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Open Surgery Session - May 2018

Query 1

I want to know how to store information on icloud. I know how to create a file but don't know how to create folder.

Jothy



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Answer 1

You need to sign up to one of the free suppliers e.g. Apple iCloud, Dropbox, Google Drive, MS OneDrive.

To move data (i.e. files) or create a folder open the application and use the upload feature or you can drag & drop from a Windows Explorer panel



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Query 2

I have an Android Tablet with predictive text switched on. How do I change this?

Lee



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Answer 2

1. Open the Settings menu on your phone or tablet and select Languages & Input.
2. Tap Virtual keyboard settings.
3. Slide Predictive Text to off.



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Query 3

I have an I Pad. How do I set it up to print. I have an HP printer which is set up to print from my table top computer
Maureen



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Answer 3

Printer must have Wireless or Bluetooth feature.

Switch WiFi on & in Tx mode.

Settings -> WiFi -> Select Printer

App should provide print in menu



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Query 4

I have a Chromecast to project iPlayer to my TV. It works on my Android Tablet but not with my iPad. Why?

Ken



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Answer 4

Need to use the Apple Chromecast app
and not via browser.



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Query 5

I have Kaspersky anti virus on my Laptop and it keeps displaying a green dropdown box telling me "Device Census is using Webcam" & "Host process for windows task using webcam"

Why, should I be concerned & how to stop the message?

Sue



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Answer 5

Windows 10 contains a Telemetry service that reports back to Microsoft on hardware usage/errors etc.

Device Census is part of that Telemetry Framework and the process is only gathering data on your usage of the webcam

If you want restrict this access to your webcam, go to Settings - Privacy - Camera and uncheck the option 'Let apps use my camera hardware'

Or to specifically restrict this process scroll down the "Choose apps that can use my camera" list and uncheck "Feedback' hub', this will limit the data being sent back



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Query 6

My Taskbar on my Windows computer is no longer at the bottom of the screen. How can I move it back?



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Answer 6

Right mouse click on the Taskbar and ensure "Lock the Taskbar" is not ticked. Move mouse onto taskbar and drag it to bottom of screen.

Click on "Lock the Taskbar" to lock it in position.



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Query 7

Using MS Office Word, when I select Save (or Ctrl S) where does the file get saved to?

Carol



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Answer 7

- 1) If editing an existing file, then where it was opened from.
- 2) A new file is saved in the default location `C:\Users\YourName\`.
Open a Word document and select "File" and then "Options". Look in the "Save" tab.



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Query 8

I can't get into any links e.g. when I need to give my gas and electric readings the computer wont let me and says "cant open this link" Can you help?

Win10/MacAfee/ Browser?

Dawn



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Answer 8

Difficult to answer without Laptop
Suspect an IE Browser issue therefore

Check DCOM Settings

"Dcomcnfg" into RUN

Property Tab

Check settings



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Query 9

My internet speed has dropped to very slow. Speed test shows 0.08 Mbps should be up to 24Mbps. Help?

Pam



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Answer 9

Run Malware program

Test internet speed

Check router for unauthorised use

Check speed on a 2nd device

Remove any filters in circuit

Phone ISP



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Query 10

On my desktop PC I am unable to install Adobe flash player. Each time I try the installation just hangs and does not download.

Richard



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Answer 10

Check if installed via the Adobe website

Flash is part of the Browser so different install file for all the browsers.

Is Richard installing the correct file for his browser?



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Query 11

My Windows computer takes a long time to start up.



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Answer 11

Press Control+Alt+Delete together and select Task Manager. Click the link that says More Details. Select the Start-up tab. Look through the list of enabled apps and disable any that you don't need