Oakley.IT

maintain . IT
repair . IT
train . IT

Issue no.7 – AUTUMN & WINTER 2012

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

Please note that after consultations with customers, we have decided NOT to change from our usual yellow paper. Customers liked yellow because it was easy-to-read and stood out as being from OakleyIT.

Although we've been testing "pre-release" versions of Windows 8 since around February 2012, we decided to introduce Windows 8 in this issue as it officially arrived on 25th October.

"Under the bonnet", Windows 8 can be thought of as an upgrade to Windows7, but the interface (ie the bits you see and interact with) have changed radically. It has been designed for touchscreens such as tablets, phones and many laptops – although mice and keyboards can still be used.

Most things run faster in Windows 8, but everything is done very differently from other versions of Windows and many programs aren't provided (eg software to play DVDs). It demands a steep learning curve – which we're sure will lead to tears from customers.

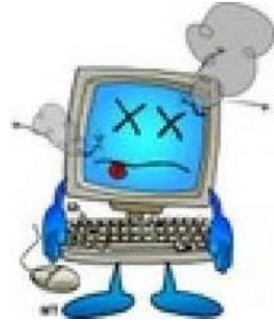**If you have any questions about Windows 8, please call Jan on 07401 250118 or email help@oakleyit.co.uk**

Ruth Bender (Oakley) Says : GREAT SERVICE!
My computer stopped recognising me. Jan came around really quickly, diagnosed the problem and told me what it needed – and what it didn't need. Very reassuring to know that he wasn't trying to sell me any extras that wouldn't help. And he brought it back after a just few days, working perfectly. Thanks!

Download.IT NEWS - Issue 7
www.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!

Paulo Realmunto (Bedford) Says: Superb Service
Jan is approachable, friendly and certainly knows his stuff. He kept me well informed, is very well priced & does everything he can to keep costs down – much appreciated. Fixed my computer / up & running again.
Thank you Jan.

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

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

Computer Donated …

In August, Oakley resident Ian Ferguson donated some spare computer parts to us, hoping that we could find a good home for them.

Soon afterwards (purely by coincidence) a local customer emailed us, seeking help in finding a reliable used computer for a new RSPCA office in Bedford.

We immediately prepared Ian's used computer and gave his name as the donor. Gayle Simpkins of RSPCA said it was perfect, so thanks again to Ian Ferguson.

Contact RSPCA on 0845 6036 137 or bedsnorthrspca@hotmail.co.uk

See the animals looking for new homes at www.rspca-bedfordshirenorth.org.uk

Apple Macs and Viruses

For many years now, Apple fans have considered themselves safe from viruses. Even Apple used to advertise its computers as being virus free – a claim they have recently removed.

PCs running Windows are assembled from parts made by different manufacturers. On the other hand, Apple has tended to control every component of its computers, arguably making them safe from malicious software. In addition, virus writers have been less interested in Apple computers because they've been less popular – until the recent domination of the iPhone, iPads and increased use of Apple computers.

Early in 2012, around **half a million** Apple computers were infected by a Trojan (a seemingly useful program which contains hidden harmful code). The Trojan recorded every key pressed on the infected machine then sent reports to the virus writers. To get infected, all users did was visit a website which contained the virus. Just a few weeks ago, **hundreds of thousands** of Apple Mac computers were infected with a nasty virus capable of monitoring those users' activities.

Without a selection of third party security products to choose from, Apple users need to take steps. At a minimum, ensure that Apple software is up-to-date (ie patches are applied as soon as available) and always remember the risks of opening email attachments and clicking on links posted on social networking sites (eg Facebook or Twitter) – even if posted by a friend.

Internet Explorer Problem Fixed

In September, we were all alerted to a serious new vulnerability in Internet Explorer (all versions before 10). A solution was announced in October.

Microsoft released a patch (ie "fix") through Windows Update, so all you need to do is ensure that your computer has downloaded all available Updates.

If you have any questions, please call Jan on 07401 250118 or email help@oakleyit.co.uk

John Hislop (Oakley) Says : Friendly efficient service
Jan was very helpful & gave us a very prompt efficient service when our hard drive blew up.
He even helped copy our iTunes library, which I was kind of embarrassed about!
I would definitely recommend his services & use him again in the future

New Computers can be Intimidating

With our help, customers normally avoid the need for a new computer.

If you also have no choice but to buy new, 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 or Used?) then correctly installing everything & transferring files.

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

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recycleit
in association with Cartridge Depot

Recycle Your Old Ink Cartridges

If you have any empty or unwanted ink or toner cartridges (eg after your ink runs out) please don't throw them away. OakleyIT has an agreement with Cartridge Depot which will ensure that old cartridges are properly recycled.

For further information, visit www.OakleyIT.co.uk/recycle (we'll also take old / dead batteries).

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

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

Relaxed Friendly Affordable

Almost all needs catered for, but here's a small selection:

• How to use your computer properly

• Using Word and Excel

• Introduction to buying and selling on eBay

• 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

Anything not listed above? Call Jan on 07401 250118

CAN'T YOU DO ANYTHING RIGHT?

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Les Weston (Oakley) Says: Toshiba laptop rejuvenated
Jan has saved us purchasing a new laptop by breathing new life into our current machine! By overhauling Hard Drive partitions, programmes, security and also installing Word, Jan has transformed it into a speedy, secure and practical machine for a fraction of the price of new.