

MANAGING

Buying own songs cheaper than subscriptions

STEVE ALEXANDER

Q: I'm interested in downloading about 200 songs from the internet, and eventually putting them on a USB drive. What's the cheapest way to do that?

FRITZ MONICA, Minneapolis

A: The cheapest method is to purchase the songs rather than subscribe to an online streaming music service, even though the upfront cash outlay will be greater. Purchasing songs (see tinyurl.com/3bx6nzup) typically costs \$1.29 each from the larger providers such as Apple or Amazon (both sell some songs for less). If you multiply

\$1.29 by 200 songs, your one-time cost would be \$258. A music subscription from Apple or Amazon costs \$120 a year — forever.

Once you have purchased songs, adding them to a flash drive is no problem, because the DRM (Digital Rights Management) software that formerly restricted song copying is largely a thing of the past. Most songs are sold today in the universal MP3 format that is compatible with nearly any music-playing device. Apple sells songs in the AAC format, but the iTunes or Music programs can convert the songs to MP3 format (see tinyurl.com/8eh9f7ew and tinyurl.com/uk3mxamz). Note: iTunes songs downloaded before 2009 are protected by DRM; use DRM removal software to convert them to MP3s (see tinyurl.com/asbpekcs).

Q: I'm trying to connect a Canon Pixma TS6420 printer to a Google Chromebook. The Chromebook seems to recognize the printer, but nothing happens when I print. What's wrong?

LIBBY NUNNELEE,
St. Francis, Minn.

A: Your printer is compatible with your Chromebook. The

problem may be that you are trying to print via the "Google Cloud Print" service that was discontinued in January. Cloud Print used your Google account to upload a print job to an online server, which sent it back to your printer.

In the absence of Cloud Print, you can connect the Chromebook to the printer through your home Wi-Fi network (see tinyurl.com/77dyfa2b for basic directions; see tinyurl.com/vbv6jas for a tutorial).

Q: The Google Play Music service for my Android phone was dropped earlier this year (see tinyurl.com/3kvre9t9). So far,

I've been able to keep using the Play Music app by downloading an earlier version of it to my phone. Can I add more songs to my phone by syncing the old app to my laptop? Or do I risk losing the songs I have now?

NORMAN FEIG,
Bradenton, Fla.

A: You probably can't download more music to your phone, because your Google Play Music account information was to have been deleted in February. That data was a key part of a complex download process: Google scanned the songs on your computer, matched them with identi-

cal songs in its music library, then allowed its library songs to be streamed or downloaded to your phone. Any songs on your computer that weren't in the Google music library were uploaded to free Google online storage space and shared with your phone. It's unlikely that this still works, and by trying to download more songs you might lose the ones already on your phone. I suggest you get a different music app (see tinyurl.com/48b27pv5).



E-mail tech questions to steve.j.alexander@gmail.com. Include your name, city and telephone number.

MANAGING

Why PC slows down if a Windows update is pending

STEVE ALEXANDER

Q: I schedule Windows 10 to install updates during my off-hours. But, before installing the update, my PC slows to a crawl. I can only speed it up again by allowing the update to install right away, which forces the PC to restart while I'm trying to work. Is there any way I can prevent this from happening?

BRUCE SNYDER,
Mendota Heights

A: I think your PC is being slowed by the download of a Windows 10 update, which may take awhile to complete. During that time, the download process will use some of your PC's processor time

and computer chip memory, taking those resources away from other programs running on your PC and slowing them down.

That means your current strategy — delaying the installation of Windows 10 updates until after working hours — isn't enough. You need to delay both the download and the installation of those updates until after working hours. Windows 10 allows you to do something close to that. In Settings, you can pick one of two ways to defer downloads for multiple days: A preset seven-day deferral period, which starts when you click the command, or a customized deferral of up to 35 days, which starts

when you select a future calendar date. In either case, you must accept downloads once the deferral period ends.

Here's the limitation. While you can set a specific time of day to install a Windows update (thus avoiding working hours), you can only specify a calendar date for deferring downloads. I suggest picking a download date that falls on a weekend, or some other day that you won't need the PC. To set this up, go to Start and click on Settings. In the resulting menu, click on "Update & Security." You will be taken to the Windows Update menu, where you will see the option to "pause updates for 7 days." Click on it.

Alternatively, scroll down on the same menu to "advanced options." Click on that, and in the next menu scroll down to "pause updates." Click the drop-down menu next to "select date" and specify a date that falls within the next 35 days. There are two things to remember: To make this work, you will need to leave the PC running on the date the download is scheduled to occur. And, to make it work in the future, you will need to repeat these steps after every download of a Windows update. That's because Windows won't "remember" how many days of delay you want before the next update is downloaded.

One more thing: To minimize the disruption to your work life, I recommend that you also use Settings to specify that updates should be installed soon after they are downloaded. That should cause both the download and the installation of the update to occur on the date you choose, freeing up your PC to run at normal speed the rest of the time. To do that, go to the top of the "advanced options" menu and go to the third item, "restart this device as soon as possible when a restart is required to install an update." Click the slider switch to turn this option on.

Note: There may be times when it's harmful to defer

the download of a Windows 10 update. For example, if you read in the news about a hacker attack on Windows that exploits some previously undiscovered flaw, you should turn off any delay in getting updates. That's because Microsoft may try to quickly correct the vulnerability via a special Windows 10 download. To turn off either the seven-day or the up-to-35-day delay in downloads, go back to the Windows Update menu in Settings and click "resume updates."

E-mail tech questions to steve.j.alexander@gmail.com or write to Tech Q&A, 650 3rd Av. S., Suite 1300, Minneapolis, MN 55488. Include name, city and telephone number.

Mind your Ps & Qs on road to success

**OUTSWIMMING
THE SHARKS**
HARVEY MACKAY

When someone cautions you to mind your Ps and Qs, they are using an age-old expression to mind your manners, be on your best behavior. I was thinking about what those Ps and Qs might be in the business world, and here are several thoughts I would like to share with you.

Persistence. Much of what makes people successful is persistence. Instead of giving myself reasons I can't, I give myself reasons I can. When you study truly successful people, you will notice that they made plenty of mistakes, but when they got knocked down, they kept getting up.

Persuasion. It all comes down to persuasion. Who can get their point across and bring others over to their side? Negotiating means we both get some of what we want. But persuasion means you get what I want, and you thank me for giving it to you. I'm not asking you to give anything up, just to get a different, and more advantageous, result.

Perfection. You have to add one word. Perfect practice makes perfect. It doesn't matter whether you are practicing a presentation or a golf swing, you want to improve your performance, not repeat practice mistakes.

Patience. Don't forget to practice patience. Concentrate on incremental progress. Overnight sensations and blockbuster victories are usually the result of months or years of quiet effort. Establishing a habit of slow but steady success will build confidence and minimize risk. We live in a world where we are used to getting things quickly. This impatient attitude can cause a lot of harm — unproductive time, stress, poor decisions and more.

Planning. Work out a general plan for achieving each goal over the long term. For instance, if you want a high-level position in your organization, your plan might

include earning one or two intermediate promotions, getting additional training or volunteering for specific important assignments. Each phase in your plan is a goal in itself. Approach each interim goal methodically and follow a consistent process for completing each one.

Passion. Passion is at the top of the list of the skills you need to excel in any other profession. If you don't have a deep-down, intense, burning desire for what you are doing, there's no way you will be able to work the long, hard hours it takes to find success.

Potential. Too many people exist in a world of "what is" rather than applying their energies to "what can be." The undeveloped piece of property with the greatest potential is still between the ears. Many people fail to succeed because they don't know what they want or aren't willing to work for it. They don't want to pay the price.

People. You have to love people to be a good net-worker. Dale Carnegie said: "You can make more friends in two months by becoming really interested in other people than you can in two years by trying to get other people interested in you."

Pride. Take pride in your company, your employees, your products. But check your personal pride at the door.

Quality. It must be an obsession, part of a company's culture. Quality can never be sacrificed if you want to keep your customers satisfied.

Quit. Quit complaining. Quit dragging your feet. Quit talking yourself out of what could be a fabulous opportunity because you are afraid to take the risk. Quit being afraid of succeeding.

Quantify. Your goals must be measurable, so have a standard to hold them to. You can't keep track of your progress if you don't know where you want to go.

Mackay's Moral: Ps and Qs spell success.

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Kids' sports contain lessons for business

**OUTSWIMMING
THE SHARKS**
HARVEY MACKAY

Watching a kids' ballgame can provide a mini life lesson for observers. The takeaway also applies to business. Astute observers can learn a lot by watching kids play.

My chief of staff, Greg Bailey, told me about his granddaughter's machine-pitch softball team for 7- and 8-year-olds. He cheered them on for two months, ignoring the fact that they weren't very good. They didn't even score a run until the final two weeks of the season.

Then came the state tournament, where they won their first game — by forfeit — when the other team didn't show up for an early-morning game. They took full advantage of the extra practice time, with a six-on-six scrimmage.

They lost their next game by a single run, which sent them to the consolation round. The next day, they shocked everyone and won 6-0. In the consolation championship game, they were behind 4-1 and came back to win 5-4. Truly unbelievable!

This team that struggled mightily all season had won three out of four games in a state tournament — their only victories all summer. Or were they? I'm sure there are many scenarios like this around the country, but I want to focus on attributes that this team showed that can apply to all of us. Their victories went far beyond their exploits on the ball field.

Most important is that they maintained a positive attitude all season long, despite repeated losses. I would submit that these little players held on to every hope and kept trying, even when their prospects looked mighty dismal.

They got better as the season went on. Their progress was slow sometimes, but with encouragement from patient coaches and fans, these kids worked hard toward improving their softball skills and teamwork. All these girls loved

asm, ready to play and maybe even win!

Finally, they always had fun. They cheered each other on and chanted in the dugout regardless of the score. Every inning was an opportunity. Every girl was an important part of the team. Most barely knew each other at the start of the season, but they ended as great buddies.

They had come together as a team, largely due to the efforts of management (aka coaches), and the story had a happy ending.

Granted, business tends to be a little more complicated than kids' games. But have you ever heard of a business that was successful while projecting a negative attitude? Businesses would be wise to follow the example of this young team. I know of few organizations that haven't suffered through slow periods or outright slumps. When you have nowhere to go but up, find a way to dig yourself out of that hole. Positive thinking, when combined with realistic goals, can change outcomes.

Maintaining a positive attitude when things are gliding along is naturally easier, but I would caution against getting so comfortable with success that you let your guard down. Teams that get used to winning and suddenly suffer a couple losses know that passing up a practice or taking their games less seriously might have contributed to their reversal of fortune. There's a lesson for businesses in here. Keep doing what you did that made you successful, and don't neglect the basics. At the same time, find areas that you can improve and make the changes that will take your organization to the next level.

Never give in to the temptation to feel like you can't fail. Oh, how the mighty have fallen! The true measure of a successful person is someone who works just as hard — or harder — once they have "made it."

Mackay's Moral: Fun and games are great teachers for