

# FAQ'S



Q: HOW DO I KEEP VIRUSES AND SPYWARE OFF MY COMPUTER?

A: Here is what you can do.

1. Be cautious of suspicious emails from unknown sources – DO NOT open them, just delete them, then delete the deleted items!
2. Stay away from dodgy websites, these are a haven for malicious and annoying intruders.
3. Make sure you have anti-virus and anti-spyware installed on your PC and make sure it updates automatically.
4. Be sure to update your PC with the latest patches from Microsoft.

Q: CAN YOU SET-UP OR REPAIR A WIRED OR WIRELESS NETWORK FOR ME?

A: GET TO I.T Engineers are, all qualified networking experts. Call [01480 896704](tel:01480896704) or [07979 348020](tel:07979348020) and speak to a GET TO I.T Engineer and they will arrange to install a network for you.

**Q: I HAVE A WIRELESS NETWORK AND I CANNOT CONNECT TO IT. WHAT DO I DO?**

A: Powering off and on your router, gateway or modem can often restore connectivity. Here is how to do it:

1. Shut down and turn off all computers on the network.
2. Unplug the router, gateway, hub, or modem.
3. Wait for 20 seconds then plug in and power up the devices.
4. After the lights stop flashing on the devices, turn on any computer on the network.

**Q: MY COMPUTER IS SLOW. WHAT COULD BE CAUSING THE ISSUE?**

A: There are many things that cause your PC to slow down. It could be you have too many programs running in the background. Sometimes spyware or viruses are slowing you down.

**Q: HOW CAN I GET MUSIC AND VIDEO ON TO MY MOBILE PHONE OR IPOD?**

A: Many mobile phones and mp3 players now come with the software, cables, and instructions you need to connect them to a computer. However, if you are struggling to get it working, why not call The GET TO I.T Engineer? They will happily come out to your home or office to transfer music and video onto your phone, iPod or mp3 player – and to show you how to get the most out of the device.

For example, did you know you can use an iPod as an external hard drive? Or that you can sync your phone to your PC's calendar and contacts, so you have the most up to date information on both devices?

Call [01480 896704](tel:01480896704) or [07979 348020](tel:07979348020) and speak to a GET TO I.T Engineer. We will help you find out what is causing the problem and produce an answer or arrange a visit to correct your problem.