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Editor:
Sarah Pinel

Sarah@tekkiehelp.com

TEKKIE HELP NEWS

HAPPY BIRTHDAY TO US!

September marks the 2nd anniversary of Tekkie Help. During this time we have grown and developed tremendously. Much of the credit goes out to you, our customers and followers for your kind referrals. Thank you, keep them coming!

DROP-IN SERVICES

Due to high demand for computer hardware/software repairs and product demonstrations, we have now opened up our workshop for drop-in services. This gives customers greater flexibility and a more cost efficient service. Simply let us know when you plan to drop in and we will be there to greet you:
74a Telok Kurau
Lorong G
426265



This issue

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SONOS: Everything you need to know

Want to listen to music anywhere in the house? A wireless Sonos sound system may be the answer!

In times past, you'd come across some fairly major logistical issues if you wanted to be able to listen to your entire music collection anywhere in your home, let alone the garden. You'd either need to move your sound system, or put up with wires and cables trailing through doors and under rugs or spend a fortune on a wired home entertainment system.

The rise of digital and computer based music has made it much easier by adding the element of portability to your audio collection, yet the quality of sound from your phone or tablet usually doesn't quite cut the mustard and do your music justice! This is where the wireless revolution comes in.....

You can now stream audio from a range of devices to speakers around the home using a wireless connection – without compromising on sound quality. There are different ways to do this, different products and technologies, but one of the companies to lead and shine, has been Sonos.

What is SONOS and how does it work?

Sonos is an American company founded in 2002 with a simple aim – to transform your home sound system for the digital age. It has released products and software designed to “fill every room” of your home and enable you to listen to any music in the world. The real advantage is the ease with which you can to access

your own music collection and heaps of other online music and radio stations. The Sonos system works by initially connecting one single device to your home network. You can then add up to 32 speakers that all connect.

Control every room from every device

The thing I love most about Sonos is their Controller App. You simply download it to all of your smart phones, tablets and computers and it lets you browse and play your music. You can stream different songs in each room or group rooms together - all with a tap of a few buttons. I certainly listen to so much more and varied music than I did pre-Sonos. It really is so easy.

Access all the music on Earth!

Now that is a bold statement and yes, it is true! In addition to your own stored music collection, Sonos comes with a multitude of services to let you customise your playlist and explore new or forgotten music that is available online. These include, but are by no means limited to, Spotify, Napster, Deepzer and Last.Fm (however, you may need subscriptions for these).
(Continued.....)





If you are feeling homesick, Sonos even enables you to tune into over 100,000 different global radio stations.

Quality beats

In terms of actual sound quality, the Sonos speakers really do sound amazing and really pack a punch. For something that can literally be picked up and plugged in anywhere, it's pretty remarkable.

Is it going to break the bank?

The big question is - how much is this all going to cost? Believe it all not, Sonos speakers are unbelievable good

value. The smallest Sonos Play 1 speaker is \$349 and the largest Play 5 is \$799. You can also start the system small with just one speaker and build it up over time.

If you are salivating at the thought of filling your home and garden with great music, we can help – not only can we bring our Sonos demo kit to you to let you sample and experience what all the hype is about., you can also order your speakers though Tekkie Help and we can set up and configure everything for you – without you having to leave the house.

*Tekkie Help is an authorised partner of Sonos. Call us now on **81138682** to request a Sonos price list, book a private demo or place your speaker order. In the meantime check out www.sonos.com*



Protect your precious memories:

6 Essential digital photo management tips

Have you ever asked yourself *where* all your photos are actually stored? Are they backed up? And does your back up have its own back up? The only way to protect your photo collection is to develop a good photo management routine, because without this, you risk losing your precious memories forever.

1. Create a centralised “photo hub”

Store your photos in one central location – your photo hub - such as on your computer. This will help you keep tabs on what you have and where it's located. Regularly consolidate all of your photos from your phone, camera, and tablets and download them to your photo hub.

2. Choose a photo management program (PMP)

There are all sorts of systems and software available for managing and/or viewing photos - some are free and some you can get your hands on for a small fee. For Mac users, we recommend the free app, iPhoto (come as part of the Mac package!) and for Windows users we suggest downloading Picasa (a free program provided by Google).

3. Label your photos

Give your folders a name that clearly identifies what they are. When you download your photos, your PMP automatically dates groups of photos. Inside those, each picture has a default file name, which is usually a combination of letters followed by numbers, and the only way to know what they are is to physically open them or strain your eyes squinting at the tiny thumbnails!

To help overcome this, make it a habit to rename each folder or event as you download it to your computer. Use a combination of year, month, and day plus a little something about where the photos were taken.

4. Back up, back up and back up again!

You'd be surprised at the number of people we visit that have no back up in place! Make it a habit to back up your files regularly, especially every time you transfer a new batch of images to your computer! Your back up also needs its own back up – the more copies you have, stored in different locations, the more you minimise the risk of losing precious photos. Consider using cloud storage as an additional backup solution as it provides a very resilient remote storage facility,

5. Future proof your collection

Evaluate your photo backups annually. If you use external hard drives, CDs or DVDs, make sure they are still readable and make new copies if needed. If you use online storage, make sure the site is still there, and that your log-in information still works. Think about file format and whether it makes sense to convert photos to a more modern format. Evaluate new storage media options to decide if the media you originally used is still the best choice.

So that's it! If you follow these basic management tips, you'll have peace of mind that all of your precious photos will be safe and sound for years to come.

*If you need some additional advice on photo management, or need help with actually setting up a system, get in touch with us on **81138682** and we can arrange for a consultation with one of our Tekkie Specialists.*

THE APP ZONE

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

POSTSNAP



Everyone loves to receive a holiday postcard in the post, however it can sometimes be a bit of a pain – buying the stamp, hand writing it and then finding a postbox before you leave on a plane! Not with Postsnap...

What it does: Enables you to send personalised postcards/greeting cards with your own digital photos in the post. All in a matter of a few taps on your phone or tablet.

Why we love it: It is not just a holiday app but a great way of keeping friends and family up to date with life here in Singapore!

SINGAPORE GP



F1 season is here again! This great app is your perfect event pocket bible.

What it does: It provides comprehensive information about the on track and off track activities, latest results, maps, entertainment and news.

Why we love it: It's free and a handy resource to help you get the most out of your F1 experience.

Getting great Internet in your new home

Don't wait until it's too late – things to consider during your property search

Poor internet connectivity - WiFi black spots, intermittent service, buffering streaming – are extremely common here in Singapore, partly due to the dense concrete and steel reinforced structure of buildings. We help people optimise their home wireless networks every day.

There are a number of different techniques we can use to ensure you have seamless coverage throughout your home. However, you may be able to reduce the pain of troublesome Internet (and costs) if you consider Wi-Fi coverage before you move in and during your property search. So, what should you look for and consider?

Fibre Ready

Fibre optic broadband is the latest Internet standard being rolled out in Singapore. It delivers ultra-high speeds (1Gbps +) through an island-wide **fibre** network, directly into your home, ensuring a richer broadband experience. Not all properties are kitted out yet to have a fibre service, so it is worth checking if your new property has an OpenNet termination point. Check out: <http://rollout.opennet.com.sg/>

Data points (and phone sockets)

Look out for data points or phone sockets in each room as we can utilise the cabling to get excellent coverage, far more reliable and effective than retail

wireless extender and repeater equipment.

Budget for cabling

Some properties don't have data cabling and it can be tricky to get good and stable wireless throughout, especially large black and white house. It is worth getting a quote for wiring and asking landlord to cover the costs (as it is adding value!).

Renovation plans

If you are renovating, it is the ideal time to plan your Wi-Fi, don't leave it until you move it!

*If you are in need of some wireless optimisation in your home, give us a call on **81138682**.*

TEKKIE HELP'S Q&A TECHNOLOGY TIPS

Q: What is a VPN service?

A: Living in Singapore you have most likely come across people talking about VPN, or Virtual Private Network, services. You may have already heard the term in the corporate world as businesses use them to securely connect remote workers to the corporate network. But why are so many people using them at home in Singapore? The main reason is that a VPN service enables you to access content which is usually restricted to a particular region e.g BBCiPlayer, Netflix, ITV, German TV etc. How does it do this? Well, without getting into the nitty gritty of the technicalities, a VPN masks the IP address (the thing that identifies where you are logging onto the Internet from) and allows

you to select an IP address from the region of your choice i.e. UK, US, France etc. The content provider is then lead to believe that you are actually in that region and so all the content is accessible.

Q: Which VPN service?

A: This depends on a number of factors. Firstly it depends on the region you want to watch as some of the main ones don't give access to some countries. Secondly, if you want to switch freely between regions, you need to look for a provider with unlimited switches (some are restricted and cumbersome to change). Thirdly, price. There are a few free VPN services out there, however, in our experience you do get what you pay for.

If you need help setting a VPN up, give us a call!

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www.tekkiehelp.com

Phone: +65 81138682
Email: support@tekkiehelp.com