

## **Software Reinstallation**

Sometimes adware, spyware and other computer 'nasties' cause irreparable damage to your computer's software. Some 'Windows' components cannot be repaired, and a complete 'reinstallation' may be needed to return your computer to full health again.

The reinstallation process wipes everything from your computer, so we take extra special care to ensure that your information is protected. We use a thorough, methodical process, based on our experience with hundreds of computers. And as Windows can't really do anything without software programs that run on it, we load our 'Essential Software' suite of programs & utilities so your computer is completely up-to-date and ready to go on its return.

Our comprehensive **25 Step Software Reinstallation** will:

**Protect** your precious information

**Revive** your computer, with Windows running with no inherited problems

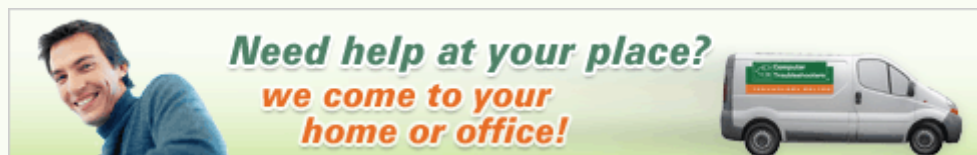
**Enhance** your computer with essential software & utilities, to keep it running

Other companies may only install Windows, leaving you waste your valuable time installing your other software, Microsoft updates and internet settings. And we've all heard the horror stories of digital photos and financial information being irrevocably lost in the process. Don't settle for anything less than our **25 Steps**, where we:

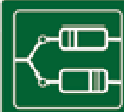
1. Visit your place, at a time that's convenient to you (even after-hours, by prior arrangement), unplug everything from your computer and personally deliver it to our workshop.
2. At our workshop, label each component of your PC and any extras (CDs etc) and even set aside the screws from your PC in a specific container. This ensures that you get back all of your property.
3. Take a 'snapshot' image of your computer before doing anything else – preserving all files and settings in their current state. This is in addition to your own backup, giving you extra peace of mind.
4. Retain your 'snapshot' for 30 days, in case any problems arise after we've returned your computer.
5. Use one of our computers to scan your information for viruses, so they aren't copied back onto your computer with your documents.
6. Document your computer's settings, where possible, if Windows can be started on your computer. This helps us to setup your computer up in a similar way to how it used to be, so it's familiar to you.
7. Test your hard disk, to ensure it's not showing any early signs of failure.
8. 'Format' the hard disk, to provide a clean slate with no inherited software problems.
9. Install your Microsoft Windows operating system and verify with Microsoft that it is a genuine license. This will entitle you to the latest updates & fixes from Microsoft.
10. Apply the latest, necessary Microsoft updates to fix known system and security flaws.

\* With your own regular use of our software tools, most spyware, adware & virus infections should be detected and cleaned before they become a problem.

\*\* For more information on spyware, adware and how they affect your computer, visit <http://www.ctaspley.com.au/faq.htm>



A member of the [Computer Troubleshooters](#) franchise network



11. Install the software 'drivers' that make your particular computer components work to their best ability (eg the display on your screen and your sound).
12. Install the software 'drivers' for other components that you plug into your computer (eg your printer or digital camera) to ensure that these work, too. This may be done at your place, as some components need to be plugged into your computer whilst their software drivers are installed.
13. Install any other software that you can give us the installation CD and your license key for, to get your computer looking like it used to (minus the problems).
14. Install an 'Essential Software' suite of programs that you are licensed to use, to ensure you have the utilities to handle most of today's file formats and website multi-media content (e.g. Adobe Acrobat Reader, Winzip, Quicktime & Java).
15. Where licensing allows, install anti-virus software & other protection tools on your computer, so you can use them to keep things protected and running after your computer has been returned.
16. Copy instruction documents to your computer, with easy steps and screenshots that show you how to update and use some of the protection tools.
17. Create a 'folder' on your 'desktop', so you easily find the software you need to maintain and protect your computer.
18. Copy your information (documents, files, photos etc) back onto your computer, from our snapshot image. You'll be able to find your files just where you left them, minus any viruses.
19. 'Defragment' your files using Windows Disk Defragmenter, to optimise your computer's response time.
20. Ensure your internet settings are set to work with your internet connection (not ours).
21. Ensure your email settings are correct and test that your email sending & receiving works.
22. Place our sticker on your computer case so you can find our number easily if you have any problems or questions.
23. Return your computer at a time that's convenient to you and plug everything back in, so you don't have to figure out where all the cables go.
24. Retest that your internet, email and printing all work correctly at your place.
25. Show you where the software tools are kept and answer any questions you may have.

For an additional, small fee, we can also copy your important information to CD or DVD, so you have a permanent backup. And if, at any time during this process, we find that some of your computer hardware components are faulty or failing, we'll call you straight away and discuss your options for repair or replacement.

We've tested this process on hundreds of computers to ensure it will get the best results for you.

Call us today, free on **1800 332 032**.

Let us take care of your computer and return it to you, clean and performing like it should.

Whilst every reasonable effort will be made to maintain your data integrity, Computer Troubleshooters will not be held responsible for any loss of data due to hardware failure and/or software or operating system problems or reinstallation. It is your responsibility to ensure that you have a recent, working backup of all of your important files, and the necessary media and licenses to reinstall any software if necessary. Spyware, adware, viruses and other malware are constantly being created and altered. Computer Troubleshooters will make every reasonable effort to remove them and 99% of the time we catch everything. However, if you are not satisfied with our work, it is your responsibility to notify us immediately and permit us to resolve the issue.

If software reinstallation is required, you will need to provide your original software installation CDs and any licensing information or serial numbers. To protect you from software piracy, we will only install legally obtained and licensed software. Look for your 'Certificate of Authenticity' label on Microsoft products - visit the Microsoft genuine software website for more information:  
<http://www.microsoft.com.au/howtotele>

