

Tip for May 2006  
Courtesy of Wyvern Technology  
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Back from my holiday in Rome – and the wonders of modern technology never cease to amaze me.

36 years ago, which is the last time I visited Italy, and, yes, I was a mere babe at the time, I remember sitting in St Mark's Square in Venice, wondering when I was ever going to hear from my parents. 2006 – I SMSed my younger daughter every day, sent pictures with the messages that I took with my phone and even solved a client's problem via the Internet. So we can complain about it, but it certainly makes communication easier.

Those of you with Windows 98, be warned. The ISPs are not supporting it any more so even if you have dial up and you have a problem, once you confess your operating system is Windows 98, you might as well hang up.

One of my lovely clients took her courage in her hands and decided to tackle the internet. All went well until her phone call making inquiries about her account. The young woman on the other end suggested it might be a good idea to have her internet bill on her phone bill which would make it easier. She previously had it debited to her credit card.

However, she then lost her email and internet access. It took a phone call from her daughter and three phone call from me on her behalf before it sunk into their brains that it wasn't the password that was the problem, it was the user name. She was given a new password each time, told to wait 20 minutes and then log in with the new password. Didn't work. And, being a woman, she thought it was something she was doing. Oh no, it was something they had done but the telephone helpers are pretty limited most of the time and don't listen – mostly because they just want to get rid of you and your problem.

Ah yes, I am cynical, but positive too as you can see from the first paragraph.

I visited a client today who has had his computer for 6 years and it is still working well – great to see. Mind you, he has looked after it and uses AVG as his anti virus program.

Speaking of AVG, it has now taken over Ewido – usually I am not happy about takeovers but Grisoft (makers of AVG) is a GOOD company – it provides free of charge its antivirus program for home users, so perhaps it might just do the same with Ewido.

Those of you who have not the faintest idea what I am talking about, as if you have missed a tip, mine form a serial of sorts, please email me at the above address.

Cheers,  
Deirdree