

SEPT-NOV  
2015

**Editor:**

Sarah Pinel

Sarah@tekkiehelp.com

## TEKKIE HELP NEWS

### HAPPY BIRTHDAY TO US!

In September, we celebrated our 3<sup>rd</sup> Birthday. We have come a long way since then when it was just CEO, Bo, single-handedly helping people with their technology problems. We now have a team of 8 people servicing a huge number of residential and business clients.

### GOOGLE ANALYTICS TRAINING WORKSHOP

If you have your own business your website is a key marketing tool. Google Analytics is a powerful tool that can monitor your webpage's success and provides comprehensive information about traffic to your site. It can be fairly complex to set up and understand the data. This is where we can help. On 19<sup>th</sup> January we will be hosting a hands-on workshop at the lovely Woolf Works Co-Working Space to help you demystify Google Analytics and take your business forward!

To book your space or for more information, contact us now!



## This issue

How to get your Netflix fix  
Apple's new Photos app – what to expect  
Great Christmas gift ideas  
How to control your mobile data bill

## How to get your Netflix fix!

*Missing your favourite TV shows from back home? No worries we can get you access in no time.*

We get a lot of calls from expats quizzing us on the best ways for them to see their favourite TV shows from back home. Let's face it, cable TV here is not great - full of adverts and broadcasts of old series. 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 or time-poor people. We are now going to summarise the main options for viewing great TV here in Singapore to help you work out what is the best solution for you and your family.

### **MyRepublic or ViewQwest**

One of the easiest ways to access to International TV content is to choose either MyRepublic or ViewQwest as your internet service provider (ISP). Like Singtel and StarHub, both these companies provide high speed internet over fibre at speeds of up to 2Gbps. Where they differ from Singtel and StarHub is that they both offer an add-on service which provides direct access to a number of popular content sites (Netflix, Hulu, BBCiPlayer etc) through your internet browser. Usually in Singapore when you try to go to such pages one gets an error message saying "we are sorry this content is not available in your region" but special network configuration enables MyRepublic and ViewQwest to overcome this problem. Content can then be streamed directly to your TV using a media player (e.g AppleTV) or directly plugging your computer into your TV.

In our opinion, MyRepublic is a better choice as it starts from \$39.99 per month for 1Gbps compared to \$73 per month for the same speed from ViewQwest. From experience the internet is fast, stable and we always enjoy catching up on all the latest UK dramas and Netflix.

We partner with MyRepublic and so we can assist you (free of charge) in the application process.

### **VPN or DNS service**

Another way to work around regional restrictions is to install a Virtual Private Network (VPN) 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 from free to around \$10 per month. The downsides of watching through a VPN tunnel are that there are often bottlenecks in the streaming path which result in buffering or reduced picture quality. An alternative to a VPN is to subscribe to a DNS (Domain Name System) service, such as UnoTelly (\$6 per month). After set-up, when you access sites with geo-blocks, it automatically bypasses the blocks by providing you with a local IP address. A DNS service offers a more seamless viewing experience as streaming speed is generally higher.

### **Sing Expat TV**

Sing Expat TV is a fairly new way to watch premium British TV, without the use of a VPN or DNS service. Sing Expat TV has its own servers to enable their service to be watched from almost anywhere in the world as long as you have a stable and strong Internet connection. The service starts from \$49 per month if you just access the content on your computer or mobile device (you can then stream it to the TV using

*(Continued .....)*

*If you need any further advice or would like us to help get you set up to watch International TV content, call us now on 81138682 to for a chat or to book an appointment.*

AppleTV or connecting your device directly into the TV). For additional cost they can also provide a set top box which connects directly to your TV. When you access the software player it features a full TV guide with a 7 day on-demand catch-up feature. You can also record your favorite shows. In our opinion, this solution is fairly pricey and limits users to only British content. You would need to deploy another solution to access Netflix, American football etc. Also, the benefit of live TV isn't significant here in Singapore due to such a big time difference.

#### **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. This may infringe copyright licenses but a lot of people do it. 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! If you're going to use torrent sites, make sure you get a decent antivirus and antispyware program on your computer.

#### **Downloading 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 media player such as an "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.

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! We are happy to provide advice.

## Apple's new Photos app – what to expect

Apple's new Photos app has now been launched and iPhoto and Aperture will be phased out as operating systems are upgraded to Yosemite or El Capitan. We have had calls from many customers who are either apprehensive about switching or have upgraded and now have no clue how to use it! We are here to make the transition smooth and to provide advice about what photo management tool is best for you.

A modern photo library application has two jobs: organize the photos you add to the library so you can locate them easily, and edit photos to make corrections or change their appearance. (Sharing photos, uploading to social media, and ordering prints are also important). Photos for OS X handles these features with varying levels of success, but it also stretches to take on another, more ambitious task. Apple hasn't been simply creating a new photo application for the Mac—this is the Mac component of the company's grand photography effort that connects the iPhone, iPad, iPod touch, Apple TV, Apple Watch, and the Web. With iCloud Photo Library, Apple is attempting to make all of your photos—not just the ones you capture with any one device—available on every Apple product you own.

#### **The main differences**

In terms of user experience, Photos is much quicker to use with minimal loading time.

There are also no longer "Event" categories – now photos are arranged by date order. If you wish to collate a group of photos from different date i.e. a holiday, in Photos you can now create "Albums". In terms of functionality, for people using iPhoto, editing functionality is enhanced in Photos. For those used to Aperture, Photos will be a disappointment and as it offers much less editing functionality. If you've only scratched the surface of Aperture's tools, then you can probably expect a smooth transition. If you're a photo professional or enthusiast whose workflow revolves around Aperture, you'll want to stick with it for as long as you can, with an eye toward switching to another application like Adobe Lightroom at some point. Aperture and iPhoto continue to work under Yosemite, but they're no longer being updated.

#### **Upgrading to Photos**

If you are not already using Photos, every time you open iPhoto you will get prompted to upgrade. You can bypass this but it will get pretty frustrating! Once upgraded your old iPhoto library will be disabled. We recommend not deleting it – it will not create more space and it will be good to keep in case there are any problems with the conversion. It is important to remember to add new photos to the new Photos library and NOT your old iPhoto library. You will notice that all of your previous Events from iPhoto will now be stored as Albums in Photos.

## THE APP ZONE

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

### SWIFTKEY

Save time when writing SMS, chat, email and other messages with this snappy prediction text app.



**What it does:** It features one of the best next-word predictions, smarter autocorrect, more than 800 emojis, bilingual typing and so much more.

**Why we love it:** The more you use it, the more it learns your most frequent phrases and so saves heaps of time. It also customises your keyboard behind the scenes so you end up making fewer typos.

### TRAVELSAFE

This award-winning app comes with an extensive database of emergency numbers for just about every country in the world.



**What it does:** It auto detects your location so you can get in touch with emergency services with a simple touch of a button.

**Why we love it:** Even though it is about \$1, it is money well spent knowing how to call for help in the event of an emergency. Especially comforting when travel around Asia is so popular.

# All I want for Christmas is a.....



Check out these great gift ideas!

Struggling for Christmas gifts? Search no longer with these great ideas.

#### ▪ Sonos speakers

These are arguably the best wireless speakers out there. Not only great sound quality but you get access to virtually all the music in the world – everything controlled on your phone or tablet. As authorised resellers you can order your speakers through Tekkie Help. As a Christmas special we can come and configure them in advance so all your loved one needs to do is plug-and-play on the day! Prices start from \$399 for a Play 1.

#### ▪ Duet by Protag

The morning scramble to find misplaced keys will be a thing of the

great little device – it's a small sensor that you can attach to your keys (or any other device/ bag or even child!). It works in conjunction with an app on your phone which you can press to sound an alert to locate your missing items. Available on Lazada for \$59.

#### ▪ Fitbit

Whether you're a fitness fanatic, trying to lose weight, or just want to manage your calories, a Fitbit will be a winner. Choose from a number of different models to suit your needs, they keep track of steps, distance, calories burned, heart rate and or the performance model links with your mobile to show call and text notifications and controls your music. Available at a number of stores in Singapore.

#### ▪ Tekkie Help gift voucher

If you buy any of these gadgets or another bit of kit, why not give them Tekkie Help gift vouchers to get your friends and family up and running with their new kit. Also, an ideal way to help someone you know who is having an IT meltdown.

#### ▪ Gifts Less Ordinary

Whilst not essentially "techie", [Gifts Less Ordinary](#) (set up by one of our customers) offers an online shopping experience which has some super and unique pressies for everyone that get beautifully wrapped and delivered direct to the door here in Singapore! A great site to email to friends and family overseas (hint hint!).

## TEKKIE HELP'S Q&A TECHNOLOGY TIPS

**Q: I keep busting my data usage on my mobile and getting huge bills. What can I do to monitor my usage?**

A: Here are three tips to monitor your data usage:

1) **Turn off data when roaming:** The biggest contributor to expensive phone bills is world-wide data roaming. Many users are not aware of the charges which can go up to \$0.15 for 10KB (a text email takes about 10KB to download and a single website takes at least 200KB to download). To avoid bill shock, turn off your telco's data roaming service when abroad and perhaps purchase a local SIM card or use WiFi hotspots.

2) **Download data tracking apps:** Apps such as Onvao and My Data Manager help keep track of your data usage and even help point out the apps that take the bulk of your data usage each month. These apps can also detail how and when data is being used.

3) **Set a data limit:** Both iOS and Android smartphones now have a feature that allows users to set their data plan's data limit on their phone. Usually found under the Data section of the menu, users can also select their billing cycle and even programme an alert when the data threshold has been reached.

Like us on Facebook (if you haven't already!)



Keep up to date with useful techie news and tips.

Simply find Tekkie Help on Facebook search or click on the following

link: [www.facebook.com/tekkiehelp](http://www.facebook.com/tekkiehelp).

[www.tekkiehelp.com](http://www.tekkiehelp.com)

Phone: +65 81138682

Email: [support@tekkiehelp.com](mailto:support@tekkiehelp.com)

**tekkiehelp**  
information | communication | technology