

# Customer Newsletter

Volume III, Issue I

Ongoing

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## “Windows Support” Scam Don’t Be A Victim

Online companies claiming to be “Windows Support” are spreading rapidly. These offshore companies cold-call their victims, and collect money. Their primary goal is to collect \$150 to \$700 from the victim.

They operate by dialing phone numbers obtained from public sources, online lists, and compromised websites. They try to find victims who are not computer savvy, or weary of an unsolicited phone call.

They will call a victim, and entice the victim to open their computer to remote control. This allows them to see and manipulate the victims

computer from their offices.

While the victim is looking at the computer, the shell game begins. They proceed to show the victim a huge number of problems on the computer. They use tricks, and gimmicks to convince the computer owner that the computer needs to be repaired. The goal of this shell game is to stimulate fear and anxiety.

Once the victim is convinced that the computer is full of problems, and that it needs to be fixed immediately, the victim is passed off to a closer who’s job it is to get credit card informa-

tion. The closer gets the victims consent to accept the \$150 to \$700 charge.

A few of our clients have fallen victim to these criminals, over the past year, and we thought it would be good idea to spread the word about this scam.

Here are a few things to do, if you get one of these calls:

- 1) Don’t give them access to your computer.
- 2) Don’t give them any money.
- 3) Get them off your phone ASAP.

It is just a scam, and you don’t have to be a victim.

## I Spilled Coffee On My Laptop

Spilling liquids such as wine or coffee on your laptop is easy to do. But, this doesn't have to mean your laptop will never work again.

The first thing to do if you spill a liquid onto your laptop computer , is to turn the computer off .

If you were lucky and the computer did not turn off by itself , it could mean that the components inside of the computer are not damaged.

Next you should leave the system turned off for at least 4 hours so that any liquid, or residue can

dry out.

After some time, try turning the computer on, and check whether it works. Sometimes the system will work fine.

If your system doesn’t turn on, then you will need a technician’s help.

## Adware: What Is It? How Does It Get On My Computer?

The term *adware* is frequently used to describe a form of malicious software which usually presents unwanted advertisements to the user of a computer, according to Wikipedia, the online encyclopedia.

These advertisements often come packaged with other software. They can cause popups, browser re-direction, or just scroll ads across otherwise ad free software.

When a computer user downloads the software, and installs it with all of the default settings, the adware installs itself

too. Nearly all free software on the internet comes packaged with “something”. Even the regular Java update, considered essential software, comes packaged with Google Chrome, and the Ask Toolbars. If the install boxes are not unchecked, each of these will automatically install themselves on the user’s computer.

There are quite a few sites on the internet where software bundled with adware can be found lurking. Here is a short list: Free music or video players, online computer tune up sites (registry optimizers etc), free anti-virus, free document

converters, emotion icons, streaming media, and more.

An easy way to prevent adware from getting onto your computer, according to [www.malwaretips.com/blog](http://www.malwaretips.com/blog) is to “... **always pay attention when installing software** because often, a software installer includes optional installs ... Be very careful what you agree to install. “

Be extra cautious by only installing software you trust, and when in doubt, do a google search to get more information about the software.

## Data Recovery ...What is it?

Data recovery is a process of restoring data and files that have been deleted or erased, from disk drives and various electronic media.

It is a very useful service because it allows people to recover very important information. These services are also used to produce evidence for legal proceedings.

These services can range from cheap to very expensive. We have seen the prices quoted from \$75 on up to \$5,000. The price is usually based on how difficult project is, or the amount of data to be retrieved.

You can get data recovery services at many local computer shops. For more difficult cases, you should get services from an industry certified data recovery provider.

There is also software available that you can use yourself to try and attempt the data recovery. We typically don’t advise using this software because there is a chance that you may cause more harm or data loss.

If you have questions data that may have been lost or data that you’d like to recover, contact us for more helpful guidance and info.

## 5 Things A Good “System Clean-Up” Should Fix

Just like a car, a computer needs regular maintenance. Your favorite computer shop should be able restore like new performance to your system with a “System Clean-Up”. Here are 5 benefits you will notice when it is done right:

- Start-up times will be under 1

minute.

- The computer should be fast, and windows should snap open.
- Opening your favorite program should not result in an error message.
- Warnings about memory prob-

lems, or space problems should be gone.

- Popups, viruse and adware should be completely gone.

An annual, or 1/2 yearly “System Clean-Up” can keep your computer running with “like new” performance.

# Windows 10 ... A quick review

According to Microsoft windows 10 is so familiar and easy to use you'll feel like an expert. The Start menu is back and so bring over your apps and favorites so that they're ready and waiting for you.

Most software companies are very optimistic , and really push up the claims for ease of use whenever they release a new software edition, or a new software version.

Microsoft is no different . The reality is that Windows 10 was released to fix many of the errors, and miss judgments that hap-

pened with Windows 8, and Windows 8.1.

The primary feature that has returned is the start menu. In Windows 8 , this start menu disappeared. Microsoft has never given a good reason why the start menu disappeared, but all of its user base complained loudly when it did.

One downfall that still remains is that Windows 10 is designed to work on laptops , desktops, and tablets. Windows 8 was designed for the same purpose, and failed miserably at its multi-platform assignment. Our hope is that win-

dow 10 will have enough familiarity so that users who are using desktop devices or laptop devices will be able to navigate easily.

Cortana is Microsoft's version of Siri . The tech reviews claim that Cortana is a very good voice activated utility, possibly even superior to Apple's Siri. Cortana is integrated into Windows 10, and this could be a nice feature to have on a laptop or desktop.

Because Windows10 is a fix for windows8, we recommend that you wait a few months before switching your favorite device over to Windows 10.



**"We couldn't afford faster computers, so we just made them sound faster."**

© Randy Glasbergen / glasbergen.com  
**COMPUTER REPAIR**



**"Your spell-checker had a nervous breakdown."**

## Find-A-Word

M	R	C	F	X	U	M	Z	W	K	J	P
C	B	H	I	G	Y	Q	L	U	Y	W	F
N	W	I	N	D	O	W	S	O	D	R	B
X	K	Q	P	O	T	K	S	E	D	E	K
S	K	G	V	K	B	X	F	J	M	T	L
T	Z	O	P	P	I	Z	A	Q	I	U	A
M	S	O	F	F	I	C	E	N	V	P	N
N	W	U	C	L	U	Z	V	Z	Q	M	S
Q	B	X	R	L	A	P	T	O	P	O	P
Y	V	X	V	I	E	A	J	X	Q	C	K
C	A	M	Q	B	V	A	E	X	C	R	D
A	A	Q	E	F	P	L	N	S	Y	S	E

- COMPUTER
- LAPTOP
- DESKTOP
- VIRUS
- MAC
- WINDOWS
- MSOFFICE

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**800-956-3419**

Name:

Address:

City:

State:

Zip:

# About PC Service Center

The PC Service Center is a locally owned computer repair and services business.

*“ Our mission is to help businesses and individuals keep their computer equipment operating at peak performance. We do this by repairing, servicing and upgrading equipment and systems in ways that achieve consistent and reliable performance for our clients.”*

We service all brands of windows based laptop and desktop computers. We offer our clients a

variety of computer repair, and data recovery services:

Laptops	Virus Removal
Data Recovery	Email
Desktops	Systems
Networks	Screen Repairs
Tablet Repairs	Anti-Virus
Software	Widows 7/8/10

We think you'll like our service, so, let us help you with your business or personal computer needs.



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