



Doctors Orders

Ho, Ho, Ho, Merry Christmas! Alright, it's a bit early yet, but as this is the last newsletter you will receive this year, I thought I'd get a bit festive.

Not that I feel very festive. As general dogsbody no 1, I'm the first to get volunteered for any work that might involve beads of liquid appearing on the forehead. When the word went around that the boss was looking for someone to hump a load of boxes around in our new Leeds warehouse, I seemed to be the only one in the tea room when the boss appeared. (How strange).

So this month, I have been mostly humping boxes.

I must admit, there is a certain pleasure in manual labour. By the time I had finished my four weeks of solitary confinement, there were rows and rows of neatly stacked boxes, all ticked off on the stock sheet and each rack labelled with the item description and stock number.

So the last thing I want now is all you lot going online and ordering lots of Christmas presents, to mess up my nice neat warehouse.

All the systems should be in place by the time you get this newsletter, the aisles are swept, you could eat your dinner off the loading bay and the dock leveller is well and truly greased.

So just remember, when you hit that "Buy Now" button, It'll be me climbing up the racking covered in dust and dock leveller grease, to get that USB cable you ordered.

Craig the trainee

P.S.

All the staff at Computer Doctors have asked me to pass on to all our customers our best wishes for Christmas and the new year plus a special thank you for your continued support in this anus horribilis. Without you, we would never have made it!



<http://twitter.com/CraigtheTrainee>



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LAlarm Laptop Makes Your Laptop Scream When Stolen

Laptop theft is growing at alarming proportions. One laptop is stolen every 53 seconds, according to Gartner. A study by Dell in the US revealed that over 12,000 laptops are lost in US airports every week. There are different ways to secure your laptop against theft, but in this article, we'll show you a free way to improve your laptop security.

LAlarm is a free laptop security alarming software. It has several different alarms to help protect your laptop, the most important of them being the Theft Alarm.

Install LAlarm

Download and install the free laptop security software from:- http://www.lalarm.com/en/Lalarm_Laptop_Alarm.htm

LAlarm is free for personal use, and version 4.0 works with Windows Vista, XP (SP2 or SP3). On Windows 7, you can try the latest beta version 5.0. The download is less than 1MB, and the setup program looks the same as the main program that you launch after installation.

Improve Laptop Security and Protect Against Theft

Securing your laptop is simple and can be done in two ways:

1. If your laptop is connected to a power outlet, simply lock it with the **Win+L** key shortcut
2. If there is no power adapter plugged in:
 - a) Use a neck-strap or USB extension cord with any old flash drive and insert it into a USB port
 - b) Tie the neck-strap or cord to a firm table
 - c) Lock the laptop with the **Win+L** shortcut



Above shows an example of how this is done.

That's it. Now, when someone attempts to steal your laptop, either the power cord or the USB flash drive will get disconnected from the laptop. This triggers the **Theft Alarm**, and the thief will get a nasty shock because the laptop will emit a loud siren like a car alarm. The alarm stops only when you unlock the laptop by entering your login credentials.

For additional laptop security, you can also enable the **Inattention Alarm** in the *Options > Alarm* tab. This will trigger if there is a specified period of inactivity on your laptop in unsafe zones. Let's see what "unsafe zones" are next.

Restrict Laptop Use To A Safe Area

You can use Internet connection's IP addresses to define "Safe Zones" in which your laptop is considered safe. If anyone tries to use it outside the pre-defined safe zones, it triggers the **Perimeter Alarm**.

The **Inattention Alarm** also makes use of these zones, so that alarms don't go off when you take a lunch break at work.

Email and SMS Alerts

After installation, one of the first things you probably want to do is setup email alerts for the alarms, for which you can only use a Google mail account and need to supply your Gmail password. As this is software installed locally on your laptop, you need not be concerned about supplying your Gmail password. LAlarm sends you a test email to verify that the email is working properly.

You can also configure SMS alerts to your mobile phone using Email-to-SMS gateways. Note that these alerts will work only if there is an Internet connection present at the time of laptop theft.

Automatically Destroy Data In Case Of Theft

In case your laptop does get stolen, you can configure LAlarm to automatically destroy pre-defined data folders. You set these via the *Options > Destruction* tab.

In addition to destroying data, you can also run any custom programs you want to execute in case of theft from the *Options > Theft Response* tab.

Battery and Disk Protection Alarms

LAlarm also has Disk and Battery protection to help you maximize your laptop battery life and warn you of impending hard disk failure. The battery alarm is triggered at low battery levels that you can customize, and works with Li-ion type batteries.

Extra security, as always, is a double edged sword. The above is given in good faith, but if you do not feel confident that you can operate the program on a daily basis, please do not install it.

Christmas Shopping



Are you the sort of person that runs through the shopping centre like a headless chicken two days before Christmas, grabbing any gifts that are left, in the vain hope that you can match them up with friends and relatives when you get home?

If great aunt Rose sent you a thank you note for the wind-screen wiper blades last year, then the answer is definitely yes.

Or, do you spend a casual evening, happily flitting from one website to the other, completing your annual shop in 45 minutes.

Well, for most of us, it's a little of both.

Shopping online does have its drawbacks. How do you know the site will not take your card details and run? Will your Christmas presents arrive on January 14th? Most people stick with names they know such as Amazon, Argos, PC World etc. as these are unlikely to steal your credit card details.

Many people are reluctant to purchase online and rightly so in many cases. It takes no time at all to create a website with the best prices in town that takes your card details and disappears in two weeks, only to be replaced by another, and another two weeks after that. These sites will get lots of customers because of their fantastic prices and promises of same day delivery, free delivery and pretty much anything else they can promise, in the knowledge that they are not going to provide any of them.

We would always suggest being wary about buying from a website that you don't know. Check them out as much as you can. See if they have a telephone number advertised where you can speak to someone before purchasing. Another good indication of a genuine business is if you can pay by PayPal. It's not foolproof, but to get a PayPal business account, you have to provide lots of proof that your business is genuine, plus if things do go wrong, PayPal will reimburse you up to £500. (Obviously you will need a Pay-

Pal account yourself to pay by PayPal. But as now part of the eBay empire, anyone who has ever purchased from eBay will probably have one).

We've always provided an online facility on our website where you can purchase any of the stock that we have at our Northampton surgery, but over the years we've found that most local customers prefer to pop in and make the purchase in person. So we have decided to drop the online purchase of surgery items such as laptops, towers, accessories etc. and instead concentrate our mail order business at a facility we have in Leeds.

This means that you will still be able to come into our Northampton surgery and purchase a new laptop or PC, as well as a selection of monitors, printers and accessories.



Northampton Surgery shop

But if you want a larger selection of items at unbelievably low prices then as always, the online route is the way to go. There's **free delivery on all orders over £50** and below this a one off charge of £9.95 irrespective of the number of items to the same address. This is to cover packaging, delivery & insurance on low cost items.



Leeds Warehouse

So why not have a look at our online shop, It's not quite as swish as Argos but you'll be amazed at the low prices and the selection available.

www.computerdoctors.co.uk/shop/online.htm

Ask the Doctor - Windows 7 upgrade problems

Why does the Windows 7 installer freeze?

"I downloaded and ran the Windows 7 upgrade. I keep getting an error message saying, 'We are unable to create or save new files in the folder in which this application was downloaded.' I have lots of room on that hard drive. What's happening?"

This is the most common installation error I've seen. If you downloaded your Windows 7 upgrade from Digital River, you have my sympathies. Digital River provided order fulfillment for Microsoft's Windows 7 Academic Store. I don't know why, but Digital River decided to offer the download in **.box** files instead of the more-common **.iso** format.

There was no end of problems with the **.box** files. Microsoft has a voluminous post on the problems — including resolutions — in its Answers forum. Ultimately, Digital River started offering **.iso** files. Go back to the Digital River site and download the Win7 upgrade again. Problem solved — after much wailing and gnashing of teeth.

"I tried to run an in-place upgrade from Vista Home Premium to Windows 7 Home Premium, but the installer gets stuck at 62%. I turn off the computer, turn it back on again, and Vista rolls itself back fine. But when I run the Win7 install again, it gets stuck at 62%. Again. Why?"

Running a Windows 7 in-place upgrade over Vista is like building a new house on an old landfill — there are reasons why I always recommend custom/clean installs!

That said, it seems that 62 is Windows 7's unlucky number. Lots and lots of in-place upgrade attempts stall at 62%, and there seem to be several causes for the problem.

Fortunately, the solution is easy — if you know where to find it. Microsoft provides an automated Fix-it button in Knowledge Base article 975253. <http://support.microsoft.com/kb/975253/en-us>

This service reaches into your Vista machine and adds an "environment variable" called:

MIG_UPGRADE_IGNORE_PLUGINS

This variable instructs the upgrade installer to ignore a program called **IphlpsvcMigPlugin.dll**. That does the trick.

"I'm trying an in-place upgrade from Vista to Windows 7, and the installer goes into endless reboots. I get an 'installation failed' message and the PC reboots, only to go back to the installation again, a failure, and another boot. Help!"

There are myriad reasons why this is happening, but one in particular seems to come up fairly frequently. Jerry Ham was able to reproduce the error, as he explains in a blog

post on the MS Answers forum. <http://social.answers.microsoft.com/Forums/en-US/w7install/thread/d02457fa-c447-4e3e-ad86-84b795ec659e>

The glitch appears to be caused by a misdirected Documents folder.

Thankfully, Jerry's post also provides a solution. Instead of redirecting the Documents folder to a subfolder of Documents also named Documents, Jerry points it to the primary Documents folder. After this change, the upgrade proceeds without a hitch.

Hey, where did Windows 7 put my games?

"I encountered problems with XP, so I decided to upgrade to Windows 7. I had it installed by a professional. Now when I click Start, Games, I can't see any games! I am a FreeCell addict. Looking on the Web for an answer only made me more frustrated. Who stole my games?"

Several people have asked me the same question. I have no idea why your games disappeared, but I do know how to bring them back. Click Start, Control Panel, Programs (in Category view), Programs and Features. Select Turn Windows features on or off in the left pane, make sure the box next to Games is checked, and click OK. The games will then appear on the Start menu, right where they belong.

How many upgrades am I allowed per install disc?

"I recently upgraded my desktop PC from Vista to Windows 7 and it works beautifully! I also have a laptop running Vista. My question is, can I use the same software to upgrade my laptop as well? Some people have said yes, and some absolutely not — could you help me out here?"

Technically, it's possible to use the same DVD to upgrade any number of PCs. But when the time comes to enter the validation key, the second (or third or fourth) machine won't pass muster. Microsoft makes its money by selling those keys, so you'll have to buy one for each system you upgrade.

The exception is the Windows 7 Home Premium Upgrade Family Pack, (available from Staples for £112.60). The Family Pack lets you use a single key to upgrade three different PCs. Microsoft's Family Pack page provides more information about this multiple-PC upgrade option.

<http://www.microsoft.com/windows/offers/windows-7-family-pack.aspx>

32 & 64 bit

"The Windows 7 upgrade box I bought has two DVDs in it — one for the 32-bit version and one for the 64-bit version. Does that mean I can install it on two PCs?"

Nope. You can install Windows 7 on as many systems as you like, but the key in the box will activate only one of them. The same key will activate either the 32-bit version or the 64-bit version, but not both.

Why can't I change Starter Edition's wallpaper?

"Yes, I know you told me that I shouldn't bother with Windows 7 Starter Edition, but I found a fantastic deal on a netbook with Starter Edition installed. I don't want to pay for Win7 Home Premium. Why can't I change the wallpaper on my netbook?"

I would recommend that netbook users choose Windows 7 Home Premium over Starter Edition. There are lots of restrictions Microsoft places on hardware vendors who want to preinstall Win7 Starter Edition.

The inability to change wallpaper amounts to little more than a marketing gimmick. It's one of the features that differentiate Starter Edition from the other Windows 7 editions. It also represents one of the carrots Microsoft dangles in front of you to coerce you into paying another hundred smackers or so for a real version of Win7.

In fact, changing Starter Edition's wallpaper is easy — if you know the trick.

Simply download and install the free MyColors utility from the Stardock Design download page. <http://www.stardock.com/products/mycolors/>

You'll have to change the entire Win7 theme, because MyColors lets you change only the theme, not the specific wallpaper. MyColors lets you choose a built-in Win7 theme or any of several free themes that are bundled with MyColors. Alternatively, you can buy a theme from Stardock.

Can I upgrade 32-bit Win7 to the 64-bit version?

"I bought a PC with 32-bit Win7 Home Premium preinstalled. Can I do an in-place upgrade to 64-bit Home Premium?"

Nope. The Windows Anytime Upgrade is the collection of products that allow you to upgrade from one version of Windows 7 to another. Unfortunately, Anytime Upgrades don't support a move from 32-bit to 64-bit. You can upgrade, say, Win7 Home Premium 32-bit to Win7 Pro 32-bit — but not to 64-bit. You can't cross the bit divide via an in-place upgrade.

Similarly, the regular upgrade versions of Windows 7 don't allow you to move between 32-bit and 64-bit. Your only option is to buy a Win7 Home Premium upgrade package and perform a custom (clean) install. That wipes out your programs and settings, but if you have CDs for all of your applications and you use Windows Easy Transfer (which is on the upgrade DVD), you shouldn't have any problems.

It's an expensive solution to a dubious problem, because right now very few people need 64-bit.

Windows 7 has taken the world by storm — rightfully so, in my opinion — but a certain percentage of new Win7 users will have problems no matter what.

We're here to help if we can.

www.computerdoctors.co.uk/pages/askthedoc.htm

HP laptop bargain back

Our suppliers have managed to acquire some more of these much sought after laptops.



AMD Sempron 2.0Ghz Processor
15.4 inch WXGA TFT LCD screen
2Gb DDR-2 RAM memory
160Gb SATA-2 Hard drive
DVD rewriter
ATI Radeon HD3200 Graphics
Windows Vista Home Basic
12 months standard warranty
1 months trial Remote Access support

£299.95 inc vat

This will be the last batch of these available before Christmas and are only available to callers at our Northampton shop.

This makes an ideal Christmas present and comes installed with Antivirus, anti-spyware and an office suite compatible with Word, Excel and PowerPoint.

The stock is very limited so act fast if this is of interest.

You can't beat the box shifters marketing!

One of our customers pointed out to us that you can get a very similar specification laptop from PC World for "FREE".

All you had to do was to take out a 24 month contract for a mobile Internet dongle at £35 per month and you get the laptop for FREE.

We pointed out that the usual monthly rental for an Internet dongle starts at £10 per month.

We'll let you do the maths!

When system files go bad, Windows' System File Checker can set things right.

Ask the Doctor

Whether due to malware, botched updates, or some other glitch, mangled system files are rooted out and replaced with good copies.

Broken Control Panel indicates system corruption

Something messed up one or more system files in a customer's PC. The problem presented itself in his Control Panel but could be present elsewhere, too:

"I was trying to delete a program for an upgrade and found that my Add/Remove button had stopped working. I have a Dell Dimension running Windows XP SP3. I've been searching for ages, looking for information on how to fix this problem. Can you direct me to where I can find a fix? I have third-party removal programs but want to fix the removal in the Control Panel."

The Windows File Protection (WFP) system may be able to help. WFP is a group of related technologies and tools that try to protect all system files, including those in the Control Panel. WFP first appeared in Windows M.E. and has been refined with each succeeding version of Windows.

The WFP tool most likely to help with your problem is probably the System File Checker, sfc.exe. The program can determine which — if any — system files have been altered, not just those in the Control Panel. It will then either restore the correct versions or assist you in doing so yourself. (See Figure 1.)

```
C:\Windows\system32>sfc /?
Microsoft (R) Windows (R) Resource Checker Version 6.0
Copyright (C) 2006 Microsoft Corporation. All rights reserved.

Scans the integrity of all protected system files and replaces incorrect versions with
correct Microsoft versions.

SFC [/SCANNOW] [/VERIFYONLY] [/SCANFILE=<file>] [/VERIFYFILE=<file>]
  [/OFFWINDIR=<offline windows directory>] /OFFBOOTDIR=<offline boot directory>]

/SCANNOW      Scans integrity of all protected system files and repairs files with
              problems when possible.
/VERIFYONLY   Scans integrity of all protected system files. No repair operation is
              performed.
/SCANFILE     Scans integrity of the referenced file, repairs file if problems are
              identified. Specify full path <file>.
/VERIFYFILE   Verifies the integrity of the file with full path <file>. No repair
              operation is performed.
/OFFBOOTDIR   For offline repair specify the location of the offline boot directory
/OFFWINDIR    For offline repair specify the location of the offline windows directory
e.g.
sfc /SCANNOW
sfc /VERIFYFILE=c:\windows\system32\kernel32.dll
sfc /SCANFILE=d:\windows\system32\kernel32.dll /OFFBOOTDIR=d:\ /OFFWINDIR=d:\windows
sfc /VERIFYONLY
```

Figure 1. The System File Checker utility can detect and replace corrupted system files with known-good copies.

To effect repairs, sfc.exe usually needs access to original system files on a Windows setup CD or some other similarly accessible location. Microsoft's official sfc.exe documentation for XP is in Knowledge Base article 310747. <http://support.microsoft.com/kb/310747/en-us>

If you prefer something less formal, Marc Liron's UpdateXP.com offers a good sfc.exe tutorial. www.updatexp.com/scannow-sfc.html

By the way, sfc.exe is in Vista and Windows 7, too, and it works essentially the same way. The relevant KB article for sfc.exe in both those operating systems is 929833.

<http://support.microsoft.com/kb/929833/en-us>

Parental Controls - Protect your Children on line

It only seems a few months ago that we were haranguing our customers for plonking their kids in front of a computer, in their bedroom, then swanning off for a few hours quality time in the relative tranquillity of the living room.

Shame on you!

Too much of the above is usually followed by a trip to our surgery to remove the vast amounts of spyware, extra toolbars and illegal software that kids just can't help clicking on.

So do yourself and your kids, a favour, by installing free parental control software on their PC's and within months you'll see the change from Mexican feral children to rosy, round faced offspring, similar to those you used to get in the Ovaltine ads.

"But I know nothing about computers", I hear you whinge, "I've tried setting up parental control software before and its only slightly less painful than root canal treatment".

Fear not for there is a new kid on the block called K9 web protection and if you can't configure this, then you really are a computer numpty.

According to their website they are winning awards right left and centre and impressed all the right people with their innovative software.

If you don't want to spend any more money on getting your children's PC's cleaned up, why not give it a try.

Once on their site, clicking the link to "Download K9 today for free", takes you to an online form where you can enter your name and email address and download the program. They will email you a licence key which you will need during the installation.

They also give you the option of downloading a 2-page quick start guide or for those who really want to get their elbows in, a 76-page user manual. (OK, maybe I exaggerated a little about how easy it is to set up, but its still far easier than most).

Click here to download and for more info:-

<http://www1.k9webprotection.com/index.php>

Another useful page on their site checks a web address for you. So many sites purport to be what they are not, just type or paste the URL into the page at the link below to find out what the site is really about.

I'm glad to say that when I typed in our site, it said that it was a computer/Internet information website. So pretty much spot -on then.

<http://www1.k9webprotection.com/support/check-site-rating.php>

New Reduced prices for Laptop repairs

The price of repairing a laptop has steadily risen as the price of new laptops have come down. Its frightening to say it, but laptops have become the latest throw-away item.

It's a price driven anomaly. The laptop manufacturers, in order to sell cheaper than the competition, cut their costs by not manufacturing and storing large numbers of spares for their current models. As new models are brought out every few months, we have arrived at the situation where very few spares are available for any laptops.

Whilst under warranty (usually 12 months) the manufacturers will normally swap out the complete laptop if it is not repairable. But out of warranty - you're on your own!

There has always been third party manufacturers making keyboards, bare TFT screens and batteries, plus RAM memory and hard drives are pretty universal, so no problems there then.

Mainboards are available but command high prices and case plastics and trim is a nightmare to source, mainly because the manufacturer changes the trim every few months to freshen the design.

We would really love to repair our customers laptops but at the moment over 50% find the cost too expensive and scrap the laptop to buy another.

According to Dell the average spend on a laptop is £600 so £150 spent on a repair is an economic proposition. On the other hand, often most of the repair cost is labour and it costs pretty much the same to repair a cheap laptop as it does an expensive one.

To this end we have finally sourced a supplier / specialist repairer that can, a) supply a vast number of parts for a large range of laptops and b) have the facilities to repair mainboards to the original manufacturers specification. This requires test and repair equipment costing many thousands of pounds.

All this at low prices and with a 12 months warranty, should the same fault reoccur.

Our new laptop hardware repair price list can be found at:

<http://www.computerdoctors.co.uk/graphics/PDF/Hardware%20laptop%20repair.pdf>

or follow the links for surgery repairs on our website for more information.

Addendum: If you are buying a laptop this Christmas, for goodness sake make sure you have accident and theft insurance. If you buy from us we can supply this for Just £5 per month. We all know how fragile laptops are, but we think it won't happen to us!

PC Basics - How to search websites & the Internet

We are using Google in this example but all search engines are similar. All have a search box where you type in a relevant word and a search button to begin the search.

Some basic facts

Every word matters. Generally, all the words you put in the query will be used.

Search is not case sensitive. Searching for [the beatles] is the same as searching for [The Beatles].

With some exceptions, punctuation is ignored (that is, you can't search for @#\$%^&*()=+[]\ and other special characters).

Guidelines for better search

Keep it simple. If you're looking for a particular company, just enter its name, or as much of its name as you can recall. If you're looking for a particular concept, place, or product, start with its name. If you're looking for a pizza restaurant, just enter pizza and the name of your town or your post code. Most queries do not require advanced operators or unusual syntax. Simple is good.

Think how the page you are looking for will be written. A search engine is not a human, it is a program that matches the words you give to pages on the web. Use the words that are most likely to appear on the page. For example, instead of typing [my head hurts], type [headache], because that's the term a medical page will use. The query [in what country are bats considered an omen of good luck?] is very clear to a person, but the document that gives the answer may not have those words. Instead, use the query [bats are considered good luck in] or even just [bats good luck], because that is probably what the right page will say.

Describe what you need with as few terms as possible.

The goal of each word in a query is to focus it further. Since all words are used, each additional word limits the results. If you limit too much, you will miss a lot of useful information. The main advantage to starting with fewer keywords is that, if you don't get what you need, the results will likely give you a good indication of what additional words are needed to refine your results on the next search. For example, [weather northampton] is a simple way to find the weather and it is likely to give better results than the longer [weather report for northampton].

Choose descriptive words. The more unique the word is the more likely you are to get relevant results. Words that are not very descriptive, like 'document,' 'website,' 'company,' or 'info,' are usually not needed. Keep in mind, however, that even if the word has the correct meaning but it is not the one most people use, it may not match the pages you need. For example, [celebrity ringtones] is more descriptive and specific than [celebrity sounds].

How to read search results

Google's goal is to provide you with results that are clear and easy to read. The diagram below points out four features that are important to understanding the search results page:



The title: The first line of any search result is the title of the webpage.

The snippet: A description of or an excerpt from the webpage.

The URL: The webpage's address.

Cached link: A link to an earlier version of this page. Click here if the page you wanted isn't available.

All these features are important in determining whether the page is what you need. The title is what the author of the page designated as the best short description of the page.

The snippet is Google's attempt to extract just the part of the page most relevant to your query. The URL tells you about the site in general.

Searching websites

Many websites, including ours, has a similar search box that just searches for keywords on that site instead of the whole internet.

Our most common question to tech support is how to renew the free annual licence for Avast antivirus. Typing [avast] into our search box (on the home page) gives the results shown below.



The top link will take you to a page about registering Avast (the one that you want). The second and third links show two other pages, namely our competition page and our best free software page, where the word "Avast" appears in the text.

The link you want is not always at the top, but by studying the title and the snippet, you can find the page you are looking for without having to click the link to them all.

A winner for Last months Competition

We had lots of entries last month to win a set of Logitech surround sound speakers.

Logitech win awards for their PC surround speakers and this set, together with the Sound-Blaster 7.1 sound card shows how good the combination is.

Installation and setup was included in the prize package.

Mrs J Starmer from Northampton (Shown right) was our lucky winner.

See page 10 for the next competition.



Self help User Guides to Read Online or Print

Do you sometimes think that technology is leaving you behind? If so, then have a look at our free range of self help guides. This is a good example of us responding to our customers needs. We get so many calls and emails from customers that have purchased, or want to purchase, the latest gadget and need an unbiased view of its good and bad points, that we have decided to provide a user guide for download on our website.

Often the gadget is only loosely computer related (such as a mobile phone) so even our tech support may not be 100% up to speed with every particular gadget. We have sourced these guides from makeuseof.com, who are happy for us to pass them onto our customers.

Don't think that these are a 2-page pamphlet that won't tell you anything you don't know already. Some of the guides have nearly 70 pages so can be as comprehensive as you like. Also because of the amount of information in the guide, it might take a few seconds longer than usual to appear on your screen when clicking the link.

As any of our regular customers would know, the PDF format allows you to view online one page at a time or to print out onto A4 paper without the splitting of the web page across two sheets of paper, that usually occurs when printing direct from a web page.

These guides contain a large amount of useful information and I am sure that many people will print them and save them for future use.

We have 16 titles at the moment, but as more become available we will add these to the list.

Internet Guide for the Movie Addict

The Incredible Free Manual for Every Mac User

Twitter: Best Practices & Tips

A Computer Geek's Smart Productivity Guide

The Only Easy Guide To Computer Networks

A Newbie's Getting Started Guide to Linux

The Big Book of iTunes

Laptop Buying Guide for 2009

Internet Guidebook for An Audiophile

The Underground Guide to the iPhone

The Ultimate Guide to your Windows Mobile Phone

Building a Media Centre for your Home

The Big Book of BitTorrent

The Idiot's Guide To Photoshop

The Idiot's Guide to Building Your Own PC

PSP Up- and Downgrading Guide

As it's Christmas we thought we would really push the boat out and offer a really fabulous prize spread over 8 weeks. This is the fantastic Asus 1000h netbook, worth £300 that won the recent best buy in Which magazine's best netbook tests. Do not confuse this with entry level Netbooks that run Linux instead of Windows and have tiny 8Gb hard drives to save battery. This has Windows XP, has a 160Gb hard drive but still has 7 hours battery life. You can see the full specification at:

http://www.computerdoctors.co.uk/shop/Asus_1000H.htm



Don't think that you have no chance of winning. Our competition is only open to people in our catchment area (*see below) so give it a try, you never know, yours might be the only winning entry. You don't have to be an existing customer, so if you don't want to enter, be nice to your friends and help them with the answers.

As usual there are a few easy questions to answer but all the answers are on our website. **Good Luck**

www.computerdoctors.co.uk/competition

*NN1 – NN18, NN29, MK19, MK40 – MK46, LE16.

Competition ends 25th January 2010

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NN3 8PT

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