



Happy 2016!

Here at Geek Easy Computers, we hope everyone has had an excellent start to the new year. We thought the January newsletter would be a great time to go over a quick bullet-point of our repair processes for anyone needing service this year since some of our procedures have changed in the last year.

- **Diagnostic Deposit** - We collect a \$50 diagnostic deposit at check-in to cover a portion of the time it takes to diagnose your computer. If you choose to repair the computer, the diagnostic deposit is credited toward the repair quote.
- **Repairs** - Diagnostic and repair *usually* takes 2-5 business days but can be longer especially with liquid spills. If parts are needed, the repair will take 3-5 business days longer.
- **Data Backup** - We won't do anything to intentionally lose data without warning you first, but if you have important data on the computer, ask us about a backup before we start diagnosis since testing can cause failing drives to get worse and viruses can cause data loss.
- **Abandoned Computers** - Any computers abandoned over 60 days without prior arrangements will be disposed of at our discretion. It is the client's responsibility to verify that we have the correct contact information on file at check-in and update us when information changes.



Tech Tip: Backups Save Lives!

The dirty little secret of the computer world is that everyone knows they should have a backup of their data and almost nobody actually has one set up to run all the time. A reliable and recent backup takes away most of

Product Spotlight!

Refurbished Deal

HP Elitebook 8440p

Intel Core i7 2.67GHz

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the pain involved with a computer breaking down. Whether a virus destroys everything, the hard drive fails, water was spilled on it - backups save data.

With cloud backup options starting at \$5 a month and external hard drives being more affordable than ever, backing up data is easier now than it's ever been. With more and more important information being saved in digital form, having a good backup can almost save your life when disaster strikes.

Featured Upgrade: Access Points

Having trouble getting WiFi signal to all the rooms of your large home or sprawling office? Adding Wireless Access Points or upgrading to a higher-class of wireless devices could be the key!

An access point connects users to other users within the network and also can serve as the point of interconnection between the WLAN and a fixed wire network. Each access point can serve multiple users within a defined network area; as people move beyond the range of one access point, they are automatically handed over to the next one.



From the Blog!

Last Week on the Blog: "AntiVirus or AntiMalware?"

"I'm sure you've heard the horror stories. A colleague clicked on something he shouldn't have and now all of his files are encrypted. A family member opens an unknown email and now pop-ups are appearing all over the place. A friend downloads "a free movie" and now can't access her WiFi.." [[More...](#)]

Next Week on the Blog: "Remote Support"

Geek Easy Computers offers remote support services. We offer it to both our commercial and residential customers. We have found that there is some confusion as to exactly what remote support entails, and the kinds of computer issues we can actually rectify remotely. So we thought we'd try to clear that up.



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