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TEKKIE HELP NEWS

SMALL BUSINESS SUPPORT

Over the past couple of years we have grown considerably and now have the capacity to support the technology requirements of small businesses. If you are a business owner or work for an organisation that you know needs some IT support, we can help. We offer various support plans as well as ad hoc help.

GOOGLE ANALYTICS

WORKSHOPS

Following the success of our first Google Analytics training session, we are offering two further sessions. This time we will have two options – one for people getting started with Google Analytics and the other for people already using it. Each session will be very hands on and have dedicated time to set up your company's Google Analytic dashboard and help analyze your website traffic data. To register an interest in these training workshops please email support@tekkiehelp.com.



This issue

NAS – the ultimate storage solution
Windows 10 – Should you upgrade?
How to protect your devices from heat
Netflix US update

NAS – The Ultimate Storage Solution

Whether you have heard of a NAS or not, check out why we think every household should have one

One of the most popular pieces of equipment we are installing for our customers now is a NAS. NAS stands for Network Attached Storage and is essentially a data storage unit that connects to your home network. A home NAS unit typically has 2 to 4 hard drives on which you can store all of your family photos, music, movies and other files in a safe and easily accessible place. What makes a NAS different to an external hard drive plugged into your computer is that a NAS also enables you to share the stored files with other devices on your home network (computers, TVs, mobiles, games consoles) using apps as an interface.

So why do you need a NAS?

If you are like many of our customers, one of the challenges you may have is that you have a vast and ever increasing number of files which are stored all over the place – on desktops, iPads, phones, laptops, external drives etc. This can make it hard to keep track of where your files and most importantly, if a hard drive fails, or you lose a phone or camera, you are always at risk of losing those memories with it.

Storing on the Cloud is an option but you may find that the costs of sufficient storage can be an expensive monthly commitment. If you have a large volume of data, your broadband can experience blockages as bandwidth is consumed whilst backing up. Having a NAS system provides 4 major benefits:

1. **Central storage:** It allows you to store all of your documents, photos and media files in one central place so that they are always ready to use and enjoy no matter what device you are using. For example you can work on a document on your laptop in bed, even if you started it on your desktop

in your home office. Meanwhile someone else in your family can be watching a movie stored on the NAS and is streaming to the TV.

2. **Remote access:** You can securely access your NAS from anywhere in the world (providing you have internet access). For example you can visit a friend's house and share your latest holiday snaps or access your music library when abroad.
3. **Simple backup:** A NAS makes it easy to back up your data. The contents of all of your computers on your network can be copied to the NAS on a regular schedule so you never have to worry about losing data. Plus, if your NAS has at least 2 hard drives, it can be configured in such a way that one drive can mirror the other inside the NAS. This means that whatever you store on one hard drive is simultaneously stored on the other like a live, instant backup.
4. **Safe and secure:** A NAS keeps your files safe and secure. You can set it up with exact precision as to which members of your household can access different files and folders. In addition, most NAS use security technology that prevents unwanted intruders in gaining access to your files.

In our opinion, these key advantages make a NAS the ultimate solution to lack of space issues. There are a number of different NAS servers on the market with varying storage capacity and functionality.

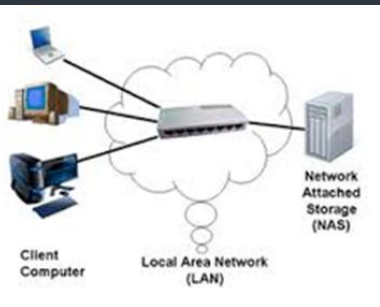
Which NAS to get?

The smallest NAS we recommend will have 2-Bays and two 3TB hard drives, which will give you 3 TB of

(Continued)

storage. If you have a vast amount of data and expect the volume to continue to increase, a 4-Bay NAS with up to 4 4TB hard drives would provide up to 12TB of storage.

Synology is the brand we highly recommend and we are one of the main dealers of Synology in Singapore. Some of the Synology NAS servers have features such as a "Download Station" to allow you to download and store films, music etc. using torrent sites. With all the recent clamp down on access to US Netflix, this is a fantastically easy way to still watch your favourite TV programs (Using our NAS, we have just completed watching Season 4 of House of Cards!).



So what are the costs?

A NAS is an investment and prices start at around \$850 ranging up to \$2,000. You should remember that purchasing a NAS server can often be on a par with, or even cheaper than, purchasing multiple storage drives for a set of computers or vast amounts of data. In terms of time taken to set up, to configure the NAS and train you on how to use it, it will take about 3 hours of Tekkie Help.

*Tekkie Help is an authorised retailer of Synology NAS servers. Call us now on **81138682** to request a price list, book a private demo or to discuss your general storage requirements in more detail.*

Windows 10 – Should you upgrade or not?

We are here to help you make the right decision

If you have a computer running Windows 7 or 8, mark 30th July on your calendar. That's the day that upgrading your PC to Windows 10 will no longer be free. Once the operating system passes its one-year anniversary, Microsoft, will start charging \$229 to move over to Windows 10.

You may have been putting off upgrading because you didn't want to become an early adopter, or that you have read or experienced the bad reviews of Windows 8. You'll be pleased to know that many of the initial bugs have now been fixed and that Windows 10 is a huge improvement to Windows 8. With many new features and various system improvements upgrading is a no brainer for most people.

One of the first questions we're often asked when it comes to upgrading is how easily you can go back to your old one if you don't like it. The answer with Windows 10 is that it's very easy and achievable with a few clicks.

Windows 10 is safer

If you have an older model with Windows 7, you really should upgrade. Not keeping up with software updates can make any devices more vulnerable to hackers. If you don't want to upgrade, be mindful how much longer Microsoft will offer security updates for your operating system of choice. Windows 10 support will end in 2020.

Make sure your next PC runs Windows 10

If you're thinking of buying a new PC, be sure it comes with Windows 10. Dell, Lenovo, HP, Acer and others all still sell PCs running Windows 7 and 8 – often with a "free Windows 10 upgrade" marketing pitch – so if you do buy one of those, hurry up and do the upgrade by 30th July!

Consider your software and hardware

One thing to consider before upgrading to Windows 10, is whether your important applications will work on the new OS. For major software releases this will most certainly be a smooth upgrade, but it's worth checking with the software provider as they still may be working on a new version. The same holds true for peripherals such as printers and scanners which may require the downloading of new drivers to ensure they work properly on the new platform.

Bottom line

While Windows 8 was an unpleasant surprise for a lot of people, Windows 10 goes a long way to putting that right. The OS is clean, familiar and easy to understand like Windows 7. Plus it has a wealth of new, helpful features that you'll actually want to use. The fact that it is free and can be rolled back quickly if you don't like it, it really makes it very, very easy to recommend.

How to upgrade to Windows 10

There is a good chance that your PC is already displaying a new icon in the system tray, prompting you to upgrade. Before you make any major system upgrades, it is strongly advisable to take a full backup of your computer to guard against any problems. If the upgrade goes smoothly, all your programs and personal files should remain in place. However, occasionally people do run into problems and so with a backup, your old system can be easily restored along with your data.

If you need any help with upgrading your system or have any further questions, please call us on 81138682.



THE APP ZONE

A quick review of the apps we are loving at the moment.

EXPENSIFY



Can't stand your Expense reports?

Look no further! Expensify makes capturing receipts, tracking time or mileage, business travel and making expense reports quick and easy.

What it does: Use the app to take a photo of your receipts.

You can then select which report the expense goes on.

Why we love it: They really do make expense reports suck less! It is extremely handy, especially when you have a lot of receipts to enter, or when you are tracking expenses on the go.

SNAPSEED



Whether you want To perform basic

Image enhancements or get more creative with editing, Snapseed is a great tool for improving your phone photos.

What it does: It comes with an array of photo editing tools and filters which help you to tweak your photo to your heart's desire.

Why we love it: It's free, easy to use and has a great interface. You can have great fun with it.

Beat the Heat – how to protect your devices

Read our tips of how to protect your computers and mobile phones

As temperatures start to rise, people aren't the only ones sweltering. Laptops and mobile devices also are in danger when the mercury rises. Overheating can cause permanent damage to the CPU, hard drive and other components. This can lead to irreversible data loss. Here are some tips on keeping computers and mobile devices protected during the summer.

1. Ensure there is a good flow of air
Make sure there's nothing sitting right against any side of the computer, especially the back. Most of the hot air flows out of the back end of the computer case. There should be at least 2 to 3 inches open on either side and the back should be completely

open and unobstructed. Try to avoid resting laptops on your lap or soft surface

2. Clean your computer frequently
The fans inside your computer are there to keep it cool. Dirt – in the form of dust, pet hair etc can find a way into your computers and much of it gets stuck on the fans. Over time, the fans slow down the fans and eventually stop. One of the most effective ways to cool your PC is to clean the fans. You can use either a vacuum or canned air to remove the dirt from the fans. On iMacs the vents are in the bottom rim and a small circular one on the back, behind the foot. On MacBook Pros and other laptops the vents are around the edges – usually between the lid and the base of the case.

4. Keep them out of direct sunlight

When taking your devices out and about, don't leave them in the car. We all know the dangers of kids and dogs in hot cars – phones and laptops can also fall victim to the greenhouse effect. Also keep them out of direct sun. If you have to keep your computers and tablets in your vehicle, put it in a shaded spot.

5. Minimise temperature fluctuations

Subjecting your devices to extreme temperature changes can take its toll. Do not place your computer in direct sunlight or in the direct flow of air conditioning units. Fluctuations in temperature can lead to condensation which can prove fatal for electronic devices.

TEKKIE HELP'S Q&A TECHNOLOGY TIPS

Q: Why can't I access US Netflix anymore?

A: US Netflix often purchase content that they are only licensed to broadcast in the US. They are not permitted to broadcast all of this content to Asia, hence why Singapore Netflix has a more limited selection. Until recently, there has been a number of "work-arounds", such as VPNs and DNS services, so that we have been able to watch US Netflix in Singapore. Such activity is NOT permitted/ supported by Netflix US. Unfortunately, in recent weeks, Netflix had a huge crack- down on access from outside of the US (for these copyright issues) and we have seen a number of VPN and DNS providers blocked.

Q: Is there any fix Tekkie Help can do?

We have been doing a lot of testing and we have been able to access US Netflix. At this stage though we are not in a position to roll it out to customers as we cannot guarantee it's stability. Please get in touch if you would like to be added to our contact list for when we ready to implement. In the meantime, if you know particular Netflix movies or series you wish to watch, you can download these using torrent sites – we can help set this up. We are also able to get you set up to watch other great international content such as BBCiPlayer, Hulu, ITV Hub, Channel 4Od. If you would like us to come and help, give us a call on 81138682.

Live life to the max with Survival Chic!

Life in Singapore can be hectic. For us, we like to maximise the precious few hours in the week when we aren't in front of computers. Whilst not a tech related company, we are great fans of **Survival Chic (SC)**, Singapore's top Dining & Lifestyle Membership. It will certainly help you get the best of Singapore in your precious leisure time. There are 2 types of Membership:

- **SC Dining Program:** 30% off at [50+ Top Restaurant Partners](#), including alcohol & guests, brunches & sets, weekdays & weekends. 25,000+ in savings.

- **SC Full Membership:** Includes [Dining Program](#) Benefits above, plus weekly [Complimentary & VIP invites](#) to the city's most sought-after private events.

Highly recommended - join [here](#) in less than 1 minute!

Tekkie Help customers also enjoy 1 additional month of Membership, free of charge by quoting 'Tekkie Help' when joining!

