Handy Tips, Solutions and Answers to Common PC Questions

Do you have a question about a Windows Advisor article, or need help with a computing problem? If you do, just drop us a line by email to editorial@windowsadvisor.co.uk and we'll do our level best to help!

When you write, please remember to include your customer number, your postcode, and the version of Windows you use (Windows 10, Windows 8.1, Windows 7, Windows Vista or Windows XP). Give us as much detail as you can about the problem to help us understand what's happening, and feel free to attach a screenshot or document if you think it would help to illustrate the problem or error.

Can I Download and Keep a Video from YouTube?

Save a YouTube video on your PC?

Question: *I come across all sorts of entertaining videos at YouTube, some of which I'd like to keep and watch whenever I like. I started keeping a list of the addresses of my favourites, but that's rather inconvenient and I've noticed that some in my list have since disappeared. Is there any way to save the videos to my PC?*

Nigel Clarke

Answer: When you watch videos at YouTube (www.you tube.com), you won't find any option to save them to your computer – YouTube wants you to keep visiting the website, of course.

Two ways to do it

There are two ways to download and save a YouTube video to your PC. One is to use a website; the other is to install a program. Here's a run through both methods, and you can choose the one you prefer.

Method 1: using a website

1. At the YouTube website, when you're watching a video and decide you'd like to keep it, press the (F6) key to select and highlight the address in the address box, then press (Ctrl) + (C) to copy it to the clipboard.

Visit this website

2. Open another tab in your browser (which you can do by pressing (Ctrl) + (T)) and visit the website savethevideo.com.

Paste the link

3. At this website, click in the box at the top of the page and press (Ctrl) + (V) to paste the copied address (1) and press (Enter).

Download the video

4. Wait a few seconds and you'll see the title of your video and a pair of green buttons. Right-click the **Download Video** button (2) and choose **Save target**

as (in Microsoft Edge or Internet Explorer) or **Save Link As** (in Mozilla Firefox or Google Chrome).
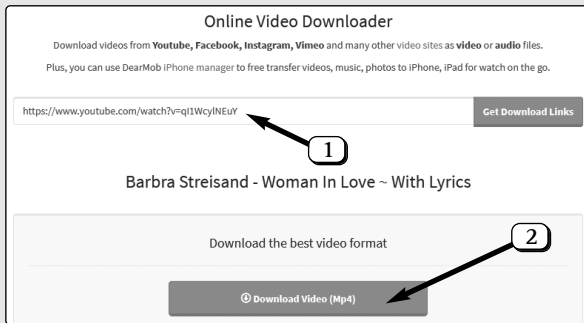
If you simply click this green button in the usual way, your video will start playing in a new browser tab, which obviously isn't what you want!

5. Now you'll see a standard Save As dialog. You'll notice that the filename is 'videoplayback' (the same for every video you download this way), so type a more descriptive filename for the video.

Choose a better filename...

6. Navigate to the folder in which you want to save this video, then click the **Save** button. Your video will be downloaded and saved to that folder.

...and save

Method 2: using a program installed on your PC

A program named 'YouTube Downloader HD' makes light work of the job. Visit <u>youtubedownloaderhd.com</u> and click on **YouTube Downloader for Windows** to download it, then run the setup program you've just downloaded to install it.

Install the free YouTube Downloader HD

Once you've installed the program, here's how to use it:

1. At the YouTube website, when you're watching a video and decide you'd like to keep it, press the (F6) key to select and highlight the address in the address box, then press (Ctrl) + (C) to copy it to the clipboard.

2. Start the YouTube Downloader HD program if it's not already running.

Paste the YouTube link

3. Click in the **Video URL** box and press (Ctrl) + (V) to paste the copied address (1).

In many cases, the program recognises you have a URL on the clipboard and inserts it into this box for you automatically, saving you the need to follow step 3.
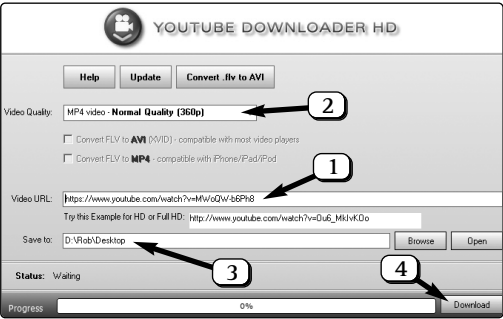
Choose a video quality

4. Choose the 'Video Quality' you want to save. It's generally best to choose **MP4 video – Normal Quality** (2). Feel free to try for High Quality instead, but this won't necessarily be available for the video you want to save.

Choose where to save

5. Check the Save to box (3) to see where the video will be saved. If you'd like to save it somewhere different,

click the **Browse** button to its right and select the required folder. (This folder is remembered and used for all future downloads until you select a different folder, so you shouldn't have to do this every time.)

6. Click the **Download** button ④ and wait while your video is downloaded and saved. A message box then appears to tell you the download is complete – click **OK** and you've finished.

Download the video

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Word: Add Figures You've Typed into a Table

Question: *If I type some figures into a table in a Microsoft Word document, can Word add them up for me and display the total as Microsoft Excel does?*

Ruth Goodlow

Can Word treat figures like Excel?

Answer: Yes it can, but with one limitation: if you change any of the figures in the table, Word won't recalculate the total automatically as Excel does. However, as I'll explain, telling Word to update the total is quick and easy – you just have to remember to do it!

Manual update needed if figures need to be recalculated

Let's assume you've already created a table and typed a column of figures into it. Click in the cell below the last figure, where you want the total to appear, and do the following:

1. Select the **Table Design (**or **Table Tools**) > **Layout** tab on the Ribbon, and in the 'Data' group at the far-right click **Formula**.

2. Now you'll see the dialog pictured below. The formula it suggests is **=SUM(ABOVE)** which is exactly what you want in this case (it totals the figures above the cell you've selected).

Total the figures in the cells above

Choose a number format

3. Open the **Number format** drop-down list and choose a format. The first in the list is fine for most purposes; the second provides for decimal points, and the third adds a currency symbol.

4. Click **OK**.

Formula	? ✕
F̲ormula:	
=SUM(ABOVE)	
N̲umber format:	
#,##0	⌄
Paste fu̲nction:	Paste bookmark:
	⌄ ⌄
	OK Cancel
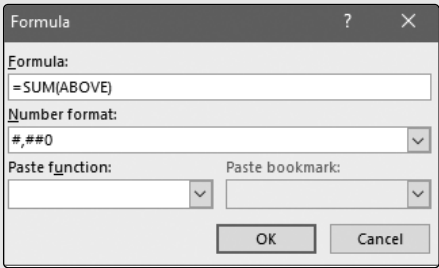
The total is calculated and displayed

Lo and behold, the total appears in the cell you selected. (If you're not happy with the number format, click that cell and repeat the steps above to choose a different format.)

Changed figures? Update the total!

As I mentioned, if you change any of the figures in your table, Word won't update this total for you. When figures have been altered, highlight the figure in the cell containing the total and then press the (F9) key: this tells Word to re-examine the figures and update the total.

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Keep Windows 8.1 Notifications on Screen for Longer

Notification boxes vanish too soon

Question: *Every so often, a message appears in a rectangular box in the top-right corner of my screen. If I'm at my computer when it happens, and if I'm quick enough, I can read what it says, but it disappears after a few seconds.*

As far as I can tell, once it's gone there's no sign it ever appeared. Is there any way I can keep these boxes on the screen until I've read them?

Pat Thorsen

Answer: These rectangular boxes are the way Windows 8.1 gives you 'notifications'. If you use the Calendar app, for instance, these notifications appear whenever you're due a reminder about an appointment.

They appear for calendar dates, news, and hardware

They have other uses too. You may see similar notifications if you insert a CD or DVD, or connect a digital camera or USB flash drive. You might see notifications about breaking news stories from the News app, or notifications about new email messages if you use the Mail app or Microsoft Outlook.

As the question states, these notifications only stay on your screen for about five seconds and then they vanish. And, once they've gone, you can't make them reappear and you won't find a list anywhere of notifications you might have missed. (Windows 10, rather more helpfully, keeps these notifications available by moving them into its Action Centre panel after they've left your screen.)

After five seconds they close

What you can do, fortunately, is choose how long they should stay on your screen, up to a maximum of five minutes. Here's how:

How to keep them on screen longer

1. Press ⊞ + Ⅰ (the letter 'i') to open the Settings panel at the right of the screen and, at the bottom, click **Change PC settings**.
2. When the PC Settings app opens, click on **Ease of Access** at the left.
3. Next, also at the left, click on **Other options**.
4. Open the drop-down list labelled **Show notifications for** and choose a time period.

Pick a longer duration

5. Close the PC Settings window by moving the mouse to the top-right corner of the screen and clicking the **x** button.

Click the notification for more details…

From now onwards, whenever one of these notification boxes appears, it will remain visible for the period of time you've just chosen. You can click the box itself for more information (to choose what to do with the CD, DVD or USB flash drive, or to see details of your calendar appointment, or to read the breaking news story, for example).

…or close it yourself

If you want to close the notification before it vanishes of its own accord, move the mouse into the box and then click the little **x** that appears in its top-right corner.

Help! All My Printers Have Disappeared!

An error message when you try to print

Question: *I've just tried to print a document and a message popped up saying 'Before you can print, you need to select a printer'. I clicked **OK** and the Print dialog appeared, but*

it doesn't show any printers. My normal printer (an HP Deskjet) isn't there, and nor are any of the others I usually see. What's happened?

Richard Sanford
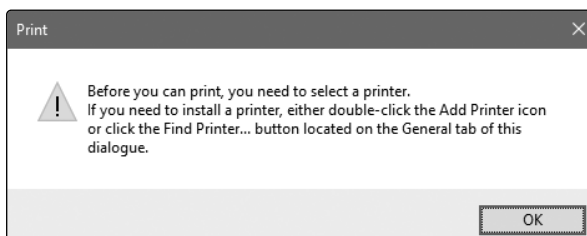
Answer: As a general rule, if you receive an error message when you try to print, the first step is always to check the basics: that your printer is connected to your PC (usually via a USB cable), that it's switched on, has paper, and so on.

However, if the error message you see is the one above, none of that is what's causing the problem. The clue that something more fundamental has gone wrong is that you suddenly seem to have no printers installed at all. The Print dialog that would usually show all your installed printers and let you choose one is now blank:

Your PC thinks you have no printers installed

If you're trying to print from a Microsoft Office program, such as Word, you won't see an error message in this situation. Instead, after pressing (Ctrl) + (P) to print

the document, you'll find that the Print button is disabled and, just below it, the drop-down list which normally shows your printer just says **No Printers Installed**.

**The printing service has stopped working**

These clues all point to one thing: the Windows service which handles printers and printing has stopped working. You might find that if you restarted the computer, it would start working again and you'd be able to print, but that's a bit of a palaver. Instead, follow these steps to make it start working:

1. Press (⊞) + (R) to open the 'Run' dialog.

2. In the box beside **Open**, type **services.msc** (1) and then click the **OK** button (2) or press (Enter).
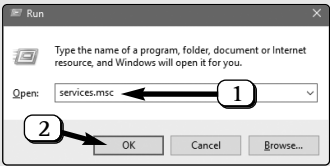
Find the Print Spooler item

3. This opens a window titled 'Services', pictured in the following screenshot, which contains a long alphabetical list of items. Scroll down the list to find the item named **Print Spooler** (3). When you find it, double-click it.
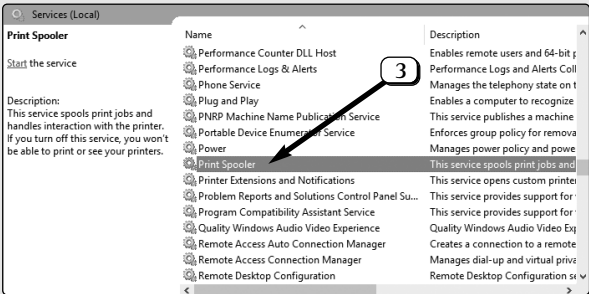
4. Now you'll see another dialog titled 'Print Spooler Properties'. Have a look at the drop-down list beside the words **Startup type:** it should say **Automatic** (4). If it doesn't, open the drop-down list and choose **Automatic** from it.

Make sure it's set to Automatic...

5. Next, click the **Start** button (5). This tells Windows to start this all-important 'print spooler service' that had come to a halt for some reason. You'll briefly see a progress bar as this service is starting.

...and then start it
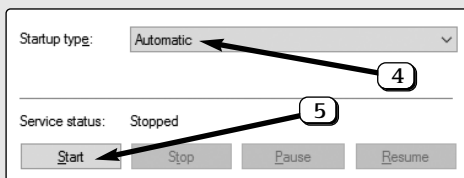
6. When the progress bar disappears, you're done: click the **OK** button at the bottom of the dialog, then close the Services window by clicking the **x** button in its top-right corner.

Now go back to the program you were using and press (Ctrl) + (P) (or choose **File** > **Print**) to try printing your document again, and you should find that everything is now behaving normally again.
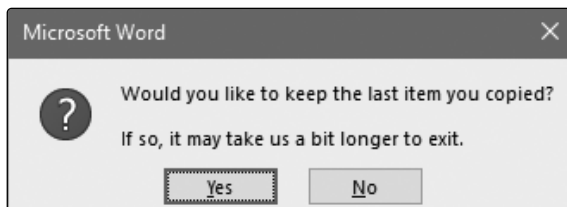
Everything should be back to normal

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Why Does Word Ask About the Last Item I Copied?

Question: *Sometimes when I close Microsoft Word, it shows a message asking if I want to keep the last item I copied. I always choose Yes, but what would happen if I said No? I gather Word would exit more quickly, but surely there must be more to it than that?*

Does it matter how you respond?

Gail Rollins

Microsoft Word   ✕

?   Would you like to keep the last item you copied?

If so, it may take us a bit longer to exit.

Yes   No

Answer: You see this message in Word 2013 and later, and yes, there is a little more to it than that – not least because, if Word hadn't stopped to ask this question, it could have exited long before you'd decided how to respond to it!

Word wants to avoid tying up memory unnecessarily

The message only appears if the last thing you copied to the Windows clipboard consisted of a large amount of data – a long passage of text or a picture, for instance. Since the clipboard is actually an area of your computer's memory (RAM), and memory is in limited supply on many PCs, Word is trying to prevent this chunk of memory being wasted by storing something you'll never need to use.

Choose No if you no longer need what you copied

If you choose No, Word will empty the clipboard and that area of memory will be made available for other things. If you choose **Yes**, whatever you'd copied to the clipboard will remain there and you'll be able to paste it into another program.

The choice is yours, and not actually too important unless you really did copy something from Word with the intention of pasting it somewhere else (in which case, you wouldn't want to say No).

Either way, the note that emptying the clipboard may make Word take a bit longer to close isn't a particularly sensible one. Unless your PC runs very sluggishly indeed, the amount of time this takes is almost too small to measure!

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