



Service Packages

COMPUTER SETUP

Update your system, set up accounts, connect your computer to the Web and install your Internet security software and software applications.

- Physically setup and connect computer, monitor, keyboard, mouse and speakers
- Perform first time setup
- Install critical system updates and set to automatically install future updates
- Create user accounts (if applicable)
- Optimize start-up and shutdown
- Clean up menu, quick launch and taskbar shortcuts
- Remove unwanted programs and trialware
- Test network and internet connectivity on existing network
- Set default web browser, homepage and search provider
- Demonstrate basic functionality and answer questions
- Install and update Internet security software
- Install and configure apps/software programs (MS Office, Adobe Reader, etc.) Up to 3 apps
- Install one hardware device (printer, external hard drive, video card, RAM, etc.)
- Setup 1 email (\$20.00 additional each)

CREATE RESTORE MEDIA

Install media is not provided with new computers, you have to create the media yourself. Do not wait until you need them! Create them now!

- 16 GB USB Flash Drive or DVD's not included.

CREATE A RECOVERY PARTITION ON YOUR HDD

- Create a recovery partition on your hard drive if one does not exist.
- Create a rescue disk for repairing your PC when it fails to boot.

Reset forgotten Admin or User Password or MS Office files

- Ask for details

COMPUTER TUNE-UP

Your computer, like any machine, will run better if it gets regular maintenance and care.

- Diagnose performance problems and provide estimates for solutions
- Optimize start-up and shutdown
- Clean up menu, quick launch and taskbar shortcuts
- Remove unwanted programs and trialware
- Clean up registry and temporary (files cleaner) windows tool
- Install critical system updates
- Create user accounts (if applicable)
- Activate existing security software (software and installation not included) scan system
- Remove dust from inside the computer including fans and components
- Wipe down keyboard and monitor

VIRUS / MALWARE REMOVAL

- Remove virus, malware, rootkits, trojans, keyloggers from your system

CREATE A RECOVERY IMAGE OF YOUR COMPUTER

DJB Break Fix can create a recovery image of your entire computer including your operating system, applications and data, not just files and folders to an external hard drive.* (External drive not included).

With Acronis True Image 2017 software you can create & restore the backup image to a new hard drive or existing drive (due to faulty hardware or file corruption) without loss of your PC's data.*

*Acronis True Image 2017, software not included [secure licensed download] \$50.00 single pc license / \$100.00 for 5 pc license. <http://www.acronis.com/en-us/personal/computer-backup/>

- Restore backed up data including your operating system, application and all your data to your existing computer or an entirely separate piece of hardware, or restore specific data as needed.
- Educate you how to Create & Restore the images to an external hard drive for safe keeping and peace of mind.
- Establish a backup routine to get you started
- * Regularly scheduled backups are an essential requirement of any back up plan
- *Price for 1 computer backup, backup plan, & education on the entire process

DATA BACKUP OR TRANSFER

No one plans on losing their data. But just about everyone does at one time or another. Take preventative action. We will create a backup of your files and help you set up a routine to keep your data safe.

Note: Service does not include recovering lost data, accidentally deleted data or data on failing or damaged drives. See Data Recovery for these situations.

- Backup or transfer your data from one device to another (can be a computer or an external hard drive)
- Install manufacturer's software and configure automated back-ups if data is backed up to an external device
- Create a DVD of up to 9.4 GB of your backup data

DATA RECOVERY

We will conduct a diagnostic and provide an estimate on the cost of recovering your data based on your specific situation.

Please note that I have to send this out to a recovery specialist vendor.

*Data recovery is expensive and can cost from \$200.00 to \$2000.00+

- Diagnose drive or media containing data to be recovered
- Recover files that were accidentally deleted from a working drive, hidden by minimal use after data loss, or lost because a working drive was reformatted
- Recover files from a failed or physically damaged drive, or lost due to severe issues with the file system or software

EMAIL SETUP

Create an email account of your choice: Hotmail, Gmail, Yahoo etc. and show you how to use it.

*You will need the usernames and passwords for any existing email accounts

- Create email accounts
- Install and configure a 3rd party email application (if applicable)
- (cost of software is not included)
- Transfer data from one email software application to another if necessary

HARDWARE INSTALLS & UPGRADES

Need a new piece of hardware installed in your computer? We'll install the new hardware (hard drive, graphics card, power supply, ssd or clone a new drive. Need a new pc build?

*Hardware not included

- Install internal or external component such as a graphics card, hard drive, optical drive.
- Install needed software or drivers
- Install any updates essential to the new hardware
- Configure for optimum performance
- Test for proper functionality

USB HARDWARE INSTALL

Install USB hardware device like gaming controller, webcam, microphone, Scanner etc.

*USB Hardware not included

- Install needed software or drivers
- Install any updates essential to the new hardware
- Configure for optimum performance
- Test for proper functionality

HARDWARE REPAIR + PRICE OF PART

Will diagnose device and replace defective part - may need to repair offsite if parts are needed.

- Faulty RAM
- Hard Drives
- Motherboards
- Laptop Screens
- Upgrade to Solid State Drive
- Upgrade to bigger monitor or dual monitor setup

BACKUP DATA TO USB DRIVE AND RE-INSTALL OPERATING SYSTEM

*SERVERS NOT INCLUDED

(In the case of data corruption or virus)

The operating system (OS) is the backbone of your computer. Because the OS affects everything that goes on in your system.

Don't lose your documents, music, family pictures, and home movies!

Backup data to external drive and restore

You must supply your operating system or manufacturer restore discs.

- Install one operating system on a functioning drive
- Install needed software or drivers
- Install all critical updates
- Configure for optimum performance
- Test for proper functionality
- Restore backed up data

PRINTER SETUP

Install an Inkjet, Laser or All in One printer (print/fax/scan/copy)

Printers vary widely in setup, orientation and driver requirements.

Need help troubleshooting your printer?

- Setup and configure one printer
- Install needed software and updates

- Test device for proper functionality
- Answer questions you have about the printer features and functions

SOFTWARE SUITE INSTALL

Install complex software CAD/CAM, Proprietary, Video Editing, MS Office suites etc or upgrade Windows to a different version IE: 7, 8.1 or 10; Home to Pro.

*Software not included.

*Please have your discs, product key information and any account credentials readily available.

- Verify computer compatibility
- Install software title(s)
- Install necessary software updates
- Create desktop, start menu and quick launch bar shortcuts
- Test proper functionality of software

SMALL PROGRAM OR GAME INSTALL

*Software not included.

- Verify computer compatibility
- Install software title(s)
- Install necessary software updates
- Create desktop, start menu and quick launch bar shortcuts

TECHNOLOGY CONSULTATION

A one-hour site visit to assess technological needs and recommend solutions

- Review your current devices
- Recommend options for integration, upgrades and purchases
- Create a custom build PC specifically for your computing needs
- 1 hour minimum applies

TRAINING

If you are new to the world of computers and tablets and need some personalized training, I can help you with:

Introduction to Computers

Working with Photos

Staying Safe Online

Personal Media (MP3) Players

Working with Video

Introduction to Mac

Introduction to Office

Social Media

Email

- Training on your computer and selected topics
- Customized training to meet your goals
- Demonstrate features, functions and how to's
- Answer any of your questions
- Show you tips and tricks

VIRUS & SPYWARE REMOVAL

Is your computer performance irregular – sometimes fine, sometimes slow? Are people in your address book responding to email messages you did not send? Are you having trouble printing or do you keep getting strange, threatening pop-up messages? You may have picked up a virus or some malware/spyware/scareware out there on the Internet. Taking care of infections early is important to prevent file corruption and data loss.

- Diagnose and troubleshoot one computer
- Remove all viruses, spyware, rootkits and other
- Provide an estimated cost for any additional repair(s) or upgrade(s) needed to provide a complete solution
- Malware
- Repair operating system issues including boot issues and blue screens
- Optimize start-up and shutdown
- Clean up menu, quick launch and taskbar shortcuts
- Clean up registry and temporary files
- Install critical system updates
- Test for proper functionality

WIRELESS NETWORKING

Setup a wireless network by adding a wireless router to your modem so you can use your phone, tablets and even newer printers safely and securely.

*Wireless Router not included

Physically setup and configure network settings for router

- Complete ISP (Internet service provider) setup and connect router to modem
- Update router firmware (if needed)
- Give network a unique name (SSID)
- Enable wireless encryption on network to safeguard your personal information and secure your broadband signal from use by others
- Change administrator username and password

- Enable devices to share the Internet, files, printers and other media (including photos, videos and music)
- Connect networkable devices to the network (including network-enabled computers, gaming consoles, Blu-ray/DVD players, televisions and more)
- Test and repair network and internet connectivity (if needed)

BLOCK WINDOWS 10 INSTALLATION

Microsoft has pushed Windows 10 Home to all computers to get your data for spying! They will attempt to push this again in the future thru deceitful updates as they have done in the past.

- Windows 10 is discretely downloading in the background and can slow down your computer.
- Windows 10 will be consuming up to 6 GB of drive space on your drive.
- Windows 10 will force updates upon startup of your PC
- Windows 10 will closely monitor your computer for piracy and privacy.
- Many users are frustrated with this decision and do not want to be forced to upgrade!
- Note if your company has proprietary software created and installed it may not work with the upgraded version of Windows.

BLOCK MICROSOFT FROM SPYING ON YOU

If you use win7, 8x, or 10 Microsoft is spying on you and is selling your data to vendors.

I can show you how to resolve these issues.

TROUBLESHOOTING A HARDWARE OR SOFTWARE ISSUE

If you have a specific problem that you cannot solve, I can troubleshoot and research the problem onsite at the hourly rate.