



maintain .IT
repair .IT
train .IT

NEWS

Secure.IT

Stay informed about criminal activity Oakley.

Receive **FREE** alerts from the Ringmaster Community Messaging service.

Visit www.safer-beds.org (the Safer Beds Community site) then click **Join Now**.

Back.IT Up

Protect your files – now easier than ever!

- Your files or folders are silently copied to the internet for **FREE** (unless you need over 2GB of space).
- No action needed (we'll set it up for you).
- Total protection against fire, theft and IT failure.

Please note you will need a broadband connection.

Setup only **£35!**

Call us on **07401 250118**
www.OakleyIT.co.uk/backiup

USE MONEY WISELY

Save money and use your PC to earn more ...

In this issue, we give feedback on how customers have received our new Service Plans; we warn about the recent increase in money-making scams (pg 4), we introduce our new recycling partner (pg 3) and we share some ideas on using your computer to save or make money (pg 4).



Remember : the next issue of Oakley IT News will be on **RED paper**.

NATALIE GUERIN (OAKLEY) SAYS : Excellent, friendly support. Jan is so helpful and approachable and such a nice guy. He explains things so that you can understand and he has huge knowledge about computers and how they function. I would not hesitate to recommend him to anyone. Fantastic service. Thank you Jan.

New Services Welcomed by Customers

Feedback has been very positive about the two Service Plans we introduced back in October 2011. Customers particularly like the clarity of prices and options and detailed feedback of any work.

Being cheaper, Express Services were initially most popular but Full Services quickly took over as their comprehensiveness normally leads to a faster computer – all at an attractive fixed price.

To learn more, call Jan on: **07401 250 118** or email: help@OakleyIT.co.uk

Maintain.IT / Repair.IT (www.OakleyIT.co.uk/repair)

Save Your Money! Do you really need a new PC / Laptop?

If your computer starts misbehaving or something breaks off, the chances are that it can be repaired pretty simply (even if it looks fatal).



Oakley.IT's principal, Jan Rymarz, is on hand to help with a wide range of services, including:

- Scanning for and removing viruses
- Installing security software (eg AntiVirus)
- Installing Parental Protection
- Speed up computers
- Free up disk space by decluttering
- Remove computer programs that are not needed
- Updating Windows - Microsoft releases frequent updates
- Install / update computer software
- Stop crashes and errors
- Broadband installation and fault finding
- Internet security / child protection
- Recovering data from damaged hard drives or after deleting by accident
- Carry out repairs and upgrades
- Fitting replacement parts (eg. screens & keyboards for laptops etc) ... and much more – we do it all!

JEAN YULE (OAKLEY) SAYS: Thank you!

I phoned Jan on Saturday morning and by late afternoon my computer was up and running again. He also gave me lots of helpful advice. I would certainly recommend him and intend to call him in the near future to help maintain my PC.

Two popular Services to keep your computer running well:

EXPRESS SERVICE

- Lasts around 60 minutes and costs **only £35**.
- A selection from 15 "housekeeping" tasks are carried out (as required) which if done regularly (eg 6 monthly) will keep your computers running optimally.

FULL SERVICE

- Lasts between 2-3 hours and costs **only £55**.
- After an Express Service is carried out, a selection from 20 longer tasks is carried out (as required), aimed at improving stability and performance.

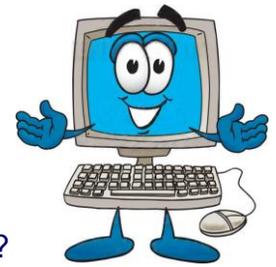
For an informal chat or arrange a Service, please call Jan on 07401 250118 or email help@oakleyit.co.uk

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- No call out fees
 - Friendly service and advice
 - EXPRESS SERVICE
 - FULL SERVICE
 - Full CLEAR explanations
 - Work completed ASAP
 - Value for money

If you REALLY need a new Computer...

Sometimes, a new PC or laptop is unavoidable – although we normally help customers avoid it. If you have no choice, do you understand:

- All the features, comparisons, risks and jargon?
- Internet security (viruses / child protection)?
- How to set it up (broadband, printers, backups, transferring documents etc)?



Let us help you through the maze of sourcing the right computer for you (eg New versus Used) then correctly installing everything & transferring files.

Don't waste hundreds of ££££'s - call Jan on: 07401 250 118



Thanks to everyone for your continued support.

Since Cartridge World ceased trading in 2011, we've joined forces with Cartridge Depot – set up by staff who used to work for Cartridge World. The scheme is otherwise unchanged so if you have any empty or unwanted ink or toner cartridges, please let us have them and we'll ensure that they're properly recycled. Please note that we also safely dispose of dead batteries!

See www.OakleyIT.co.uk/recycle for more information.

Train.IT (www.OakleyIT.co.uk/training)

Oakley.IT's principal, Jan Rymarz, offers friendly training – tailored to you:

Just a small selection of training recently provided by Jan:

- Introduction to buying and selling on eBay
- How to use your computer properly
- How to use email and send attachments (eg photographs)
- How to browse the internet effectively and shop safely
- How to keep your PC running efficiently
- Setting up peripherals eg. printers, WiFi, webcams
- Using Word and Excel

Anything not listed above? Call Jan on 07401 250118



JANET (BEDFORD) SAYS: Job Well Done - Jan got to the route of the problems , installed new software and returned my PC in double quick time. Nice Guy and competitive prices, I have no hesitation in recommending OakleyIT.

Update from Mountain-Maites



Mountain-Maites would like to thank everyone for their kind sponsorship in their 3 Peaks Challenge in April.

Elaine and Lisa successfully finished climbing the 3 biggest mountains in Scotland, England and Wales in 22 hours & 55 minutes. It was a tough but incredible challenge and they raised an amazing £2,500 for Ehlers Danlos Support UK.

Visit www.oakleyit.co.uk/lexie to donate or www.ehlers-danos.org to read about the ehlers-danos condition.



Beware! Scams are back

Recently, we've seen a sharp increase in the number of Oakley residents who have become victims of scam alerts on their computers or phone calls (we even received one ourselves).

In May alone, around **20% of our enquiries** were from customers caught out by scams.

Remember: if you EVER get an unsolicited phone call from anyone regarding a fault or virus they've detected on your computer, simply replace the telephone handset.

They are NOT GENUINE!



5 Simple Ways to Save or Make Money

Computers undeniably cost money but they offer some great ways to save money or even earn it.

Here are just five simple ideas :

- 1. Use FREE Programs:** why spend a fortune on computer programs (eg Anti Virus, photo editing packages, office suites and more) when free programs are available for almost anything you'd ever need to do on your PC?
- 2. Save on your phone calls:** programs such as Skype (free) allow you to make unlimited calls to other users of Skype! It handles "video" if required (ie callers see each other) and you only pay if calling landline numbers.
- 3. Sell your "junk":** one man's junk is another man's treasure! Use websites like eBay and Amazon to sell the things you won't want anymore. You'll be surprised by what people need and how much money you could make.
- 4. Buy online:** buying online lets you to read other buyers' opinions before buying, use offers & savings coupons, compare prices easily and access the widest possible range of products. With a little care, it gives you lower prices and increased reassurance from buying products rated highly by other buyers.
- 5. Save on your Ink:** most of our customers have inkjet printers nowadays, but, few realise that printers normally include DRAFT or ECONOMY modes. Some printers allow you to print "two pages per sheet" (side-by-side, half the normal size) and many printers allow you to print on both sides ("duplex"). These offer **significant** savings!

For more information about saving money or if you have any questions, please email Jan on help@oakleyit.co.uk or call 07401 250118.

VC PROPERTY MAINTENANCE LTD (OAKLEY) SAYS : Excellent Service – Thanks again Jan for such an efficient service - already booked in our next annual check up.