Messages-On-Hold
First 3 months FREE

I personally guarantee EzyTalk will lift your corporate image

Alan Reeves
Producer/Director

EZ On-Hold Message Player

Messages
- Appreciate Call
- Everyday Message
- Afternoon Message
- Morning Message
- Website Message
- Christmas
- Product Launch
- Competition Details
- Hours Of Trade

Load
Message Control
Music Selection
Settings
Help
Close

Fri Dec 17 15:33 [message] Appreciate Call

EZ Prestige Television
Professional Messages-On-Hold

- Unique PC Software
- Good Morning & Good Afternoon Greetings
- Set Messages By Time & Date
- Royalty Free Music (no APRA / PPCA Fees)
- The Best Voices In The Business
- Fantastic Script Writers

EzyTalk
Messages-On-Hold

27Net Editors' Pick

PC WORLD
EDITORS' PICK

Phone: 3102 0716
Mobile: 0416 195155
www.ezytalk.net

Below is a list of some useful websites to help you:

U3A (University of the Third Age) Redcliffe
www.u3aredcliffe.org.au/

Redcliffe Senior Citizens Computer Club
www.rscc.com.au/

Whirlpool Chat forum -
www.whirlpool.net.au

Product reviews—Cnet Australia
www.cnet.com.au

2014/15 Price List

Callout Fee	No Charge
First Hour or part thereof:	$95.00
Additional 1/2 hour:	$40.00 per half hour
Complete Erase & Full Windows Install:	$260.00
(Min 3 working days required) Includes all service packs, updates, printer updates, supplied software installation, & 1/2 hour on location	
Save data before Complete Erase (Documents, Photos & Emails)	$65.00
Damaged Hard Drive Recovery (using Stellar Recovery Process—Min 4 days)	$280 (minimum)
Trend Titanium Internet Security (3PC license, 12 month subscription)	$120

All prices subject to change without notice. All other work is by quotation

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Alan's Guide To Safe Computer & Internet Practices

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"It's the latest innovation in office safety. When your computer crashes, an air bag is activated so you won't bang your head in frustration."

BACKUP! BACKUP! BACKUP!

My first piece of advice to you is…. Backup your digital photos to a CD, DVD or Blu-ray. My second piece of advice is backup all your important documents and data to CD, DVD or Blue-ray. For under $1 per DVD, you will have piece of mind knowing that you don't have to trust the reliability of your PC hard drive. Hard drives are mechanical/electronic devices that can cease working anytime!

*PC Repairs	*Tuition
*Upgrades	*Parts
*Software Advice	*Windows Installations
*Internet Help	*Trend Internet Security

Phone: 0416 195155

Email: ezytalk62@gmail.com   PO Box 554 Deception Bay Qld 4508

General Computer Maintenance

Everyone, by now, should be using Windows 8 as their standard operating system. This is a quantum leap forward from other Windows systems. Windows XP is no longer supported by Microsoft. Simply, there will be no more patches or updates. However, it's still a useful OS.

"You should check your e-mails more often. I fired you over three weeks ago."

Windows 8—The Look
Most users are bemused by the new look of Windows. With tiles as the main window, it's completely different from the desktop and icons we are used to. "Classic Shell" is a great little program that forces the desktop to the front and makes the start button behave like Windows 7. Just Google www.classicshell.net

Windows 8 Updates
Windows 8 updates are completely automatic. However, it doesn't hurt to manually check for updates once a month. Even though Windows "Important Updates" are automated, it will only download the critical updates while missing other updates that are valuable. *With the Internet connected, click on CONTROL PANEL and then click "Windows Update" then "Check for Updates". Install any updates that Windows advises on.*

Hardware Updates:
Just because you buy new hardware doesn't mean that the software CD that comes in the box is up to date. In the rush of getting new hardware into the market place, sometimes software issues and problems surface quickly. Check the manufacturer's website to locate and install new versions of software and drivers to make your hardware perform better. This is particularly important for printers, scanners, webcams and broadband modems.

Disc Defragmenter
I'm not a big fan of defragging your hard drive too often. Every single piece of data is moved from one location to another. This places tremendous strain on your hard drive and if the defrag doesn't go right, could end up wrecking your hard drive through physical deterioration – remember, your hard drive is mechanical and will eventually wear out. Windows 8 has it's own self-management so defrag is not required.

Backing up your data:

Most of you should have a DVD or Bluray Burner in your system, so do you backup your data? Most of what you save ends up somewhere in **Documents, Pictures, Music or Videos** or inside your "User Name". Some data ends up in the most obscure places on your hard drive.

Try keeping your data all together in "Documents, Music, Pictures or Videos", then you can easily create CD or DVD backups. Better still portable hard drives and USB Flash Drives have become inexpensive. Your Personal Folders actually forms part of the Windows system. If Windows can't be opened, then you may risk losing all you saved data.

One solution is to install a separate hard drive to store all you data—keeping it physically away from the Windows system. If this is not an option, then backing up to CD or DVD is the best solution. So many times I see photographic memories lost to a damaged hard drive and no backup was created.

Nero Express is by far the easiest program to use and very reliable. The fact that it comes with most DVD & Blue-ray burners (or already installed on you Notebook) means you may already have this program which can record your valuable files quickly and easily. Another useful backup is a USB Flash Drive. It's not unusual to find them as large as 1000 Gb and easily attaches to your key ring. Just another inexpensive way to keep your data safe.

You can find answers yourself!

The internet is a wonderful place to seek knowledge and find answers to just about any question you may have. If you're having trouble with your computer, chances are that someone else has written about it in a forum somewhere.

Try "Googling" your question and search in forums for answers—you'll be surprised what you may find. Review software from others before buying. One word of warning, though, not everything on the internet is the truth and some of the authors don't have the knowledge about what they write about. Use discretion and don't rely on just one web site for all your answers. When in doubt, call you local friendly tech guy!

Important Tips about Email:

Never open attachments unless you are absolutely sure of the source, even if you know who sent it to you.

- Be very cautious about opening an attachment that ends in .exe or .zip
- When in doubt, save the attachment on your desktop and scan with your anti-virus software.

Some anti-virus software now have "spam killers" that will reduce the amount of spam email you receive. Don't rely on your internet provider to filter spam. Most anti-virus packages also come with spam filtering.

Some like using Incredimail which has a few features and looks nice, however, Windows Essential Mail is superior when it comes to security features. This email program can also incorporate Google, Hotmail and Live accounts. Simply Google "Windows Live Download".

Firewall Protection:
Windows Vista, 7 and 8 have built-in Firewalls that work very well. However, if you choose to use another firewall (or have a security suite with firewall included) make sure your Windows firewall is turned off. Go to "Control Panel". Click on "Windows Firewall" and turn on or off firewall as required.

ScanDisc
ScanDisc is excellent when you are having trouble starting Windows in the first place, but you only need to run it when problems arise. It won't fix a slow computer but will repair minor problems with Windows. It won't fix other software programs.

Notebook & Tablet Recovery—Very Important!
Most people are opting for the portability of notebook PC's and Tablets. Most don't come with Recovery Discs ie you won't find a Windows disc inside the box. If your computer stops working, it may cost hundreds of dollars to order Recovery Discs and all the software that originally came with the PC from the manufacturer.

You now have to "burn" your own discs. Most use blank DVD or Blue-ray that you supply. THIS IS VERY IMPORTANT! With your new PC, make sure you create your Recovery Discs as a matter of urgency. Read the Quick Guide instructions for help.

If you use your Recovery Discs to get your PC going again, remember ALL YOUR DOCUMENTS, EMAILS, PASSWORDS, PHOTOS AND DATA WILL BE ERASED so make sure you have backed everything up to another hard drive or flash drive.
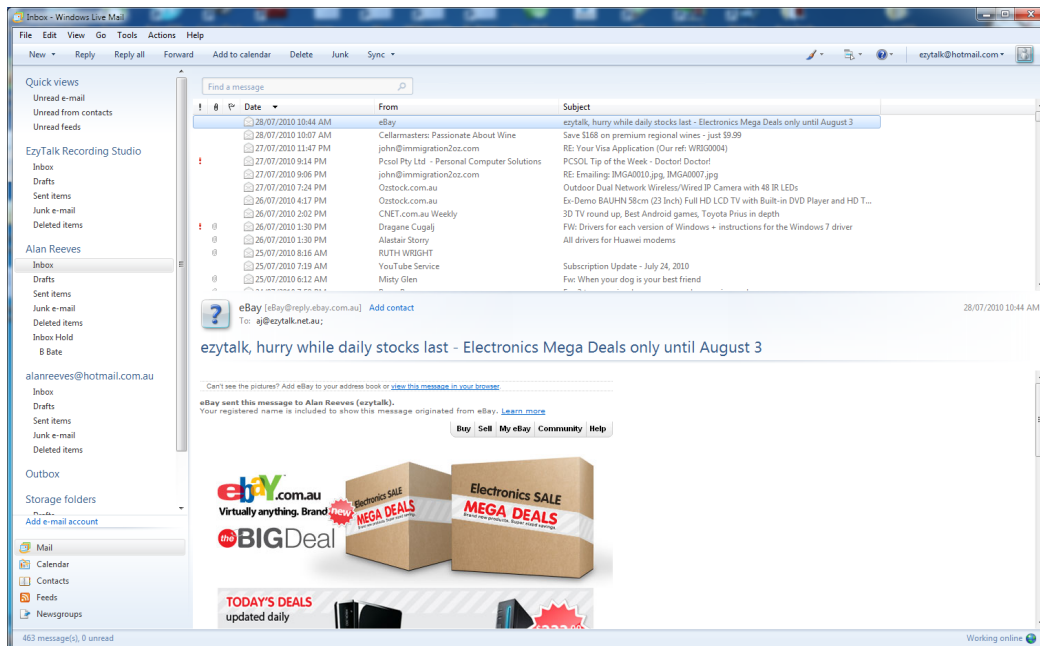
Passwords
Passwords are the bane of our life. With so many different accounts for Google, Hotmail, Banks, even logging onto your computer, It can be difficult to manage them all. Most of us opt for easy to remember passwords but every web page or business has different protocols. Some want A Capital letter, some want minimum eight characters, some just want numbers. The "easy to remember" passwords that you create are dangerous… they are easily guessed.

Choose random numbers and letters and if a Capital letter is required, don't put it at the beginning of the password.

Change your passwords on a regular basis (at least once a year).

So how do you remember them all? I can't and I won't remember them all. Some websites will remember your password from your last visit.

I would suggest, perhaps, a small $2 notebook or address book from the discount store….. Write them all down and store the book in a safe place. There are fancy web based programs and software to help you. You may like to try LastPass at https://lastpass.com/

Anti Virus Software

What is a virus?

A computer virus is a program that can copy itself and infect a computer without your permission or knowledge. This program can be spread a number of different ways, including through emails, via downloads, through the internet, through instant messaging and file sharing or by carrying it on removable mediums such as CD's, Floppy Disks and USB Drives. Viruses can spread to other computers by infecting files on a network or a file system that is accessed by another computer. Some viruses are programmed to damage the computer by damaging programs, deleting files, or reformatting the hard disk. Others are not designed to do any damage, but simply replicate themselves and perhaps make their presence known by presenting text, pop ups,video, or audio messages. Even these benign viruses can create problems for the computer user. They typically take up computer memory used by legitimate programs. As a result, they often cause erratic behaviour and can result in system crashes. Many viruses are bug-ridden, and these bugs may lead to system crashes and data loss.

The best way to protect your computer is to use one of the many anti-virus programs available on the market. It is also important to perform regular updates. New viruses are being written all the time and even though anti-virus scan companies are trying to keep up, sometimes some viruses can be spread long before the anti-virus companies have found a solution

If you choose a FREE anti-virus…. What you pay for is what you get! Don't expect the same level of security as a paid version.

How do I prevent viruses?
• Never open an email from someone you don't know.
• Never click download links from websites that you are unsure about.
• Never accept files, via instant messaging or from other computers, from people you don't know.
• Always do virus scan updates when they are available.

How do I remove a virus?
Use a reputable Internet Security Suite. These days, an anti-virus program is not enough. Most virus scans will quarantine or delete the virus files. They will also check your computer while surfing the internet, checking emails or installing programs. **There is no internet security product that will give you 100% protection.** There's a choice of different anti-virus and security suite software available in the marketplace, We sell and recommend Trend Internet Security. We use many different programs to detect and remove viruses—sometimes you may need us if your Security fails.

Important Tips about Anti-virus software:

● Keep the anti-virus software up-to-date, you cannot check the updates often enough.

● Use only one anti-virus software – using two or more will make your system unstable as the different anti-virus programs will "fight" with each other. The same applies with anti-spyware software.

● Don't be complacent – ensure your paid subscription is renewed when the software tells you to – DON'T DELAY! If you receive notification that you have been infected, write down the name of the virus or worm and search the internet for more information.

"Okay your father managed to get a mouse. Now how do we use it?"

Important Tips about surfing the Internet:

● Don't get sucked into downloading toolbars you don't need. Many will intrude and keep on installing advertising pop-ups and other unwanted software. If you don't need to use toolbars such as Google, MSN Live and others, then don't agree to install—there is usually a way to uncheck them if they come packaged with other software.

● When browsing the internet, you may be asked to agree to terms and conditions allowing you to open other web pages – DON'T AGREE TO ANYTHING! In most cases, not agreeing to these terms will still send you to the place you want to go.

● Malicious software and adverts can look like a "genuine" Windows warning. Don't click on these. Try closing these windows by using the "X" in the top right hand corner of the window, but don't click anywhere on the window itself. Immediately do a manual scan with your anti-virus software.

● Avoid installing more than one toolbar. In many cases, these are filled with advertising. Stick with the well known toolbars like Google and Yahoo. Avoid agreeing to advertising.