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Computer Corner

Ten Tips for Windows 10, Part 2 . . .

Millions of people worldwide have now upgraded to Windows 10, some unintentionally after receiving a visit from the Microsoft Fairy. And, no, the Microsoft Fairy is not a cousin of the Tooth Fairy of Cinderella's Fairy Godmother, but she does seem to have quite a bag of tricks. For a time we were getting daily calls from people who had left their computers on overnight, finding upon arrival at work in the morning, that they had received a visit from the Microsoft Fairy. Most upgrades, intentional and otherwise, have gone smoothly, but there have been a few horror stories of lost data and other problems. But, "this too shall pass", and for most, now has passed, as people settle in to the new operating system.

So now we are taking a look at the aforementioned "bag of tricks".

For the first five of Ten Tips for Windows 10, see the July 2016 issue of *The Kansas Lifeline*, "Ten Tips for Windows 10, Part 1", pp. 78-80.

Part 1 contained these topics:

◆ Tip 1: Classic Shell Windows XP or Windows 7 Style Menus
◆ Tip 2: Handy Keyboard Shortcut Commands

◆ Tip 3: Personalize Menus and Desktop to have it 'Your Way'
◆ Tip 4: Quick Access Window
◆ Tip 5: It is CRUCIAL that you turn on Restore Points
◆ Tips For Those In Operating System Limbo – Making an Old Program Work
◆ Tip 6: Re-Activation of Windows

From a customer support perspective, one of the most beneficial customer support improvements Microsoft has introduced with Windows 10 is the Microsoft Account based License Registration/Activation. Instead of your Windows license registration tied to a specific hardware component serial number, now the license is linked to the person's Microsoft account. Simply replacing a motherboard, hard drive, or CPU no longer creates a licensing crisis for your continued use of a valid copy of Windows. The license is linked to a person rather than a piece of computer hardware.

If someone does encounter a problem, instead of contacting Microsoft's Registration Center, there is a simple remedy: Go to **Start** – > **Settings** – > **Update and Security** – >

Activation (If the user has NOT already linked their computer to a Microsoft Account, they would need to Select "Add an Account".) – > **Troubleshoot** –> Choose the **Recently Changed Hardware on this Device option.**

Tip 7: Cortana and Search

Cortana is clearly one of the most heralded features of the new Windows 10. Cortana is a voice-activated assistant built into Windows 10 that assists with search, listens to the user's voice commands and more. Combined with the new Edge Windows Browser and even more effective on a mobile device, together they collect information and "learn" the user's interests, travel patterns, and more. The more someone allows Cortana to "learn", the better it works.

As it is linked to the individual's Microsoft User Account, Cortana works best when logged into that account. Cortana will direct marketing ads on items of interest to the account holder, give travel advice, reminders of appointments, or will remind the user to purchase particular items while at a particular store or location, and again, much more.

To activate Cortana Voice Recognition (a microphone or headset with mic will be needed), using the left mouse button (the left for all of these commands):

1. Go to **Start** – > **Cortana**

2. Select the **Cortana Gear/Cog Settings** icon

3. Turn On the **Let Cortana respond to "Hey Cortana"** option.

If using Cortana on a Mobile Device, Turn ON the setting to Use Cortana even when my device is locked which will allow Cortana to function even while the mobile device stays locked to prevent accidental dial out.

4. Turn on Allow **Cortana to access my calendar, email, messages** and, also turn on **Send Notifications Between Devices** to have Cortana notify of upcoming appointments, a missed call, a low battery on the mobile device, and more. And, it works on Android, Microsoft, and even iPhone mobile devices.

If Cortana is activated and the user wants to turn it off:

1. Go to **Start** – > **All Apps** – >

Cortana – >

Cortana Notebook icon – >

2. Under **Cortana gives you suggestions, ideas, reminders,**

alerts, and more choose to turn **OFF** that option. Also under **Cortana** – > **Settings** – > **General** – Turn **OFF** everything – and do the same under the **Speech, linking, and typing** menu option.

Tip 8: MAPS – Trip Planning and Directions

Preplan a trip using the MAPS application built into Windows 10: 1. Go to **Start** – > **All Apps** – > **Maps**.

2. Send the Directions to an email by selecting the **Share** icon within the

MAPS application and selecting email and then filling in the send to email address. Maps has nice features that are REALLY convenient and easy to use. Just keep in mind that data is continually collected about everything the user does on the computer.

Tip 9: Multi-Screen Display

Several years ago a fellow programmer suggested I was silly NOT to have TWO monitors on my programming computer. After taking his suggestion, I wondered why I had not added a second monitor as an 'extended display' sooner and now there is no way I would work without it. For comparing information or images between multiple windows or for those who like to multitask, having a dozen things open at once, a second extended

monitor makes the work go more smoothly. It's also great for those who want to get their work done while also taking in an old Andy Griffith show on Youtube!

Having multiple monitors that were not virtually identical previously was a bad recipe. Now, one of the many enhancements added to Windows 10 is its improved support and functionality of multiple monitors of varying types, sizes, and resolutions. It doesn't sound like a "big deal" but believe me, it is. With a feature called **DPI** (Dots Per Inch) **Scaling**, setting up another monitor of the same or varying size, or even a big screen TV, or one of the new super quality monitors with High Resolution 4K display, to "play nicely" as a second extended monitor is no big deal. As long as the computer's video card has the right connectors along with the correct cables, the job is a snap by just choosing . . .

Start – > **Settings** – > **System** – > **Display** (Or Right Click -> Display Settings)

Tip 10: HELP - Microsoft S.O.S feature

Having a problem with Windows 10 and don't know what to do? Windows 10 has a new easy to use HELP, S.O.S feature built in.

Start – > **All Apps** – > **Contact Support**.

One is asked to type in a description of the problem then choose from a dozen or so 'problem type topics' to be routed to the correct support area. Next will be choices on the screen for **Call Me Back, Schedule a Call, Chat**, or **Ask the Community**. The Call Back and Chat options will even display wait time estimates.

Microsoft has done many things wrong over the years. Sometimes they have not at all provided their users with what is wanted. The most widely agreed upon failures were "Vista" and "Windows 8", but at least some of those failures DID eventually result in products that have the power to make computer work more productive like Windows 7, and now, Windows 10.
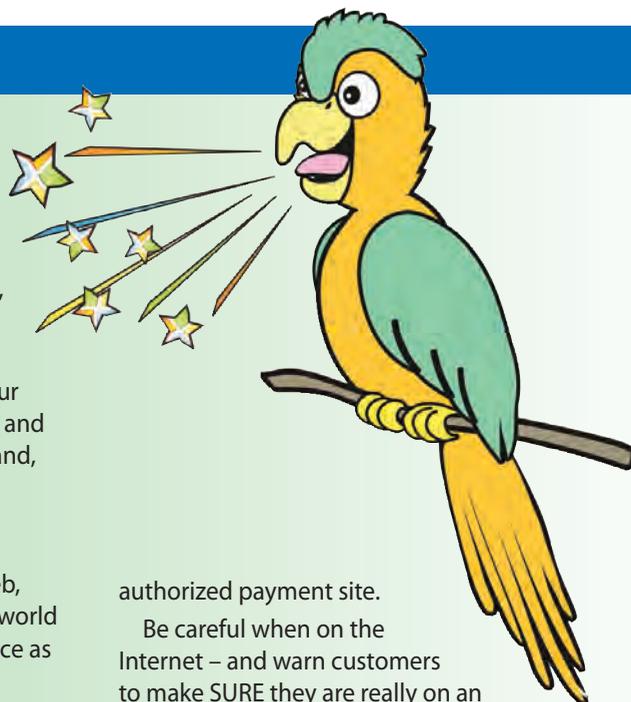
All in all, I'd say Windows 10 is another winner in league with our always dependable Windows XP and Windows 7 Operating Systems, and, hopefully, it will just get better.

A word of WARNING

Remember if you're on the Web, you're out there with the whole world and a lot of folks that aren't as nice as your Kansas neighbors.

Just recently one of our customers, a very large water district, received reimbursement for payments from an 'Online Payment Company' that were actually for a neighboring water district. It was quickly discovered that this so-called online payment center had NOT been authorized by either district to take payments for their water customers. This unauthorized company had actually copied graphics, address, phone, and other data from the 'real' water district Web site and created a Google lookup link directing customers searching to pay their bill online to what appeared to be an official Payment Site for the water district. Utility customers wanting to pay their bills via the Internet were intercepted and redirected to this unauthorized payment site.

It was reported to us that the site charged the user several times the going rate for payment processing fees. The mistake the charlatans made was sending those payments to the wrong water district. Of course, our customer forwarded the money on to the correct district, but, none-the-less, those customers who used this site were charged a payment service fee several times higher than they would have been had they paid at the actual authorized payment site.

Be careful when on the Internet – and warn customers to make SURE they are really on an official, authorized Web site or an official link if making online payments.

In times past, people using computers might find themselves sitting alone in the darkness with only the green or amber glow of a monochrome monitor to keep them company. Today, when we sit and stare for hours at a rainbow of colors on our high resolution monitors, we potentially bring the whole world with us. Many of the improvements in the Windows operating system are intricately related to our connection with our world through that very useful, but also potentially damaging tool, the Internet.

The old-time philosopher and humorist Will Rogers had a good saying to live by "Live in such a way that you would not be ashamed to sell your parrot to the town gossip". That advice should most certainly apply to anything one does on the Internet.

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