



Flying Hills Computer Service, LLC.

22 Village Center Drive

Shillington, PA 19607

Main#: (610) 777-4459

Email: admin@flyinghillscomputerservice.com

www.FlyingHillsComputerService.com

WE NOW HAVE THE ABILITY TO REMOTELY CONNECT TO YOUR PC ONLINE AND FIX IT INSTANTLY W/ "REMOTE FIX®"! YOU SAVE ABOUT 25% FOR USING THIS SERVICE INSTEAD OF BRINGING YOUR PC INTO OUR OFFICE AND ABOUT 40% FOR HAVING US COME TO YOUR HOME OR OFFICE!

RECOMMENDATIONS TO EXTEND THE LIFE OF YOUR COMPUTER & HELP KEEP YOUR IDENTITY, INFORMATION & DATA SAFE FROM ONLINE PREDATORS! A CURRENT & UP-TO-DATE INTERNET SECURITY PROGRAM (WITH BUILT-IN ANTI-VIRUS, ANTI-SPYWARE & FIREWALL) ARE NEEDED! WE RECOMMEND "NORTON INTERNET SECURITY 2010", WHICH YOU CAN PURCHASE ONLINE OR IN A STORE FOR \$70 OR FROM US FOR \$45. BELOW ARE THE PROGRAMS THAT WE MIGHT HAVE INSTALLED ON YOUR SYSTEM. YOU SHOULD FOLLOW THE DIRECTIONS TO KEEP THE PROGRAMS UP-TO-DATE FOR YOUR PROTECTION & SECURITY! MAKE SURE YOU ONLY HAVE 1 ANTI-VIRUS PROGRAM INSTALLED, OR THEY WILL CONFLICT W/ EACHOTHER AND IT WILL LOCK-UP OR SERIOUSLY SLOW DOWN YOUR PC. ALSO, IF YOUR ANTI-VIRUS PROGRAM COMES W/ A FIREWALL YOU SHOULD DISABLE THE WINDOWS BUILT-IN ONE. IF YOU HAVE AN ANTI-VIRUS PROGRAM THAT HAS BUILT-IN ANTI-SPYWARE, YOU CAN HAVE A SEPARATE ANTI-SPYWARE PROGRAM (AN ADDITIONAL ANTI-SPYWARE PROGRAM, LIKE "SPYBOT SEARCH & DESTROY", (WHICH IS FREE) IS A GOOD IDEA TO HAVE SINCE THEY USUALLY FIND MORE SPYWARE THAN A PROGRAM THAT ONLY HAS A BUILT-IN ANTI-SPYWARE PROGRAM. AVG 9.0 FREE EDITION, IS A GREAT FREE ANTI-VIRUS & ANTI-SPYWARE PROGRAM, BUT THE FREE EDITIONS DO NOT HAVE A FIREWALL, SO THE WINDOWS BUILT-IN FIREWALL HAS TO BE USED AND EVER SINCE AUGUST 2009, IT HASN'T BEEN ABLE TO STOP THE NEW SECURITY THREATS! UNINSTALL ALL OTHER ANTI-VIRUS PROGRAMS BEFORE INSTALLING A NEW ANTI-VIRUS PROGRAM. LET US KNOW IF YOU HAVE ANY PROBLEMS! MAKE SURE YOU DO NOT INSTALL ANY FILE SHARING PROGRAMS SUCH AS "LIMEWIRE", "BEARSHARE", OR "MORPHEOUS" SINCE THEY ARE ONE OF THE LEADING CAUSES OF VIRUSES & THEY ARE ILLEGAL! THEY ENABLE ANYONE TO ACCESS YOUR PC ALONG W/ YOUR FILES AND, AT THE VERY LEAST, IT WILL DECREASE YOUR BANDWIDTH (INTERNET CONNECTION SPEED)!

1. Run CCleaner – (Run Bi-Weekly) If you don't see it on your desktop then go to Start > All Programs > CCleaner. Open Program & Click on "Run Cleaner" in the bottom right hand corner (This will clear all temp & unneeded files & you can uncheck some features to keep things like website history, login info, etc.). Then Click On "Registry" (on the left hand side) > "Scan for Issues" (on the bottom) > "Fix Selected Issues" > "No" then "Fix All Issues" then "OK" & you can then close the program. Most programs add themselves to the "Start" menu & most do not need to be started w/ the PC. They run in the background whether you use them or not! You can Click on "Tools" (on the left) > "Start" & right click on the programs you want to stop from starting w/ your PC & disable them. (You can download this program at www.ccleaner.com). You can also use Disk Cleanup instead by going to Start>All Programs>Accessories>System Tools>Disk Cleanup.

2. Run Defragmenter - (Run Monthly) If it's not on your desktop then go to Start > All Programs > Accessories > System Tools > Disk Defragmenter. Click on your main hard drive letter, (Normally Drive C) at the top & then click on "Defragment" at the bottom.

3. Spybot Anti-Spyware – (Run Weekly or Bi-Weekly) Open Spybot from the icon on your desktop, click on "Search for Updates", then choose a server from the list (Preferably one in the USA), then click continue, then make sure all the boxes are checked then click "Download" and when it is done updating click on "Exit" and it will take you back to the main screen. Click on "Immunize" on the left then click on "Immunize" next to the green cross. When the Unprotected field is 0 then you can click on "Search and Destroy on the left and then click on "Check for Problems". After the scan is done, if there is anything in the box in red then you will see the option to "Fix Problems" and that will delete all of the infected files. Occasionally there are Spyware that can't be removed due to the file being actively used by the Operating System. If this happens, it will ask you if you want to run another scan the next time you restart the PC and choose "Yes".

4. General Maintenance – (Quarterly, semi-annually, or annually) FHCS recommends that you have your computer cleaned inside & out (by a certified technician) **at least** once per year. Otherwise your PC will collect dust, animal hair, etc. & it can lead to overheating & hardware malfunction and/or damage.

a. If your computer is on a rug we recommend that you place a rubber mat or a piece of wood beneath your PC.

b. You should have a surge protector that is rated at least "2500 Joules"! (THIS IS VERY IMPORTANT! SOME POWER STRIPS HAVE NO PROTECTION AT ALL! IF YOU ARE NOT SURE EITHER DO RESEARCH, OR JUST PURCHASE A GOOD SURGE PROTECTOR)

c. If you are aware of an upcoming storm, we recommend you **UNPLUG** all of your equipment, since a direct lightning hit will damage your equipment, no matter how good your surge protector is.

c. If you use your PC multiple times per day, keep your PC on and just enable the "Sleep" or "Hibernation" modes and then turn it off at night.

REFORMAT SERVICE:

If you had FHCS reformat your hard drive & reinstall Windows, then these are things you should know:

1. Any programs that were on your PC, before the reformat, will have to be reinstalled by the customer; unless the customer requests FHCS to reinstall them. All non-licensed common programs (AOL, MSN, Mozilla Firefox, Adobe Reader, etc.) will be reinstalled automatically by FHCS.

2. All printers & peripherals will have to be reinstalled by the customer, unless the customer requests FHCS to reinstall them.

3. Any email programs that were in (Outlook, Outlook Express, Windows Mail, etc.) will have to be reinstalled by the customer unless they request FHCS to reinstall them and import the data. (Email address & password will have to be supplied for FHCS to do the reinstall).

Flying Hills Computer Service, LLC. and its employees, are not responsible for any damage done to your PC from following these recommendations. These are only suggestions and it is recommended that you have a Certified Technician perform the services listed in this document; these services should be done on a quarterly, semi-annual, or annual basis.

(In this document, the ">" symbol means "Then Go To & Click On")