

California Computer Care

News,
Views,
Tips and
Cool Techniques
for CCC Members

August 2000
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We
speak
Geek,
so you
don't
have to.

MacCleaning

Sorry, we don't do Windows™.

A new service. Your car gets its 50,000 mile service check, you get your yearly physical, your house gets its annual spring cleaning and you visit your dentist twice a year for a check-up and cleaning (well, at least you know that you *should*), but your Mac only gets maintenance when something goes wrong? Here's your chance to treat your trusty Mac to a little spa pampering to keep it happily humming throughout the year.

Apple and many service professionals recommend that, as part of regular maintenance, your Mac be given a full "cleaning" and tuneup every 2000 hours of use (that's about a year for most of us). California Computer Care has put together a special package of services that will get your Mac in tip-top shape, speedy and reliable and avoid problems. For only \$265.00 (these services would cost over \$350.00 if done one at a time) your Mac will receive these necessary services:

- 1) A complete backup of the contents of your internal hard disk drive.
- 2) Erase and format of the hard disk drive.
- 3) Clean installation of your Mac's current Mac OS system software or (if arranged in advance) a system software upgrade.
- 4) Evaluation of the contents of your hard disk drive which includes deleting obsolete and unnecessary software.
- 5) Re-installation of your applications and any necessary updates.
- 6) Configuration of your hardware and software for efficiency and speed.
- 7) Complete hardware and software diagnostic to identify and remove any viruses, corruptions or potential conflicts.
- 8) Restoration of your existing data files.

- 9) Check and update software for peripheral items like printers and external drives.
- 10) Confirm proper configuration and connection with internet servers.
- 11) Check and test (as needed) cables and accessories. Replacement of broken items is extra. Most cables are in stock.
- 12) Cleaning of your hardware's cases and immediate surroundings.
- 13) Advice and suggestions to help you work more efficiently and more enjoyably.
- 14) A 30-day follow-up visit (if needed) at no extra charge.

As a special bonus, you will also receive a CD-ROM backup of your hard drive's contents for archival purposes.

A MacCleaning takes approximately five hours. There are no extra charges, no matter how long it actually takes. MacCleaning can be done off site in the CCC workshop if you find that more convenient. Take down, transportation and setup of your Mac is free.

If your Mac would like a MacCleaning, please arrange for it in advance and be prepared to do a little preparation (you'll need to find all of your software install disks, necessary serial numbers and acquire any software or hardware upgrades to existing items that you want added). Installation of new items (as opposed to upgrades of existing items) will be at regular CCC rates.

Schedule your MacCleaning today, call us at 800-540-8989 to set up your appointment. Your Mac will love it.



Like Death and Taxes

The costs of business increase. Gas, shipping, insurance, yes, taxes and even lunch costs more than they did a year ago. Reluctantly, I must increase the prices of CCC services.

Below is a listing of prices old and new. *Member benefits will not change.* You still get the first half hour free on

every Service Call, at least a 10% discount on all regular services, 30 minutes of free phone calls each month and unlimited free email help. Also, as members you save money by not having to pay full hour minimums, as non-members do. Instead, you are billed for the actual time on site (rounded to the nearest tenth of an hour). Please contact me if you have any questions or suggestions.

August Tip —

Is your Bookmarks or Favorites list getting filled with old links you'd like to trash? Here's how:

AOL—

- 1) From the *Favorites* menu, choose *Favorite Places*.
- 2) In the *Favorite Places* window, click on an item and you'll see buttons appear at the bottom of the window that let you *Delete*, *Edit* and more.

Netscape Navigator—

- 1) You'll find the *Edit Bookmarks* command under the *Bookmarks* menu or the *Navigator* menu (depending on the version that you have). Choose *Edit Bookmarks*.
- 2) In the *Bookmarks for...* window, click on an entry and drag it to change the order or hit your Delete key to delete. You'll find more options under the *File* menu.

Internet Explorer—

- 1) From the *Favorites* menu, choose *Organize Favorites*.
- 2) In the *Favorites* window, click on an entry and drag it to change the order or hit your Delete key to delete. You'll find more options under the *Favorites* menu.

California Computer Care Services and Pricing (per hour)

New Prices Effective October 1, 2000

| Service | CCC Member Rates | |
|---|------------------|-----------|
| | Old Price | New Price |
| On-site Consulting, Repair, Installation, Upgrades | \$55.00 | \$60.00 |
| Phone and Email support (non-members) • Members receive 1/2 hour free phone support and unlimited free email support each month. | \$55.00 | \$60.00 |
| MacCleaning—flat rate (non-members \$300.00) | NEW | \$265.00 |
| On-site Training | \$40.00 | \$45.00 |
| Research (non-members \$60.00/hr) | \$25.00 | \$30.00 |
| Purchase assistance (non-members \$60.00/hr) | \$25.00 | \$30.00 |
| Equipment transport (non-members \$60.00/hr) | FREE | FREE |
| Oversize printing (full color, up to 17"x22") | Quote | Quote |
| Travel (outside of Sonoma and Marin Counties) mileage computed from CCC office in Santa Rosa. | 50¢/mi | 65¢/mi |

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(800) 540-8989

Like an
auto club
for your
computer.