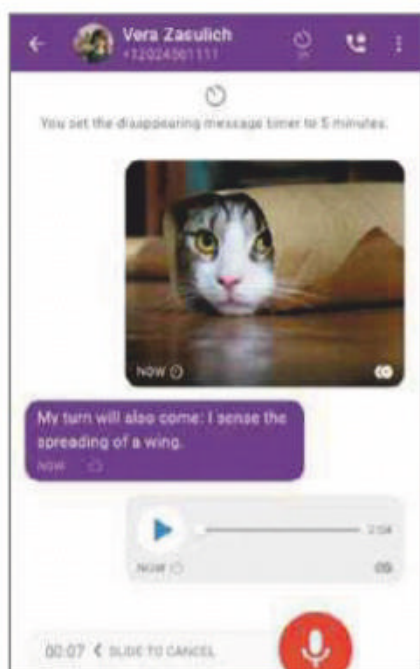
communications. Instead of WhatsApp or Facebook Messenger, switch to Signal (signal.org) or Telegram (telegram.org), both of which are much more secure and offer lots of privacy-focused features. You can also protect private documents on your PC using VeraCrypt (www.veracrypt.fr/en). Available for Windows, macOS and Linux, this is an offshoot of TrueCrypt, a popular encryption program that was discontinued in 2014.

Finally, you could consider using Tails (tails.boum.org) to foil government snoopers. The Amnesiac Incognito Live System (to give it its full name) is a privacy-focused live Linux operating system that you can boot into from a

DVD, USB memory stick or SD card. It uses the Tor network to protect your privacy online. ■



Run Tails from a USB stick to browse the web privately wherever you are



Signal is a more secure way to communicate than WhatsApp or Messenger

NEXT ISSUE

on sale Wednesday 10 July 2019

STOP USING CHROME!

Why it's time to ditch Google's browser for a smarter, more private alternative

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➕ BOOST YOUR BATTERY

Make your laptop last much longer between charges

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Best alternatives to...

Amazon

Why limit yourself to Amazon when there are superior places to shop online? **Robert Irvine** picks seven stores that are cheaper, better-stocked and more ethical than the Bezos behemoth

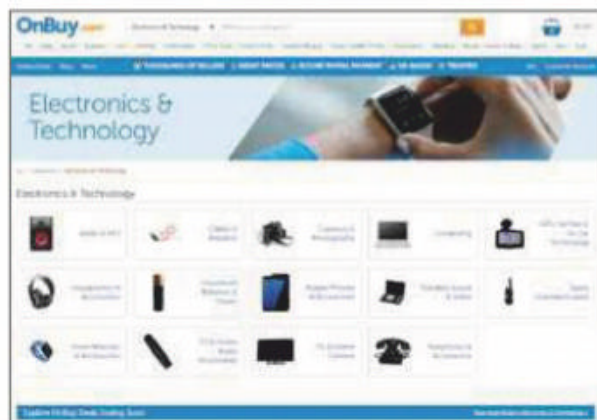


OnBuy

www.onbuy.com/gb

OnBuy has been called the “British Amazon” and, earlier this year, it became the largest UK-owned marketplace. It keeps its sellers’ fees low (5-9% commission), so they can afford to offer shoppers excellent discounts – for example, £259 for a 32 GB Apple iPad that costs £299 on Amazon – along with lots of time-limited deals. Its choice of stock is impressively eclectic, with categories including Art, Cars, Home, Garden & Pets, Musical Instruments and Toys; and its Electronics & Technology section features every major brand you can think of.

The site’s clean, attractive design makes browsing the store a breeze, and it presents a wealth of useful product information on each page, including delivery options, customer reviews and similar items. Buyer protection is provided through PayPal and OnBuy’s five-star rating on Trustpilot (bit.ly/onbuy478) is well-earned, thanks to its helpful and reliable customer service. We only wish there was a mobile app, too.



OnBuy has deservedly become the most popular UK-owned online marketplace

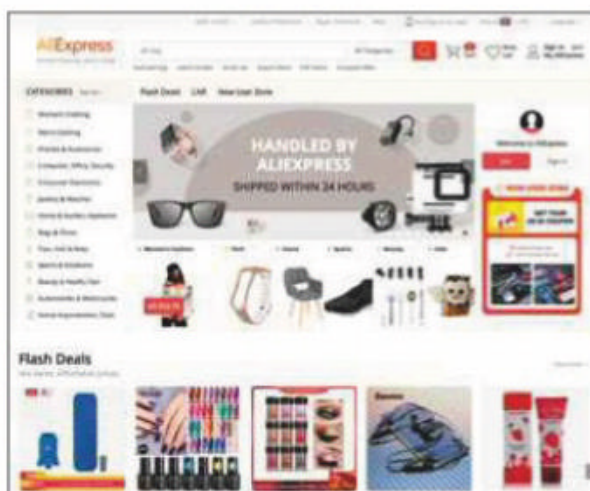


AliExpress

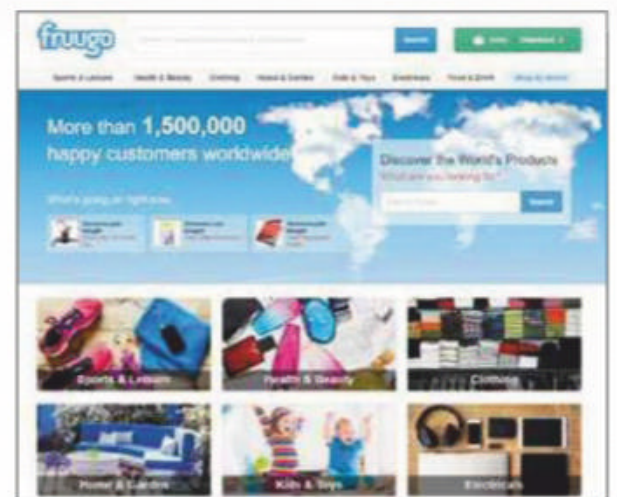
www.aliexpress.com

If you’ve no objection to buying from China – which is, after all, where most of our goods are made these days – AliExpress has bargains galore. This online marketplace has almost as many categories as Amazon – from clothing, jewellery and toys to computing, consumer electronics and sports equipment – offering big discounts and daily ‘flash deals’ on a huge range of items, along with Buyer Protection to ensure you receive your item on time and as described. It also provides online order tracking and mobile apps.

However, you should watch out for electronics that don’t meet UK safety standards, sellers with low or no feedback, and extra charges such as VAT and customs duty on products costing more than £15. This makes AliExpress better suited to small purchases than risky big ones. Also, although delivery is often free, it can take up to 40 days, so check if your order can be dispatched from a European country to speed things up.



AliExpress has bargains galore but make sure you buy from trustworthy sellers



Fruugo isn’t much cheaper than Amazon but it offers a diverse range of stock



Fruugo

www.fruugo.co.uk

Like many online marketplaces, Fruugo is a global operation, but unlike AliExpress, its UK site is properly tailored to British shoppers, with correct spelling, recognisable brands and a Manchester customer-contact number. More than six million items are tidily organised into seven main categories (each with dozens of subcategories), including Clothing, Home & Garden and Electricals, and although we didn’t find Fruugo significantly cheaper than Amazon, it offers many quirky products you won’t find elsewhere.

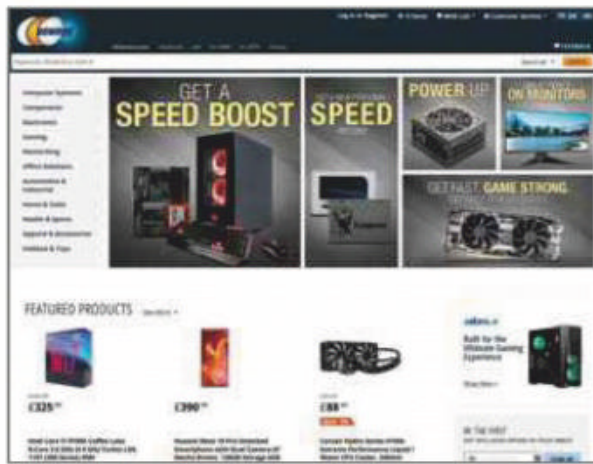
Delivery costs and times are set by individual sellers (it’s easy to miss that Fruugo is a marketplace rather than a store), and it’s important to consider customs charges if your order is being sent from outside the UK.



Newegg

www.newegg.com

Just as Amazon began as an online bookstore before branching out into every other retail avenue, Newegg

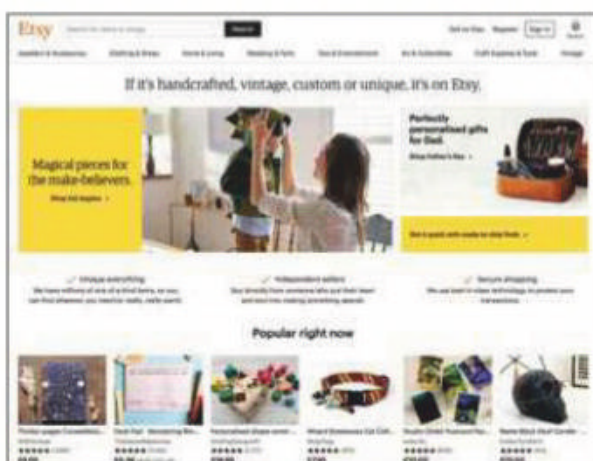


Newegg has expanded beyond computer parts to sell lots of other products, too

has rapidly expanded beyond its origins as a purveyor of computer components. It now sells desktop systems, laptops, routers and peripherals; phones, cameras and streaming devices; video games and accessories; and many other bits and bobs sure to appeal to *Web User* readers. What's more, Newegg is increasingly looking beyond tech to cover home improvement, fashion and hobbies, and while these categories aren't extensively stocked, you may find what you need while shopping for PC components and save yourself a separate trip to Amazon.



This popular online marketplace for handcrafted and vintage goods prompted Amazon to jump on the bandwagon and launch its own Handmade store three years ago (bit.ly/handmade478), potentially allowing artisans to reach more customers. But Etsy is still going strong, its seller fees are lower than Amazon's and it feels more like a community than a corporate cash-in. With millions of unique items to browse, it's a brilliant place to shop for gifts, clothes, jewellery, art, craft supplies and knick-knacks for your home, made by – as Etsy puts it – “someone who put their heart and soul into making something special”. Delivery costs range from free to expensive (for overseas orders), and the site offers a ‘case system’ if your item doesn't arrive or isn't as described.

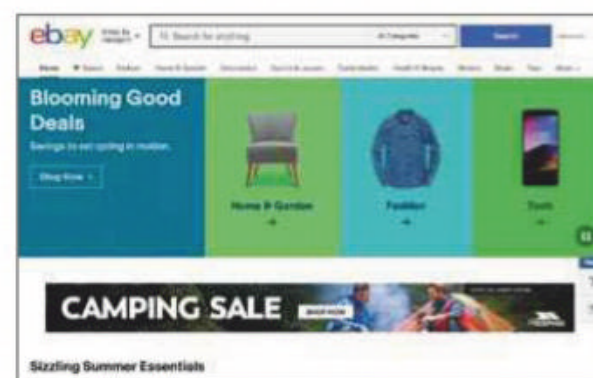


Etsy's marketplace for handmade goods prompted Amazon to launch its own



It may be the obvious Amazon alternative, but eBay also offers the most comparable prices, choice and popularity. Interestingly, while Amazon has grown into a ‘marketplace’, with around half of its stock now sold through third-party merchants, eBay has evolved from an auction site to become more like the Amazon of old, selling more new items than used.

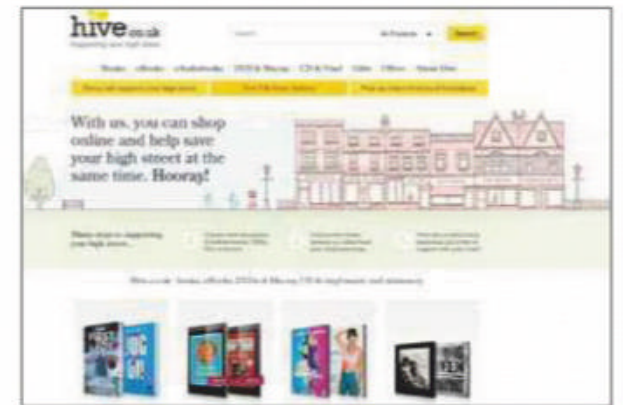
Sadly, whereas Amazon – through greed, ambition or both – has expanded into many different areas, eBay has failed to innovate over the years, apart from in its creative excuses for hiking seller fees. Still, at least you know what to expect when you visit!



eBay's listings may be constantly changing but the site itself stays the same



Amazon has been blamed for the loss of many high-street bookstores, as well as chains selling music, films and toys, such as Virgin Megastore and Toys R Us, but Hive is determined to help maintain a diverse shopping experience. This commendable site supports independent bookstores with every sale it makes, by letting you donate a percentage of your purchase to your preferred shop. You can also collect your order from there, or have it delivered to your home, and use Hive's bookshop finder to search for retailers

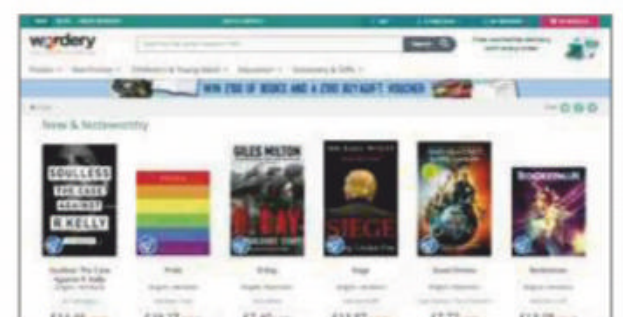


Support local independent bookshops by snubbing Amazon in favour of Hive

near you. Although Hive's main focus is on physical books, it also sells ebooks and audiobooks, as well as CDs and vinyl, DVDs and Blu-rays, and stationery and gifts. We found Hive undercut Amazon on several new releases, for example the hardback of Robert Morrison's *The Regency Revolution* cost £13.99 compared to £20.

There's even a Chrome extension called Bookindy (bookindy.com), which uses the Hive network to tell you when a book you're viewing on Amazon is available for less from a local bookshop. It hasn't been updated since 2015, but still works perfectly.

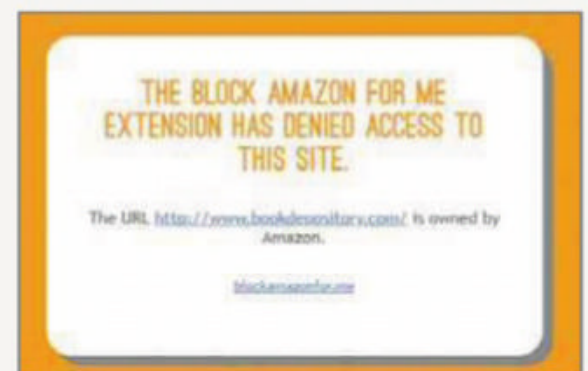
Ethical bookworms should also consider Wordery (wordery.com), which offers millions of titles at competitive prices and free worldwide delivery on all orders. It works with national literacy charities to encourage a love of reading among young people, “because we believe this is a crucial measure of a healthy society”.



Wordery is an online-only bookshop with more than five million global customers

BLOCK AMAZON SITES AUTOMATICALLY

Amazon now owns so many internet ‘properties’, including Audible, Twitch, Internet Movie Database, Goodreads and The Book Depository, that it's very difficult to boycott the company altogether. However, you can avoid making multi-billionaire Jeff Bezos even richer by installing the Chrome extension Block Amazon For Me (blockamazonfor.me), which has been created by activists to change your online shopping habits and “help the environment, small businesses and working people”.



When you try to visit Amazon, or any other sites it owns, the add-on denies you access, forcing you to use a more ethical alternative.

Build your own website for free

Whether you're a code master or a budding developer, there are tools out there to help you create your own website. **Steve Clark** explores the best free tools for bringing your site to life



Basic WebPage Builder | bit.ly/bwpb478 | ★★★★★

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

WebUser
GOLD
AWARD

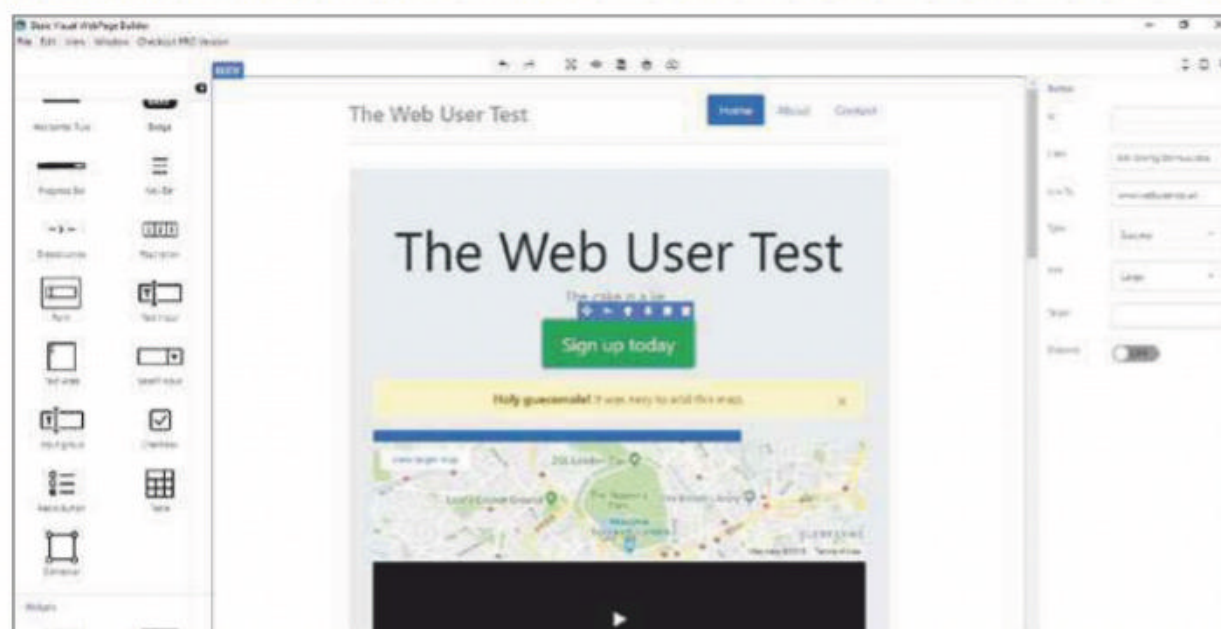
What we liked:

The Basic WebPage Builder – yes, that is its name – is a classic What You See Is What You Get (WYSIWYG) editor that makes building websites reassuringly simple. No toying with complex HTML code – just drag and drop key elements to the page and add your own text.

So, for example, if you want to create a newsletter sign-up button, start by dragging the Button icon from the left-hand panel into position on the page, then use the right-hand column to determine what type of button it is, its size and which URL it links to. It's that easy.

Every aspect of the Basic WebPage Builder is equally simple and intuitive. Elements ranging from progress bars to forms help give your site a professional feel without requiring specialist skills, and tucked at the bottom of the tools section, there's even the option to add videos from YouTube and Vimeo. You can also add Google Maps to your site – ideal for businesses, clubs and sharing meet-up locations.

Ranged across the top are the basic tools to save and preview the site as you work on it. Options for previewing what



the site looks like on desktop, phone and tablet let you ensure that your site operates on all screens.

Finally, click Export to convert your block-based template to HTML code, ready to cut and paste into a content-management system such as WordPress. The Pro version no longer seems to be available, but you can install a paid-for Chrome extension (bit.ly/chromebasic478) for on-the-go web management.

How it can be improved:

The clue's in the name: Basic. This is an excellent tool for beginners, but it's a bit limited for veteran web builders.

Dragging and dropping pre-set page elements makes it quick for creating a site, but it lacks the control and artistry of other web builders. The process for adding images to your site is trickier than it should be, too.

OUR VERDICT

Best for creating simple, static websites, Basic WebPage Builder is ideal if you're a novice with no web-design skills. The impressive range of elements on offer will fulfil all your basic needs – no HTML knowledge required.

BlueGriffon | bluegriffon.org | ★★★★★☆
 FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★

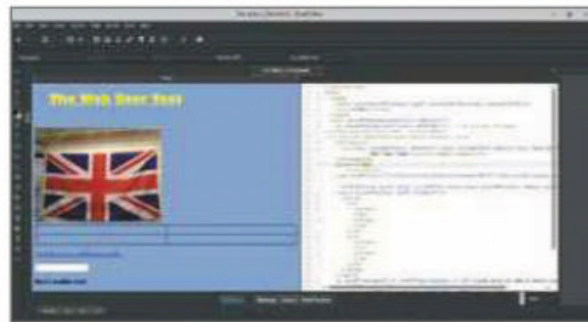
WebUser
SILVER
AWARD

What we liked:

If you've used WordPress before, then BlueGriffon – based on the Firefox rendering engine – should feel reassuringly familiar.

Your work is displayed on the WYSIWYG panel, which can be set up to show source code or print preview. However, we recommend switching to Dual View, which displays WYSIWYG alongside the source code, because it allows you to see how your actions are translated into HTML – rather like learning a new language by following a foreign film's subtitles.

Once you've added text to the page, it's incredibly easy to make changes, thanks to simple and intuitive drop-down menus that let you determine font type and headings – both vital for SEO rankings. Above this, you'll find tools for adding audio, video and images – and boy, is this smart. It's worth pointing out that you'll need to have the media downloaded to your computer, but once it's added to the page, you're offered a great deal of control over its size, shape and position.



How it can be improved:

This is no template-maker, but a dedicated web editor and builder. To get the most out of the tool, it's worth spending time trialling (and erroring) its many functions. After all, BlueGriffon isn't a tool for rookies – you need some understanding of coding, though it's not essential to be a HTML whizz.

OUR VERDICT

Free yourself from the shackles of template builders. BlueGriffon's seamless combination – using WYSIWYG to create the template, then dipping into the source code to refine the design – makes it ideal for intermediate and advanced users.

openElement | www.openelement.com | ★★★★★☆
 FEATURES ★★★★★ PERFORMANCE ★★★★★ EASE OF USE ★★★★★

WebUser
BRONZE
AWARD

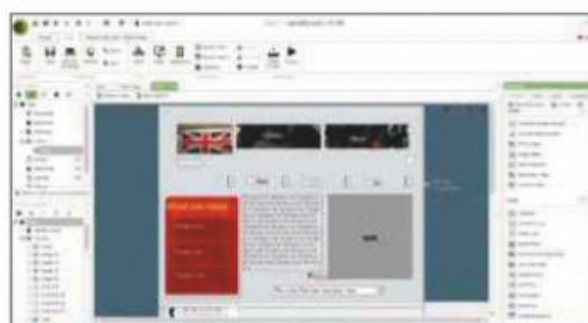
What we liked:

Let's just get this out of the way – openElement looks like it was made at the turn of the century.

But don't let that put you off. Despite the unattractive interface, your own designs can look stunningly professional.

To kick off, you have the option of reformatting a template or starting from scratch, which makes the tool accessible and appealing to all skill levels. The program's basic functions aren't a million miles away from Basic WebPage Builder, with its selection of page elements and drag-and-drop usability, but what elevates openElement above its rivals is the integrated SEO tools.

There's no point in building a website if no one can find it, and openElement helpfully provides a host of tools that make it easy to add key information, such as meta tags and search phrases. You're also able to view your Page Rank, which indicates how Google might favour your website in its search-engine rankings.



How it can be improved:

The design is a let-down. The cluttered layout can make it difficult to use, particularly with templates, so you may need a trip to the tool's community pages. Some functions are hit and miss – double-clicking elements sometimes lets you edit the text, sometimes not, which can be frustrating.

OUR VERDICT

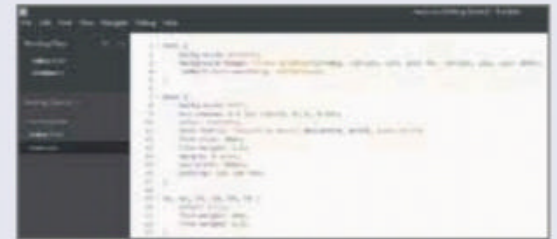
openElement has some top-class functions – particularly in its SEO features. It's a good tool for intermediate users, but won't sit well with either beginners or more experienced users.

BEST OF THE REST

Brackets

brackets.io

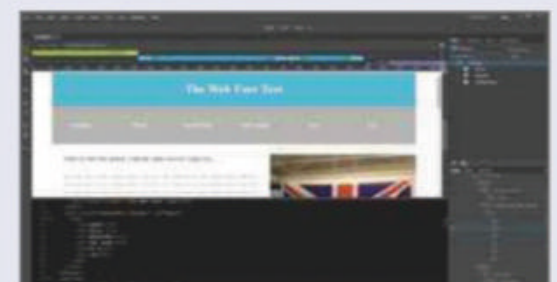
Brackets bills itself as a “modern, open-source text editor that understands web design”. It's a fair assessment, but you'll need a good working knowledge of HTML, JavaScript and CSS coding to make use of this tool. Its drab appearance may make it seem like it's just one step up from using Notepad to code your website, but it's far cleverer than it looks. If you're familiar with the nitty-gritty of web building, this is a must-have.



Dreamweaver

bit.ly/dream478

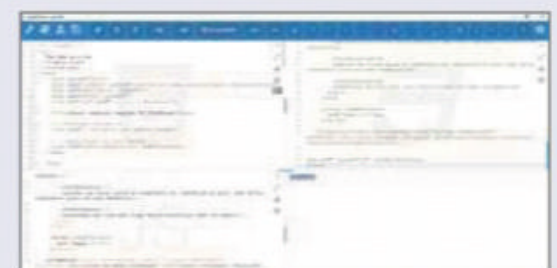
Adobe's Dreamweaver has, for years, been the go-to web-development tool for professionals. It's fast, responsive and has all the features you need to bring your website to life. However, it requires some understanding of how coding works. The brilliant WYSIWYG-and-source-code combo allows you to double-click any element on the page, then tweak its code.



KodeWeave

bit.ly/kode478

KodeWeave may look like a standard text editor, but it holds all the aces. For starters, there's a version specifically built for Android phones that lets you code on the go, and its excellent collaboration option lets you work as a team on a website. It may be no good for designers who want to see their creations come to life as they work, but it's ideal for coding gurus.



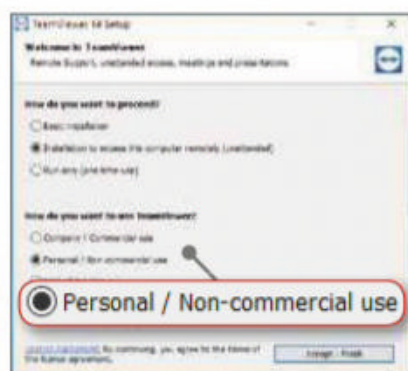


Access your PC and files

Before you head off on your summer holidays, set up your PC so you can access its contents while you're away. **Nik Rawlinson** explains how

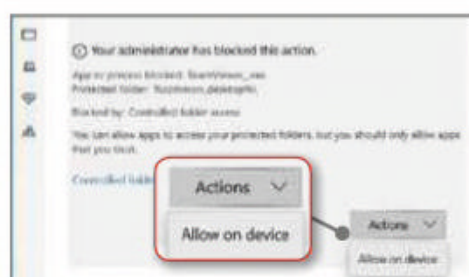
Install TeamViewer on your home PC

The best way to access files on your home PC remotely is to use TeamViewer (bit.ly/teamviewer478). This brilliant software is free for personal use and won a Gold Award in our round-up of screen-sharing tools in Issue 473 (bit.ly/webuser473). To get started, download and run TeamViewer, select 'Installation to access this computer remotely (unattended)' under 'How do you want to proceed?', and specify that you're a personal, non-commercial user. Click Next to install the application.



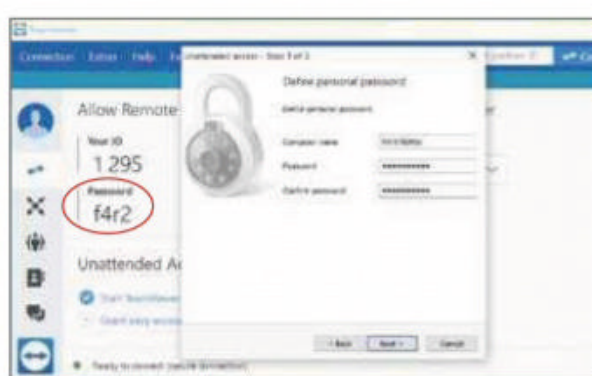
TeamViewer is free for personal use and easy to set up

The Windows 10 May Update lets you set up protected folders, which means the operating system is keeping watch over critical directories that could render your PC unusable if tampered with by malware or a hacker. If you're using protected folders, Windows Security may pop up a warning that it's stopped an application making changes to your PC. If it does, click the alert to open your security settings and click 'Protected folder access blocked' to see why Windows has locked it. Click the Actions button, select 'Allow on this device' and



You may need to grant permission for TeamViewer to make changes

confirm that you're happy for the application to make changes to your computer. When



TeamViewer's wizard generates a random password to access your PC remotely

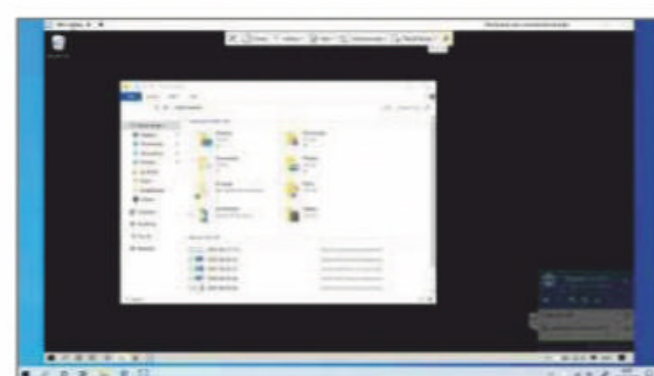
the 'Unattended access' wizard launches, click Next and provide a name for your computer, along with a password. The wizard will suggest the existing name of your PC, but you can change this to something more appropriate. This is all it needs to know.

TeamViewer will now display an ID, which you should copy, along with the random password shown on the main TeamViewer window, as shown in our screenshot, above.

Use TeamViewer to access files remotely

Make sure your home PC is switched on, plugged in and set to stay awake when you leave home. When you need to access it, open a web browser on the device you're using on holiday and visit start.teamviewer.com. Enter the ID that you copied down at the end of the wizard (see previous tip, above), and allow the TeamViewer software to download. Select 'Run only (one time use)' from the 'How do you want to proceed?' section and, again, select 'Personal / Non-commercial'. Click 'Accept - Run' to launch the TeamViewer client application.

The program will ask for the ID of your remote machine one further time, and the password that you copied from the main TeamViewer window when you

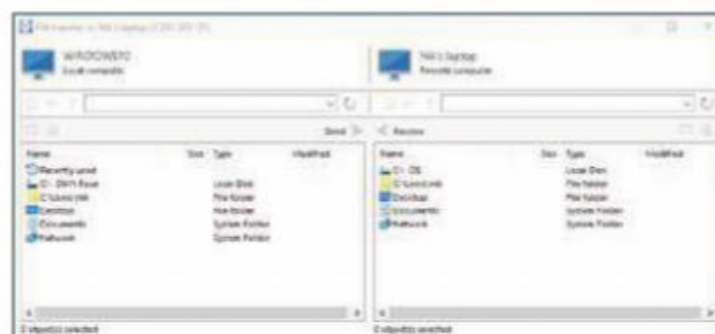


Connect to your remote PC and you can use it as though it was in front of you

were setting it up. Click Next to connect.

As you can see from the screen grab, above, you can interact with your PC at home as though you were sitting in front of it, run any applications you choose and control them using your local keyboard and mouse. If you want to transfer files between your remote PC and local computer, click 'Files & Extras' on the toolbar at the top of the window and select 'Open file transfer', which launches the two-pane dialogue screen (see screen grab, below): the folders on the PC you're using are shown in the left pane; the folders on your home PC are on the right.

To send a file to your home machine, navigate through the folders in the pane on the left until you find the file you need, then select it and click Send. To retrieve a file from your home machine, navigate through the folders in the pane on the right, select the file and click Receive.



TeamViewer lets you transfer files to and from your local and remote machines

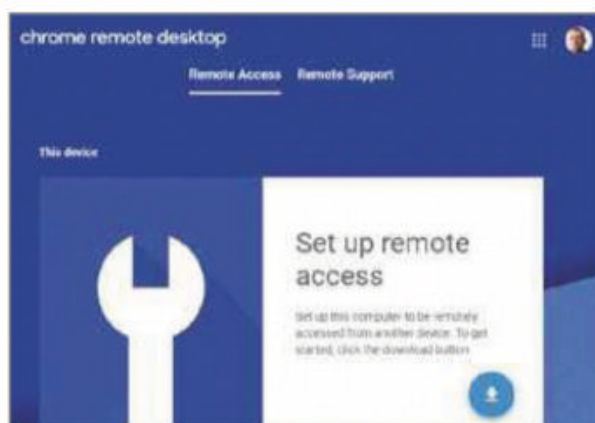
Access your PC and files remotely



Access your files using Chrome Remote Desktop

If you use the Chrome browser and would rather not install additional software such as TeamViewer, try Chrome Remote Desktop instead. This used to involve downloading a desktop program, but the latest version of the browser now lets you do everything online.

Launch Chrome on the computer you want to access remotely and visit remotedesktop.google.com. Click Get

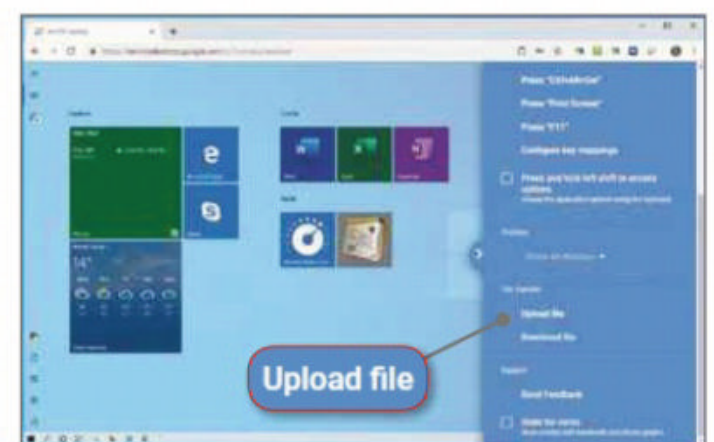


Chrome Remote Desktop can be used in your browser without any extra software

Started, followed by the download button in the panel headed 'Set up remote access'. This directs you to the Chrome Remote Desktop extension in the Chrome Web Store. Click 'Add to Chrome' and confirm the action. When Windows asks if you'd like to make changes to your device, click Yes. Give your PC an appropriate name and set a six-digit code, – you'll be using this to log into it remotely.

Make sure you leave your PC switched on while you're away and, when you want to access it remotely, use the Chrome browser on another device to visit remotedesktop.google.com. Now log into the same Google account as you're using on the PC at home. The browser will retrieve a list of computers registered to your account. Click the one you previously set up at home and you'll be able to interact with it directly via your current keyboard and mouse.

To transfer a file from your home PC to the computer you're using, open the



Chrome Remote Desktop lets you access your home PC through the browser

sidebar by clicking the lozenge that's poking in from the right-hand edge of the browser window and click 'Download file'. Navigate to the file in the remote window, click Open and choose where you want to save it on your local machine.

To send a file back to your remote PC, click 'Upload file', navigate to the file on the computer you're using and click Open. It will be saved to the remote computer's desktop. ■

USE THE NEW TOOLS IN ONEDRIVE

OneDrive has always been able to sync a dedicated OneDrive folder, but the latest update to Microsoft's service can now sync your libraries, so you can access your Documents, Desktop and Pictures folders over the web. To set this up, either click the OneDrive icon on the Windows taskbar, followed by More; or open OneDrive via the Start menu. Now, click Settings and switch to the 'Backup' tab, then click 'Manage backup'.

Click the folders you *don't* want to sync to deselect them, then click 'Start protection' to back up the files you want to remotely access to the cloud. Any files you store in one of



OneDrive can back up your Documents, Pictures and Desktop folders to the cloud

these folders can be accessed via a browser at onedrive.com, or by using the dedicated OneCloud apps for iOS (bit.ly/onedriveios478) and Android (bit.ly/onedriveandroid478).

This isn't the same as accessing your PC remotely – if you forget to save your files to the OneDrive folder or one of the libraries, they'll be out of reach. And you might find the default storage somewhat limited: the free plan provides just 5GB, which isn't much if you have a large photo library. One solution would be to combine your 5GB from OneDrive with free space from Dropbox (2GB), Box (10GB), Google Drive (15GB) or Mega.nz (a whopping 50GB). However, you need to be super organised to know which files are where, so accessing everything from your home PC is still a better option.



Practical WebUser

16 pages of workshops, tips, projects and problem solving

Redesign your rooms with Live Home 3D

Live Home 3D is an intuitive home-design app for Windows 10, macOS and iOS. Here's how to use it

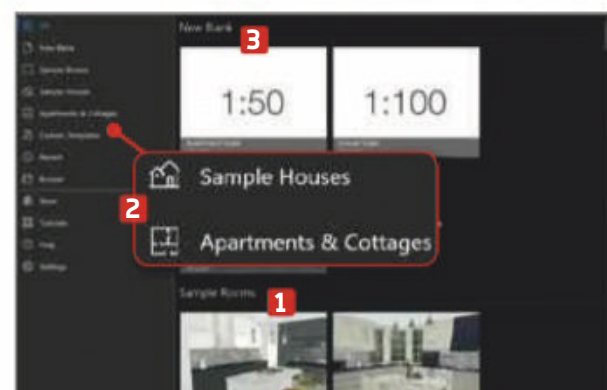
Live Home 3D: www.livehome3d.com | ⌚ 20 mins

Windows 10 macOS 10.2.6 iOS 11

If you've moved home or are planning big changes to a room, Live Home 3D can help you get everything looking just right. You can digitally recreate your home from scratch or customise one of the sample rooms, houses, apartments or cottages – creating 2D floor plans, decorating the interior with whatever colours and furniture you like, and

viewing and exploring them in 3D.

The app itself is free but there are some limitations: you can't use custom textures, or print or save projects, though the app automatically stores your current creation. To get these options, you can upgrade to the Standard version for £8.39 or Pro for £16.74. Additional material packs are available for £4.19 each.



1 To get started, either scroll down the list of templates **1** or filter them by type in the sidebar. **2** You're unlikely to find a home that looks just like yours but you may find something you can adapt. Failing that, choose a blank canvas **3** and draw something.



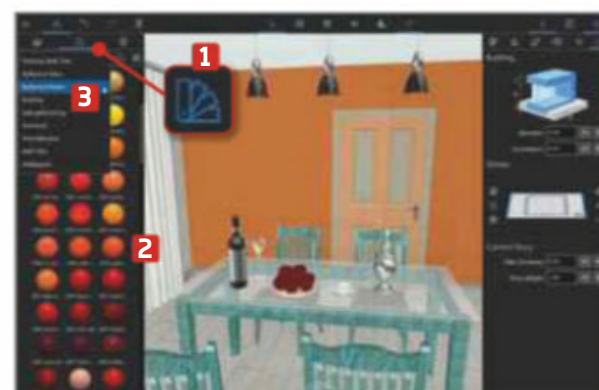
2 For this Workshop, we've selected a kitchen template. The 2D layout appears in the centre **1** with the library of contents on the left **2** and tools on the right. **3** You can switch to 3D at any time by clicking the button in the top-right corner. **4**



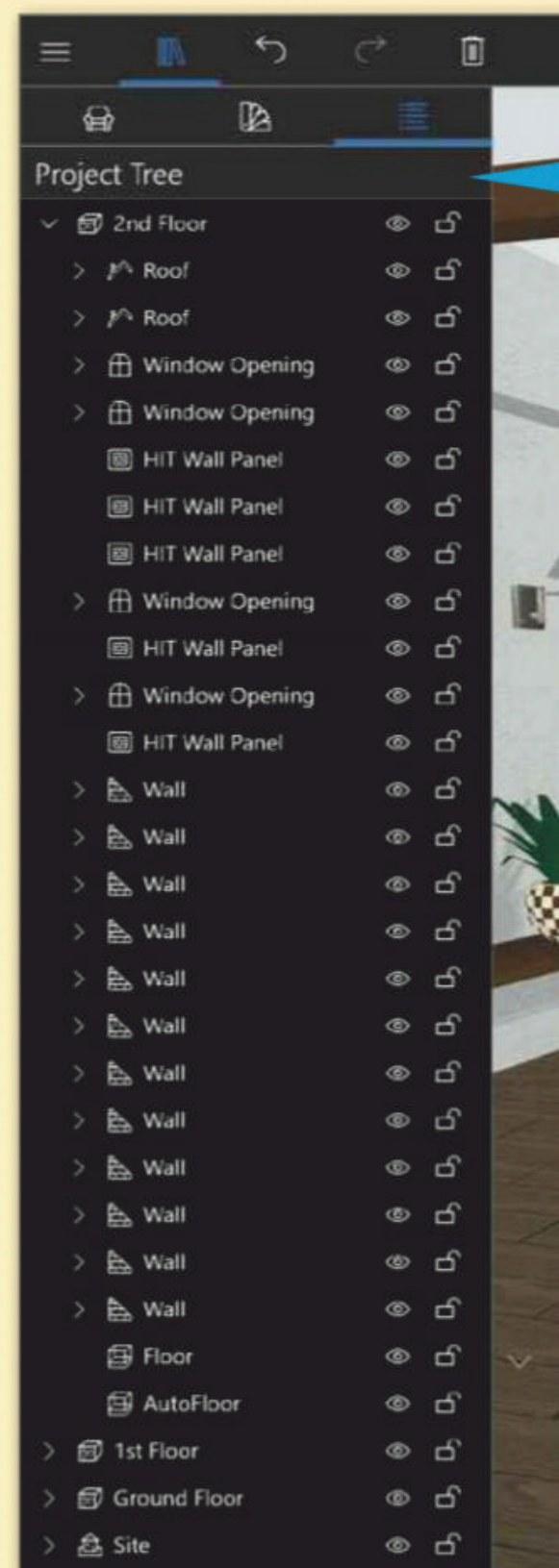
3 Once you're in the 3D view, you can use the controls at the bottom-centre of the screen **1** to move about, look in every direction and adjust the height you're viewing from. The cursor and W, S, A and D keys can also be used to control movement. Click and drag an object to move it somewhere different. **2**



4 You can add objects to your 3D view by dragging them from the sidebar. **1** Use the drop-down menu to select a different category. **2** Items you add to a scene resize automatically according to where you place them. You can put objects – such as this tea cup **3** – on top of furniture.



5 To change the colour or texture of something, click the Material Library button. **1** Find a material you like **2** and drag it to the element you want to apply it to – this can be anything, including walls, floors, doors, chairs, bottles and even fruit. Use the drop-down menu to switch categories. **3**





PROJECT TREE

The Project Tree lets you view different floors and the elements that make them up – you can hide and lock each one

3D VIEW MENU

When in 3D mode, the bar at the top lets you control the different views and lighting, and choose how you move around the space

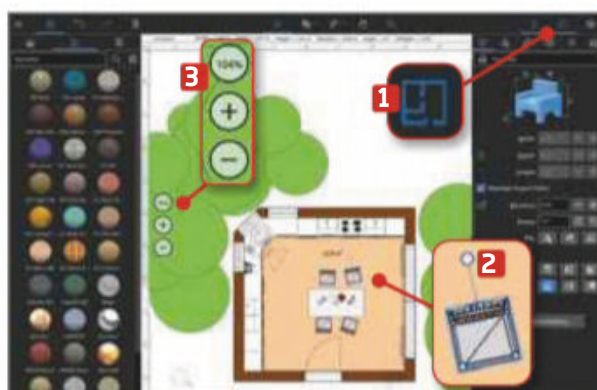
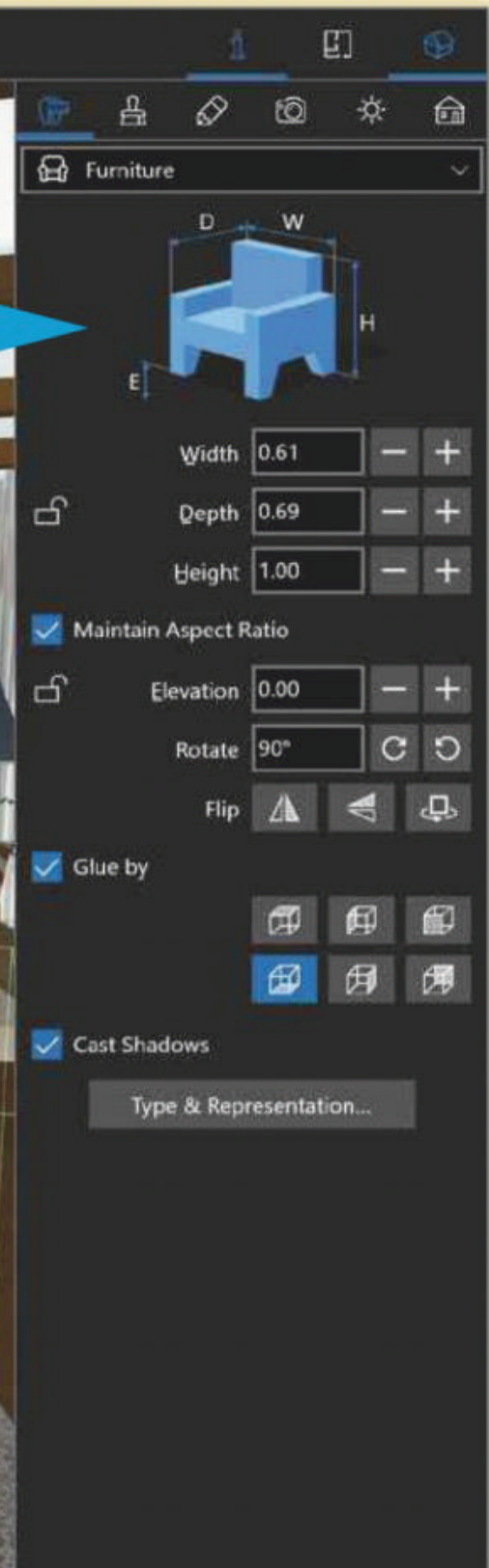
OBJECT PROPERTIES

Select an item in the scene to adjust its size, rotate it, choose what it sticks to (the floor, walls or ceiling) and toggle shadows on or off

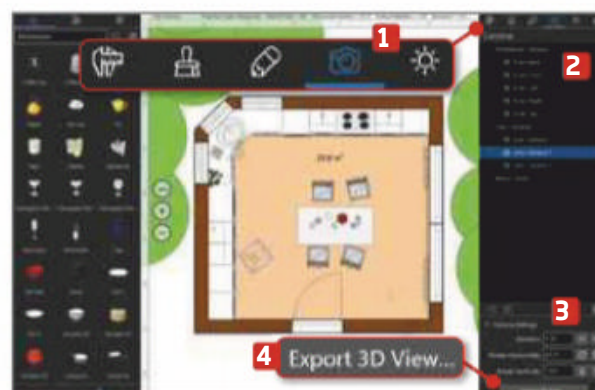
CONTEXT MENU

Right-click the scene to open a menu of useful tools and options

Cut
Copy
Paste
Delete
Duplicate
Add to Library
Make Invisible
Lock
Show in 3D
Type & Representation...
Align >
Distribute >



6 It's usually easiest to add items and adjust room elements in 3D. However, if you prefer to do this in 2D, click the 2D button, **1** then click the items you want to change. You can drag them around and rotate them using the handle that appears. **2** You can also zoom in and out. **3**



7 There are buttons to open Object Properties, Object Materials, 2D Properties, Cameras, Lights and Building Properties **1** across the top of the sidebar. You can move cameras around **2** and adjust their settings. **3** With a camera selected, click Export 3D View **4** to save that view as a PNG image file.

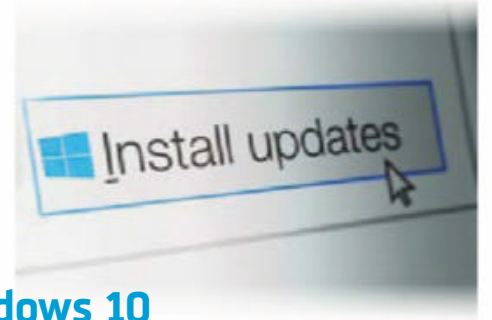


8 When in 2D view, the bar across the top provides access to building tools, **1** so you can add walls and new rooms, **2** and tweak auxiliaries **3** such as dimensions and annotations. There's a panning tool **4** that lets you drag the plan around, and a magnifying glass for zooming. **5**



Force Windows 10 to install the May 2019 Update

Windows 10 May 2019 Update: bit.ly/dlmu478 | 30 mins | Windows 10



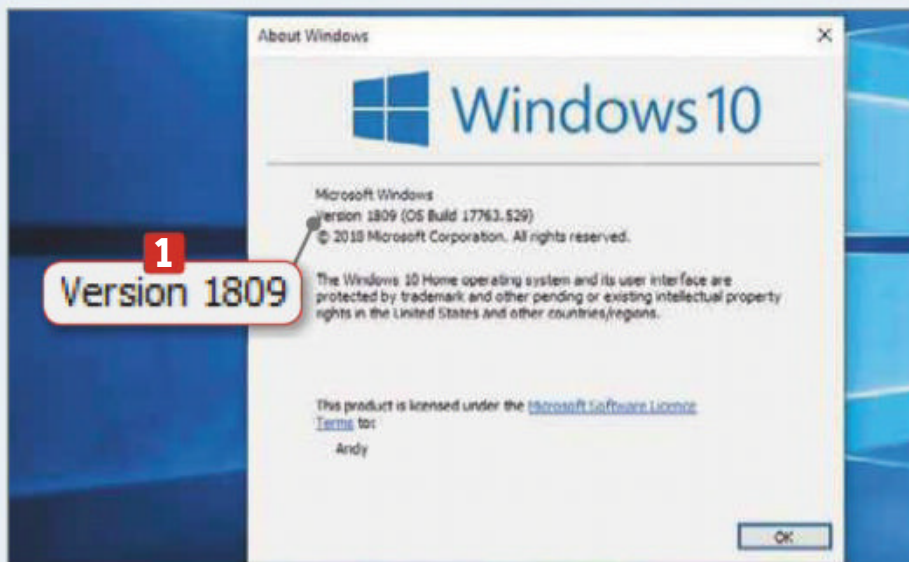
EXPERT TIP

Andy Shaw says

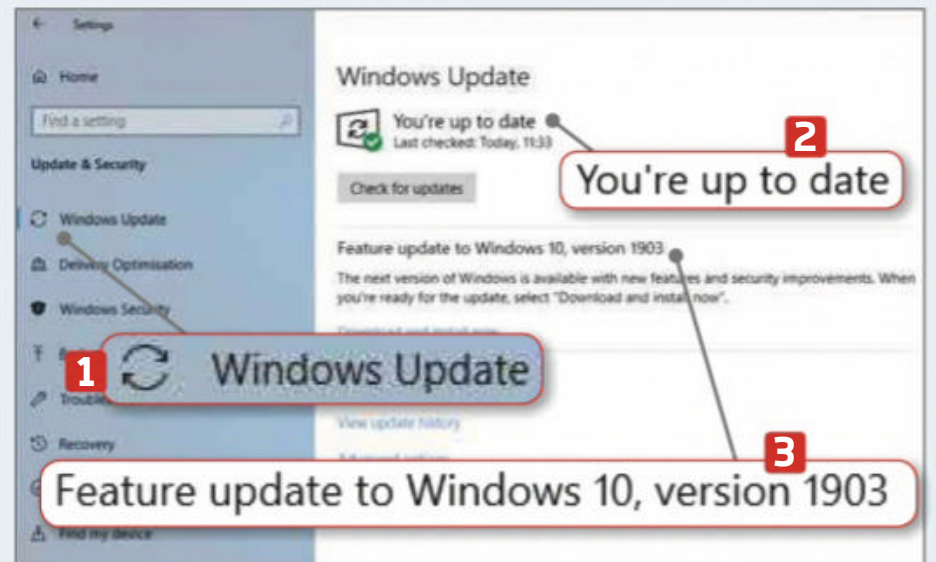
If the update hasn't worked, you may not be able to boot your PC. Download the Windows media creation tool (bit.ly/dlmu478) on another PC and run it on your broken PC. On the 'Install now' screen, choose 'Repair your computer'. On the next screen, choose Troubleshoot, then Uninstall Updates. Select 'Uninstall latest feature update', click 'Uninstall feature update' and your PC should remove the update and return to how it was before you started.

Microsoft has taken to gradually rolling out its latest updates, picking and choosing which computers and users receive them, and shunting those with slower computers to the back of the queue. There's a sensible strategy to this: let enthusiasts with robust PCs test the update first before releasing it to the less tech-savvy users who might find it more difficult if things go wrong.

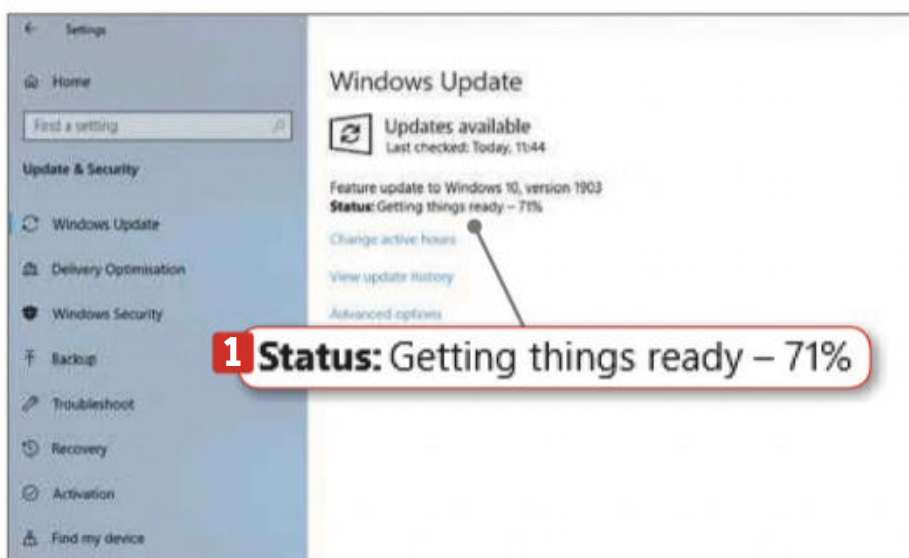
However, just because you aren't blessed with the best hardware doesn't mean you should miss out on the latest Windows features. So, if you haven't got the Windows 10 May 2019 Update yet, we'll show you a variety of ways you can jump the queue, and download and install it ahead of your turn.



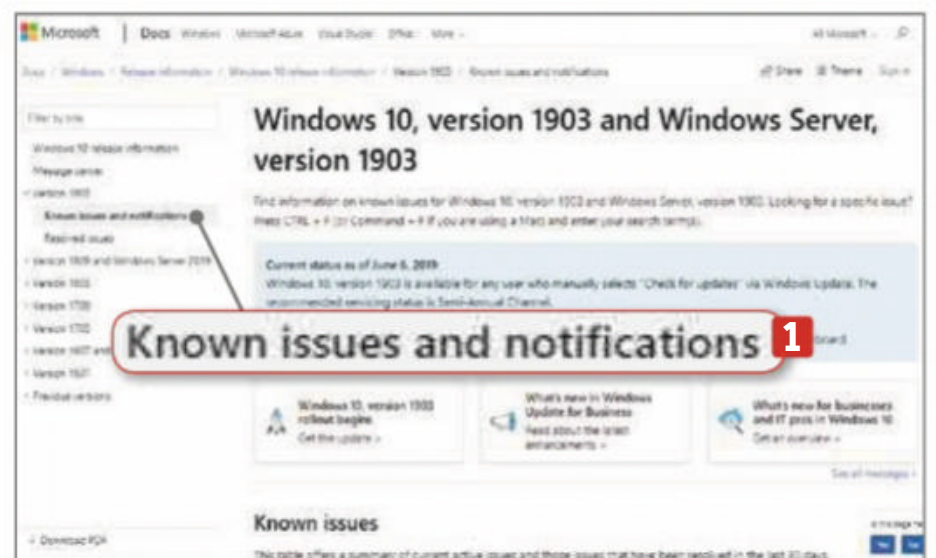
1 To check whether you need the update, type `winver` in the search box and press Enter. The May update is version 1903. If you have anything lower, **1** you can attempt an update. Some people will get the update automatically but if you haven't got it yet, you can try requesting it from Microsoft by following Step 2.



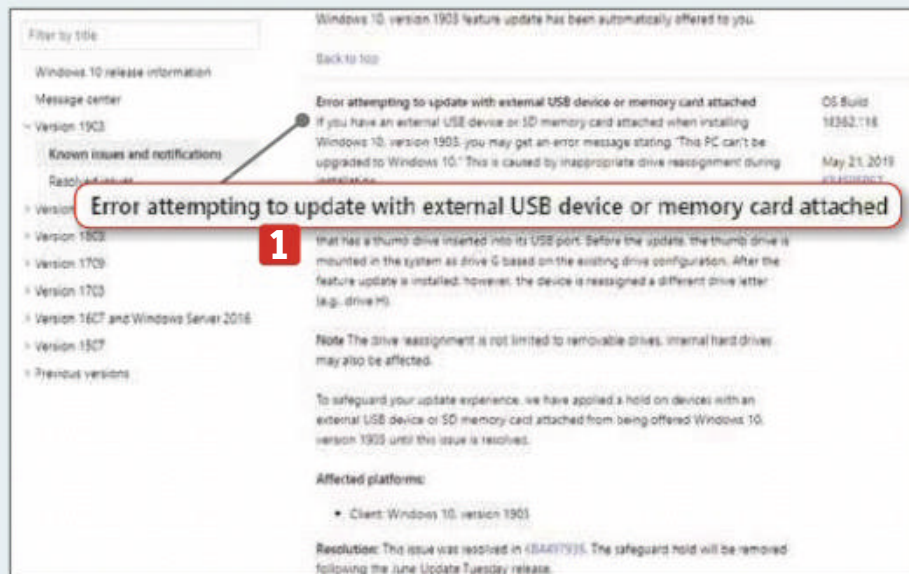
2 Open the Settings app (Windows+i) and choose 'Update & Security'. Click the Windows Update option **1** and Windows should start checking for updates itself. Your PC may report back that it's up to date. **2** However, look below and hopefully you'll see an option for 'Feature update to Windows 10, version 1903'. **3**



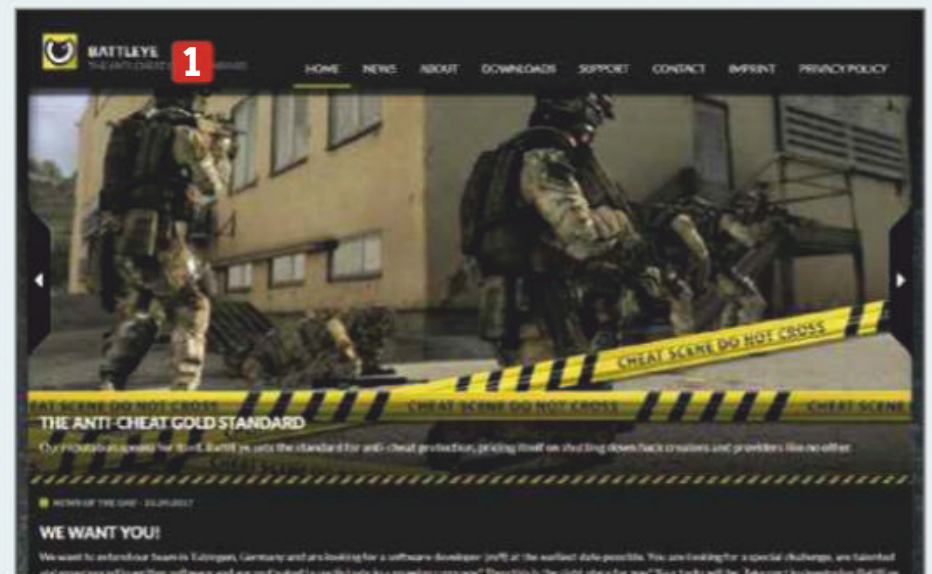
3 If it's not there, try clicking the 'Check for updates' button, as Windows sometimes requires that you've made an attempt to update manually. Click the 'Download and install now' link. The progress of the download and installation is displayed. **1** Go and do something else - this could take some time.



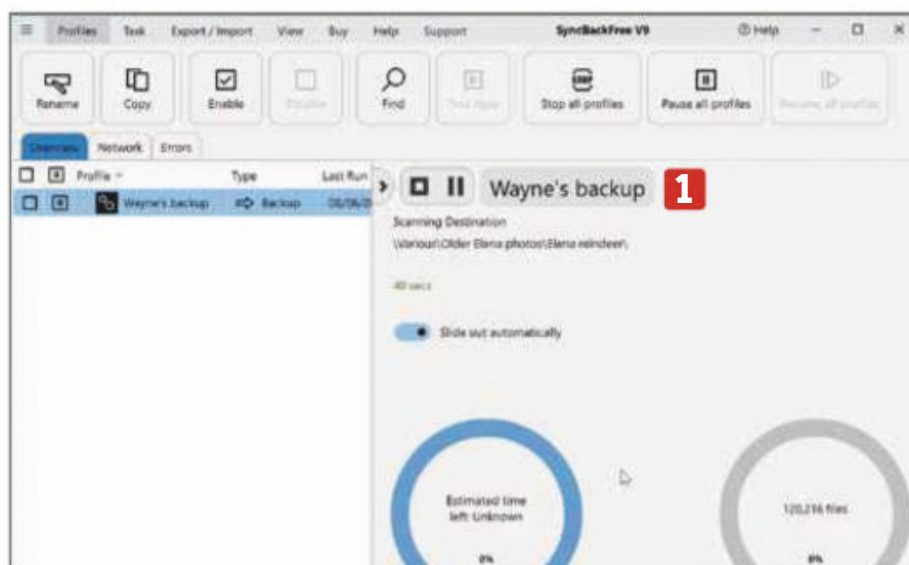
4 If you can't get the update by this method, it's likely that you either have a 'known issue', which means Microsoft is avoiding installing the update because it knows you have a driver or other software that is likely to clash with it; or it doesn't like some other element of your PC's configuration. There's a list of known issues at bit.ly/whdb478. **1**



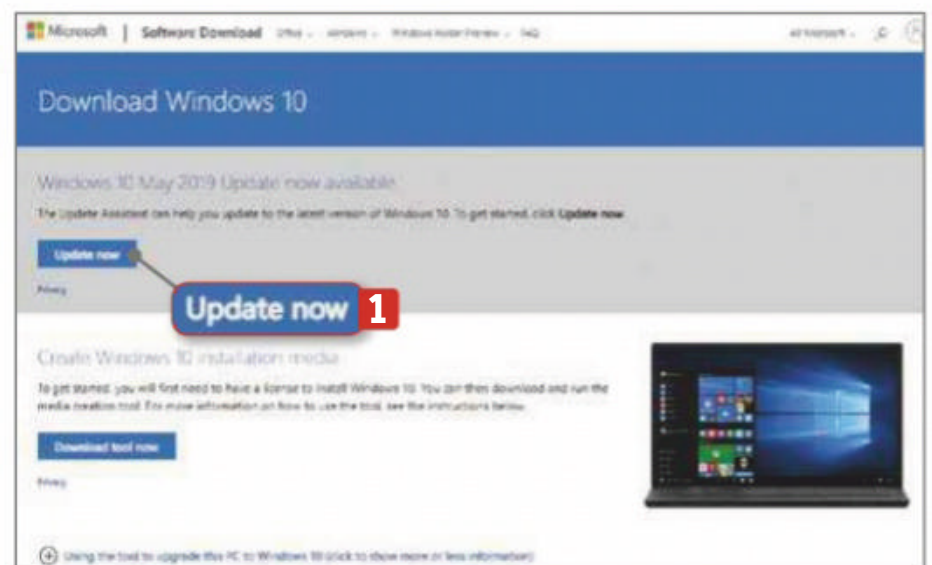
5 It's worth having a quick glance through this list. While some of the blockages are completely beyond your control, you may find that you can fix some with a driver update or it might be a simple matter of removing a USB storage device or memory card. **1** Remove anything that might be getting in the way and try again.



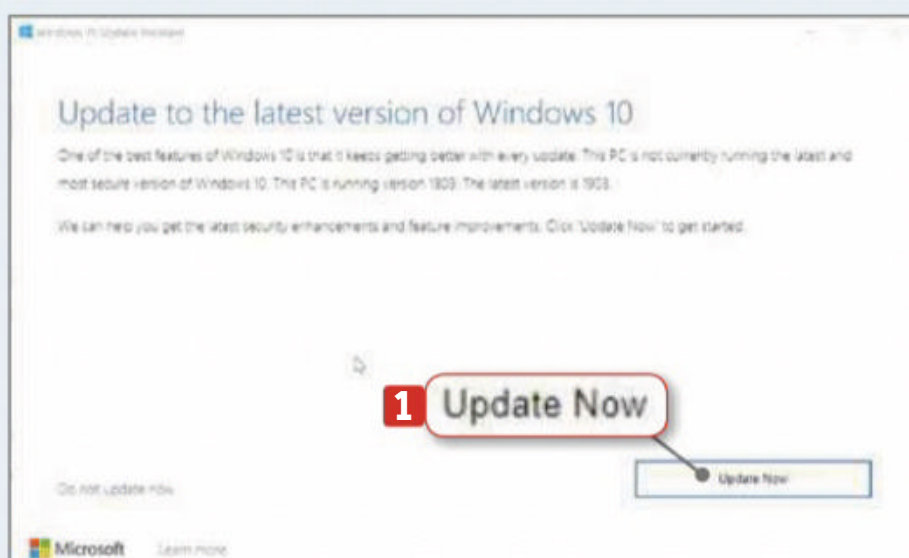
6 There are a couple of other resolvable problems that have stopped people from installing the update. One was an incompatibility with an older version of gaming anti-cheat software BattleEye **1** – if you're using it, make sure it's updated. Problems can also occur if you've moved your Documents and other folders to different locations.



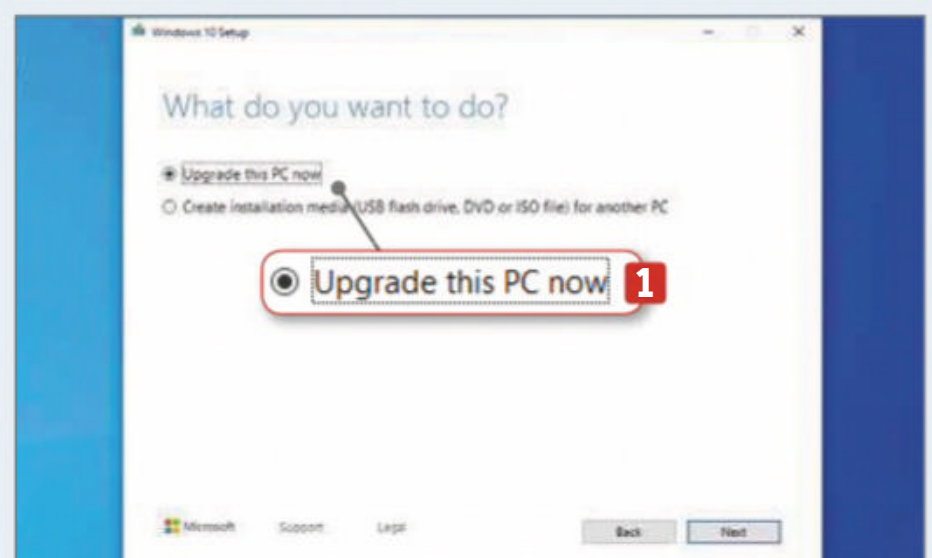
7 If the update still won't work, you can try taking things into your own hands. Be warned, however, that you're stepping into uncharted territory, and pushing your PC into an update with which it's genuinely incompatible may cause problems. Perform a full backup **1** that you can reinstall if things don't go according to plan.



8 Go to the Windows 10 Update Assistant at bit.ly/dlmu478. In the section labelled 'Windows 10 May 2019 Update now available', click the 'Update now' button. **1** Locate the downloaded file and run it by double-clicking it.



9 The Update Assistant does most of the work for you - just step through any options it gives you and click the Update Now button. **1** The software will perform a few checks to make sure your computer can run the update once it's installed.



10 Hopefully, by now, you have a fully working Windows 10 version 1903. If it still hasn't worked and you want to try one last thing, download the media creation tool, available further down the page at bit.ly/dlmu478. Run the program and follow the instructions. Try the 'Upgrade this PC now' option first. **1**

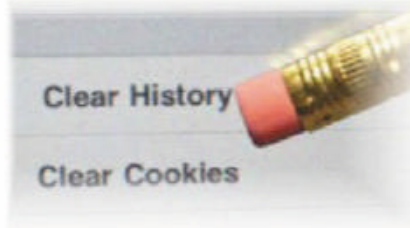


Workshop 3

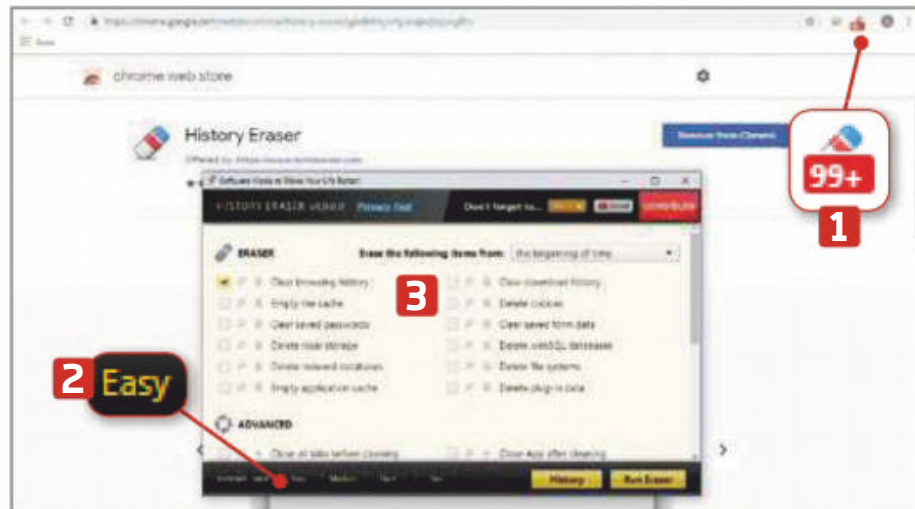
Erase a set period of your browser history

Your browser history can be incredibly handy for finding things you looked at days, weeks or months ago – but if you can see it, so can everyone else who uses your computer. If you've had a browsing session you don't want to

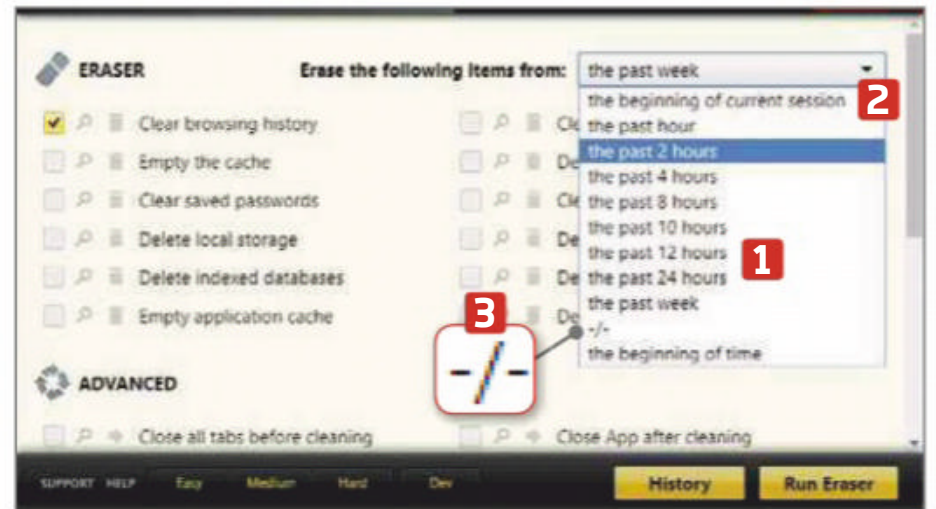
share, you can erase it from your history. Chrome's built-in tool is clunky and needs an add-on for fine-tuned erasing, but Firefox can perform the task without any extras.



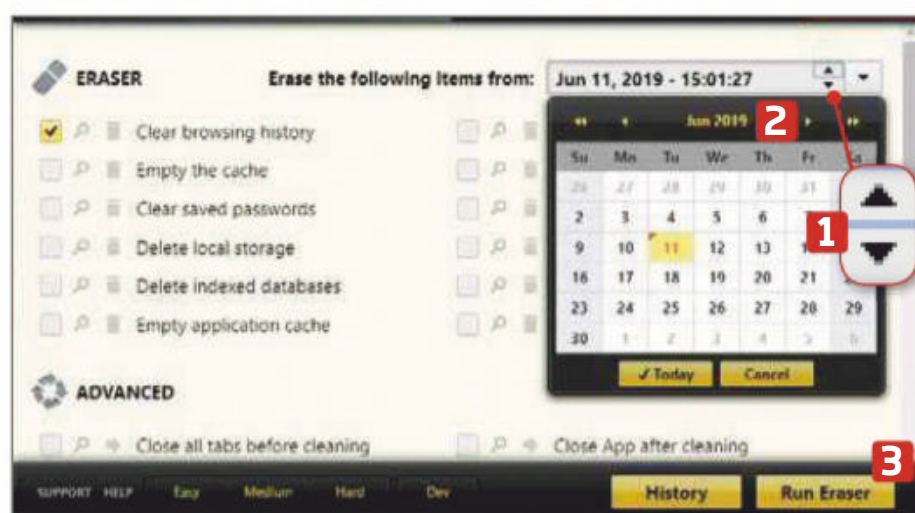
History Eraser for Chrome: bit.ly/hist478 | ⌚ 10 mins | 🌐 Chrome 🦊 Firefox



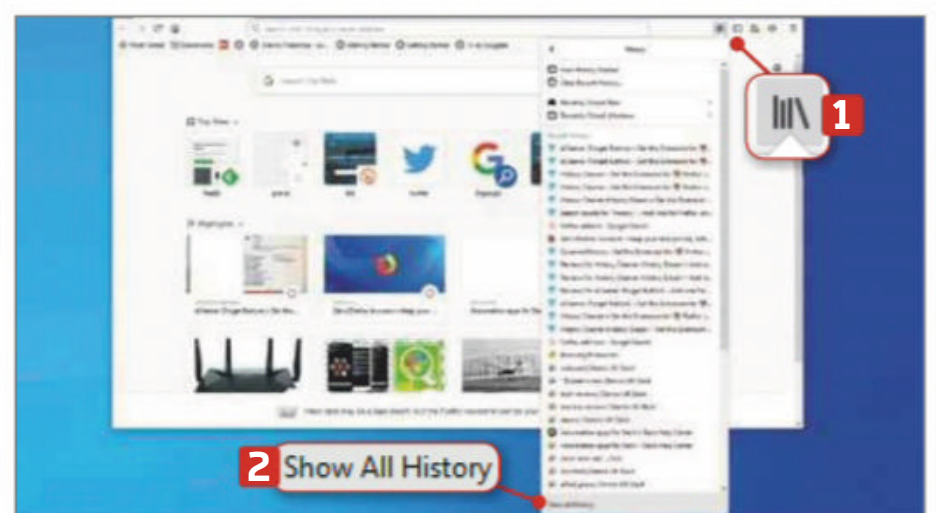
1 Install History Eraser for Chrome (bit.ly/hist478) and click the toolbar icon **1** to open the control panel. The extension can remove all sorts of things, from cookies to local storage. If you just want to delete some recent history, click the Easy button **2** and untick any options you don't require. **3**



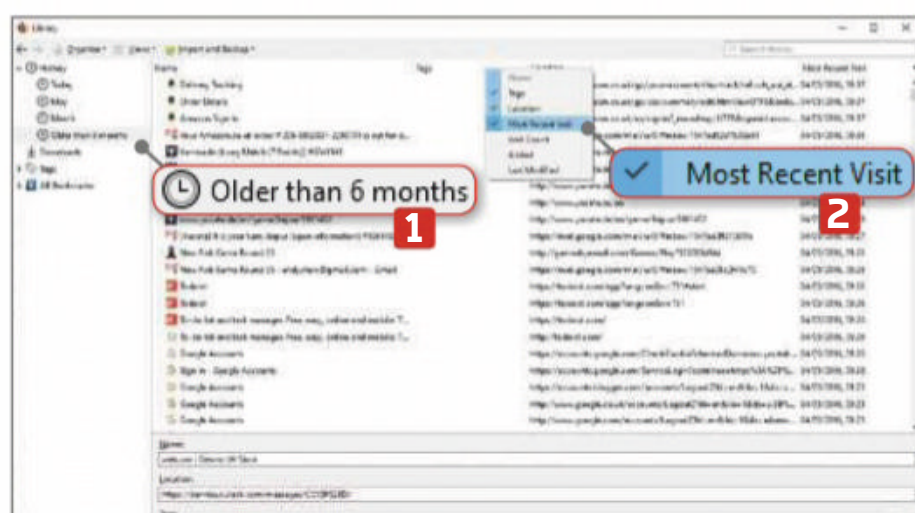
2 In the drop-down menu, next to 'Erase the following items from:', choose how far back you want to erase. There are specific periods, such as hours and weeks, **1** or you could erase everything from the most recent session. **2** If you want to be more specific, choose '-/-'. **3**



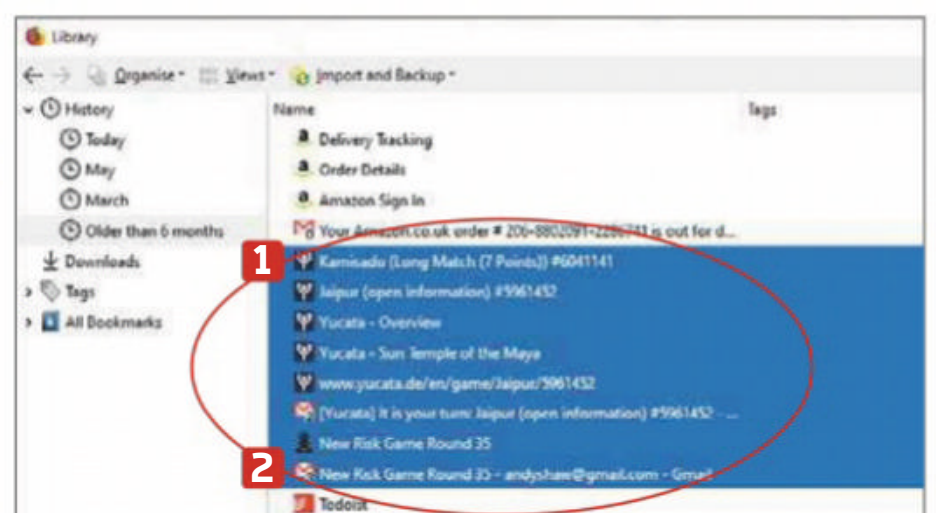
3 Click the time and use the up and down arrows **1** to go forward and backward by hours, minutes or seconds. Click the date to summon a calendar, **2** so you can choose a different day. Click Run Eraser **3** and your browsing history is deleted back to the specific moment you've chosen.



4 Firefox's built-in history tool is easier to use than Chrome's, and lets you delete specific sites and sections. Click the Library button, **1** click History, then Show All History. **2**



5 Stretch the window a bit so you can see everything, then click one of the time sections under History. **1** Your browsing history is shown in chronological order from your most recent visit. To see actual dates and times, right-click a heading at the top and select Most Recent Visit. **2**



6 Once you've found the period you want to delete, select all the sites between the two times/dates. You can select groups of entries, as you would in File Explorer, by clicking the first one, **1** pressing Shift and clicking the last one. **2** Press the Delete key to remove the selected sites.

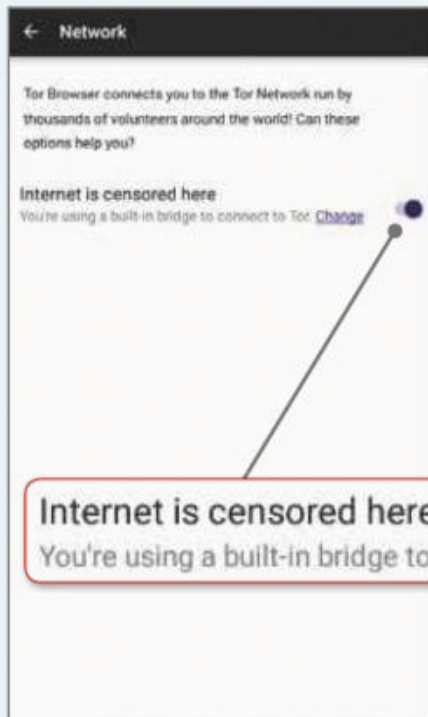


Browse privately on mobile using Tor

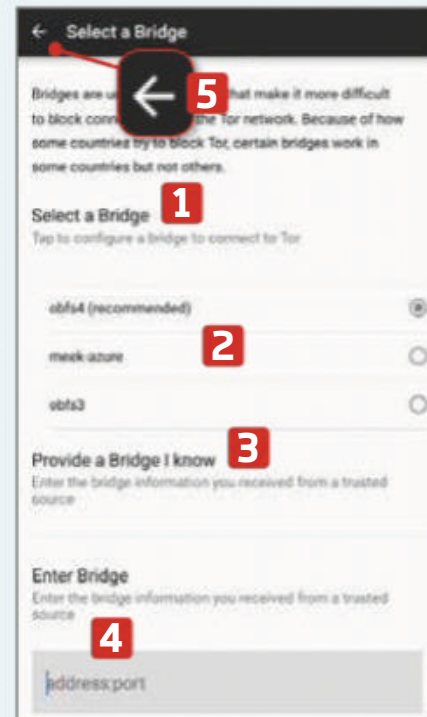
After months in alpha, the Tor Project's Tor Browser for phones and tablets is finally available for Android users. Tor Browser features multi-layered encryption to keep your data and web habits private, and stop websites

Tor Browser: bit.ly/tor478 | 10 mins | **Android 4.1**

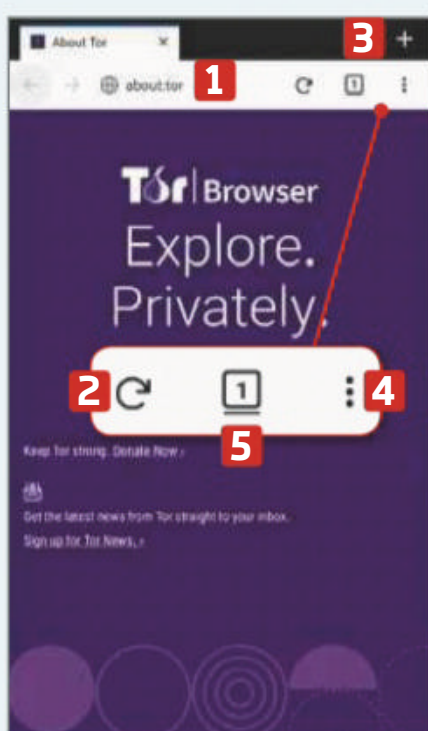
and ISPs snooping on you. It's also useful for avoiding censorious totalitarian governments, if that's your bag. Unfortunately, there's no official iOS version available yet.



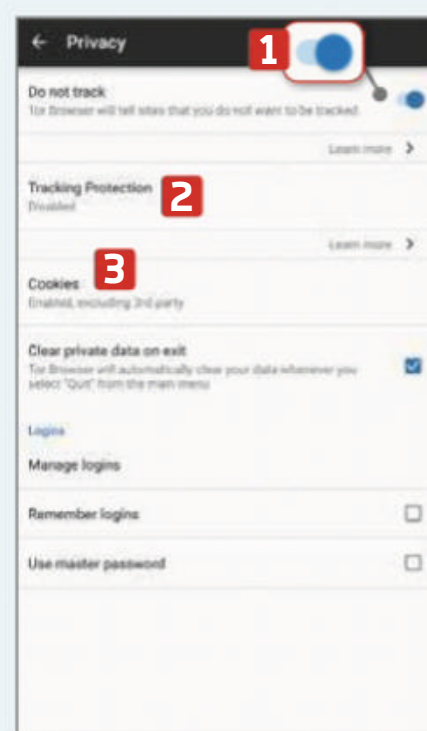
1 Launch the Tor Browser and you're offered two options: a Settings cog and a Connect button. Pressing the Settings reveals a toggle switch **1** next to an option called 'Internet is censored here', though if you're browsing in the UK, you theoretically shouldn't need to use this.



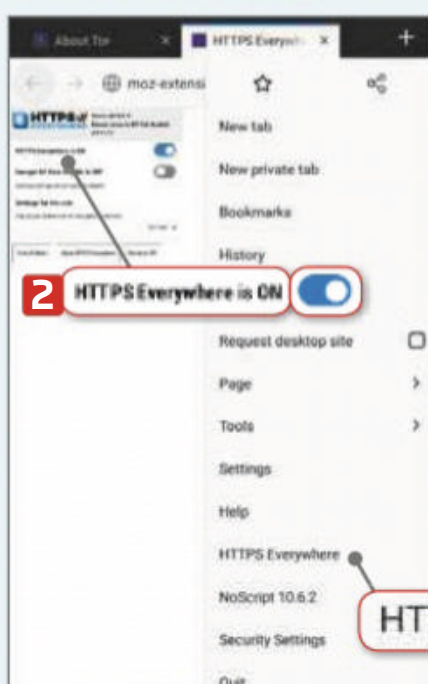
2 If you toggle the switch to On and create a bridge – a secret proxy connection ISPs can't block – you have two options: tap 'Select a Bridge' **1** to choose a pre-set bridge; **2** or press 'Provide a Bridge I know' **3** to input a bridge's details. **4** Tap the Back button **5** to save and return to the home screen.



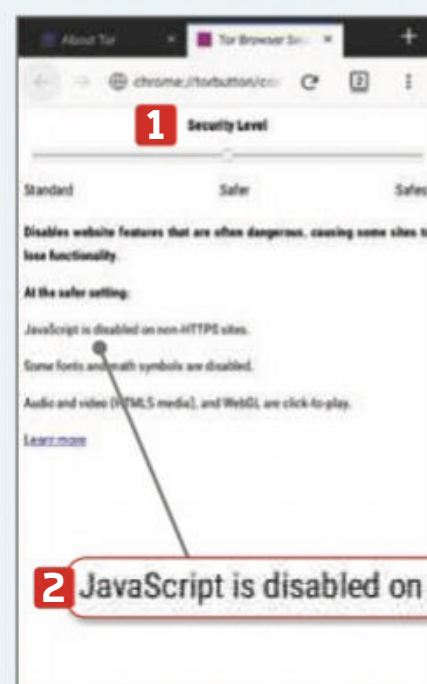
3 Click Connect to open the Tor browser. It looks and feels like Firefox, with almost identical elements: an address bar, **1** page refresh, **2** plus button for opening new tabs **3** and three-dot menu providing access to settings. **4** Press the tabs icon **5** followed by the Incognito icon to switch to an even more private mode, which blocks tracking activity.



4 Tap the three-dot button and select Settings from the menu. Here, you can control how websites act when you visit them. Under Privacy, be sure to switch on 'Do not track' **1** and enable Tracking Protection. **2** Cookies may also be disabled, **3** if you don't intend to remain signed into sites.



5 Open the three-dot menu again and select HTTPS Everywhere. **1** This browser tool forces all websites to load the most secure version of the page. By tapping this, you're able to toggle off **2** the built-in tool, which may be necessary for certain websites to work.



6 Finally, to ensure that Tor gives you the most secure browsing experience possible, visit Security Settings. You're presented with a slider running from Standard to Safest. **1** Choose the setting that's best for you, but note that the 'safer' you go, the more settings – such as JavaScript – will be disabled on non-secure websites. **2**

Weekend Project

Get to grips with some serious tech tinkering to boost your computer and other devices



How to...

Build a home-surveillance system for free

Wayne Williams shows how you can use existing cameras and mobile devices to create an inexpensive home-security system

In the pre-internet era, the best way to keep your home secure was to install an expensive alarm system, with a box on the front of your house to warn away intruders. If someone tried to break in, an alarm would sound and, if you paid a subscription, a signal would be sent to the monitoring company. While you can still go down this route, modern technology provides many other options, some of which won't cost you a penny.

In this Weekend Project we look at how you can use old devices such as smartphones and tablets, and couple them with new software, to keep an eye on your home when you're out at work, away on holiday or tucked up asleep in bed.



What you'll need

Any connected camera can be used as part of a home-surveillance system, as long as it's capable of producing reasonably clear video. This can be a standalone, purpose-built webcam or one that's built into a laptop, tablet or smartphone. Ideally, you want a wireless webcam that you can place somewhere discreetly, which provides good coverage of one or more rooms or can be used

outdoors. The cost depends on whether you already have devices available with the features you require.

If you need to buy new, Netgear's Alexa-compatible Arlo Pro 2 (bit.ly/ngar478) is a very good webcam that offers a built-in siren and the ability to store footage on a USB memory stick. However, at around £234, it's not cheap. You get seven days of cloud recordings (up to 1GB) for free and can upgrade to

Premier (30 days/10GB of recording) for £6.49 a month.

Logitech makes good webcams, and its Circle 2 (bit.ly/logi478), which is priced at around £129, also works with Alexa and offers 24-hours of secure cloud storage for free, plus a smart time-lapse day briefing. To get 14-day storage, you can upgrade to the Basic plan for £2.99 a month (single cam) or £5.99 a month (up to five cameras).



Netgear's Arlo Pro 2 webcam is very good, but it's expensive

If your budget is more modest, you could try the D-Link DCS-8000LH Mini HD Wi-Fi Camera (bit.ly/dlink478). This costs around £35, but offers 720p quality video, free 24-hour footage retention, and Alexa/Google Assistant support.



D-Link's DCS-8000LH is a more affordable solution

You can compare the plans at bit.ly/ispp478. We show you how to set it up in our Mini Workshop, below.

Angelcam (www.angelcam.com) is a simple web-based service that works with most cameras (over 90%, according to its

website) and will let you watch them on a smartphone or tablet, or over the web. The Mini 3 plan can store up to three days of footage in the cloud for \$3.99 (£3.13) a month per camera (there's a 30-day trial).

Finally, Ivideon (www.ivideon.com – choose English from the globe, top-right) is a video-surveillance system that lets you watch live video feeds and video archives over the internet, or via Android and iOS. The free version is limited to two cameras and basic recording, and videos are stored in the cloud for one day, although you get an unlimited local archive and can export videos (up to an hour in length) to a file. It also provides smart notifications when motion or sound is detected.

The paid-for Cloud 1 version costs from \$4 (£3.14) a month and adds full recording of all events to the cloud. Cloud 10 costs \$9 (£7.06) a month,

Free surveillance software

There are plenty of programs you can use to connect to your camera, although the free versions all have some limitations. The open-source surveillance tool iSpy (www.ispyconnect.com), which is compatible with unlimited cameras and microphones, offers motion detection, recording, scheduling, remote access, cloud storage and YouTube uploading. The program also supports plugins, so you can add extra functionality, such as number-plate and facial recognition.

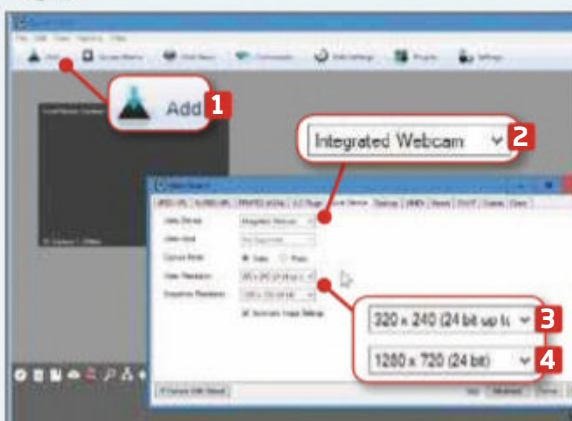
The software is free to use locally, but if you want features such as access to the cloud services, you'll need to buy a subscription. The Basic plan costs \$5 (around £3.93) a month, Pro is \$9.95 (£7.81) and Pro Plus is \$29.95 (£23.52).

LET ALEXA GUARD YOUR HOME

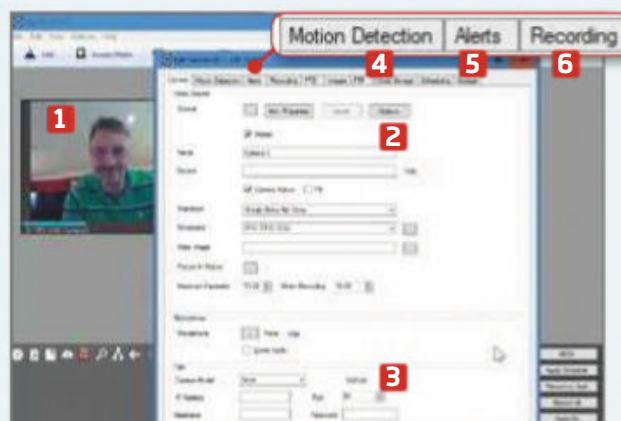
If you own an Alexa-enabled Amazon device, such as an Echo, you may soon be able to use it to help protect your home. Currently only available in America (with no word yet on when it will arrive in the UK), Alexa Guard is a new feature that listens out for the sound of breaking glass or alarms (including smoke and carbon monoxide) and sends you an alert. It can also turn connected lights on or off randomly to give the appearance of someone being at home. To activate it, simply tell Alexa "I'm leaving" and disable it by announcing "I'm home". It can also work in conjunction with some home-security systems.



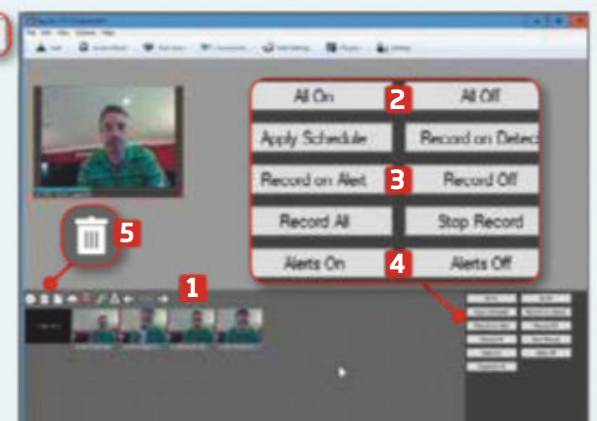
MINI WORKSHOP | Set up and use iSpy home-monitoring software



1 Launch iSpy. If your PC has a webcam, it should be recognised and appear in the program. Click Add **1** to setup a different one – such as a local or IP camera. Select the video device in the drop-down box, **2** and choose the desired video **3** and snapshot resolution. **4**







2 Click OK and the camera should appear in the background. **1** The Edit Camera window opens, and you can customise the video settings **2** and audio source. **3** Click the Motion Detection tab **4** to configure it; Alerts **5** to setup notifications; and Recording **6** to choose when it should capture activity.



3 When the program detects motion, it captures it (unless you previously changed this setting). **1** Click a capture to view it in your web browser. You can toggle all cameras on or off, **2** manage recording **3** and toggle alerts. **4** To delete a capture, select it and click the bin icon. **5**

Broadband Deals

Call FREE on 0800 083 2357 to switch your broadband

	Provider	Package name	Monthly price	Contract length	Broadband speed	Allowance	First-year cost*
1		TalkTalk: Fast Broadband	£17.95 (£27 after 18 months)	18 months	11Mbps avg. speed	∞ unlimited	CHEAPEST £215.40
2		Shell Energy: Fast Broadband	£19.99	18 months	11Mbps avg. speed	∞ unlimited	£239.88
3		Sky: Broadband Essential	£20.00 (£31 after 18 months)	18 months	11Mbps avg. speed	∞ unlimited*	£240.00
4		Virgin Media: Big Bundle + Fibre Broadband + Weekend Calls	£29.00 (£59 after 12 months)	12 months	108Mbps avg. speed	∞ unlimited	£348.00

Terms & Conditions apply - see ISP sites for details

* Fair-usage or restriction policy applies.

Data supplied by www.broadbandgenie.co.uk. Correct as of 6 June 2019.

Ofcom

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

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

**SNEAK
PREVIEW!**

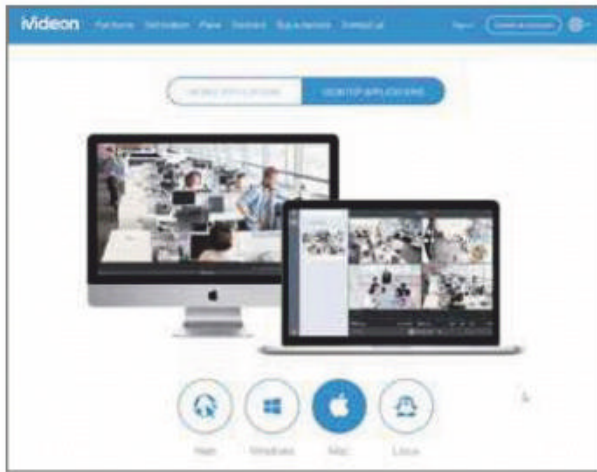
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Ivideon is available for all the major desktop and mobile platforms

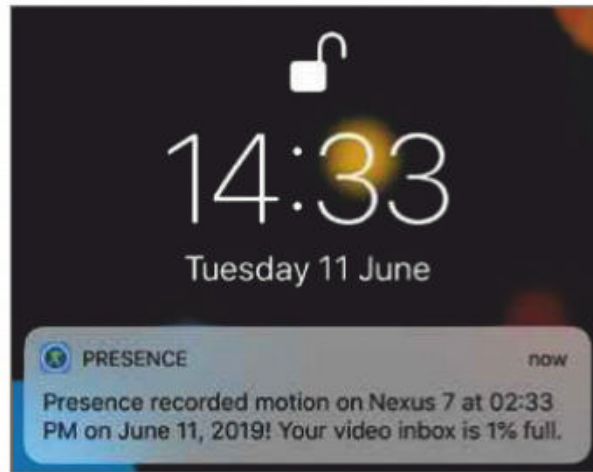
and Cloud 30 is \$19 (£14.92). You can compare the plans at bit.ly/ivid478.

Turn your smartphone into a home-surveillance system

If you have an old smartphone or tablet that you don't use any more, you can turn it into a security camera to keep an eye on your home. There are a number of apps for this, but we recommend the Alfred Home Security Camera (alfred.camera). It's free and you install it on two devices – one acts as the camera and the other as the viewer.

The app includes a motion sensor with adjustable sensitivity and instant alerts, as well as the ability to stream live video from anywhere via the WebViewer (alfred.camera/webapp). By using both the front and rear cameras, it delivers (near) 360-degree coverage. We show you how to set this up in our Mini Workshop, below.

The free version has some downsides



Presence sends alerts when motion is detected

to be aware of, though. Some features – including HD viewing and recording, zoom, AI-powered person detection, motion-detection schedule and extra storage – are Premium-only. Upgrading

costs £29.49 a year (or £3.49 a month). The free version also regularly shows large ads, which upgrading removes.

Presence Video Security Camera (www.presencepro.com) for Android and iOS works in the same way – you need to install it on two devices. This offers live audio and video streaming, on-demand video recording and motion tracking (the latter is switched off by default). It also offers motion recording with 50MB of storage and different modes including Home, Away, Vacation and Sleep.

iPhone users can upgrade to Presence Pro as an in-app purchase, to increase the available storage to 5GB and let you capture longer and better quality videos with less time between recordings. This costs £3.99 a month or £39.99 a year. ■

PROJECT IDEAS IF YOU WANT TO GO FURTHER

Create your own video doorbell

bit.ly/drbe478

Build your own smart security camera

bit.ly/sscam478

Make a home-security system

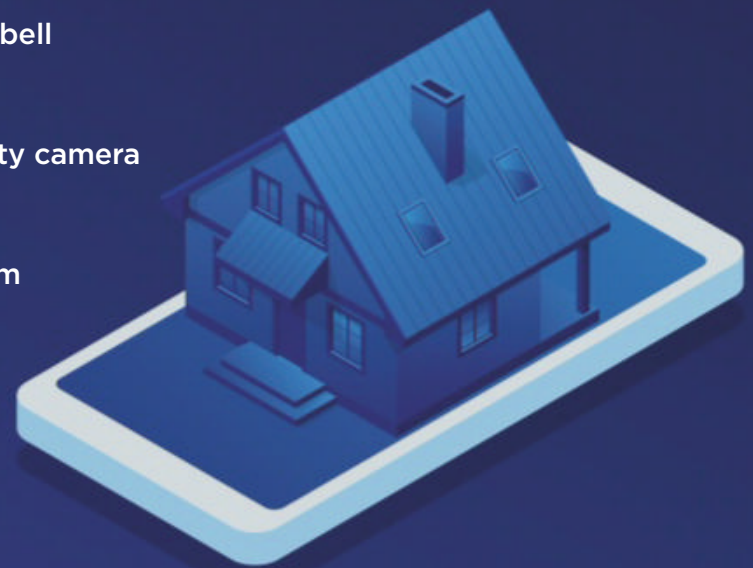
bit.ly/rpis478

Make a hidden camera

bit.ly/hidcm478

Build a door monitor

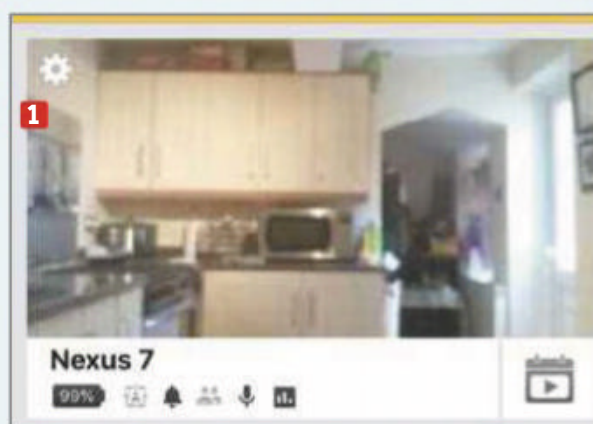
bit.ly/drmn478



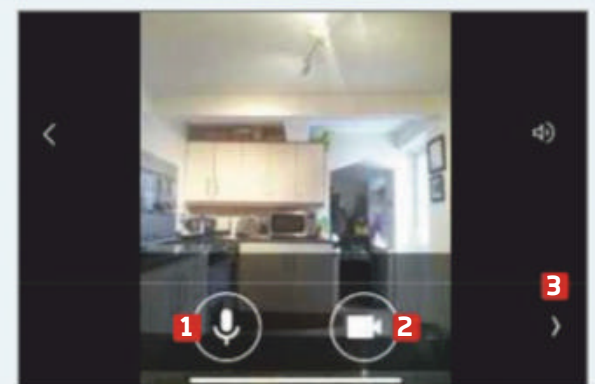
MINI WORKSHOP | Monitor your home with an old smartphone and Alfred



1 Start by installing Alfred on two devices (you can use tablets, phones or a mixture of both). Tap the button to 'Try it out!' on your first device, then select Camera. **1** Tap 'Get started!' **2** on the next screen, then sign in with your Google account.



2 If you have more than one Google account, select the one you want to use and grant the required permissions. Open your second device and select Viewer, then tap 'Get started!' and sign in with the same Google account. You should see the image from your camera device on your viewer. **1**



3 Tap to open the view. Hold down the microphone **1** to talk through the camera device's speaker, or tap the video button **2** to record what you can see. Tap the arrow to the right **3** to switch between front and rear cameras, rotate the video, turn the flashlight on or off, and switch to low-light mode.

NEXT ISSUE

How To... Get more from your old music collection

On sale
Wednesday
10 July

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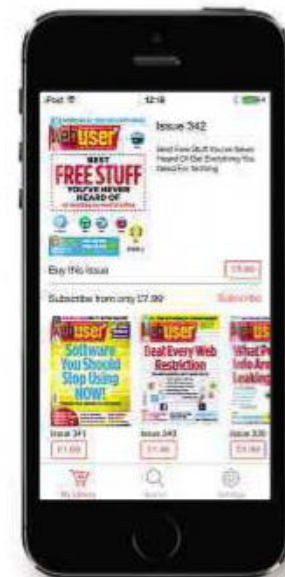
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SEE NEXT PAGE FOR SET-UP INSTRUCTIONS

HOW TO SUBSCRIBE...

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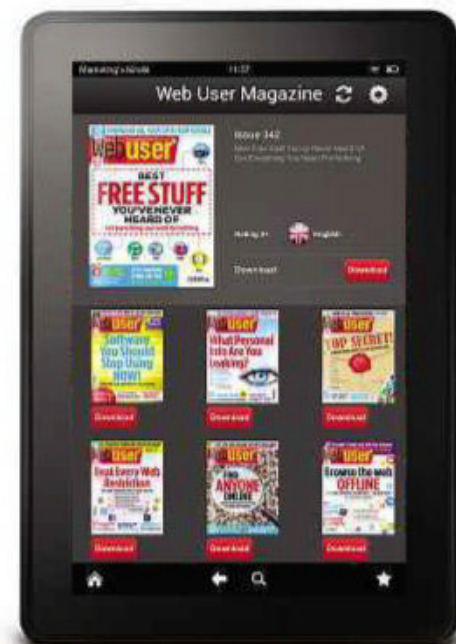
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- STEP 4** Enter your **Apple ID password** to confirm



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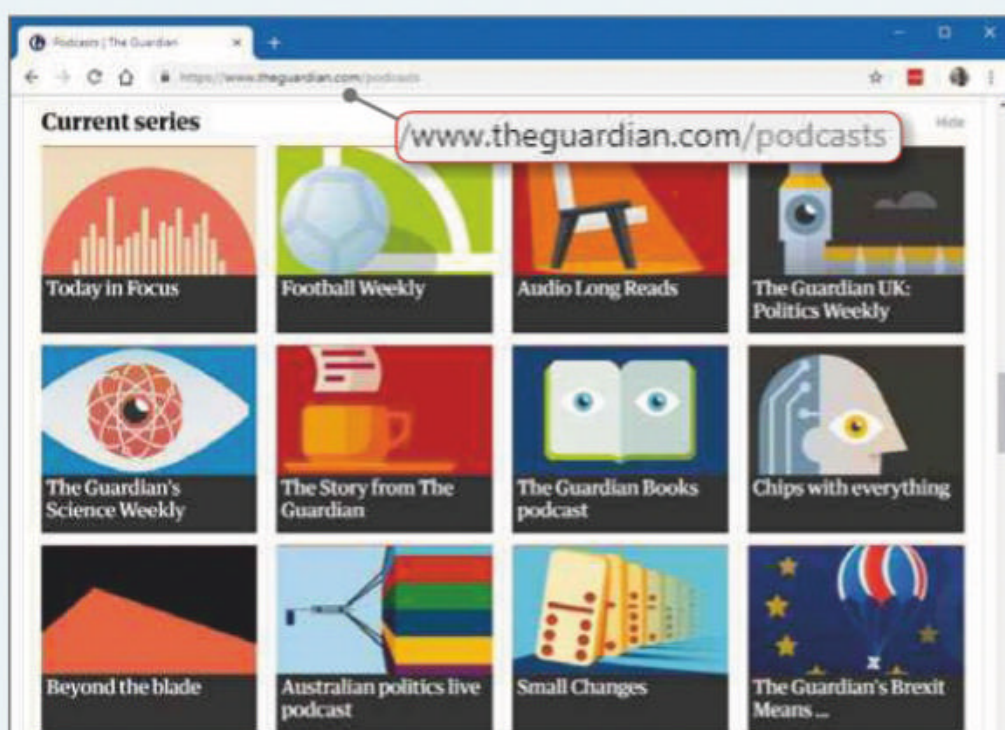
Web User Masterclass

Find and play the best podcasts on the internet

Find podcasts on your favourite websites

Google and Bing make it easy to find podcasts: just type `podcasts` into either search engine to see more than you could ever listen to. As you scan through the addresses in the search results, you'll see that many podcasts are kept in the `/podcasts` section of a website – for example, www.bbc.co.uk/podcasts, talksport.com/podcasts, www.nature.com/podcasts and so on. Try adding a `/podcasts` suffix to the URL of your favourite website to see if it has podcasts of its own. It's worth bookmarking sites with podcasts and saving them in a folder where they're easy to find – right-click Chrome's bookmarks bar, for example, to create a folder, then drag the padlock from a URL and drop it on the folder to save it.

Adding `/podcasts` to the end of a web address often takes you to a site's audio section



Play or download podcasts

Some websites let you play podcasts in your browser, providing controls to play and pause, while others let you download and save them to play offline. At the BBC website, for example, you can download podcasts in two levels of quality: 64kbps and 128kbps. The higher quality 128kbps version is a bigger file, requiring around 1MB per minute, which is 60MB for a one-hour show. A 64kbps podcast takes up half the space.

Podcasts use a common audio file format such as MP3, so you shouldn't have any problems playing them. Double-click a file and it will play in the default music player – that's Groove Music in Windows 10, unless you've changed it to something else.



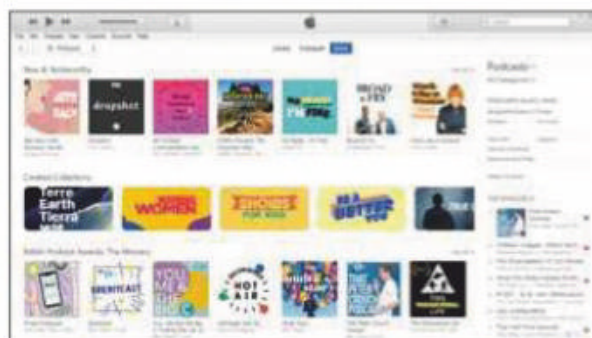
Play podcasts on the web or download them to your hard drive to play offline

Browse podcasts in iTunes

We often deride Apple's iTunes (bit.ly/itu478) for its bloat but it's a great source of podcasts whether you have a PC or a Mac. Because it syncs with Apple's Podcasts app on iOS, it has a vast number of iPhone and iPad users, which makes it a popular way for podcast producers to access a significant audience and get metrics on how well their podcast is doing.

Open iTunes, click the drop-down menu button in the top-left corner, select Podcasts, then click Store at the top of the window in the middle. Although Store implies payment, nearly all podcasts are free.

The window fills with featured podcasts and links to various lists and sections, such as Top Episodes, Top



iTunes is a great place to find and subscribe to podcasts

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.

Shows, Featured Providers and 16 categories. Select a category in the drop-down list on the right and you'll see New & Noteworthy, What's Hot and other sections.

Click a podcast and the details screen appears with a list of all the podcast episodes. Let the mouse hover over a podcast to see a Play button on the left that lets you listen to it right now on your PC.

Apple has recently announced that iTunes will be replaced by separate apps for different jobs in the future – hopefully the new Podcasts software will be available for Windows as well as on Macs.

Search iTunes for podcasts

At the top-right of iTunes is a search box. Select Store for the search, then enter any word or phrase that interests



you. Select Podcasts in the category list on the right to filter the search results.

Subscribe to podcasts

Subscribing to a podcast adds it to the library of your podcast player software, such as iTunes or a podcast app on your mobile device. This makes it easy to revisit podcasts to browse them, see notifications of new episodes and play them. In iTunes, select Podcasts in the top-left corner, then select Library at the top in the middle. Podcasts appear in a column and selecting one lists the podcast episodes.

Google Podcasts for Android

Of the more than 100 podcast apps on Android, Google Podcasts (podcasts.google.com) stands out – partly because it is from Google and partly due to its simplicity. This tiny 170KB app lists Top podcasts, Trending podcasts, Top podcasts in Comedy, Top podcasts in Arts and many more categories. Tap a podcast tile to see the details, along with a Subscribe button and a list of episodes with Play buttons. Tap to listen.

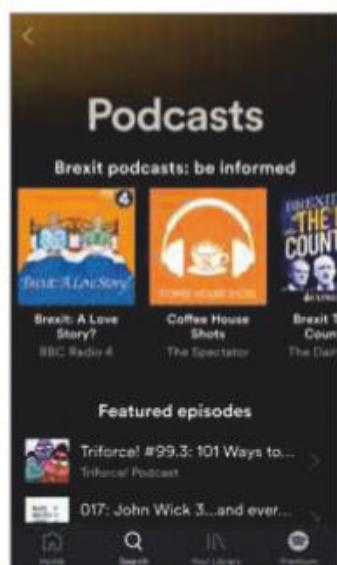
The Google search box at the top is a great way to find podcasts on any topic. The search results list podcast episodes with Play buttons next to them that let you listen immediately.

Apple Podcasts for iPhone

Apple's app lets you set up all your podcast subscriptions in iTunes on your PC or Mac, where it's easier to browse them. It then syncs with the Podcasts app on iPhones and iPads, making podcasts appear on your computer and mobile devices, so you can listen to them anywhere.

Hear podcasts in Spotify

Spotify isn't just a music player – now you can find, subscribe and listen to podcasts from here, too. Tap the Search button at the bottom of the screen and



Spotify is one of hundreds of podcast players for mobile devices

choose Podcasts. You can browse featured episodes from top podcasts and explore categories such as Sports & Recreation, Comedy, Games, Business & Technology and more. Most podcast tools use a Subscribe button, but Spotify lets you Follow a podcast. Tap the button when you see it.

TAKE IT TO THE NEXT LEVEL

More advanced tips for when you're feeling brave

Beware of automatic downloads

The default settings for podcast apps is often to download everything, but some podcasts have been running for years, with hundreds of episodes, so they will fill a phone or tablet's storage and occupy gigabytes of space on your computer's drive if you don't stop them. Before you add a podcast – or as soon as you add a new one – check the app or podcast's settings and stop it from automatically downloading.

In iTunes, for example, select Podcasts in the top-left pop-up menu, then select Library at the top in the middle. Click the Defaults button at the bottom of the podcasts column and set Download Episodes to Off. Set Delete Played Episodes to On so they are deleted once you've listened to them and your device's storage space is recovered. There are also individual settings for each podcast.

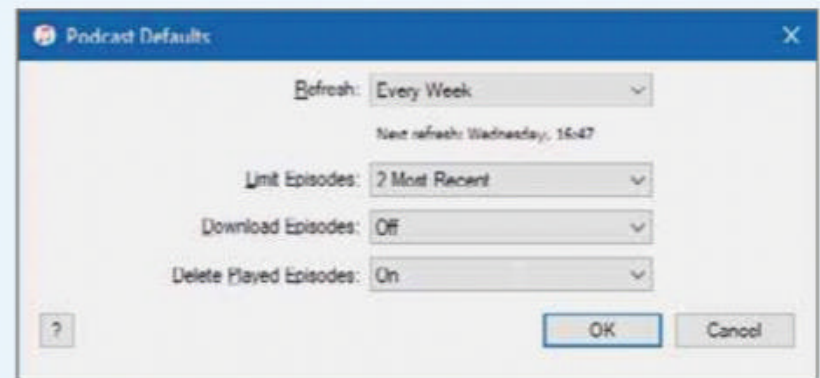
If you need to download podcasts, perhaps for listening offline, set Limit Episodes to Most Recent or 2 Most Recent, so you don't download the entire back catalogue of podcasts that have been running for years.

Every podcast app on a phone is different, so you'll need to check the app's settings to find the precise location of these features.

Create your own podcasts

Creating and distributing your own podcast can be easy or complex, and cost from nothing to thousands of pounds. A good way to get started for free is with Buzzsprout (www.buzzsprout.com) and Audacity (www.audacityteam.org).

Audacity is a free audio editor and podcast recorder – all you need is a microphone. Your laptop will likely have one built in, but an



Limit podcast downloads or they will fill your device's storage with episodes

external USB model is better, if you can afford it. Audio recording apps on phones are also good, and the file can be transferred to a PC for editing. Save files as 64kbps mono or 128kbps stereo, and don't include music unless you have a distribution licence.

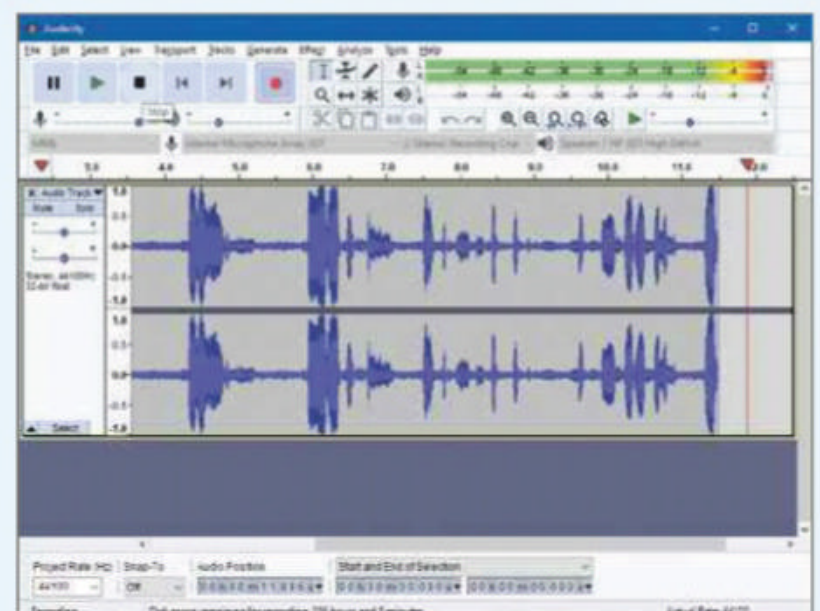
A free Buzzsprout account lets you upload two hours of audio each month, which works out to a weekly half-hour podcast. The site hosts the podcast, shows statistics (such as how many people have listened), provides social-sharing features and lets you publish to the Apple iTunes and Google Podcasts directories.

All-in-one podcast studio

Spreaker Podcast Studio is one of the most popular all-in-one podcasting apps. It lets you create and distribute podcasts from your Android phone.

You can broadcast live or record a podcast to distribute later. The app includes sound effects to add interest, and you can automatically post to Twitter and Facebook. Podcasts can be distributed on Spotify, Google and other places.

A free account provides storage for 20 x 15-minute podcasts.



Record high quality in Audacity, but export podcasts as low bitrate MP3s

Ask the Expert

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



HARDWARE

Fix colour problem with my printer

Q My Canon MG5350 multifunction printer and scanner has been running well since I bought it in 2014. However, I'm now having problems printing colour photographs.

If I print a photo from any program, and don't change the print setup from Standard to Photo Printing, it prints the image correctly whether I use normal or photographic paper. However, if I print that same picture and change the print setup to Photo Printing, the shadows come out as various shades of mauve and purple. In general, the rest of the colours are correct.

In an effort to fix this, I have reloaded and updated all the relevant drivers I could find on the Canon website. I have also run several deep



cleans and nozzle checks, all with well filled and functioning cartridges loaded. It appears that the print head is working as it should and there aren't any blockages.

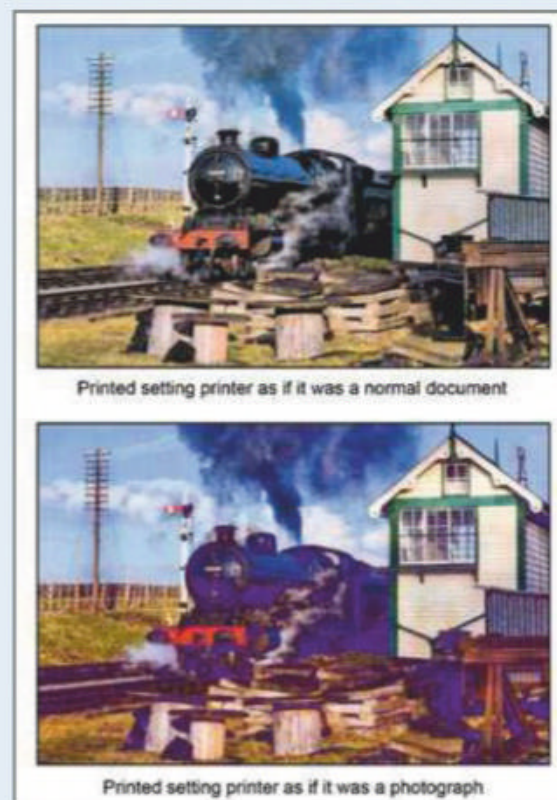
A friend has suggested that I should uninstall the printer completely and reload it from scratch, but I must admit I don't know how to do this.

Brian Walbey, via email

A You've said that the colour fault occurs whatever program you print from, which rules out a software problem. You've also updated the driver and cleaned the print heads, which means there isn't much left to try.

Are you using genuine ink cartridges and paper from Canon? Other brands of ink and paper may not be compatible and could be the cause of your problem. Even if you are using Canon ink and paper, it could be a bad batch, so it's worth changing them to see if the printing improves.

If you have the original software that came with the printer, use an uninstaller



Odd colour effects can be caused by blocked ink jets or incompatible paper

such as IObit Uninstaller Free (bit.ly/iobu478) or Revo Uninstaller (www.revouninstaller.com) to remove all traces of the driver and software, then reinstall the original. It's possible that a bug in the latest software version is causing this problem.

BROWSERS

Make Kaspersky work with Firefox

Q I have a 64-bit Toshiba laptop with Windows 10 installed, and I'm using Edge as my browser. I'm also running Kaspersky Internet Security, and use Kaspersky's Safe Money tools when buying things and using banking services.

I recently followed advice to disable Internet Explorer but when I then tried to run Safe Money, I was met with a message stating that my PC "Cannot open Safe Money - requires browsers IE or Mozilla Firefox or Google Chrome".

I downloaded and installed Firefox, then tried Safe Money again, but it failed and showed the message: "Failed to run Protected Browser." Because I needed to

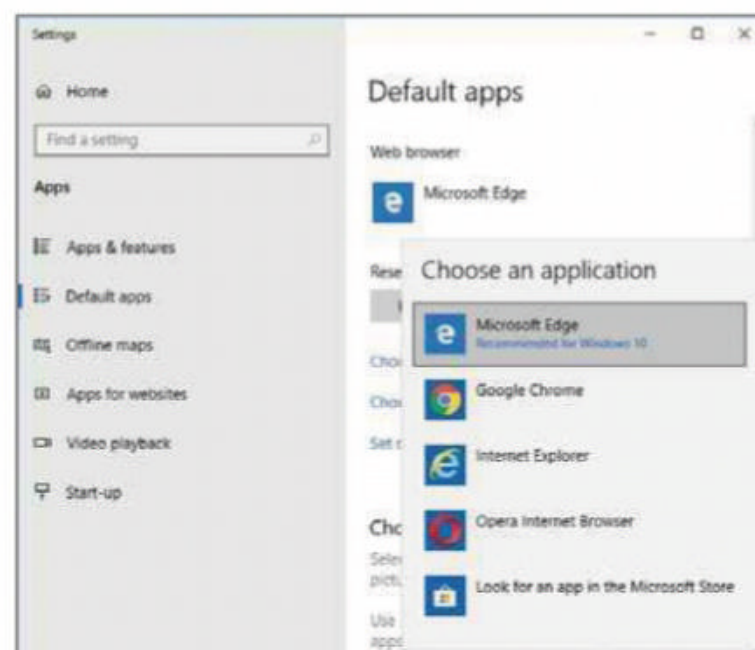
use Safe Money again, I was forced to re-enable IE11.

Why won't Kaspersky work with Firefox? Near the end of the Firefox installation, I ticked Edge as my default browser because I didn't want to create any conflict with other elements of my setup. Should I have ticked Firefox as the default? If I do, will it cause problems with other programs? I'm also curious to hear your views on the future new browser Microsoft Edge (Chromium)? Do you think

it will allow Safe Money to operate properly?

Alan Possee, via email

Set the default browser and other default s in the Windows 10 Settings app





A It sounds like Kaspersky Safe Money tries to open the default web browser, but fails if it isn't Internet Explorer, Firefox or Chrome. Setting Firefox as the default should solve the problem. Start Firefox, open the menu and click Options. On the General tab, find the Startup section and click Make Default.

Any web links you click will also open in Firefox, but this shouldn't cause any conflicts. If it does, you can easily switch back – just open Windows 10 Settings (Windows+i), click Apps and select Default apps. Click the button under Browser and choose the one you want.

It's difficult to say whether the new Chromium-based Edge browser will work with Kaspersky Safe Money. Most likely it will, because it is based on the same code as Chrome, but we'll just have to see when it arrives.

OFFICE SOFTWARE

Get Outlook working again

Q I have had a problem with Microsoft Outlook for some time now. I am using the latest Office365 version. When I try to load it, I get the 'loading profile' screen for 20 minutes before it eventually comes up with an error and fails to open.

I have tried various fixes from around the web, including deleting the Outlook profile and removing Registry entries. I have also completely uninstalled and reinstalled Office365, but to no avail.

I'm worried that my only option is to reformat my laptop and start again, but I was hoping you might have some less radical suggestions.

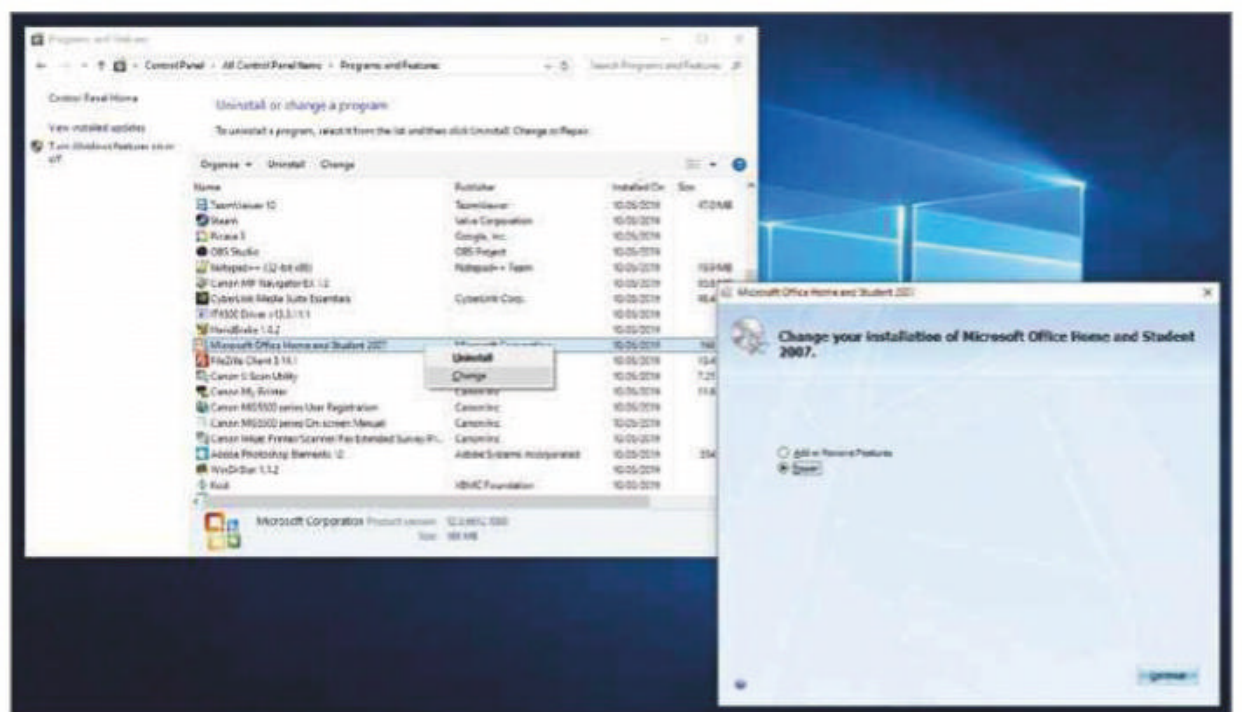
Barry Grant, via email

A There are many potential solutions to this problem, but not one that works for everyone. Try restarting Windows, then press Windows+R, type **outlook.exe /safe** and press Enter. This displays a small window that asks you to select a profile. When Outlook starts, close it and it should start normally again.

If that doesn't work, start Outlook in Safe Mode by clicking the icon while holding down the Ctrl key. If it starts, then your problem may be caused by an add-on. Disable or remove any that you have installed. Also, try right-clicking Outlook on the Start menu and select 'Run as administrator'. This sometimes fixes this problem.

Another option is to run a Repair tool. In the Control Panel, open 'Programs and Features' and right-click Office. Click Change, then Repair.

There's another repair tool that's bundled with Outlook and Office, which



There are several ways to repair a non-responsive Outlook, including changing the installation from the Control Panel

sometimes fixes problems. Open Explorer and go to:
C:\Program Files (x86)\Microsoft

Office\root\Office16
Double-click 'scanpst.exe' to run the repair tool, then select the Outlook '.pst'

BROWSERS

Change Edge's default search engine

Q After installing the recent major Windows 10 update, I opened my Edge browser to tweak a few settings but I couldn't find a way to change the default search engine. It's currently set to Bing and there doesn't appear to be a way to change it. Is there a solution, apart from typing **google.co.uk** or **duckduckgo.com** every time I want to search?

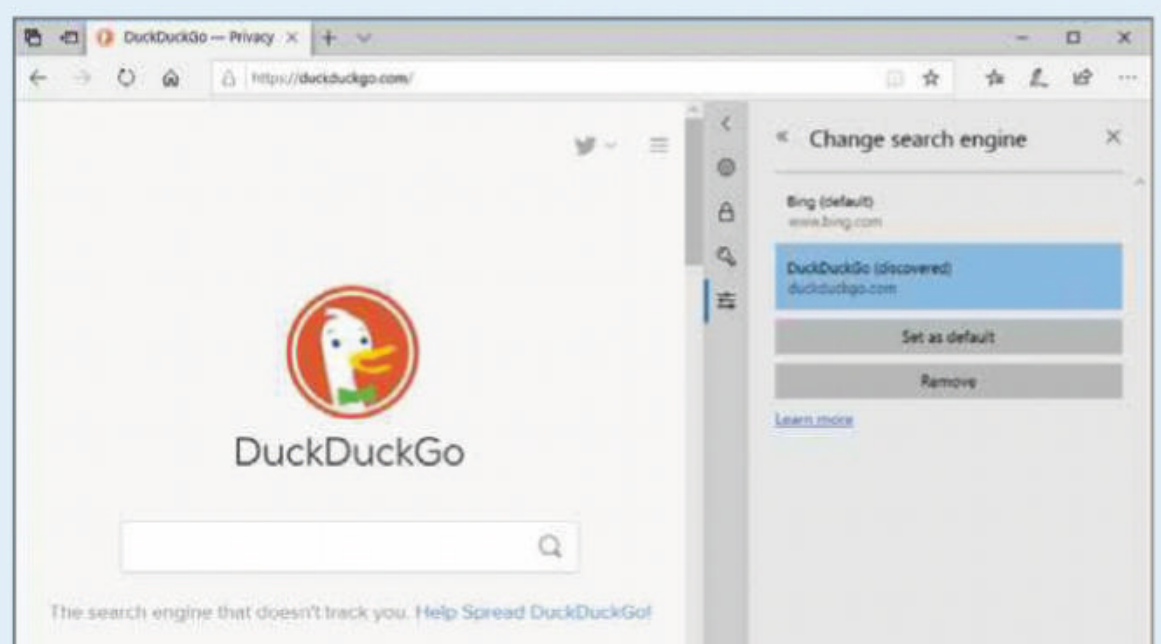
John Curtis, via email

A You can still change search engines and set the default to something other than Bing, but it's not obvious how to do it. The settings have changed and may change again

when Edge becomes a Chromium-powered browser.

Start Edge and open the menu by clicking the three-dot button. Select Settings and go to the Advanced category. Scroll down to the bottom of the settings and click 'Change search provider' under 'Address bar search'.

There's no way to manually add a search engine by typing its URL. However, if you visit a search engine's homepage in Edge, then navigate to this 'Change search engine' setting, it will appear on the list and can be selected and set as the default. You can also remove any search engines you don't want from this list.



Visit a search engine, then go to Edge's settings to set it as the default



Just because your PC looks ready for action doesn't necessarily mean that it is

or '.ost' file to repair. It's probably in:

C:\Users\YourName\AppData\Local\Microsoft\Outlook

Oddly, some people have found that disabling Skype gets Outlook working again. You can also try renaming the '.pst' or '.ost' file to prompt Outlook to start a fresh file. Press Windows+R, type **Outlook.exe /resetnavpane** and press Enter to reset the navigation panel. Now, click the network icon in the taskbar and select Flight Mode, then try Outlook again.

If none of these options works, create

a new Windows user account and try running Outlook. Sign into your account and let it sync.

BROWSERS

Bad browser connection

Q If I switch on my computer and try to use my browser straight away, I'm told there's no internet connection. But it works fine if I wait for a few minutes, either with the browser open or waiting before I launch it. It's annoying when I want to look something up on the internet and don't want to wait five

minutes to do so. What is going wrong?

Alan Fahey, via email

A Windows displays the desktop before it's actually finished loading, which fools you into thinking that it's faster and more responsive than it really is, and ready for action.

The desktop appears early on in the startup process, long before Windows has finished loading everything it needs, including networking. Some programs can be started during this loading period, but they may be very slow or not work at all until Windows has finished initialising.

On a computer with a slow hard drive, it could take several minutes to completely load everything Windows needs. The internet connection is established late in the list, long after the desktop appears.

One solution is to put your computer to sleep rather than powering off when you've finished using it. Close a laptop's lid, or click Start, then Power, then Sleep. This makes resuming much quicker than starting from cold.

Alternatively, you can try to optimise your startup. Uninstall any software you don't need and stop certain programs automatically loading with Windows. Replacing a slow hard drive with a fast solid-state drive is the best way to make a computer boot faster.

EMAIL

Make the Mail font more readable

Q For some reason, the font size in my Windows 10 Mail app has changed size and I'm now struggling to read the text. Can it be reset?

Roger Evans, via email

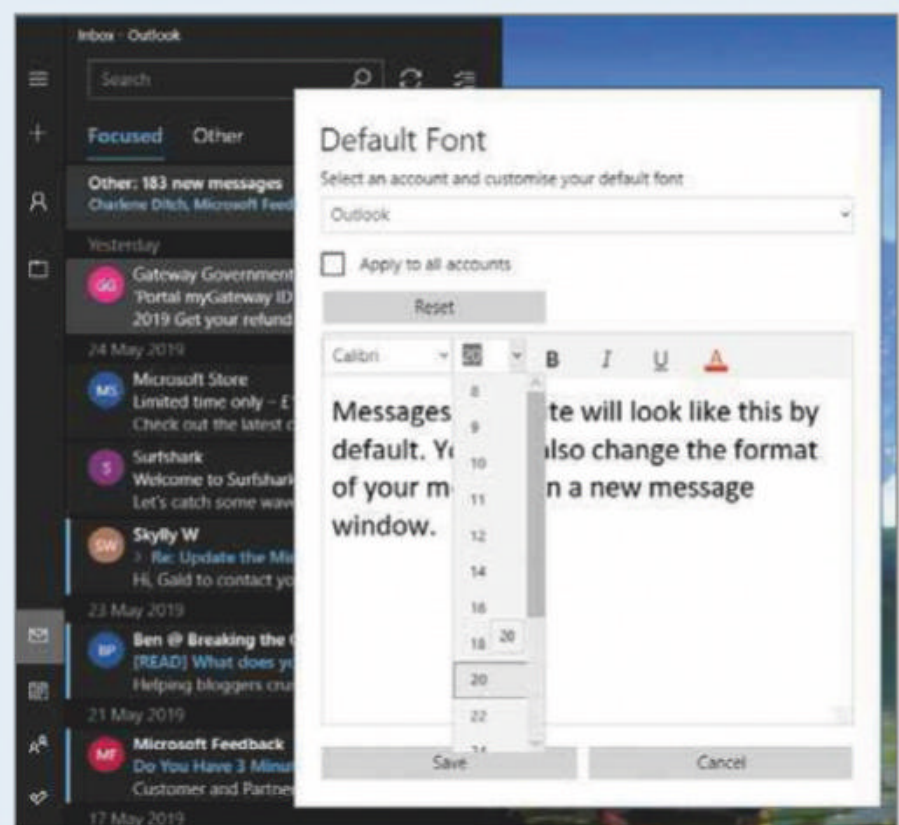
A The email's sender may have used a very small font size for their message. You often see this in emails from services you've subscribed to, where the Unsubscribe link at the bottom is deliberately made as small as possible, so it's difficult to see and use.

Select an email and click the three-dot button in the top-right corner. Select Zoom from the menu and choose a size from 50% to 400%. Unfortunately, this is only temporary and has to be selected again with the next email.

If your font-size problem is with writing emails, click the 'A' in the

toolbar and select a larger font size for the text. To save you doing this with every message, click the gear near the bottom-left of the Mail window and select Default Font in the menu. Choose a font and size for email.

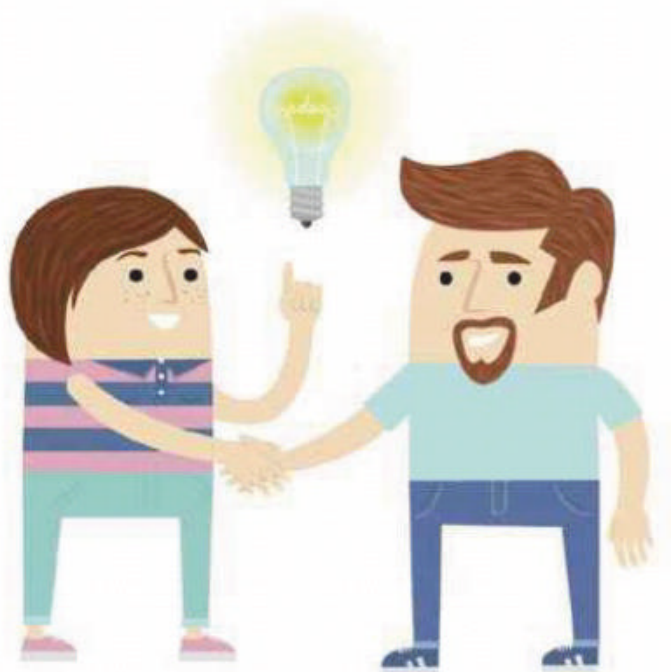
Resetting Mail might solve the problem. Open the Settings app and click Apps. Select 'Mail and Calendar', then 'Advanced options' and click Reset on the next screen.



Set the default font and style for new email messages with the Mail app



This fortnight, Roland has been tweaking, customising and updating his websites in time for summer



Readers' Helpdesk

Can you help your fellow readers with their computer problems? Send your questions and answers to webuser@webuser.co.uk

GAMING

Override Xbox's parental controls

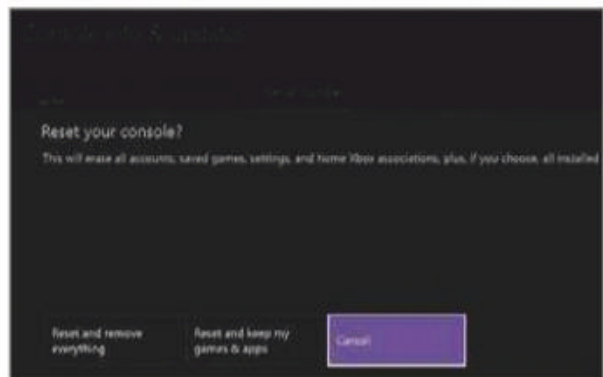
Q I couldn't repair my faulty Xbox, so I bought a cleaned and reconditioned model from a well-known second-hand high-street store. The console seemed to work well, but I was locked out with a message about 'Parental Guidance' and a request to enter my PIN. "What PIN?" I thought. I've had a look online, but not found the answer. Can you help at all?

Paul, via email

A It's not game over just yet, Paul. It sounds like the original owner used the Parental PIN to keep their children off the Xbox, and the store who sold you the console hasn't performed a full factory reset. To do this, press the Guide button, open Settings, System, 'Console info', then choose 'Reset console'.

There's a possibility that the Microsoft account you used to sign into the console was set up for a child. If that's the case, go into your account settings and change your birthdate (even if it's already correct), then re-save it. Good luck with your gaming!

Steve Clark, Features Writer, Web User



Use a factory reset to bring your console back to full working order

GENERAL PC

Change Cortana's voice settings

Q Rather than try to upgrade my shonky old computer to Windows 10, I bought a laptop from a friend. However, for some reason, on this laptop Cortana is American. I'm sure that's fine and

READERS RESPOND

HARDWARE

My 17in laptop recommendation

A In reply to Steven Moore's request for recommendations for a 17in laptop – I love my HP Envy, recently bought from the official HP Store (bit.ly/hpenvy478). It has an optical drive and Bang & Olufsen speakers.

I wish manufacturers would realise that not every laptop user is a gamer – some of us are far more interested in researching our family trees and listening to music. When I was looking to replace my Dell XPS 17in laptop



What are you looking for in a laptop?

running Windows 7, I was appalled to discover that thinness rather than features was the prime selling point! My laptop only gets moved to take on holiday, so thinness isn't an issue.

Lynn Sharpe, via email

CAN YOU HELP?

webuser@webuser.co.uk

You can seek help or suggest solutions to other readers' problems by emailing webuser@webuser.co.uk or via www.facebook.com/webusermagazine or twitter.com/webusermagazine.

HARDWARE

Q My iPhone contract is about to end and I'm tempted to switch to Android. Samsung's line-up impresses me, but I've heard good things about the Pixel, OnePlus and Motorola, too. Can anyone help me make a decision?

John Scarry, via email

BROWSERS

Q Vivaldi has a lovely feature that puts open tabs in a sidebar on the left. However, I'm not a big fan of the rest of the browser. Is there an extension or settings change that makes this feature available in Chrome?

Helen Jackson, via email

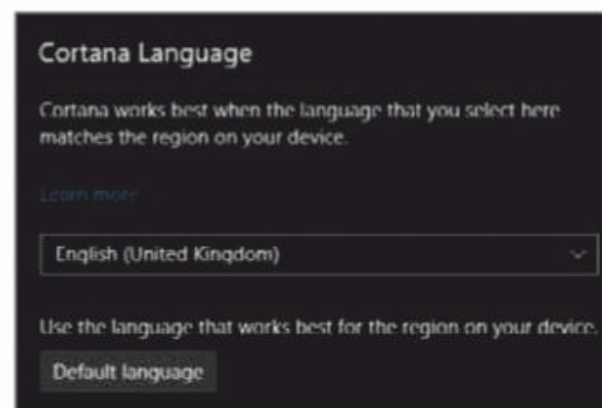
dandy for our Yankee cousins, but I'd prefer to use Microsoft's smart assistant with a British voice. Is there some way to alter this to make the voice assistant feel a little more home-grown?

Pete Bellingham, via email

A To change Cortana's speech and language, you need to head to Windows 10's Settings app and select the Cortana section. Alternatively, search for Cortana language settings in the Start menu. Within this section is a category called Cortana Language, which displays the current user setting. Click the drop-down menu underneath this to see the various other languages, including 'English (United Kingdom)'. You

may need to install the correct language pack. If that's the case, go to Settings, Time & Language, then Language to download your chosen pack.

Steve Clark, Features Writer, Web User



Make sure Cortana is speaking your language

Your Top Tips

Our pick of the best advice from our readers. Please send questions and answers to webuser@webuser.co.uk



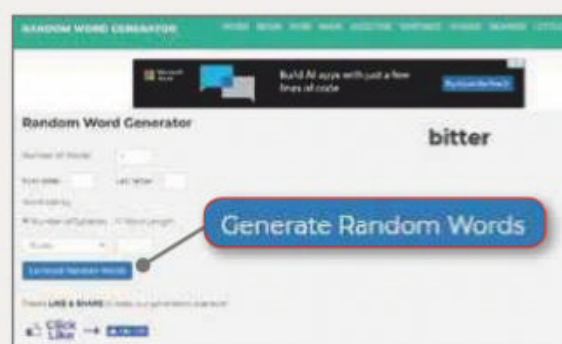
TOP TIP

SECURITY

Make your passwords more secure

Back in 2011, a website I had an account with told me it had been hacked and that my password needed to be changed. I bought a book called *Hacking for Dummies* and, with its help, devised a new system for my passwords that keeps hackers at bay with its randomness.

First, I set up a new email address for logins. I then use a password generator to create a random string of eight letters and numbers, and add six more characters, which I memorise, to either the beginning or the end of the new password. I keep a list of sites as I set them up, with the eight-character section written down – but the six characters I've memorised aren't written anywhere.



How do you keep your passwords safe online?

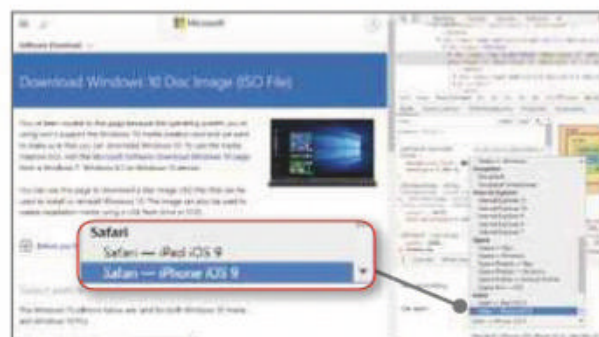
When I visit sensitive sites, such as banking, credit cards and so on, I use a browser with a built-in VPN and an On Screen keyboard from Kaspersky. I sometimes have to switch off the VPN because some sites don't allow access that appears to be 'from abroad'.

Paul Turland, via email

GENERAL PC

Download a Windows 10 ISO file

To get a legitimate copy of Windows 10 as an ISO file, instead of downloading the media creation tool, go to bit.ly/windows478 in Chrome. Right-click the page, then click Inspect. When that's finished loading, click the top-right three-dot button (not the regular Chrome menu – the one below that) and select 'More tools', then 'Network conditions'. Next to 'User agent', untick 'Select automatically' and change the option in the drop-down menu to 'Safari – iPhone iOS 9'. Without closing the Inspect



Get your own official copy of the Windows 10 ISO

window, reload the page and you'll now see an option to download the ISO.

Kealan Pender, via email

BROWSERS

Get new wallpapers in Opera

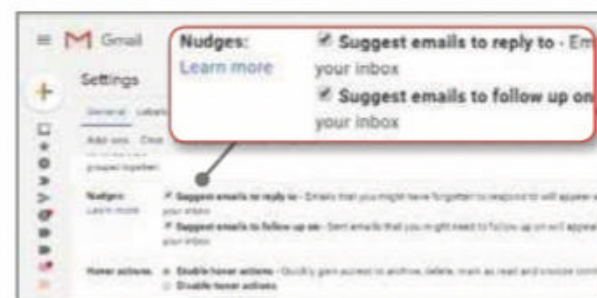
I enjoyed the tip in Issue 476 (bit.ly/webuser476) about using a plain white background in Opera if you can't find a wallpaper you like. If you'd prefer something more personal, go to Settings and check that 'Enable Wallpapers' is on. Click 'Add your wallpaper' to upload your own pictures. The last picture you upload will automatically become the background, but it's easy to change to another one whenever you want.

Madeline S, via email

EMAIL

Make Gmail remind you about unanswered emails

Gmail can remind you to deal with emails you may have forgotten about. It resurfaces old ones and puts them at the top of your inbox, to remind you that they're still unanswered. Click the cog



Do you need reminding about emails? Enable these Gmail nudges

icon and select Settings. In the first section, General, you'll find a subsection called Nudges about half way down. Select the two options – one for emails you need to reply to and the other for emails you need to follow-up.

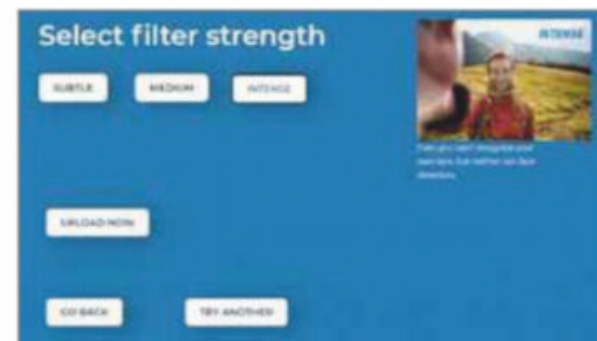
Jan Spencer, via email

PRIVACY

Stop websites recognising your face

Facial recognition has been in the news a lot recently. Frankly, it scares me that sites could use artificial intelligence to recognise my face and track me across websites. If you're worried, I recommend using FaceShield (faceshield.ai). Before posting photos online, upload them to this site, where it makes subtle tweaks to your pictures that confuse facial-recognition software.

Jackie Scullion, via email

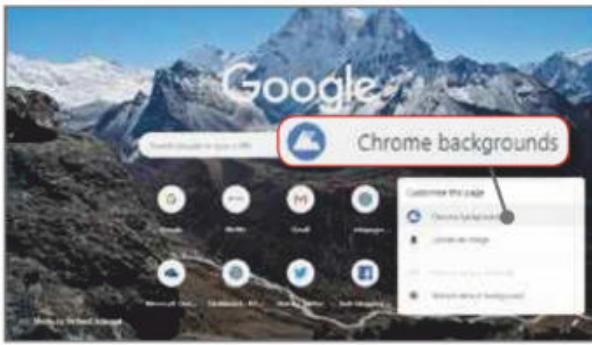


Protect your identity from facial-recognition systems

BROWSERS

Customise new Chrome tabs

Google sneaks new tools into Chrome unannounced, so this may be old but it's new to me. Open a new tab in Chrome



Select a photo for the new tab page in Chrome or even upload your own

and click the pencil or Customise button in the bottom-right corner. You can choose from 'Chrome backgrounds' or 'Upload an image'. Chrome backgrounds lets you select an image from a collection, organised by category.

Once set, all new tabs show the chosen image as the background. To change it or return to the standard white page, click the pencil/Customise button again and select 'Restore default background'.

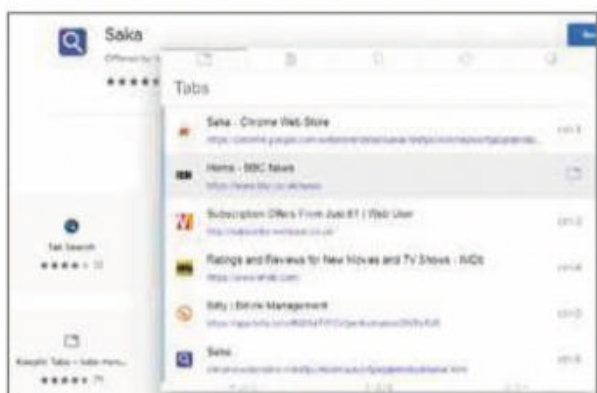
Matt Gosden, via email

BROWSERS

Search open Chrome tabs

You've covered a lot of tab-management tools but I've seen no mention of Saka (bit.ly/saka478). This Chrome extension is a must-have for controlling multiple tabs. It lets you search both open and recently closed tabs, browsing history and bookmarks. Just click the extension along the toolbar, cycle between each category, then use the search bar to find what you're looking for. I couldn't get half my work done without it.

Jim 'Jazz' Philips, via email



Stay on top of your entire browsing history with Saka

SOFTWARE

Use keyboard controls for Microsoft Paint

After threatening to close down Paint, Microsoft seems to have had a change of heart and has added keyboard controls for the canvas. This means you can now use the arrow keys to move the cursor, or press and hold Ctrl to move the canvas itself. Other new features include activating tools with a tap of the spacebar and using the Tab key to cycle between 'control' points in an image. If you're a fan of Paint, check out the Microsoft blog post at bit.ly/paint478.

Hester Spencer, via email

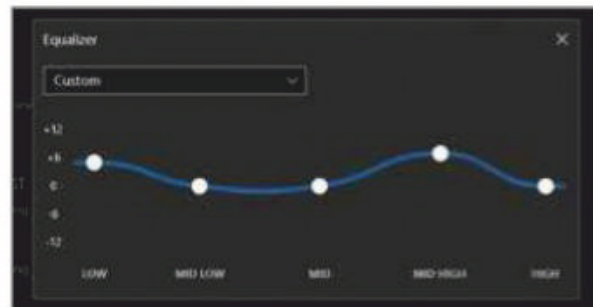
MUSIC

Enhance music playback

Every room has different acoustic properties, so you may need to tweak your sound output when playing music from a computer. Groove Music in Windows 10 has a built-in equaliser and you can adjust the frequencies to make music sound better.

Click the cog icon to open Settings and click Equalizer. There are several preset options, but Custom lets you drag the frequency curve to suit your room.

Evan Lee, via email



Customise the music output in the Groove Music app in Windows 10

EMAIL

Place new email conversations at the top

I get frustrated that Gmail organises conversations with the earliest email at the top and the newest at the bottom – it makes no sense! At least someone else out there has heard my wails and created a browser tool for Gmail that reverses the order, so the newest messages are at the top. 'Gmail reverse conversation' (bit.ly/gmail478) works automatically and needs no setup to make sense of your inbox. How is this not the default?

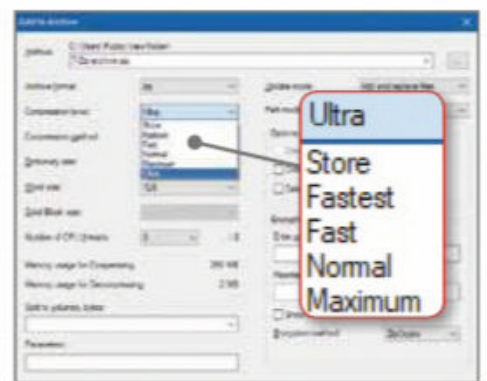
Giles Burrell, via email

SOFTWARE

Make compressed files even smaller

Windows has file compression built in. You can right-click a file or folder and select 'Send to', then 'Compressed (zipped) folder'. The result is a compact archive. But you can go further.

I use 7-Zip (www.7-zip.org) to compress files even more. Select some files in the software and click the plus button in the toolbar. Select Zip for the file format and, in the 'Compression level' menu below, you'll see six settings, from Store (no compression) to Ultra (maximum compression). Using Ultra always results in files that are smaller than Windows' compression. The savings vary, but I often find the files are several megabytes smaller.



7-Zip offers six settings for various levels of compression

Selecting 7z in the 'Archive format' menu produces '.7z' files, which are often 30% smaller than other compressed files, even ultra-compressed ones. However, you should note that you can only open them again using the 7-Zip software, so don't use 7z compression on files unless the people you're sending them to already have the software installed.

Richard Hayes, via email

BLUNDER OF THE FORTNIGHT

SMART SPEAKERS

Switch off your smart speaker remotely

I'm fairly security-conscious, so whenever we go away for a few days, I always set up an indoor camera that can be controlled by my phone. It gives me peace of mind. Last weekend, when we were away, I became worried because I could hear voices in the house, but I soon discovered we'd left Radio 4 playing on the Google Home. After spending far too much of my holiday scouring the Google Home app for playback controls, I finally realised there was a simpler way to turn it off: I activated Google's AI with a long

Google Assistant on your phone and your Home speaker are one and the same



press of my phone's middle button and said "Stop". Because the Google Assistant on your phone is the same assistant found in the smart speaker, it carried out the request and stopped playback on the speaker, even though I was miles away.

Mike Hurrell, via email

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

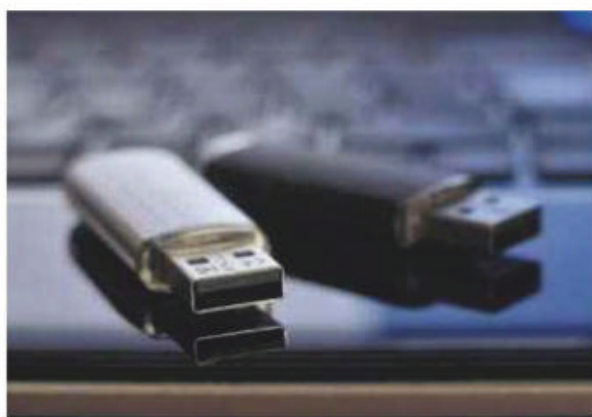


Star Email

USB memory sticks have endless uses

I'm pleased that you devoted your main feature in Issue 477 (bit.ly/webuser477) to the topic of USB sticks because I do think these little devices are very useful and underrated. I have amassed quite a collection over the years, and I have all manner of things stored on them: photos, documents, portable software such as VLC and a Windows ISO file in case anything goes wrong with my PC.

My son makes fun of me for hoarding so many sticks, saying that I should either move everything to one large-capacity drive or copy files to an



SD memory card that I can insert into my phone, but I can't bring myself to throw them away. Unlike many devices I can think of, USB sticks work automatically

with all versions of Windows, without any messing around with drivers, and you just plug them in and unplug them whenever you need.

I was already familiar with PortableApps.com, which you mention in your article, but I haven't used it for years, so I may have another look to see what's new and find some more uses for my old sticks.

Incidentally, I have to say that the picture on your cover looks more like the end of a USB cable than a USB stick, but I could be wrong!

Brian Gregory, via email

Back Issues disc winner



Consider the potential health risks of 5G

In response to your news story in Issue 477, 'EE launches first 5G network in the

UK', I don't think you answered your own

'How will it affect you?'

question – at least, not in terms of the potential side effects.

5G is being rushed out for the huge financial gain it will bring

its backers and there is precious little peer-reviewed evidence that its ultra-high levels of radiation are not harmful.

I think you owe it to us readers to absorb the research and the warnings of respected scientists and researchers, and rein in your (possibly naïve?) enthusiasm, because there's a lot more at stake here than speed and the success of the Internet of Things.

Please have a look at this article for information about the potential health risks posed by 5G: bit.ly/5ghealth478.

Dave Provis, via email

Wi-Fi dongle gave the internet legs

Like Stan Elliot in Issue 476's Inbox ('Solve Wi-Fi woes by tethering'), I also have a smug look on my face and an "I'm alright, Jack" attitude when I read about the problems other people are having with their Wi-Fi.

I gave up my property 13 years ago and took off in my motorhome to do volunteer work around Britain. I got a

Three mobile-Wi-Fi dongle for my laptop, and as long as I have a phone signal, I'm okay.

How about testing some of these devices in your magazine?

Oldboy, via email



Mobile phones aren't safe for online shopping

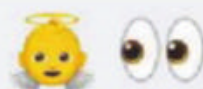
I see financial institutions are now trying to find ways to get out of paying customers who have fallen victim to scammers. After all the rubbish I have had about giving my bank my up-to-date mobile number to keep me safe online!

I *never* use my mobile phone for buying anything online or even checking my accounts. If I could get rid of all the rubbish apps embedded on my phone, I would. I use Just Eat on holiday to find food places, and occasionally put in an order, but I only pay by cash. My phone is mostly kept switched off in my pocket. My wife is disabled, so I don't go out much – when I shop online, I do so on



Quiz Answers: Issue 477

1 **Angel Eyes**



2 **Heart of Glass**



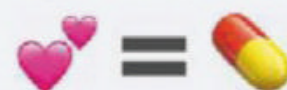
3 **Fox on the Run**



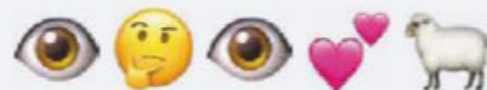
4 **Summer Nights**



5 **Love is the Drug**



6 **I Think I Love You**



WINNER!

Well done to **Kenny Kelly** who wins a Web User Back Issues Disc



WIKIPEDIA ARTICLE

Windows 7



my desktop, which isn't infallible but is still better than a mobile phone.

Martin Fletcher, Thorpe Hesley

Don't waste our licence fee on pointless projects

Colin Taswell is correct in his letter in Issue 477 ('We don't need another voice assistant') that the BBC should not be wasting licence-payers money on pointless vanity projects that nobody wants or needs. This is especially true

following the alarming news that the BBC is scrapping free

TV licences for the over-75s because it says it can no longer afford to fund them.

I am not one of those people who say the BBC should invest all the money it receives in improving its TV

output – its radio stations are far superior to commercial ones, whose irritating adverts make them unbearable to listen to. I also think the iPlayer has proved to be a good idea, especially compared to ITV's dreadful catch-up service.

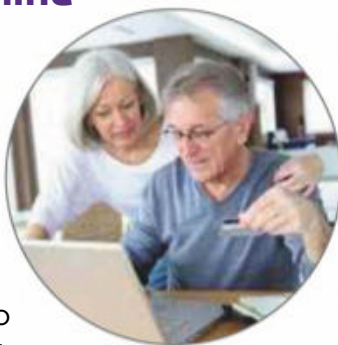
But when the BBC is being forced to make cutbacks that affect its viewers, the corporation should put its 'innovations' on hold while it sorts out its present financial mess. As Mr Taswell says, there are already countless voice assistants available, so our licence fees would be better spent elsewhere.

Stephen Burgess, via email

How stupid to share your credit card online

After reading your feature in Issue 477, 'What you must never share online', I had to wonder what sort of person would be stupid enough to post a photo of their

credit card on Twitter with the full number shown. So I did a quick search for images of 'my new credit card' and, incredibly, I did find a few examples (these were all expired, so any criminals reading this needn't get excited). Seriously, what is wrong with these people? I wouldn't go as far as saying they deserve to get robbed, but they definitely need a good talking to from their mothers!



Ellen Hyde, via email

What you say...

WILL YOU PAY £69 PER MONTH FOR A 5G PHONE FROM EE (bit.ly/ee5g478)?

Absolutely not. Aside from the fact that it's ludicrously expensive, there's no 5G in my area (yet) and probably won't be for a good while, so there's no point. Best to wait until 5G is more widely available, prices come down and there is more choice of 5G phones. That said, they would also need to offer better data allowances for a reasonable price (something which, sadly, EE never does!) because with 5G, it's not going to take long to chew through your data.

Gary Olsen

I wouldn't use EE at all. Too unreliable, and the network keeps having outages. I've been on Vodafone for four years and I've never had any outages whatsoever.

Phil Graham

If you work out the total cost for a 24-month contract, you'll end up paying far more for the 5G phone over the two-year period than you would for a SIM-only deal. Are EE's phones unlocked? I very much doubt it.

James Griffiths

£69 a month? That's more than my phone cost to buy outright!

Paul Grim

DO YOU USE 'DARK MODE' ON YOUR COMPUTER AND PHONE?

Yes. The default minimum screen-brightness on phones is too bright for night-time use, but if it's set too low, you wake up the next morning and can barely see your screen in the bright, morning sunshine.

Chris Armstrong

I use dark mode on my mobile phone whenever I can, but I never use it on my PC where I find it just makes it harder to use.

Rich Grove

I like the look aesthetically but I have difficulties reading white text on a dark background, so I don't use it.

Nat Grove

No, never. As a visually impaired person, the brighter the better for me.

Brian Brown

APPLE HAS LAUNCHED ITS FIRST NEW IPOD FOR FOUR YEARS. DO YOU STILL USE ONE?

I still use my iPod Classic 160GB. It's by far the best device for music, without all the modern gimmicks that use up the battery fast.

Lance Parkington

I use my iPod Classic 160GB every day. I use it through my car speakers because the CD player is broken. It only cost £6.50 for the cable.

Mark Morrison

I still use a Creative Zen Touch 20GB that I bought in 2005. I find it far easier to use than playing music on a smartphone.

John Hewett

I use my iPod Classic. It has 160GB of storage and isn't even half full. I sometimes put it on a charging dock, play music while I nod off and turn it off in the morning when I get up.

Dean Stockton

I still use an ancient iPod Classic. A whopping 60GB of storage means it can hold a fair chunk of my music collection and I can listen to it for months without ever hearing the same song twice. The only downside is it's getting increasingly difficult to find replacement cables for it.

Lee Dodgson

I still use a MiniDisc player.

Athol A Witter

! Page 404



We shouldn't get sucked in by the 5G bluster, warns **Barry Collins**

Don't fall for the 5G fallacy

If you feel the need, the need for 5G speed, may I be the first to pour a bucket of filthy water over your fifth-generation enthusiasm?

This media hype happens at the start of every new mobile data generation. The networks hand a select bunch of journalists new handsets, they fawn over the fearsome new speeds and consumers rush out to spend ridiculous sums on flashy new phones, only to discover the reality is a darn sight less exciting than those early reports suggest.

Twenty years ago, the big new thing was 3G. I remember standing on the roof of the *Sunday Times* building in Wapping (the only place I could get a signal), getting a little knee tremble as my download speeds hit something like 1Mbps. I then conducted a horribly pixelated video call with the only other journalist I knew had a 3G handset. It was the first and last time I used 3G to make a video call, which you may recall was the big white hope of that particular technology. The hype bubble burst pretty quickly.

With 5G, everyone's reaching for the asthma pumps over the fantastic promised speeds. Journalists using the fledgling 5G

services on EE and Vodafone are breathlessly tweeting pics of speed tests showing them getting 220Mbps on

the streets of London, or even close to 1Gbps (1,000 megabits per second in old money) as they sit aboard a train. It's undoubtedly impressive, even to a crusty old cynic like me – but it's a lie.

Firstly, those dozen or so journalists

“I've got more chance of seeing the Queen drive past naked on a moped than a 5G signal hitting Burgess Hill”



cantering around London's landmarks to register their gobsmacking speed tests were pretty much the only people using the entire 5G network at the time of writing. It's the journalistic equivalent of Jeremy Clarkson driving around an empty track at 180mph in the new Mercedes and claiming that's what everyone's going to be doing soon.

Except as soon as the traffic builds on the network, those speeds just aren't possible. Not even close.

Then you drive into the brick wall that is mobile network data caps. Even if you can download a 4K movie in a matter of seconds on your new 5G handset, you won't be doing it very often – if at all – because of your data cap. The biggest data allowance on EE's 5G plans, for example, is 120GB and

that costs a stonking £89 a month. The cheapest 5G tariff – still a hefty £69 a month – sets the data cap at only 10GB. A single 4K movie will swallow that whole, and then some.

And all of this is assuming you're within reach of a 5G mast in the first place. It's all well and good for the London-based tech journos to blather about getting 500Mbps on their commute, but out here in the Ray Mears wilderness of (ahem) Sussex, I'm still struggling to latch onto a 4G signal. I just stood in my back garden (I have to go outside to get a reliable signal) and recorded a speed test of 7.39Mbps download and a pathetic 0.63Mbps on the upstream. And I've got more chance of seeing the Queen drive past naked on a moped in the next couple of years than a 5G signal hitting Burgess Hill.

So pardon my lack of enthusiasm. You can call me when there's something to get excited about.

Illustration: Andrew Torrens

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