

Mark's Computers Store Policies & Warranty Info

All repairs take an average of 4-7 days. This is because we like to assure quality in our repairs. WE WILL CALL YOU when your computer is finished. If you are not notified AFTER 4 days THEN you may call us. Do to high call volume, you may be charged a \$5 call fee on calls pertaining to checking status on a machine prior to the estimated 4 days. If 2-4 days is too long for you, we can place you on a "rush" list and the labor rate will go up to \$50 per hour.

All hardware used during a repair comes with a 30 day warranty, with exception of items noted under other polices listed on this sign or other papers from Mark's Computers. Software repairs DO NOT come with any warranties. Once you are notified that your computer is finished you have thirty days to pick it up. If the PC is not pickup within thirty days, then it will become the property of Mark's Computers and will be sold to cover the repair cost. No reimbursement will be made to the customer.

If we set up your Internet service, YOU are responsible for making sure that it is dialing a local number when you get home. When we test the machine in our office we use local numbers for us, we are not responsible for our local numbers not being local for you. Some viruses and other pests programs may change this number on you and may dial a long distance number. We WILL NOT reimburse you for any phone bills associated with this problem.

All warranty items are exchange only, unless stated on invoice. No refunds will be given. For a warranty to take affect you MUST have a receipt. If you do not receive one, ask a sales rep. And he/she will be happy to assist you. A copy of a finished work order is considered a receipt for a repair. Our exchange policy is that if you bring a part in that is under warranty we will test it. If it is found bad we will exchange it for the exact item or like item of the same value. Item you receive will continue until the original items warranty.

All warranties are for hardware components that malfunction due to parts failure only. Mark's Computers MUST do all warranty work. Mark's Computers may use comparable parts of same quality to repair warranted computers. If customer prefers to use new or improved parts we will comply, but customer will pay the difference. Lightning strikes, power surges, acts of God or apparent physical tampering will void the warranty. Due to significant amounts of phone line problems, modems are not warranted. Some computers may have previously installed software. Mark's Computers will not warranty ANY software. Computers that come in with punting, virus making or other illegal software WILL be turned in to the proper authorities. This warranty is not transferable. Mark's Computers holds the right to void any warranty at anytime without prior notice if they feel it is necessary.

If a sale is made on a complete machine and you are not happy with it, you may return it within 3 days. At this time we will set it up and test all parts. If a repair needs made that is not under our warranty then you will receive a refund check minus the cost of the repair. If repairs are under warranty or no repairs needed you will receive full refund. If you are unsatisfied after 3 days, you may not return item but can bring it in for repair. Your warranty will be affective.

Due to piracy, software sold by Mark's Computers is not returnable in any way. Please make sure the software is compatible with your machine before you purchase it. If you need help with this please ask a sales rep. Repairs have a bench fee of \$12.50 and cost \$25 per hour plus parts. If you wish to have an estimate then the cost is \$25 plus cost of repair.

STORE HOURS

Sunday 11-5, Monday 9-5, Tuesday 9-5, Wednesday 9-8, Thursday 9-8, Friday 9-8, Saturday 9-8

CUSTOMER NAME _____ DATE _____
SYSTEM DESCRIPTION _____ WARRANTY PERIOD _____
CUSTOMER SIGNATURE _____ Copy for our files_ YES_ please circle

RECOMMENDED TOOLS

www.antivirus.com - Antivirus.com is a free antivirus tool that scans your computer while you are online. A highly recommended antivirus tool. You can also type www.trendmicro.com and go to the same place. http://housecall.antivirus.com/housecall/start_corp.asp

<http://free.grisoft.com/doc/1> - AVG antivirus is an antivirus tool that you download and install on your computer. Using both of these antiviruses help to build a huge wall of defense against viruses.

www.avast.com/index.html - Antivir antivirus is an antivirus tool that you download and install on your computer. We haven't fully tested it yet but there is a free version for home users to use located at this website.

<http://www.pandasoftware.com/products/activescan/> Panda antivirus online scanner

<http://www.symantec.com/index.htm> This is Norton Antivirus website - when you get there click on Symantec security check then click on virus scan - it works the same way as the other two online scanners You can also perform a security check – good idea.

www.mcafee.com - you can visit here and sign up to check your computer free for viruses from their website – however you cannot remove the virus from their website they want you to pay for the working version to remove the viruses it finds. <http://us.mcafee.com/default.asp>

www.safer-networking.org - Spybot is a program that removes pest from your computer. The difference between Pest Patrol and Spybot is that Spybot is free. Go to the site listed for more info. <http://download.com.com/3000-2144-10194058.html?tag=lst-0-1>

<http://www.lavasoftusa.com/software/adaware/> - Adaware is a free program to remove and keep pest programs off of your computer – check out this site – read about it and decide if this is right for you <http://download.com.com/3000-2094-10045910.html?legacy=cnet>

<http://www.javacoolsoftware.com/spywareblaster.html> - SpywareBlaster doesn't scan and clean for spyware - it tries to prevent it from ever being installed.

www.zonelabs.com - Free personal version - Zone Alarm is an internet firewall used to block intruders from attacking your computer. This is not needed as much with a dial-up but definitely needed with a cable modem or dsl line. It is a little tough to setup and allow programs to access the internet but it provides protection from unwanted hackers.

PAID

www.zonelabs.com - Zone Alarm is an internet firewall used to block intruders from attacking your computer. This is not needed as much with a dial-up but definitely needed with a cable modem or dsl line.

www.pestpatrol.com - There are virus like files out there that are not defined as a virus. This being so, antiviruses do not protect against them. They are called pest. Pest Patrol is sort of the antivirus for pests. Visit this site to do a free pest scan and possibly purchase Pest Patrol if you need it

No matter what tools you use you (we emphasize “YOU”) must keep these programs updated and you must run them to be effective – nothing is 100% guaranteed. Please always write down and keep all screennames and passwords near your computer for future reference or for crashes.

*****It very important to keep your operating system up to date with Microsoft system update – use critical updates only. Visit - <http://windowsupdate.microsoft.com/default.htm>**

Once there – get only the critical updates for your operating system – make sure you turn on the firewall through Microsoft for this connection – and or get another free personal version - Only get CRITICAL UPDATES for your operating system from Microsoft.

**** CRITICAL UPDATES ONLY <http://windowsupdate.microsoft.com/default.htm> ****

Cable Routers sometimes need to be reset some need to sit turned off for a few minutes to a few hours and other need to be off overnight. Especially the shark fin looking ones.

USB devices (or items that connect through the usb port like a camera or printer or scanner) are very peculiar when it comes to drivers – if you are unsure as to how to install these devices always start by putting the software cd or floppy disk in first and trying to install or run setup from there. Typically if you just plug a USB device in and start the computer – you may never get the USB device to work or you will mess up the operating system.

SPYWARE and ADWARE on your computer are causing a lot of problems one site you can visit is listed below. Go there and read about it then download and install it. We have tested it here and find that it works. You have to keep it updated. When you are online click on the program then click on the online button and check for updates. Place a checkmark in all potential updates and download them. Then rerun the application and click on the button spybot search and destroy and run the program to remove unwanted pests. If the program won't run it is likely that you have more spyware damage than you suspect. You may need to bring the computer in for service and be prepared to lose all your data. Back up your computer often especially those critical documents and checkbook data.

SpyBot-S&D and ADAWARE searches your hard drive for so-called spy- or adbots; that is, little modules that are responsible for the ads many programs display. Many of these modules also transmit information, including your surfing behavior on the Internet. If SpyBot-S&D finds such modules, it can remove them. In most cases the host still runs fine after removing the spyware/adware.

For a list of 'supported' targets see the feature lists below. The Spybot-S&D interface is so easy that updates require simply replacing a file of about 80k in size. Those updates are distributed by my [software mailing list](#), and are also available from inside the Programs Update section.

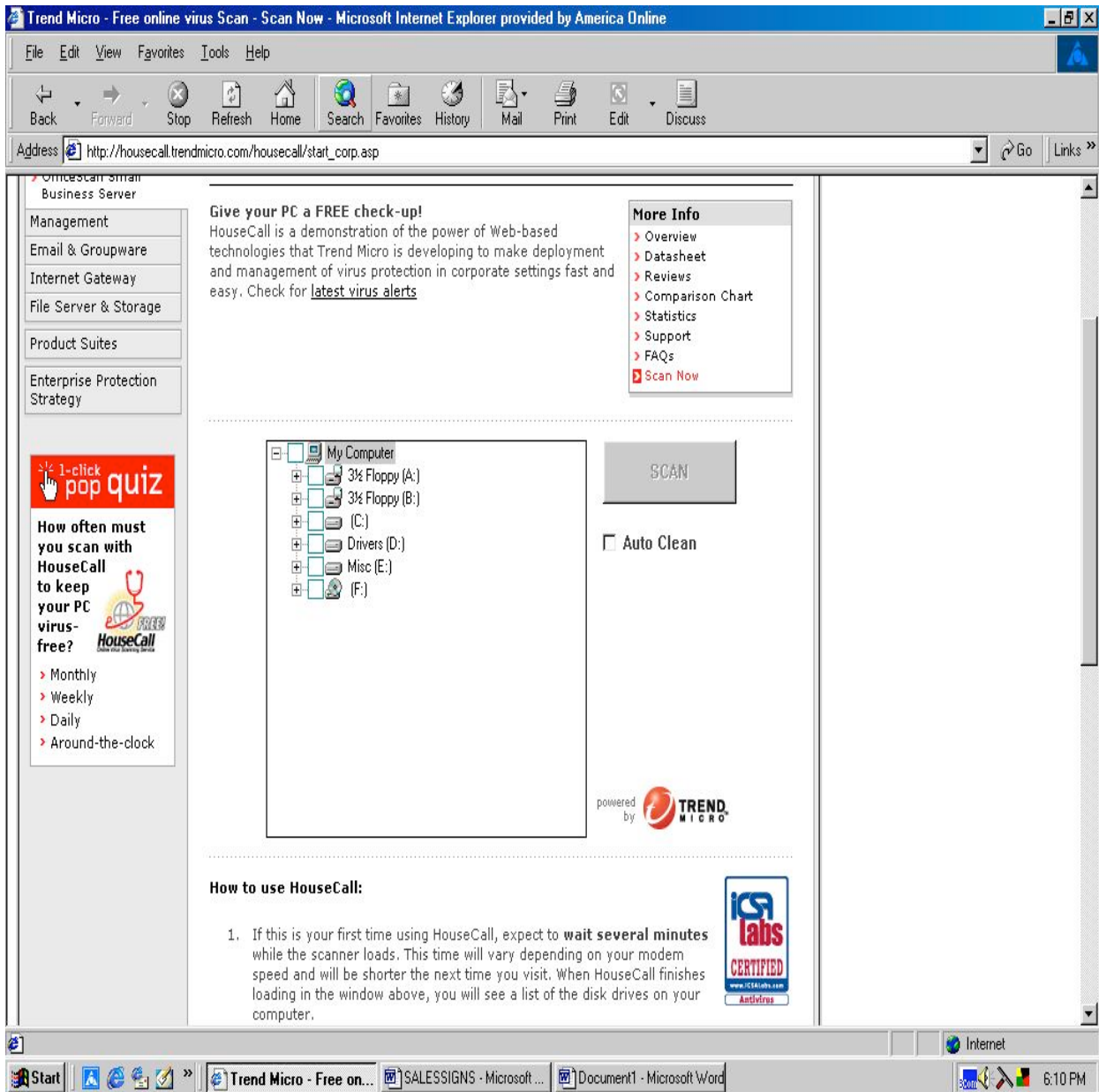
Another feature of Spybot S&D is the removal of usage tracks, which makes it more complicated for unknown spybots to transmit useful data. The list of last visited websites,

opened files, started programs, cookies, all that and more can be cleaned. Supported are the three major browsers Internet Explorer, Netscape Communicator and Opera.

Spybot-S&D also contains some routines to find and correct invalid entries (regarding links left over from software uninstalled long ago, for example) into the registry (the global Windows database for settings).

Many antivirus programs exist. There are several free ones. One from www.grisoft.com is extremely good and free. We love that idea. We have tested it here and it works. You have to visit the website and register then they will send you a registration serial number in your email. You will need this to install the product later. Then you will need to download the software from their site. Remember where you downloaded it to. Then go check your email and write down the serial number they sent you. After you get the serial number you need to click on the downloaded file to install it. (make sure you uninstall other antivirus software first and restart you machine). Then the www.grisoft.com software installs AVG antivirus. It will make you restart the machine to complete the process. Then when you get online click on the yellow black red and green button in the lower right corner of your computer screen but the clock. It will open a window. Click on the update button. You will then get the latest antivirus scanning data files. After this is complete you may run a full antivirus scan on your system. Remember you must keep both of these tools updated while on the internet and run them to be effective. They will help you keep your computer out of the shop.

Another free Antivirus website is www.antivirus.com - go there and read the screen. You will want to do a free online scan. Follow through the following pages and they will ask you to trust trendmicro - answer yes and continue – they will download software onto your computer that they will test. This may take a while be patient. Then this screen will pop up.



You will want to click on your hard drive letter (s) or put floppies in or put cds in that you want to scan and then click on autofix and then scan. Hopefully all goes well. If you cannot access this screen you may have trouble and may need to bring the computer in for service. You may already have damage that needs corrected.

A few other tools to keep your computer out of the shop is scandisk and defrag found under the start menu, programs, accessories and system tools folder. If you can't find these tools you may need to bring in your computer for a check up.

Typical tune-ups and scans will cost 25 to 50\$. It may vary if you have critical data that you want saved in case of problems found. Obviously replacement parts will add more also.

The internet is a tough place always read the screens that you are using. Some sites will ask you questions and ask you to install things – mostly you do not need the files they want to give you and these same files are the ones that cause problems later.

FROSTWIRE Gater, Timesync, New Dot Net, Savenow.com, Internet Optimizer, Bonzi Buddy, Eccelevation or Stop Sign antivirus, Media Loads, Instant Access, Common Names Tool Bar, Yahoo Tool Bar, Kazaa, Morpheous, Napster, Active Alert, Bargain Buddy, Clock Sync, IE Driver, Interstitial Ad delivery by n-Case, IST svc, Memory Watcher, My Search Bar, Any extra search bar (insert name here), PAD lookups by n-Case, Software Update Manager, Text Highlight, Turbo Download, Download Accelerator, Win BI Application, Virtual Bouncer, Save Now, StopZilla, Bullseye Network, Cashback by Bargainbuddy, FWN Toolbar, Lycos Sideseach, Naviseach, Webtools by Hotbar, Webrebates, Windows SR 3.0, 3Dgroove Playback Engine, NADA, AD Behavior, Adstatus Service, D-Helper Web Driver, Ebates Moe Money Manager, Elite Internet Explorer Toolbar, Web Offer, IPInsight, Media Motor, Maxtime, Registry Optimizer, Ron Display, Search Aid, Error Guard, Antivirus Golden version x.x, URL Display, Naviseach, Search Scout Toolbar, Starware, LIMEWIRE, The Best Offers, TV Media, Ultimate Cleaner, YourSitebar, Gain Publishing, Seekmo Toolbar, Browser and WOWpaper tools, SAT_screensaver_30MB, Prevex Edge, See Keen 1.0 build 132, Smart Shopper, Winferno Registry Power Cleaner, Advanced Registry Optimizer Error Protector, odd brand System Doctor??? Misleading name that looks like norton's sysmantec and more are some examples of spyware and adware that eventually bring your computer to a screeching halt. They take away system memory resources and never give them back until they are removed from you system. They are not viruses (as viruses are usually destructive to files or hardware in nature) but they are destructive in memory management. This is crucial for computers to run proper. The computer thinks logically and needs memory allocated to certain levels for accurate performance. The pests take this memory space and the computer cannot operate proper after they are installed. As of 01/01/09 there has been a rash of files downloaded from limewire that look like they are mp3 music files that are actually virus executable files that when "played" or "clicked on" they run and dump stuff you don't want on your computer.

XP Antivirus ver 2.5 -- wants you to purchase its own software in order to remove viruses that it put on your machine to scare you – it is heavily embedded into your XP software – a full reload may be necessary.

MalWarrior – same as above

Antivirprotect 2.1 – same as above

XP Antivirus 200X (8 or 9) or also known as AV9 , 01/15/09 -- Internet Antivirus Pro Antivirus Trigger, A360 Antivirus, Cyber Defender Antivirus, Spyware Guard 200X

Be extremely careful – they want you to pay then they continually charge your credit card like every week or two or monthly – you agreed to its terms by clicking fix my computer. Small amounts so that you won't notice. You will probably need to cancel this card and get another one. These are very deceptive scams be careful.

MORE TO COME AS WE FIND THEM – these are programs that you inadvertently downloaded and installed by accident then it makes you assume you must buy something in order to fix your machine right up – but you should not be tricked !!! – these companies want you to pay to get your identity and credit card numbers etc... for future use against you ----

This is type of program is extremely hard for me to describe to you in this text and is extremely hard to understand why these companies are doing this.

Think “Catcher in the Rye” - - taken from the Wikipedia® is a registered trademark of the [Wikimedia Foundation, Inc.](#), a U.S. registered [501\(c\)\(3\) tax-deductible nonprofit charity](#). “However, in the final few pages of the novel, Holden realizes that he cannot take control of Phoebe's life and attempt to prevent her from growing up. Inevitably, she will make mistakes as she matures, but he sees that he must allow her to grab the "brass ring" on the merry-go-round - a symbol of adolescent errors. Inevitably, this will include some of what he terms "phoniness." Therefore, Holden has indeed changed over the course of the novel, and has come to terms, to some extent, with his inability to be a "catcher" for Phoebe and all other children - he must allow them to grow up for themselves.” Also think Oxymoron – “Pandora’s Box”- Paradox etc....

Besides if the computer ran fine before you installed the “new” pest download then you probably identified the problem yourself. If you can't undo the install then you probably know that your system may need wiped and started all over fresh again. Our goal is to educate you the computer user to as many threats and remedies (hopefully free) as possible.

Back up important information often and use separate disks to do this. Always write down screen names and passwords on paper and keep them handy for future references. Phone numbers are important also – for your dial in service etc..

Computers can be repaired or replaced but often times passwords, screen names, and other important created documents cannot be found or fixed (as in the case of complete hard drive failures – this is the internal storage device and will fail over time).

Lastly we would like to explain a little about Zone Alarm. If you visit www.zonelabs.com you can get a free firewall. A firewall (more software) will stop other people or users on the internet from viewing or using your computer from their location. It helps to stop hackers who may wish to cause you harm or give you a virus. It is especially helpful if you use cable access or have DSL because you are typically on the internet as soon as you start your computer. Dial up internet services are a little more difficult for these hackers to access because your Internet Address changes each time you logon. Zone alarm can be difficult to set up because you have to configure it for each program that you use to access the internet. In home networking can be dramatically affected. Be careful and read all screens and help files to get more information.

<http://www.javacoolsoftware.com/spywareblaster.html> - SpywareBlaster doesn't scan and clean for spyware - it tries to prevent it from ever being installed.

By setting a "kill bit" for spyware ActiveX controls, SpywareBlaster can prevent the installation of any spyware ActiveX controls from a webpage. It does this while not interfering with "friendly" ActiveX controls - so your browser can work correctly and you can have peace of mind!

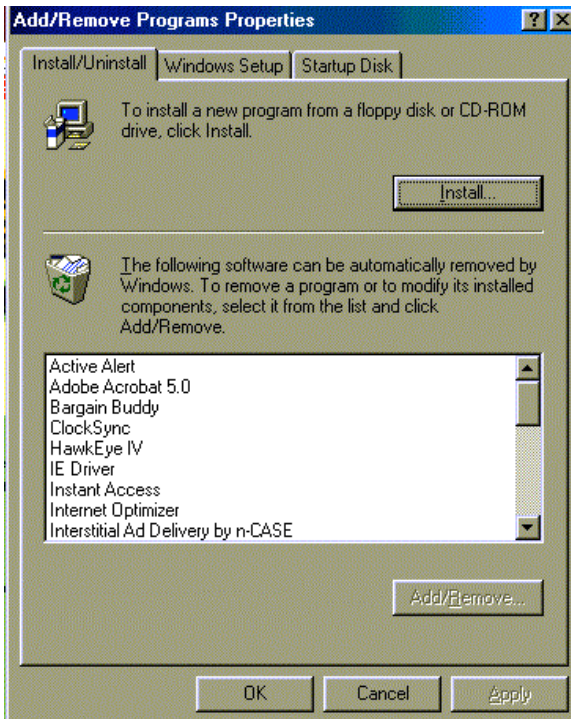
You won't get any more annoying "Yes/No" boxes popped up, asking you to install a spyware ActiveX control (which can increasingly be found in pop-up ads!). In fact, Internet Explorer will never even download or run the spyware ActiveX control!

In addition, SpywareBlaster can prevent many of these spyware ActiveX controls from running, even if they are already installed on your system. The newest SpywareBlaster version can even block spyware/tracking cookies! And SpywareBlaster does not need to be running in the background to provide this protection!

The SpywareBlaster database contains information on these known spyware Active-X controls. Make sure you run the Check For Updates feature frequently to get the latest database! (And make sure you check the new items to protect your system against them!)

We cannot emphasize the following information enough – therefore we wrote it again for you to read! Back up important information often and use separate disks to do this. Always write down screen names and passwords on paper and keep them handy for future references. Phone numbers are important also – for your dial in service etc.. Computers can be repaired or replaced but often times passwords, screen names, and other important created documents cannot be found or fixed (as in the case of complete hard drive failures – this is the internal storage device and will fail over time).

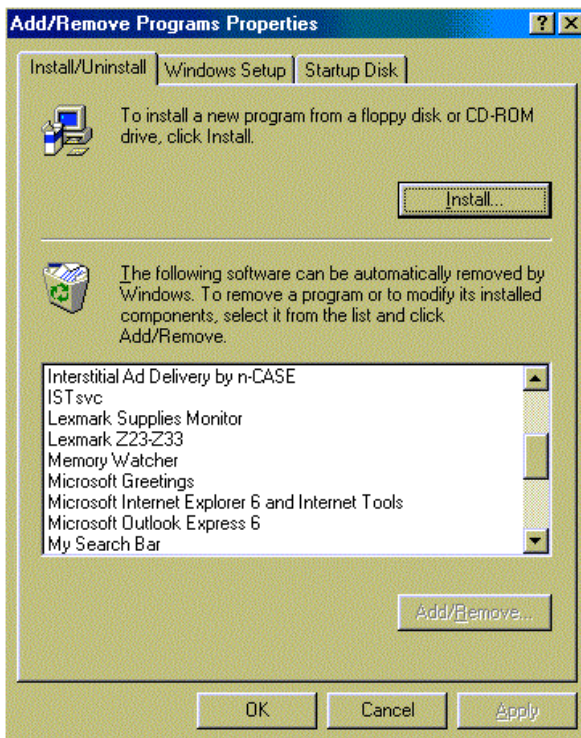
Be careful and watch out for identity theft on the internet – Trojan viruses are running rampant. These viruses are trying to steal your screen name and password and any other financial information it can and will send it back to the virus creators computer. Always scrutinize your credit card, checking account and phone bills thoroughly.



The programs that are installed here :

- Bargain buddy
- Clock Sync
- IE Driver
- Instant Access
- Internet Optimizer

And Interstitial Ad Delivery by n-Case are pest program files – they slow the computer system to a crawl and sometimes will not let the machine boot properly (they may include virused files, but they are pests by nature a pest does not replicate itself like a virus or change other file (s) attributes or sizes or typically by themselves will not destroy hardware like a virus. They typically can be uninstalled before they cause too much damage.

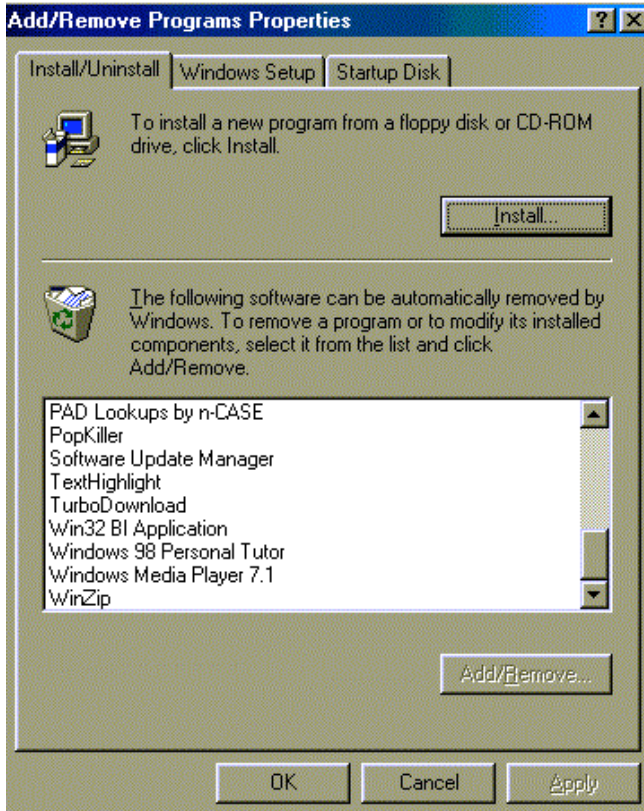


The programs that are installed here :

- IST svc
- Memory Watcher
- My Search Bar

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IST svc is a Trojan virus residing on this computer it steals information about you and transmits it to others.



The programs that are installed here :

- PAD Lookups by n-Case
- Software Update Manager
- TextHighlight
- TurboDownload

are pest program files – they slow the computer system to a crawl and sometimes will not let the machine boot properly (they may include virused files, but they are pests by nature a pest does not replicate itself like a virus or change other file (s) attributes or sizes or typically by themselves will not destroy hardware like a virus They typically can be uninstalled before they cause too much damage

Win32 BI Application typically includes a virus and may not easily be removed

These programs are just the tip of the iceberg when it comes to pest programs – as of Jan 30 2004 there are viruses and pests moving through the instant message programs from one friend to another – the message that pops up tells one of the persons to click a button to see a picture that a friend has sent them. Nothing seems to happen but a virus gets transmitted to your computer from a website or from your friend's computer – unknowingly by your friend. You are then infected and your computer needs some type of attention. This happens in a matter of seconds without your knowledge. People do not typically infect their own computers intentionally – that would be like hey I want to get the flu or a nasty cold today.

WINDOWS 95/98 ME & XP TIPS & WARRANTY INFORMATION

Revised December 20, 2002 (applies to windows ME and other operating systems as well)

Valued Customer,

Please read these important tips to help you out with your new system:

- 1.** To close out of Windows, click on the **start button** (located in the lower left portion of your screen), click **shut down**, select **SHUT DOWN THE COMPUTER**, then click **OK**. Wait a few seconds until the screen says, "It is now safe to shut down your computer." Then turn off the computer's power button.
- 2.** Always exit Windows before shutting off your computer. If a program locks up or if the computer stops responding to a program (Remember to be patient as the computer is processing large amounts of data), then push the **CTRL**, **ALT**, and **DELETE** keys at the same time. This should bring up a list that shows the programs that are running. Select the program that is causing the lock-up, then click **END TASK**. This should stop the program that locked up; now you should restart your computer the normal way. If your machine does not respond to this process; as a last resort, shut down by pressing the power button on your unit. You may experience data loss by using this procedure, so avoid using this operation as much as possible. Run Scandisk immediately after using this procedure. Allow Scandisk to fix any problems it finds (delete lost file fragments), and skip undo. This should help repair some of the damage done by shutting down improperly.
- 3.** Some tools that may help you fix some data loss are Scandisk and Disk Defragmenter. To use them, click on the **start button**, then **programs**, **accessories**, then **system tools**, finally click on **SCANDISK**. Click **START** and wait for Scandisk to run its course. You will also want to run **DEFRAGMENTER** from the same folder; this will keep your hard drive cleaned up. We recommend running a thorough Scandisk once a week, and Defragmenter at least once a month to help your system run smoothly.
- 4.** Make backup copies of all your personal information such as documents, financial records, and spreadsheets that you have stored on your computer. If your system fails, we cannot restore personal information if it has not been backed up to a separate disk. Backup often!
- 5.** Be sure to close all programs other than Explorer, Systray, and NVRAM before you install any software. (Always read the instructions, too.) This can be done by pushing the **CTRL**, **ALT**, and **DELETE** keys at the same time. You will then see a list of the programs that are running. Click on each one (other than Explorer, Systray, and NVRAM), and then click **END TASK**. Repeat this process until Explorer, Systray, and NVRAM are the only programs running. Now proceed to install your software. After you install any program, you should always restart the computer, then use the program to see if it works ok.
- 6.** Please remember that software is made by many different companies and does not claim to be free of "bugs." The more programs that are in your system, the more chance you have of experiencing conflicts between them. Although you may be excited to go out and buy a lot of software for your PC right away, you should load the programs one at a time and run each one for a day or two before installing the next. This will allow you to determine which program is causing problems in your machine if something goes wrong. If you encounter problems with software, first download the newest patch for your software from the internet, then make sure your hardware drivers are up to date. This should resolve many conflicts. If it does not, then contact the software manufacturer for help with the problem. We make no claims that every piece of software will run perfectly on your system; therefore, we will charge to fix software problems on your computer. Our warranty does not cover the software you put in your computer. Many of the computers sold today will not handle the new games being sold today or tomorrow. Specialized Video (graphics) cards or specialized sound cards for gaming may need to be added to accommodate the demands of these games.
- 7.** We do not endorse installing programs such as Norton Diagnostics, First Aid, PC Medic, QEMM, MagnaRAM or any type of crash guard or memory enhancer. These programs usually cause more

problems than they resolve, because they try to take over and manage your system. We feel that you are a better manager of your system than these programs, so take the time to learn about your PC and how to use it. Some games (Almost of the those made by Sierra) ask to run a test of your computer when you are installing that software, but you must skip this test, then continuing installing your software. These tests cause problems with some systems. NASCAR 2 also causes trouble on some systems, so be careful about loading it. We recommend researching software before you buy it. This can be done by looking up the program on the internet and reading about it. If there are a lot of patches and updates for the program on the internet, this may indicate that there are many problems with that program. Talk to other people and see what they've experienced with it. Usually it is best to wait a while before putting the newest version of a program in your computer, these programs are the most prone to have "bugs" still in them. Remember, you load all software at your own risk!

8. Before you buy any software, always check the system requirements to make sure you can run the program on your system. Your invoice should give the specifications of your computer. If your system only meets the MINIMUM requirements for the program, don't be surprised if you don't get the best performance. We recommend not loading any program into your computer unless your system exceeds the minimum requirements. Your system should meet the RECOMMENDED specifications to run a game with the best performance.
9. It is best to stick with games that are made for Windows 95/98. Be careful of any software that are for MS-DOS and Windows 95. These games and programs will run under Windows, but perform better under a true DOS environment. Try to run these programs in MS-DOS mode whenever possible. Again, it is usually best to avoid these types of programs and We can't be responsible for trouble encountered by running these types of programs. With Windows 95/98 you have to have a good understanding of how DOS works with Windows 95/98, so be very careful here! (This is especially true for the beginner.)
10. Do not delete programs on your own unless you read the book entitled Windows 95/98 for Dummies. Be very careful when you delete any files. Always use the uninstall option that comes with the program to remove any program! This can be done by clicking on the **start button**, then on **programs**, then on the folder of the program you want to uninstall. Look for the uninstall option in that folder and click on it. If you do not find an uninstall option for your program, remove it through Add/Remove Programs. This is done by clicking on the **start button**, then **settings**, **control panel**, then **ADD/REMOVE PROGRAMS**. Select the program you want to uninstall and click the **ADD/REMOVE** button. After you uninstall a program, you should always restart the computer to ensure the system settings and registry are updated. If you do not find either of these options for removing a program, it would be better to leave it in your system.
11. America Online and Uplink are commercial internet service providers (ISP's). They do have technical problems frequently, so be patient. Sometimes they will boot you off or not allow you in because of their system difficulties. Never give out your sign-on password to anyone over the internet. Be very careful about giving out your credit card number as well.
12. If you plan on using the internet to download files or if you will be sharing disks with others, you should consider getting an antivirus program (Read the instructions for it). You can get a virus anytime you download information or share files, and new viruses are being created daily, so you must keep your antivirus software current. We do not endorse any antivirus program because many cause trouble when used while installing software. It is also very important that you close your antivirus program before installing any software because it does cause conflicts sometimes when it is on during an installation. Beware of shareware programs with expiration dates; sometimes they may seem to have time delayed problems built in to them. Be very careful about what you put in your machine!
14. Typically, the A: drive is your floppy disk drive; C: is your hard drive; and D: is your CD-ROM drive. This may vary if you have extra floppy drives, hard drives, CD drives, etc.
15. Most accessories on a computer will only plug into the computer unit one way. Do not try to force anything if it doesn't seem to fit. Phone lines from your wall generally plug into the modem on the side that says LINE; the PHONE jack is to hook up another phone to your computer. Your

speakers will generally plug into the sound card jack next to the joystick port, or where you see the letters SPK. If you do not hear sound, make sure your speakers are turned on and the volume is turned up. Also turn up the volume in Windows by clicking on the **start button, programs, accessories, multimedia** (or **entertainment**), then **volume control**.

- 16.** To attach a printer to your computer, you will need a printer cable and a printer. You must always shut down your computer before connecting devices such as printers and scanners. After connecting the device, follow the manufacturer's instructions for correctly setting it up. The cable for most printers and scanners attach to the computer at the LPT1 port. You will also need a disk or CD with the driver (printer or scanner software) program so that your computer will understand how to communicate with the model of printer that you purchased. Whatever device you purchase, always follow the manufacturer's instructions to set it up. If you experience trouble with it, contact the device manufacturer for further assistance, warranty help, and repairs.
- 17.** Use a surge protector for your computer to help protect it from power surges and lightning. Be sure to plug your phone line into it as well, as lightning often attacks through your phone line. This step is essential because we will not be responsible for any damage caused by power surges or lightning strikes. Our warranty does not cover equipment damaged by power surges or lightning, even if you do use a surge protector. You may also purchase a universal power supply (UPS) that will keep power going to your computer for a period of time; it is essentially a large battery backup for your computer system. If you live in an area especially prone to intermittent power outages (like Martinsburg or Greenwood) we strongly recommend a battery backup with a serial cable and software to shut your computer down.
- 18.** All new computers are Year 2000 compliant in the hardware. However, you may still need to fix the software that you are running on the computer. To resolve Year 2000 problems in software, please check with the software manufacturer (Microsoft, Corel, etc.) for a software patch. We will not be responsible for any problems caused by software that is not Year 2000 compliant, and we will not be responsible for any used system's failure to be Year 2000 compliant (hardware or software).
- 19.** All new computers built on-site come with a 1 year parts and labor warranty. Modems do not carry any warranty from us due to phone line power surges. All used systems come with a 30, 60 or 90 day warranty, unless otherwise specified on your invoice. The maximum warranty for any used computer is 90 days. Our extended warranty is as follows for all new and used systems. Replacement parts for repairs will be done at cost, and the labor rate for repairs is prorated by 50%. Please note that this does not cover upgrade parts or labor and applies only to the original purchaser of the PC. We will void this warranty if any individual or technician from any other company opens the case to do repairs or upgrades on this system while still under warrant from us.
- 20.** You may return your computer for a refund anytime within the first 3 days after the purchase, provided the machine is in the same working order as it was when it was purchased. However, you will be subject to a 20% restocking fee. No exceptions will be made on this policy. The machines will need set up and tested for virus and missing files missing parts etc. This is the reason for the restocking fees.
- 20.** Cable modems and home networking several computers together for internet sharing is becoming more and more popular. We recommend that you use a firewall (software) or (hardware – as included with most routers) and a very good antivirus to protect your machines.
- 21.** Windows Me (millennium) has the capability of backing up certain startup critical files (before you install some things you may want to consider creating this critical restore point before you continue. I could save you time and trouble later. If you do need to have a repair made on your computer – please try and document what events happened before the trouble started. Try and identify if there is any critical information on the computer you may need later on after a repair has been made. Please bring all documents and software back into the shop when you bring the computer in for a repair (it will save time and money!) Some repairs take longer than others – it may take days to duplicate or replicate a problem you may be having or it may take that long before we feel comfortable with the repair we made – please be patient – we want the machine to work just as badly as you do – it cuts down on the phone bill – and hearing aid batteries.

WINDOWS XP is a little different than the other operating systems; it combines the public operating systems for the masses like Win98 and Windows Me with Windows NT and 2000 (designed for businesses). Be very careful trying to use games or install hardware not certified by WIN XP standards. The box must indicate made for WIN XP or you will probably have trouble. Make sure the hardware that you buy says "XP ready" or be prepared for problems. We have encountered certain Lexmark printers like the all in ones especially the Lexmark X73 , 75, and 83 have problems.

- 23.** Windows XP plays by a little different set of rules. There are several items you may wish to change about the way it runs. The clock area in the lower right hand system tray is set to synchronize with an online world clock. This event is sending information from your computer to another website and opens a "HOLE" in your system. The online updates from Microsoft for Windows XP should be turned off so that you can control whether or not if your system needs the updates. Microsoft itself has announced in news broadcasts that it has had problems with those updates and that machines have to be reloaded. Messenger services in the control panel and the instant messenger service should be disabled and turned off unless you absolutely need to communicate with Microsoft or any other people via the internet without your permission. The allow remote access button in the control panel should be turned to off or disabled for the same reasons. Windows XP will run scandisk at the next startup when you tell it to using the right mouse click button on the "C:" drive. This is a good thing to do at least once a month. Be prepared to let some of the larger hard drives run for a few hours this way.
- 24.** One of the newest threats to our systems today is called "PESTS" along the same lines as a virus – these pests will bring your system to a halt and will stop you from getting online. These pests are programs that run in the background and take up precious system resources (memory) they send information about you to others when you get online – they also throw pop up ads at you to entice you to buy certain things you may have looked at while browsing the internet. They are not physically destructive in nature but they are "mentally" destructive by not allowing you to use your computer or the internet the way it is meant to be used. Please see our paperwork on "FREE TOOLS" to learn more.
- 25.** For Windows XP make sure you get the latest full service pack available. Try not to use dial in connection to Microsoft's website to achieve this you may not get all of the necessary files or you may not get the right sizes of files and you will screw up your system (use DSL or Cable modem for the bandwidth of data. Only get the critical update for XP none of the others are basically necessary. There are a few areas that you can fine tune WinXP - turn off auto updates in the control panel, turn off or not allow information to be auto sent to microsoft. Turn off the messenger service in the services area of the XP control panel. Turn off the auto connection by your computer's clock to the internet atomic clock - not necessary unless what you are doing is so time sensitive and mission critical. These items mentioned and more seem to suck the speed and performance out of your system and allow back door information to be sent to others

Thanks for purchasing a new or previously used computer, we know you'll enjoy your system for years to come. For assistance, please call 814-695-8030, or e-mail us at Sac1@pennswoods.net

Marks Computers
PO Box 310
Route 220 South
Newry, PA 16665