

The Optimized Computer

Apple & Window Computers
Repaired, Upgraded & Optimized

Free Premium Service

- ▶ Free visit to access needs.
- ▶ Free phone tech-support.
- ▶ Free cables, accessories, & parts from my storage.
- ▶ No fee or markup on parts ordered.
- ▶ No fee or markup on computers ordered.
- ▶ No fee or markup on peripherals.
- ▶ No travel fee. No minimum fee.
- ▶ Door-to-door service

Fee Services

- ▶ Upgrade operating system, applications and third party software.
- ▶ Upgrade parts - RAM memory, video, hard drives, monitors screens, keyboards, etc..
- ▶ Troubleshoot email & internet problems.
- ▶ Retrieve passwords & lost data.
- ▶ Backup and transfer of data.
- ▶ Will call customer support for you.
- ▶ Hands on training all platforms & applications.

A Premium Service is not for everyone.

The vast majority of my clients, 250+, want the personal service I provide. They feel secure having one person to call to answer their questions. They like knowing personally the repairman who enters their house. And they have access to me every month at the Lake Wildwood Mac Club.

<http://lwwmac.net/Welcome.html>

If you have any questions please call or email me.

Want your computer to run like new?

- ▶ Add maximum RAM Memory.
www.crucial.com and use their System Scanner.
- ▶ Professional Tuneup: Macs once every 18 months. Windows once every 9 months.
- ▶ Install updates to OS and applications.
- ▶ Contact me for Tuneup software information.

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Hints-Tricks-Shortcuts-Suggestions

Reset Internet Connection:

- ▶ Shut down computer.
- ▶ Pull power plug out of router.
- ▶ Wait 1 minute - plug power back into router.
- ▶ Wait for lights to stabilize.
- ▶ Restart computer and try email and web browser for internet connection.

This will take care of most connection problems.

Extended Warranty

- ▶ I always recommend getting Apple Care when you buy a new Apple device. Their Customer Support is the best.
- ▶ Hewlett-Packard-Not up to Apple's customer care, but better than most other PC makers.
- ▶ Call me for advice if your not sure.

Email Problems

- ▶ Wait an hour or so and see if it works again. The internet service we have varies all the time.
- ▶ Unless instructed do not change mail settings.
- ▶ Type the email address yourself. Remember one mistake can tsp everything.
- ▶ Use an app on your computer rather than Web-Mail.

Usernames & Passwords

- ▶ I spend the majority of my time looking for, recovering and setting up new usernames and passwords.
- ▶ Try typing rather than printing. Remember every capital, number and punctuation mark must be correct.
- ▶ Keep them up-to-date and in a safe place.

Backup Plan

Depending on the type of computer and data to backup I suggest three complete backups:

- ▶ One is on your computer.
- ▶ Second is on an external hard drive.
- ▶ Third is in the cloud.
- ▶ Call me for advice if your not sure.

If you do not require a Premium Service

I highly recommend these two services:

Apple Products:

CORE-CARE

Apple Warranty Service Provider

<http://www.core-care.com>

Windows,Android,Linux:

Sierra Nevada Computer Repair

<http://www.sierranevadacomputer.com>