



## “Helping Everyone Use Computers More Efficiently”

### Extend computer life by keeping it cool

Every computer generates heat. Every computer has fans built in to dispel this heat. Overheating can cause your computer to act in an unpredictable manner. Both your desktop computer and your laptop computer are susceptible to issues that can be directly related to overheating.

I recently had a client whose computer was a “lemon,” it was in our service centre often for issues such as bad hard drive, defective ram, and we even replaced the motherboard in the computer.

The last time the customer came in the problem was the laptop would do a “surprise restart” while multitasking with the computer, and then it would be difficult to get the computer to start again. It would also crash with the Blue Screen Of Death or BSOD.

The customer was not very happy with the quality of the laptop and in the end we replaced the laptop for the client.

We then had our technicians investigate the problems with this laptop. Ultimately the biggest problem with this

laptop was dust and dirt had clogged the fan(s) and caused overheating, causing the symptoms of restarting and BSOD's. The computer stabilized right after performing a basic cleaning of the fans of this computer.



If the overheating problem is not dealt with early, it will eventually overheat and destroy components inside the computer, requiring expensive replacement or repair.

Feel around the outside of your laptop, you should be able to feel heat being expelled via a fan of some sort. The fan could be on the side, the rear or even on the bottom of your laptop. Keep this area free of any obstructions. When using your laptop “on your lap,” be very attentive of where that exhaust fan is. When using your laptop in bed, on your lap, nestled in the very soft bedcovers....it WILL overheat and cause you problems.

Invest in a COOLING PAD for your laptop. These are lightweight “stands” for your laptop with built in fans to expel heat from the bottom of your laptop. Cooling pads are generally USB powered, so you don't need to plug them into the wall socket. I was recently told of a house fire in the region caused by a laptop left in the wrong place until it started a fire. A cooling pad would have prevented this fire.

The next time your computer starts to act funny, like restarting itself or presenting you with a BSOD, take a look at your cooling fans, they may be dirty, causing many kinds of mysterious overheating problems. A typical computer fan can easily be cleaned of dust bunnies with a small can of compressed air.

The moral of the story is KEEP YOUR COMPUTER CLEAN. Watch for where your cooling fans are in your laptop and keep that area free of obstructions, especially soft barriers like fabric, which not only can block the fans, but can also create dust bunnies in your fans. Oh, and if you want to use your laptop in bed or on the couch, use a cooling pad. They're a lot cheaper than a house fire.

Vern Brisbin,  
Software Emporium Inc.

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# Software Emporium's Computer Service Centre

## We Repair Computers!

OPEN 6 DAYS A WEEK  
9AM TO 6PM

- OUTSIDE CALLS
- IN-STORE SERVICE
- CERTIFIED TECHNICIANS



## Software Emporium Email Lab

- check email
- surf the internet
- utilize the webcams
- create & print documents



# Software Emporium

## Freebies from Microsoft

In case you didn't know it, Microsoft offers several "freebie" software programs. Here's a small list of some of my favourite FREE Microsoft software.



### Microsoft PhotoStory 3

I've been using their free program Microsoft Photostory 3 for a few years now. I love it; it takes your photos and creates a great zooming slideshow with a music track playing during your presentation. It makes great picture presentations EASY. Get it at [www.microsoft.com/downloads](http://www.microsoft.com/downloads).

### Microsoft Security Essentials

This is my FREE antivirus program from Microsoft. I was sceptical at first, but I've been running it on my laptop for several months now. No viruses, no spyware, no huge slow-down on my computer resources.

I'm both surprised and impressed. Get your copy at [www.microsoft.com/downloads](http://www.microsoft.com/downloads).

Below are a few more FREE Microsoft software programs that I haven't tried yet but look pretty cool.

### Windows SteadyState

This program is for computers in a public place. You configure the computer and lock it down. Users do whatever they want to on the computer including crashing the system or even infecting it with

a virus. When they are done, you can reset the system just like the day you configured it and locked it down.

Try it out at [www.microsoft.com/downloads](http://www.microsoft.com/downloads).

### WorldWide Telescope

From Microsoft Research; brings together the imagery from the Hubble Space Telescope and 10 earthbound telescopes. The images are stitched together allowing you to pan around outer space exploration right from your computer. Go to [www.worldwidetelescope.org](http://www.worldwidetelescope.org) to try it out.

### Paint.NET

Paint.NET is a good image and photo editing product offered as a FREE download.

It's fully featured including layers, special effects, unlimited undo, and support for tons of image formats. If you want PhotoShop but have a Paintbrush budget, go to [www.getpaint.net](http://www.getpaint.net).

### Finally...a FREE GAME

ServerQuest II: In the vintage game style, like King's Quest or Leisure Suit Larry, Microsoft is offering for free ServerQuest II. It has the pixelated graphics like the old games and the same cheesy humour, aimed at the IT professionals and computer nerds alike.

The game runs in your browser, I've looked at it for a minute and it actually looks intriguing.

Try it at [www.microsoft.com/click/serverquest](http://www.microsoft.com/click/serverquest).

*Vern Brisbin,  
Software Emporium Inc.*



## Has Apple won us over with the iPhone?

From the new iPad Tablet to the ever popular iPod, Apple can do no wrong. They may charge a premium over their competitors' products, but the official Apple stance is, "Our products are that much better, and this will of course cost you more." Well, it seems to be working.

Apple has almost 78% of the MP3 player market and 95% of the Tablet market worldwide. In addition, Apple (Nasdaq: AAPL) Shares recently crossed the \$300 mark, a first in company history.

The original iPhone released in Jan 2007, struck an immediate chord with the public. A gorgeous touch screen display and intuitive operating system, now known as iOS; it was the first of its kind. Since then the market has been playing catch up in terms of power, features and quality.

Since the original release we've had the iPhone 3G, and iPhone 3gs, each new model more of a tweak to the existing iPhone rather than a complete redesign.

July 23, 2010 the iPhone 4 replaced the iPhone 3gs in Canada. It was a complete redesign - a first in the model's history. Can Apple continue its past success? Will the public buy into the steep price, and in the process usurp the major players such as Nokia, RIM, and Motorola?

**SPECS:** 1Ghz Apple Designed SoC (System on Chip) CPU, 512MB RAM, 3.5" ultra high resolution "Retina" display with an astonishing 960x640 Resolution, Digital Compass, Accelerometer, 3 Axis Gyroscope, Rear 5mp Camera with LED Flash, Front Mounted VGA Camera, Proximity Sensor, Ambient Light Sensor, Assisted GPS, Wireless 802.11 and Bluetooth, HD Camcorder with 720p Resolution, and 16 or 32GB Flash Memory. The Phone is 4.5" tall x 2.31" wide and .37" thick. It weighs 4.8 ounces. Rechargeable Lithium Ion Battery with up to 14 hrs Talk Time,

10 hrs Video Playback, 10 hrs Internet on Wifi, 6 hrs Internet on 3g, 300 hrs Standby, and 40 hrs Audio Playback.

Okay, my first Apple product. Personally I've always been a bang for the buck kind of guy, willing to forgo a build quality, design and looks in favour of power and price. Being intrigued by the iPhone, I opted to check one out.

**BUILD QUALITY:** It's certainly high quality. A unique Apple designed front and back glass, and a Metal Band in the middle that acts as the unit's antennae, it feels solid and sturdy. As with any Smartphone I recommend a case to prevent the daily abuse they take.

**THE SCREEN:** Absolutely the nicest I've ever seen! It's actually possible to read a webpage without zooming - amazing, if impractical. Pictures have never looked so good on a Phone. Video playback is smooth without ghosting. Viewing angle is as good as I've seen on a SmartPhone, and brightness is superb.

**STANDARD FEATURES:** Compass & Maps, Notes, Email, Safari Web Browser, iPod, iTunes, iBooks, Multitasking, Voice Control, Search, Keyboard, Calendars, Voice Memos, and Facetime.

**THE iOS:** The multi-touch gesturing works perfectly and the iOS user interface is well thought out and easy to navigate. One of Apple's hallmarks is "keep it simple" and this mindset is evident everywhere in the iOS. The speed is impressive. Apple deserves serious kudos for simplicity and design.

**THE APP STORE:** Make no mistake folks, this is the iPhone's killer "app" (pun intended). From games to utilities, and everything in-between, the App Store has something for everyone. The list includes measurement and money converters, hotel bookings, stock quotes, weather, restaurant locations, travel agents... the list is as endless as your needs. With over 275,000 apps available at the App store and thou-

sands being added every day, there literally is something for everyone.

Did I mention there are thousands of Free Apps as well? I can't stress enough the sheer magnitude of the App store and with so many incredible programs available this is the part of the iPhone experience that means the most to me.

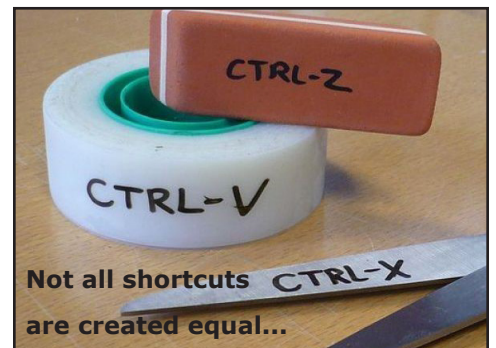
**DRAWBACKS:** Of course nothing is perfect and the iPhone 4 does have a few drawbacks. First is price, at approximately \$699 for outright purchase it is one of the most expensive Smartphones on the market. However, with a new contract from your carrier it can be had for about \$149 for the 16GB Model which is decent. Next is the omission of a memory slot to add more memory. No Adobe Flash support for flash enabled Web sites either as Apple deems it too bug ridden.

Also, iTunes must be installed on your PC or Mac in order to properly Sync your data.

iTunes itself can be a bit cumbersome to master as a new user, but as with any new program, time and effort will prevail.

In conclusion, the iPhone 4 is truly the Gold Standard of Smartphones. There are other similar phones hitting the market from competitors, but what sets the iPhone apart is the simplicity, power, quality, and sheer volume of available applications.

*Paul Davey, Software Emporium Inc.*





## Stupid "F" Keys - efficient alternatives

They're called "FUNCTION KEYS."

They've been around since before Windows and they are still useful in so many ways. Every piece of software might have different functions programmed behind these keys, but I've found many functions that are common amongst many programs.

I've listed a few of my favourite F-Keys:

### F1 - HELP!

This is the most useful key of the bunch. Pressing the F1 key in any Windows program will bring up the Help File.

This Help File contains all of the information that used to be included in paper manuals of the old days. It actually contains much more information than was ever available in paper format.

Almost all of the help files also contain a search feature allowing you to zero in on the information you are looking for.

### F2 - Rename

This is useful for renaming files, changing your picture file from `img_001.jpg` to a more descriptive filename. Just select the file and press F2, then type the new filename you want.

### F3 - Find / Search

Try it next time you are looking for a file in Windows. In Microsoft Word pressing SHIFT + F3 will cycle from no capitals to all capitals to capitals on the first letter of each word.

### F3 - SHIFT + F3

Highlight the text you want to change the capitalization on and press SHIFT + F3 for caps at the beginning of each word, press again for all caps and again to go back to lowercase letters.

**F4 - ALT + F4** will close the open program.

**F5** - Refreshes the page in Internet Explorer. Starts a slideshow in PowerPoint.

**F6** - Moves the cursor to the address bar in Internet Explorer, allowing you to quickly type in a new website address.

**F7 - SHIFT + F7** in Microsoft Word will bring up the Thesaurus. Highlight the word you are interested in and press SHIFT + F7 and you are presented with synonyms for that word. This is VERY useful for typing letters and reports.

**F8** - Pressing F8 when booting up your computer will allow you to enter Safe

Mode of Windows.

**F10** - Activates the Menu Bar for most Windows programs. SHIFT + F10 is the same as right-clicking on an icon or file.

**F11** - Full Screen Layout for Internet Explorer Web Browser. The next time you are surfing the Internet just press the F11 key.

The webpage you are viewing will now be shown on the entire screen; no task bar and even the menu bar will auto-hide itself after a few seconds.

If you need to access the menu just move the mouse to the top of the screen and the Internet Explorer menus will come back.

While in the full screen (F11) mode I find it useful to use the BACKSPACE key to go back one page. (Did you know that you could use the backspace key for this?)

**F12** - Opens Save As in Microsoft Word. CTRL + SHIFT + F12 will print the document in Word. (Why would I when CTRL+P is so much easier to remember and to type?)

*Vern Brisbin,  
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Have a question you would like to see answered in our newsletter?

We're here to help!

Drop us a note at

[sales@softwareemporium.ca](mailto:sales@softwareemporium.ca).

