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TEKKIE HELP NEWS

REMOTE SUPPORT

We are pleased to announce that we are now offering a remote support service for our existing customers. With your authorisation (each time), we can now take full control of your PC from our office. The service is highly secure and you fully are in control of enabling and ending the remote connection. This is a very convenient and efficient way for us to help resolve any issues with your technology without the need for us to visit your premises and without you having to pay our visit charge!

PHOTO MANAGEMENT

WORKSHOPS

We are delighted to announce that we will be offering a series of workshops to train people on various topics to help them get the most out of their technology. The first training session we will be running is on "Organising and Managing Digital Photo Libraries". We are still finalising the exact dates and locations so watch this space for more information!



This issue

Options for viewing TV in Singapore
Free PC protection software
Tips on choosing a printer
The App Zone and Tekkie Tips

Want to view your favourite TV shows in Singapore?

Get the right solution for you and your family

We get a lot of calls from expats, quizzing us on the best ways for them to get to see their favourite TV shows from back home. There are many solutions out there and it can be a bit of a mine field to navigate through them for the less technically savvy people. We have summarised the main options for viewing decent TV here in Singapore to help you work out what is the best solution for you and your family.

Local Cable TV packages

Let's start with the obvious choices available – cable TV. Both StarHub and Singtel offer cable TV services and a variety of packages depending on what channels you would like. They provide added value when bundled with broadband and telecom services. Choosing between the two, and depends on what you want to watch. StarHub is generally better for children's programmes and also has a number of UK satellite channels such as BBC Knowledge, Entertainment and Lifestyle; Mio TV is superior for sports. If you are not big TV addicts and just want to keep the kids happy, keep up with current affairs and watch the odd lifestyle program then StarHub's 3 group package offers good value at just \$27.82 per month.

The key benefit of cable TV is that it is convenient; you just switch on the TV and watch/ channel surf. The downsides of cable TV is that in order to get more choice across a broad genre of programmes, the cost of packages mounts up considerably and you could easily end up spending over \$100 per month once you add in movie and sporting channels. Even then the service is not that great - programs are frequently repeated and full of adverts.

Direct from the source over VPN

Newbies to Singapore may assume that one can watch BBC iPlayer or other web-based content providers such as Netflix and Hulu. However, this is not the case as broadcasters block streaming video abroad due to digital rights restrictions. The simplest way to get around this limitation is to install Virtual Private Network (VPN) software which lets you connect through a third-party server and makes it look, to the external world, like your computer is actually located in the UK, Australia or indeed anywhere in the world that you choose. When you want to watch something, you just connect through the VPN and start downloading. There are a number of VPN services available, some are better than others and the cost per month can vary quite a lot as well. Two that I have personal experience with are "Strong" and "Identity Cloaker". Both have their pros and cons.

The downsides of watching your favourite TV shows through a VPN tunnel are that there are often bottlenecks in the streaming which result in buffering or reduced picture quality. Having a good and reliable high speed broadband, ideally a fibre connection, as well as downloading programs in advance, can help. You also need to fiddle around with wires to connect your computer to the TV if you want to view on a large screen, which isn't the end of the world but is not as simple as just turning on the TV for the kids to watch something there and then.

From source through MyRepublic's Teleport service

An exciting new way streaming your favourite TV shows and sports events from content providers such as BBC iPlayer, Hulu, Netflix, Pandora, Tennis TV, *Continued.....*

MY REPUBLIC PARTNERSHIP

We like MyRepublic's Teleport service so much that we become an authorised partner. If you are interested in taking up their high speed broadband over fibre service with access to great TV content, get in touch. If you apply through Tekkie Help, you will receive preferential treatment for the set up, installation and in the resolution of any issues.

(Continued.....) and National Football League (plus more) is through broadband provider, MyRepublic's, new Teleport service. What sets this method apart from VPNs is that it is integrated with the MyRepublic's high speed fibre network and does not need a VPN. This assures users premium transmission priority and minimal buffering. To get the Teleport service you need to subscribe get a MyRepublic broadband connection and then pay a monthly subscription fee of around \$5. In our opinion, it is a great new service for homesick expats.

Downloading TV shows and movies from iTunes

Another way of getting access to your favourite TV shows is via iTunes. All you need is an Apple ID, and you can easily connect to the iTunes Store and choose from a large amount of content. You can either plug your computer into the television or use a piece of kit called "Apple TV" to transmit the content from your computer to your TV screen wirelessly. The key drawbacks are that you have to pay for everything you download;

there isn't any *live* TV, only on-demand content, and you have to plan in advance what you want to watch. If you have a Singapore Apple ID, the content in their store is extremely limited. You ideally need a UK or US Apple ID.

Downloading shows via Torrent sites

Far and away the cheapest way of getting your fix of British TV is to download it using a torrent application. Yes, it may infringe copyright agreements and yes, a lot of people do it. If you're going to do it, make sure you get a decent antivirus and antispyware program on your computer. You can get your pirated TV shows and movies via torrent sites, such as "BitTorrent" or "Vuse". It can be a bit tricky to set up and whether you feel it is ethical or not is up to you!

In summary, there are lots of ways to get to see great TV here in Singapore. The solution you choose will ultimately depend on what you want to see. It may be that you use a combination of methods to let all the family get their TV fix!



FREE PROTECTION DOWNLOADS

Click on the links below to download these free software programs:

- [Avast Free Antivirus](#)
- [Hotspot Shield](#)
- [TrueCrypt](#)

Best free software for protecting your PC and your privacy

Want to ensure that your PC and all of your files and data stay safe, secure and private – without breaking the bank? You'll be pleased to know there are a number of free solutions out there. We have rounded up our favourite free security and privacy utilities that shield you against malware, protect your data at WiFi hotspots and encrypt your data in case it gets into the wrong hands.

1. Protect against Malware

Malware is the most dangerous threat that you will come across online. Viruses, Trojan horses, and other types of malware can do immeasurable damage to your PC, steal your private information and even turn your PC into a zombie that spews out spam or carries out an attacker's commands. No need to be a victim though, **Avast Free Antivirus** will keep you safe. You don't have to spend long with award-winning Avast to realise why it is one of the most popular security tools around. The program is simple to install; a straightforward interface makes it easy to use; a quick first scan should identify any potential threats on your PC, and this all has minimal impact on your system performance. Avast is a no hassle, set-and-forget utility. **Microsoft Security Essentials** free antivirus software that is easy to use and does a great job at protecting your PC.

2. Stay safe at hotspots

When you use a WiFi hotspot at a café, airport or other public

Locations, your PC and your privacy are particularly vulnerable. In such places it is exceptionally easy for anyone in the area to snoop on your activities as you browse the Web. Guard your machine and your data with **Hotspot Shield**. This freebie does exactly what its name suggests. It protects you when you're connected to a hotspot by encrypting all of your data packets. When you install it, make sure you decline the extra toolbars or else you will keep receiving annoying pop-ups.

3. Secure your PC and files

Finally, you will want to secure your PC itself – its contents as well as any passwords you've stored on it. **TrueCrypt** does just that so that you have peace of mind if you use cloud file-hosting services or lose your laptop. TrueCrypt lets you effortlessly encrypt files and folders, or your entire hard disk and then encrypt data on the fly as you use it. Make sure you understand what encrypting your data does as it has implications on other things such as backups.

*If you need some additional advice on which protection software is best for you, or need help with getting started with the software, get in touch with Tekkie Help on **81138682** and we can arrange a consultation.*

THE APP ZONE

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

UBER



A great new private car service here in

Singapore. A fast and reliable way to get where you want, especially when you can't get a cab (which is quite frequently!).

What it does: Sign up and then when you need a lift, simply click on the app so that it can locate you, confirm your location and within minutes, a professional driver in a sleek black car will arrive curbside. No need for cash either as your ride will be automatically charged to your credit card! Enter promotion code "ubermetekkiehelp" and you'll get \$20 free credit!

X-DENGUE



Protect you and your loved ones from

Dengue Fever with this great Free app for Apple users.

What it does: It maps out all the up-to-date dengue hot spots around Singapore and provides personal alerts when a dengue cluster is near your home. It also contains some useful information on how to prevent Dengue. Protect you, your family and friends now!

Tips on choosing a printer – The decision making process

There are lots of different types of printer on the market, with markedly different prices, print speeds and features. If you are looking for a printer for home use, we believe that purchasing a printer with the following five features will prove to be very worthwhile.

1. Ink-jet for versatility

If you are looking to print a fairly light volume of pages but of a wide variety - anything from letters or driving directions to family photos, you will enjoy the versatility of ink jet printers. These offer quality printing without the higher cost of a laser alternative.

2. Individual colour cartridges

The cost of ink jet printers lies in replacement inks. The cartridges that combine colours in one unit are a bad deal. You have to replace the whole cartridge if one colour runs out. Instead look for a printer with individual colour cartridges and check out the costs.

3. Multifunctional

Buy a multifunctional printer which combines print, copy and scan into one device. There is very little a MFP can do that separate devices can't and they don't tend to be any bigger these days. Also, don't get sucked in by salesmen promoting a lot of whizzy features, it is no

point in paying for capabilities you will never use.

4. Wi-Fi Integration

Many printers now come with wireless capabilities meaning that you can locate the printer anywhere in your home and let multiple users access it. This is a bonus for space starved or wire-clogged environments.

5. Front loading paper tray

We recommend a front loading paper feeder as opposed to a top paper feeder. They are less susceptible to damage and to dirt/objects falling in the tray – quite a high risk if you have children (spoken from experience!).

TEKKIE HELP'S Q&A TECHNOLOGY TIPS

Q: I have lots of different email accounts and find it hard to manage all the inboxes. What can I do?

A: You can consolidate all of your email addresses into Gmail. That way all of your email will end up in one inbox, no matter which address the sender used or whether your other accounts are Gmail or not.

There are 2 ways to do this:

Option1: Set up Gmail's POP Mail Fetcher

If your former email provider offers POP access for retrieving messages, the Gmail can use this to retrieve messages too from up to 5 other addresses. Once you are logged into your Gmail account, click on Settings, then Accounts. In the Get Mail from other accounts section, click Add another mail account. Enter the full address, then click Next Step and enter your Password. If Gmail is the only inbox you will check, uncheck the box "leave copy of message on server". Click Add Account.



Option2: Automatically forward messages to Gmail from your old account

Ideal if your former email provider does not offer POP access. The exact way you do this will differ depending on your email account, but auto-forwarding will most likely be listed in your account options area. Just enter your Gmail address as the destination address. Now email addressed to several different accounts arrives in your single Gmail inbox. You can still use the various From: addresses when replying to those messages. To set this up you must click Settings in Gmail, then select the Accounts tab. Click Add another email address in the Send Mail section. Enter your full name in the Name field and the email address you'd like to send messages from in the Email address field. Click Next Step and then finally Send Verification.

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