



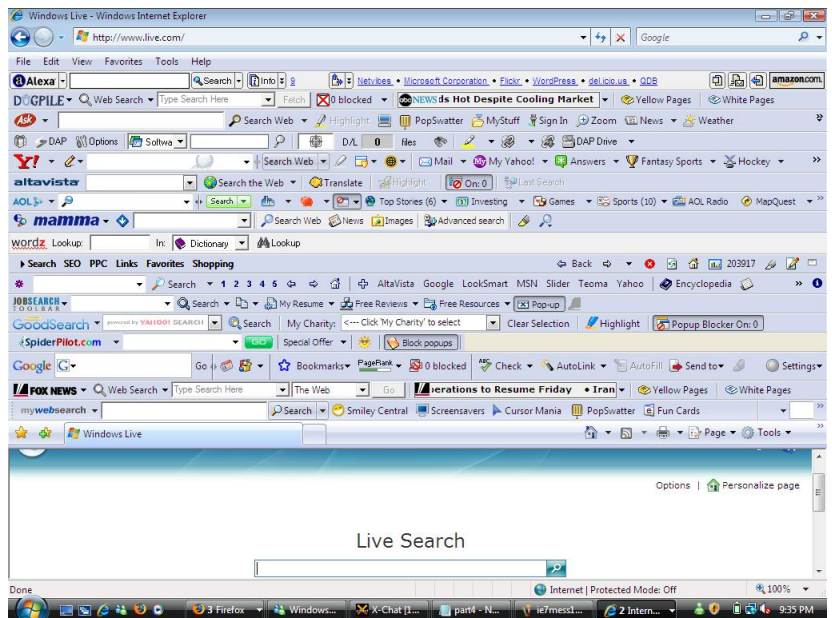
**109 N Third St, Mebane, NC – 336-525-5005**  
**<http://www.itxpress.biz> – [help@itxpress.biz](mailto:help@itxpress.biz)**

Thank you for having your computer serviced at IT Xpress! Our goal is to return your computer to you running as smoothly and as fast as possible. If you had your system 'tuned up' or had a virus cleanup, we wanted to share some of the things that were done. A complete record of the service is provided on your **Service Report**. If you ever have any questions about the service we performed, don't hesitate to email or call us! If you want to help keep your PC 'tuned up' all year long, consider our **My ITXpert Service**

### **Removal of Junkware/Trialware/Adware/Toolbars**

When you install or upgrade some programs, they will prompt you to install additional programs. New computers often come with MANY trial versions of software that continue to run even though they are never activated. These programs are rarely used and often track your web browsing or slow your computer down. We remove many of these programs like Anti-Virus trials, WildTangent Games, Internet Offers, and others unless they are activated or show they have been used.

Browser Toolbars are another huge waste of resources. Every major browser allows you to 'search' by entering text into a dedicated search box or the address bar itself. Toolbars seem useful at first, but almost ALL are tracking your browsing for advertisers. They also slow your browser and computer down. We remove almost all toolbars unless it's clear they are used for legitimate apps.



### **Updates, Updates, Updates**

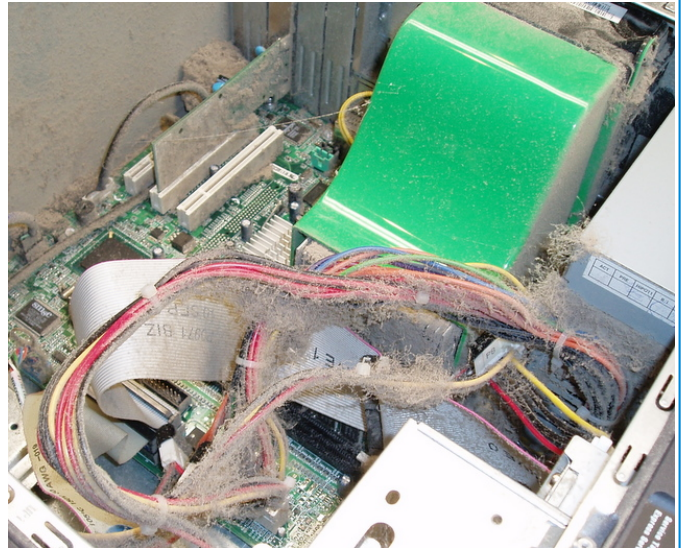
One of the biggest security risks for a PC is out of date software. We make sure your system has all of the latest Microsoft updates and also update many commonly used programs. A list of them is included on your Service Report. More than 90% of virus infections happen through security holes in old versions of Adobe Flash, Adobe Reader, and Oracle Java. Make sure you update these when prompted or get our **My ITXpert** service and we'll do it for you. **My ITXpert** allows us to perform many tune up steps remotely throughout the year, so you can often avoid having to bring it in!



## **Hardware Testing and Cleaning**

Like a car, PCs need regular maintenance. The most important is cleaning. Desktops and Laptops can become clogged with dust over time and this can significantly slow them down (to avoid overheating) or even damage them. We ensure your system is cleaned and cooling efficiently. We also run your system through a battery of diagnostic tests and repair tools to ensure your processor, video card, memory, hard drive, and other components are operating normally. These tests can sometimes catch small problems before they become big ones.

**Have your PC tuned up once a year** to keep it clean, cool, and running a peak speed.



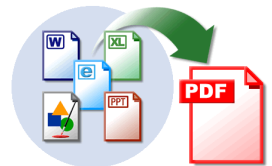
## **New Software/Applications**

While most software costs \$\$\$, there are a number of very useful applications available for free and we install a handful of them for you to use. None of these programs load at startup, so they will not slow your system down. They can be uninstalled if you wish, but you may find a use for most if not all, so we encourage you to keep them. Some of these programs include:



**Google Picasa** This is a VERY powerful, yet easy to use, picture and video management program. Compatible with most cameras, you can import pictures directly, edit your pictures, and save them or upload them to many popular photo sharing sites. Features like automatic red-eye removal and facial recognition makes this a must have program for anyone with a digital camera.

**PDFCreator** This utility is almost invisible, but very powerful. It creates a new printer called 'PDFCreator' and if you select it from a program's Print... menu, it will print to a PDF file instead of paper. This means you can create a PDF file from any program that can print to a printer! You can store all those receipts, order confirmations, and other common printouts as PDF files!



**CDBurnerXP** Most computers come with CD/DVD burning packages like Roxio, Sonic, or Nero. However, these often 'lite' or 'trial' versions that have multiple modules that will load on boot and use up system resources when they are rarely used. We usually will remove these default CD/DVD burners and replace them with CDBurnerXP. This easy to use program makes it a snap to create Data Discs, Audio CDs, Video DVDs as well as copy and erase discs. ISO image burning is also supported.

**Firefox and Chrome Web Browsers** Internet Explorer is the default web browser on all Windows PCs. However, we install two faster alternatives that many people are using. Mozilla Firefox and Google Chrome are designed for speed on the interactive Internet. Sites like Facebook, Twitter, and Google will often function faster and pages will load quicker. You can switch between browsers any time, so give them a try. Both also support 'plugins' that can be installed to enhance the functionality of the browser.



**7-Zip** is a powerful tool similar to WinZip, but it supports more archive types including RAR, ARJ, ISO, Z, DMG, CAB, and others. It also does not insert a ton of entries into the right click menu like many others. The easiest way to use 7-Zip is to right click on any archive, click the '7-Zip' entry and select where you want to extract the files. You can also create ZIP archives easily with it's simple GUI interface.

**LibreOffice** For PCs that do not have a licensed version of Microsoft Office, we will install LibreOffice. This free office suite provides a powerful document environment that is compatible with MS Office 2003 **and** 2007 file formats. In addition to OpenDocument formats, LibreOffice can open, create, and save files in Word (.doc), Excel (.xls), and PowerPoint (.ppt) formats. It also includes Drawing and Database applications.

