

## QUICK LOOK

### 3 Simple Protection Tips

#### 1. Password Protection

Like a door lock in your home, a password acts as a key to access your system data. Without a password, the door is always open. That means anyone - including family, home for the holidays - can look at anything on your system or download anything they want, without your permission.

#### 2. Virus, Malware and Data Mining Protection

Without protection you will eventually be affected by malicious software. Spyware, Adware, Cookies, destructive viruses and sophisticated data retrieval programs can be loaded without your knowledge, risking performance, privacy and potentially costing you hundreds of dollars to remove. Get protection and if you need help, call PC Help!

#### 3. Don't Let the Power Jack – Jack You Up

The power cord jack is soldered to the motherboard, which can easily break if the cord is pulled or jerked. This is one of the costliest and most frequent hardware repairs experienced by laptops users. To avoid this expensive repair remove the cord from the computer when moving or storing your laptop.



Since 2002

# LAPTOP CARE

## Guidelines for Protecting Your Laptop Investment

While laptop computers offer convenience and mobility for users, they also represent easy targets for theft, misuse and abuse. Provided below are a list of guidelines which can help maximize the life, usability and availability of your laptop:

#### 1. Security Protection

- Never leave equipment in exposed, unattended or non-secure areas, such as a car or in social settings, such as a restaurant.
- Use a password. If you do not have one, call PC Help and we can set one up for you.

#### 2. Hardware Protection

- Don't eat or drink over the computer or keyboard. One spill can destroy your laptop.
- Replacing individual parts, such as a key, power jack or LCD screen, can cost 30-50% of the total cost of the computer. To help prevent damage, invest in a padded laptop case for travel. Lightweight backpacks or lightly padded cases may look great, but will not provide adequate protection.
- Freezing and overheating can damage the battery and components and make connection points such as solder, shift or snap. Overheating can also cause a hard drive to fail or a complete system shut down. Call PC Help for assistance if you suspect an overheating problem.
- Power surge protection is also recommended to minimize damage caused by an excessive electrical surge or lightning strike.

#### 3. Software Protection

- Make sure your virus protection software is current. If you are unsure or you receive pop-ups, ads, threats or error messages, please contact PC Help. If left unaddressed some viruses have the ability to corrupt files or even the operating system, making your laptop unusable.
- Download Microsoft Windows updates when they become available. They contain solutions to known problems and security updates, which can protect and enhance the performance of your system.
- Be extremely cautious of what you download to your system. Illegal downloads often cause corruption and create expensive problems for users.
- Keep all CD's and DVD's related to the purchase of your computer and additional software, including the product keys that come with them. This is your legal "license to drive" that particular copy of the software and without it the manufacturer may require you to repurchase the program.

#### 4. Back-Up Protection

- Implement a plan to back-up your files regularly. If you need assistance, please contact PC Help.

#### 5. Cleaning

- Do not use household cleaners to clean your laptop. Office supply stores sell computer cleaning wipes, which are formulated to clean hard and soft surfaces and eliminate the potential for damaging the screen and other surfaces.

#### 6. Maintenance

- Computers are like cars and over time they build-up gunk (junk files), which hog memory and reduce performance and response time. Periodically your computer may require a tune-up in order to restore speed and improve performance.

**Questions? Please Call PC Help. We are here to help!**