

## Meeting 11/12/2013

### Agony Corner:

We had a quick review of last month's problems which were answered on the day or in the follow up email (qv), before moving on...

1) 'Following the links in your email', I cannot download the 'Dropbox' file for the Ebay slideshow .

- I check all links before sending them out, so they do work! Most files download directly to your default 'Download' folder (see below), however some, like the PowerPoint eBay show may need treating a little differently. In Chrome, it shows on screen as a pdf. It can be saved as this by clicking on the disc icon that appears at the bottom RHS but all you have to download the show is look for the 'Download' button on the RHS of the tool bar above. It will then download as the pps file to your download folder. In MS Explorer, following the link opens a page with just the 'Download' option in the centre of the window.
- Default 'Downloads' folder. When you download files, Windows usually saves them in the Downloads folder, which is located under your user name in the Users folder on the drive where Windows is installed (for example C:\users\your name\downloads). Depending on your operating system there could be other options, eg C:\Downloads, C:\My Documents\Downloads or C:\My Documents\username\Downloads.
- It's also possible to change the default folder. Here are a couple of useful help pages, Chrome <http://tinyurl.com/psqfyk> and for Microsoft Internet Explorer <http://tinyurl.com/ltp6kd2> and <http://tinyurl.com/lczgdf> .

2) 'How can I use an installation disc (CD/DVD) on my lap top when there is no optical drive available?'

- Most modern laptops do not have an included CD/DVD drive, although it is possible to plug in a stand alone USB CD drive.
- If, however, you have a home network (see below) it is possible to use the drive on your PC.
- In 'My computer' locate the drive, normally identified as DVD-Ram Drive D: or similar. Right click, then 'Properties'.
- On the 'Sharing' tab, tick the boxes 'Share this folder on the Network' and 'Allow network users to change my files. Apply then OK.
- The drive should now appear on the network as on your laptop.
- Insert the disc in the CD/DVD drive and any programme accessed from the laptop will be installed on the laptop.

3) 'How can I access my printer from my lap top?'

- If it's a modern 'wireless' printer then this is easy. Otherwise, the method is similar to the above.
- In Control panel, left click 'Printers and Faxes' then right click on your default printers. In properties/sharing tick share this device. Apply, OK.
- In this case it's also necessary to install the printer software on your lap top and you're ready to go. The PC will, of course, need to be switched on at the same time.

4) 'Try as I will, I can't completely clear blocked nozzles on my printer and always get a broken pattern on the nozzle check.'

- I've recently had this problem and, of course, couldn't print acceptable photographs. Before ditching my 2 year old printer for a new one, I tried one last thing.
- In the print dialogue (mine is an Epson) selected 'Best Photo' and a premium paper. This gave a quality of PhotoRPM(Max dpi).
- I've found that this overcomes the individual nozzle short comings and results in a perfect high quality photo print (but uses a lot of ink!).

5) From one of our members - 'I've received 2 more examples of spam emails'.....

- Subject line:"We have noticed some details on your account are incorrect". The message includes messages about issues to do your PayPal account plus a long link and a request for information from you.
- This is a quite obvious attempt at fraud and should be ignored and deleted.
- The second pretends that a large sum of money has been transferred into your account (with Barclays) and again a long link to follow up. Banks will never contact you in this manner and again, the email should be deleted.
- It's sometime helpful to forward this kind of email to the fraud department of the organisation concerned.
- We were also warned not to fall for the con when cold callers tell you that you are owed money for the misselling of PPI.

6) 'I'm having trouble with my BT email. Each time I try to access it I'm thrown out and have to keep retrying.'

- This is just another variation on the multitude of problems members have experienced with the BT web mail server (see notes on previous meetings).
- An easy way around it is to use an installed email reader e.g Outlook Express (in XP) or Thunderbird (highly recommended by internet pundits).
- We talked a lot about POP3 and IMAP. Too much to be reported here, but a Google search will tell you all you need to know.

7) 'I always have a green cast on my photos. How do I transfer the 'printer colour profile' to the PC?'

- When you install the printer software then its profiles should already be installed on the PC.
- You can check this in Photoshop Elements 11 (and others). Go to Edit, Color settings and a selection box comes up (see below). From this, you can experiment to see what gives the best result.
- If the ICC printer profile definitely has not been installed then there's plenty of help on the web. Here's a couple for starters..  
[http://www.redrivercatalog.com/profiles/how\\_to\\_install\\_ICC\\_color\\_profiles.html](http://www.redrivercatalog.com/profiles/how_to_install_ICC_color_profiles.html) ,  
 and <ftp://ftp.epson.com/webfiles/icc/How-to-Use-ICC-Profiles.pdf>

8) Following on from the above, there was a recommendation about a free application mover, useful for transferring programmes from one device to another, <http://application-mover.en.softonic.com/>

**Our topic for the day:** Many thanks to **David Potter** who gave us a very interesting talk and demonstration on '**Computer Hardware**', a subject we have not covered before. He has been building and upgrading PC for many years and brought along a PC so we could examine the innards. Amongst other things, he talked about....

- The power supply, what it is and where it goes
- The mother board and processors. Everything needs to match but any supplier will advise on this.
- The cooling fan that attaches to the top of the processor and it's always good to oversize these. Surprisingly, the larger the fan the lower the noise level. It's important that this is kept clear of dust and he described various ways to do this.
- Hard drives. Older ones, PATA (Parallel AT attachment) drives, were bulky and had unwieldy connections whereas the modern ones, SATA (Serial advanced attachment) are more versatile and with simpler connection. It can be advantageous to have more than one hard drive e.g C: for Windows and programmes, E: for data files (doc, jpg etc) and F: for backup (D: is normally the CD drive)
- RAM (Random Access). Up to 4 slots. Amount supported depends on operating system, installed in pairs, XP 32bit can only handle up to 4Gb RAM whereas some versions of Win 7 can support up to 192 GB (!) If you wish to upgrade, companies like Crucial will test your system and advise on the maximum you can use.

As the talk progressed we digressed onto other relevant topics and the whole session proved to be very useful to all. If you would like to refresh your memory about what's inside your PC I've found a basic lesson that should help <http://www.gcflernfree.org/computerbasics/7.1>

**Next Meeting**

Will be on **Wednesday 8th January**, 1.30pm at Stowupland School.

**Topic for the day:** It was suggested at the last meeting that we could, perhaps, look at '**Setting up a home network**'. In other words, how can I access the files on my PC from my laptop or tablet?

How to achieve interconnectivity amongst the variety of electronic equipment we have, perhaps all with different operating systems, is a hot topic these days. There's no one 'cap fits all' solution, but it should be worthwhile exploring this topic together. If you have a query or solved a networking problem yourself, I'm sure the group would like to share it.

