

Computer Tune-Up Service

Background

We offer a tune-up service for both Mac and PC computers at a discounted rate. We perform the following inspections and tests. After receiving a tune-up service, customers may optionally book additional services in accordance with the results. But customers are not obligated to do so.

Specific Services

Computer Information

- Record the computer model and serial numbers.
- Visit the manufacturer's web site.
- Determine the maximum disk and memory capacities.
- Download a user manual to the desktop (if desired).

Capacity and Expansion

- Determine the installed amount of RAM.
- Verify if this meets customer needs or not.
- Determine the installed amount of disk space.
- Verify there is sufficient free space (at least 20%).
- Advise customer of expansion possibilities.

Performance and Speed

- Examine list of programs started at system boot.
- Stop unnecessary programs from loading at start-up to increase performance.
- Download and run cookie and registry cleaner.
- Remove cookies and compact registry.
- Inspect user interface animation settings.
- Change settings to increase response speed (if desired).

Security and Updates

- Inspect operating system update settings.
- Verify these are appropriate for the customer.
- Determine operating system revision level.
- Verify the latest version available to the customer without charge is installed.
- Check anti-virus program settings.
- Advise customer if anti-virus is needed or not for this particular case.
- Check automatic backup settings.
- Advise customer of simple solutions if backup is not installed.

Disk and RAM Testing

- Verify connected disk drives report no discovered errors.
- Run a basic health and status test on the main disk drive.
- Reboot the system to run a single pass RAM test.
- Advise the customer of any potential problems

Demonstrations

- Show customer how to start the following tasks:
 - Complete disk health and status check.
 - Disk defragmentation.
 - Cookie and registry cleaning.
- Advise customer about performing these tasks on regular schedule.
- Show customer where mail files are stored.
- Advise customer on the following:
 - Grouping mail into folders to increase access speed.
 - Monitoring disk storage consumed by mail files.
 - If mail folders are included in automatic backups or not.

Service Record

Model Number:

Serial Number:

Maximum RAM:

Installed RAM:

Sufficient?

Installed Disk:

Free Disk:

Update Settings:

Anti-virus Settings:

Backup Settings:

Disk Test:

RAM Test: