

What You Should Know Before You Hire a Computer Repair Shop

by Scott McClure



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Introduction

These days, most people rely on computers for a wide range of functions, many of which are far out of the realm of entertainment. As a matter of fact, it's not unusual to work, go to school, market a business, network, and prepare presentations and much, much more through a computer. For this reason, computer problems can really throw you off when it comes to meeting the challenges of everyday life, so much so that they often send computer owners in a frenzy to seek prompt attention.

If keeping your computer in its best shape is a priority for you, then it is inevitable that you will have to rely on the services of a computer repair technician from time to time. If you want to learn more about computer ownership and maintenance, as well as circumstances that may require you to seek out the help of a professional, then this report is for you.

To your success,

Scott McClure

Troubleshooting Computer Problems

Regardless of your computer repair experience (or lack thereof), there are some computer problems that you can troubleshoot on your own with relative ease, as long as you are willing and able to follow some simple directions. Chances are, the computer problems you are having are relatively commonplace, which means there is plenty of information available to you when it comes to identifying and solving your problems. Here is a rundown of some of the most common computer issues, along with some pointers for troubleshooting them:

- **Operating system won't load.** This can be a very aggravating problem, as it may seem impossible to troubleshoot issues with your operating system without being able to access the operating system. Pay attention to the error message, as this will give you valuable information when it comes to solving your problem. If your problem is software-related, the simplest way to cure it is to insert and run the startup disk so that your computer can once again "learn" how to start up properly. Corrupted Boot.ini files can be fixed through the Recovery Console. Problems with the hard drive can sometimes be remedied quite easily through the Recovery Console; otherwise, your best bet is to hire a professional.
- **Videos won't play.** There are a number of reasons for this common problem, some software related and some hardware related. If your computer has very little free memory, then it may freeze up when

playing videos, or it may not even be able to start playing them at all. Or, the problem may be that your player needs updating, in which case you can search the web to find the latest updates. It is also possible that the video, itself, is “written” in a codec (code, or language) that your player cannot read. Using a different player may remedy this problem.

- **Blue screen of death (BSOD).** Fortunately, this problem is not a death sentence for your computer (although you may lose some of your unsaved work when the computer shuts down). Again, pay close attention to the information given to you in this error message, as it will help you identify the source of the problem. Common causes of BSOD include overheating hardware, power source failure, corrupted RAM, driver errors, and hardware that is running beyond its specifications.

Troubleshooting Internet Access Problems

It may be that your troubles have little to do with your computer, itself, but more to do with entering into that vast expanse called the worldwide web. There are numerous reasons for why you may be having trouble gaining access to the Internet. Here is a guide to troubleshooting Internet access problems:

- **The obvious culprits.** If you aren't using wireless Internet, then make sure your Internet cable is plugged into your computer. If you are using wireless Internet, make sure your computer's Wi-Fi radio is on/enabled.
- **Your access points.** Inspect your Internet access points to make sure they are working properly. The best way to tell if there is a problem is to see whether the appropriate lights are lit up. Red lights and flashing lights commonly indicate an issue. You may also need to reset your access points by unplugging them, waiting 15 seconds, and then plugging them back in.
- **Down and/or corrupted websites.** If the website you are trying to view is down or corrupted, then it may appear to you that you aren't accessing the Internet. Try navigating to a different site to make sure that your problem really is with accessing the Internet, as opposed to accessing a single website.

- **Configuration.** The system administrator may have changed the configuration for Internet access. If this is the case, the solution may as simple as asking for the new passphrase.
- **Your firewall.** If you have third-party firewall software installed on your computer, then it is possible for this program to clash with the manufacturer-installed firewall that your computer came with. If two firewalls are at odds with each other, then accessing the surfing the web can be extremely difficult or altogether impossible.
- **Use a troubleshooting tool.** Windows comes equipped with a Network Troubleshooter. This handy tools automates the troubleshooting process, identifying (and often fixing) your Internet access problem for you.

What to Do When Your Computer Won't Turn On

Needless to say, it is impossible to troubleshoot the computer and Internet problems detailed above if you can't even get your computer to turn on. Computer power problems are more common than you might imagine, and fortunately, most of the solutions are surprisingly straight-forward. Here are some tips for what to do when your computer won't turn on:

- **Check your power source.** This may seem like a no-brainer, but sometimes the most obvious solutions are the ones we overlook. Believe it or not, many computer repair technicians report that they regularly get calls from computer owners who cannot get their machines to start up, only to find that the computer is not plugged in or the electrical outlet it is plugged into is not functioning as it should.
- **Check your battery.** This is a relatively common problem for laptop owners. If your battery dies and you are used to relying on it to power your computer, then it goes without saying that you will need to replace your battery. Fortunately, batteries are generally inexpensive and this is a simple and easy computer “repair” job.
- **Check your motherboard.** If you rule out the power source problems described above, then it may be that you have a more serious issue on your hands. A damaged motherboard will stop your computer from

turning on, and unless you know how to diagnose and fix this problem, you will have to take your computer in to a professional.

Computer Maintenance and Repair Tools You Should Be Using

Did you know that your computer comes equipped with some basic tools that completely automate a number of common repair and maintenance tasks? If you aren't making use of these handy programs, then you could be putting yourself through loads of unnecessary trouble. Here are some computer maintenance and repair tools that you should be using:

- **System restore.** If you notice that your computer takes a sudden nose-dive and you can't figure out why or how it happened, then you can use the system restore tool to bring your computer back to the condition it was in before the change took place.
- **Recovery console.** This is a command-based feature in the Windows operating system that you can use to diagnose and fix some pretty major computer problems. In Windows versions that do not have the Recovery Console, the same tools are available to you under a different name: System Recovery Options.
- **Backup tool.** In the event that the worst does happen and you lose all of the valuable information stored on your computer, the only way to

ever see it again is to retrieve it from your backup source . . . that is, if you have a backup. Backing up the data in your computer is super easy with your computer's backup program. Simply choose a storage method and then let your computer guide you through transferring your data to that storage.

Maximizing Your Computer's Efficiency

Are you interested in learning some simple steps that can get your computer running at its optimal level? Of course you are! Fortunately for you, keeping your computer operating its best is not as complicated as you might imagine. Here is a brief guide to maximizing your computer's efficiency:

- **Get rid of unneeded programs.** Your computer may be running programs that you're not even aware of. For example, it is not uncommon to inadvertently download spyware and adware programs from the Internet, and then for those programs to automatically start up every time you turn your computer on and run in the background the entire time you are using your computer, slowly in down in the process.
- **Free up memory.** There are a number of things you can do to free up extra memory in your computer so that it can run faster, such as deleting all temporary files, emptying your recycle bin, cleaning your registry, clearing out the caches of all your applications, and running the disk cleanup wizard.

- **Add more memory.** This is an obvious suggestion, but one many people overlook. These days, it's relatively inexpensive to purchase extra RAM and have it installed in your computer. Adding memory can significantly increase your computer's performance, so it's worth the extra effort (and cash).
- **Update regularly.** Don't make the mistake of ignoring those computer update messages that pop up time to time. Your operating system needs these updates in order to run as smoothly as possible.
- **Install ample security.** Protecting your computer from malicious programming (such as the spyware and adware mentioned above), viruses, and other security threats is an absolute necessity if you want to ensure your computer's best chances of running at its optimal level.

Signs You Need to Hire a Professional

While it is true that you can troubleshoot a number of common computer error messages and operating problems on your own and from the comfort of your own home, there are some circumstances in which your best bet is to hand your problems over to someone who is knowledgeable and experienced enough to solve the problem without making it worse. How do you know

when it is in your best interest to invest in the services of a computer repair technician? Here are some signs that you need to hire a professional:

- **You have a dangerous virus.** Viruses can act very quickly – dangerously so – which means they may cause your computer irreversible damage if you don't do something to eradicate them in time. If you are not equipped with the knowledge or skill to stop a deadly virus in its tracks, then you need to get your beloved machine over to an expert – and pronto.
- **You have very limited computer knowledge.** It may be that you know enough to get from point A to point B in a computer repair, but that you'd be at a complete loss if your repair issue unexpectedly extended to a point C or D. Before you open up your computer and risk making a small job much bigger, you should consider minimizing that risk by handing your problem over to an expert.
- **Your computer parts are under warranty.** Sometimes, certain computer parts (your video card, for example) might be under manufacturer warranty, and the manufacturer may indicate that you forfeit that warranty if you open your machine and attempt a repair yourself. If this is the case, hire a professional.

Conclusion

Considering all of the roles computers must fill in our lives today, it is easy to see how disruptive it can be to have computer problems. What's more is that you should only entrust the important task of handling computer issues to someone competent and trustworthy enough to get the job done – and get it done right. If you are facing the difficult task of finding a reputable technician for your computer repair job, then you can set your mind at ease by contacting the experienced and reliable professionals at Puget Sound Technologies LLC. We can be reached by phone, at 253.202.0307, or by email: admin@pugetsoundtechnologies.com

About The Author



Scott McClure is the founder/owner/CEO of Puget Sound Technologies LLC which specializes in Computer Repair, Network Support and Internet Marketing.

Scott McClure is an entrepreneur living in Seattle Washington, who loves sharing knowledge and helping others on the topics of wordpress, internet marketing and computer technology.

Scott is a passionate person who will go the extra mile and over-deliver.

Scott's words of wisdom:

“I believe that knowledge is power. Everyone should improve themselves and/or business, no matter what stage in life they're in. Whether it's to develop a better mindset or to increase profits. Moving forward is key.”

If you would like to learn more from Scott McClure please visit:
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