



maintain .IT
repair .IT
train .IT

NEWS

New Website Arriving Soon

We're really excited about our fantastic new website.

Due in August, the new site will look great, offer more for customers and support our growth.

When it goes live, we'd love to hear your thoughts!

The website address will remain unchanged.



Please Press 1

Call centres really love automated phone systems, but most callers hate them.

www.pleasepress1.com

has a free database of major companies' systems so you can skip ahead and save time.

The site quickly gained lots of publicity and many friends – we love it!

In issue 8, we outline how **Windows 8** has done since its launch in late 2012, summarise some recent security alerts affecting Windows and Apple products, reveal the imminent arrival of our brand new website and announce our plans for the imminent Oakley Carnival.



FREE PRIZE DRAW: simply identify the eight computer-related items displayed in OakleyIT's marquee.

- Each participant will be entitled to either 10% off the price of a computer service / repair, or a three day pass to LA Fitness' Bedford Heights gym.
- One lucky winner (chosen at random from all correct entries by a carnival official) will receive a choice of either 20% off the price of a computer service / repair, or a one month pass to LA Fitness' Bedford Heights gym.

Terms and conditions will be available in our marquee. Participation will be entirely free of cost or obligations.

FREE IT CONSULTATION

If you would benefit from a short chat with a computer expert, why not pop into OakleyIT's marquee and speak with Jan?

Jan will endeavour to see all visitors and **won't charge a penny!**

Linda Young (Oakley) Says : FIRST CLASS SERVICE

Jan sorted out my slow PC and several laptops.

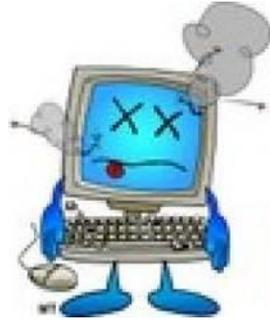
He was extremely efficient and didn't overcharge, despite spending a lot of time on them.

I highly recommend his services.

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!

Anne Button (Oakley) Says: GREAT SERVICE

Spoke to Jan on Sunday as my computer had stopped working. He arrived on Tuesday morning and had it fixed within an hour. He was very friendly and efficient and explained things to me in terms I could understand. Great service.

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

Windows 8 and Beyond



Speculation is rife about an imminent major update to Windows 8 (codenamed Blue). No official list of new features exists, but Microsoft claims to have listened to customers' feedback about Windows 8 (such as users feeling lost without their beloved Start menu).

If rumours are right, then a limited Start menu is likely to appear as will the ability for users to go straight to their "Desktop mode" rather than the new "Modern UI" (something of particular interest to desktop users).

Reliable IT journalists believe that Blue will actually be the first of Microsoft's annual significant updates. In other words, we could be looking at new versions of Windows every year, whereas previous versions tended to be around for several years before being replaced.

Ironically, Windows 8 has recently enjoyed a surge in support, as people have gradually become used to it. Apart from the subjective opinions about Windows 8 being more elegant than earlier versions of Windows, it is meant to be significantly faster, more secure and stable, easier to maintain and much better at protecting files with a much improved backup feature.



In June, Lysa Myers of Intego (a Mac security company) reported seeing a "an explosion" in both the number and types of Mac malware – especially since 2011. Much of the malware was written by the same gangs who write Windows malware, but the market share enjoyed by Mac computers makes them an increasingly attractive target.

She also commented on the Mac's poor in-built firewall, so we always recommend a **fully equipped** firewall, good antivirus and strong passwords.



In June, we read reports that researchers revealed a way to hack iPhones by simply plugging in a modified charging cable. Researchers were able to steal data such as passwords and install ANY software (such as malware).

In our opinion, hackers are unlikely to try capturing your data, but it's worth knowing what is possible just in case your phone's battery runs out and someone offers to lend you a charger



The latest version of iTunes is now 11.03 and fixes over 40 vulnerabilities - some of which are over a year old!

If you use iTunes (Mac or Windows version) we recommend that you update it to the latest version as soon as possible, to prevent attackers running malicious code on your computer.

Christine Warner (Oakley) Says : GREAT SERVICE

Repaired and returned laptop within a few hours.

I will certainly call Jan again if I have problems 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



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.

Please note that we're also happy to take away and dispose of your old / dead batteries.

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

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

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



Relaxed
Friendly
Affordable

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Angela Price (Bedford) Says: GREAT SERVICE

Prompt and excellent service. Everything was explained and PC was returned repaired same day - don't get ripped off by the town centre guys who just wipe your PC. Thanks a lot.