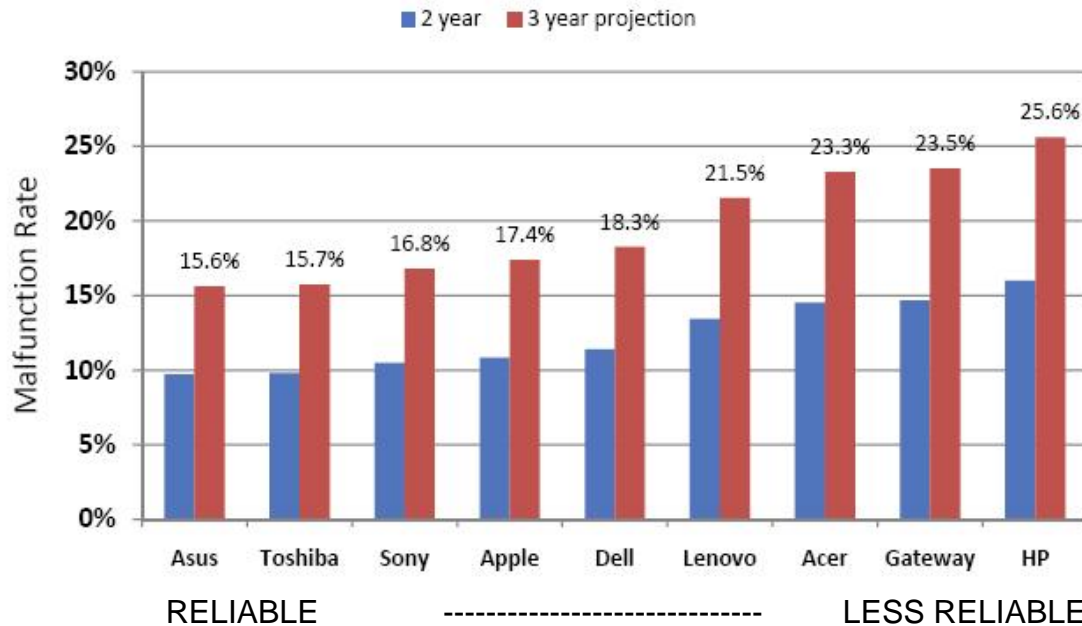


3 Year Laptop Malfunction Rates by Manufacturer



***HP AND COMPAQ USE THE SAME PARTS – They recently had problems with their mother boards and should have done a massive recall but did not! We are seeing these computers come in for repair. A new mother board is around \$250 plus labor.

What to look for in a new computer: These would be the minimum requirements:

- Dual core processor: True Pentium 2Ghz (not Celeron or AMD processors as they run slower)
- 2 GB of RAM
- 160 GB or higher hard drive
- Operating System: Windows 7
64 bit runs faster than the 32 bit
****Note: Neither will make your internet faster.**
(If you need to run older non Microsoft programs you will need the 32 bit)
- Brand: Dell – Toshiba – Sony
(STAY AWAY FROM HP, COMPAQ AND GATEWAY) The above recommendations will get you a higher quality system, with fewer hassles in the long run.

****NOTE ABOUT SECURITY SOFTWARE:** No need to purchase anti-spyware or anti-virus protection. You can use AVG and Malwarebytes as both are free. (This saves you around \$80). Download AVG at www.Free.grisoft.com (Anti virus protection click on the free version. Read through each section before pressing next when down loading on to your computer. You want the Install only basic free protection **NOT** the recommended version which is for 30 days. Next thing to watch out for is to uncheck the box where it says to install tool bar.) You will have to uninstall any anti virus protection you have on the computer before you can put on AVG.

Get Malwarebytes at www.Malwarebytes.org (Anti spyware protection)

****NOTE ABOUT SOFTWARE PROGRAMS:** Software CAN NOT be transferred from one computer to another with out the program disks. Only data can be transferred. (documents, photos, music, email, favorites, etc.) You may need to purchase a new version of Microsoft Office to have Word, Powerpoint, Outlook and Excel. This program runs around \$150.00 so if you find a computer with it already on, it could be a good deal.

****NOTE ABOUT APPLE MAC COMPUTERS:** I am getting more calls about Apple (Mac) computers with viruses. Apple stores are the only repair places in this area. They get sent out for repairs so you will not get them back in a timely manner. (Viruses are put out to the masses and the more popular Apple gets, the more viruses they will get too.)

OUR SERVICES:

We transfer your data from the old to new computer and install AVG (anti virus protection) **AND** Malwarebytes (anti spyware protection). We will also clean out the junk programs they put on a new system and install any new software for you. **All this for \$65.00**

Set up in your home would be \$90.00 +.50 per mile. Home set up would include the above plus setting up printers and routers. Time needed for this in-home service is typically one hour.