

THE TECH-KONNECTION

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Is there a manual for this thing? A Non-Techie exclusive!

In today's society computers have evolved from a novelty to a necessity yet with so many advances in technology what used to be considered "tech-savvy" has quickly become a novice's lifeline. Ask anyone today who refers to themselves as "computer illiterate" about their typical routine and you might hear something like, "... I really only use it for email, writing an occasional letter and surfing the Internet..." Does this sound like anyone you know?

While it is true that even the most basic computer should be able to handle these few requirements, there are many other programs running in the background which rarely go noticed until something isn't working. For instance, the printer utility, antivirus, firewall protection, pop-up blockers, and many processes that simply keep the computer alert all use valuable system memory, hard disk space and affect overall performance. What does this all mean to you; nothing because as long as it works, it works.

Unfortunately, with so many malicious threats targeting just about anyone using the Internet there is a certain level of effort

that every computer user must do in order to maintain the freedom to simply turn it on and use it. Much like owning a car, you learned to add gasoline and washer fluid when needed but we all know that without proper maintenance that car will start experience random, costly problems and in time, could stop running altogether. The computer's equivalent to adding gas is ensuring you understand how to respond to those annoying firewall messages, remembering to restart your computer when it is sluggish, and saving your work regularly. After that it gets much trickier and that's where we come in.

There is no hard and fast rule for when you should service your computer and every technical "expert" will tell you differently. Our experience has shown that a 2 hour TK cleanup every 6 months will significantly improve system performance & lifespan while ensuring critical software updates are installed. Also, as many of our clients have benefited, we will never charge to answer questions by email and encourage you to rely on our expertise whenever possible. After all, we are Life Support For The Non-Techie.

ON-SITE & REMOTE TECHNICAL SUPPORT

Supporting Your Business:

- ✓ Computer Repair & Support
- ✓ Full Network Management
- ✓ IT Logistics and Asset Management
- ✓ 24x7 Emergency Response
- ✓ Industry Leading SPAM Protection
- ✓ Hourly Rates & Annual Contracts
- ✓ Complete Outsourced IT Solution
- ✓ Web Development

Supporting Your Family:

- ✓ PC & Mac Support
- ✓ Computer Upgrades & Repair
- ✓ Parental Controls & Monitoring
- ✓ Virus & Spyware Removal
- ✓ Wired & Wireless Networking
- ✓ Data Backups & Recovery
- ✓ Competitive Hourly Rates
- ✓ Courteous Non-Geek Technicians

Supporting Your Life:

- ✓ Houses of Worship
- ✓ Associations & Non-Profits
- ✓ Private Schools & Daycares
- ✓ Financial Management Firms
- ✓ Medical Offices & Dental Practices
- ✓ Construction & Home Improvement
- ✓ Real Estate Agencies
- ✓ And so much more...

Introducing TK Helpdesk

TK Helpdesk is one of many innovative services we offer to assist our clients with minor computer problems, configuration changes and training.

The TK Helpdesk Remote Control Agent is an online tool that you can access by going to www.tkhelpdesk.com or by clicking the link from our website. Once you schedule your support session by email or phone, you will be prompted to authorize our access and within a minute we will see what you see and can take control of your mouse and keyboard.

From that point forward we can assist you as if we were physically in front of your computer and you can watch every keystroke.

This invaluable service significantly reduces office down time and is an efficient, cost effective way for us to support most problems.

