

WARRANTY POLICIES

Insight Computer Service Shop stands behind its products and services. In the unlikely event you experience a failure with one of our products, we will pursue the manufacture or supplier of that product in attempts to obtain a replacement part or a refund, depending upon the manufactures/suppliers warranty terms.

In the event a failure due to workmanship is identified, in most cases the failure will be corrected free of charge to the customer. This will be determined on a case by case basis as circumstances may alter the settlement received.

Off-Lease or refurbished system purchases carry a six month limited warranty limited to the replacement cost of the part excluding the cost of labor required for part (s) replacement. Extended warrant coverage may be purchased at 10% of the original purchase price of the unit to be compounded for each year of extension purchased.

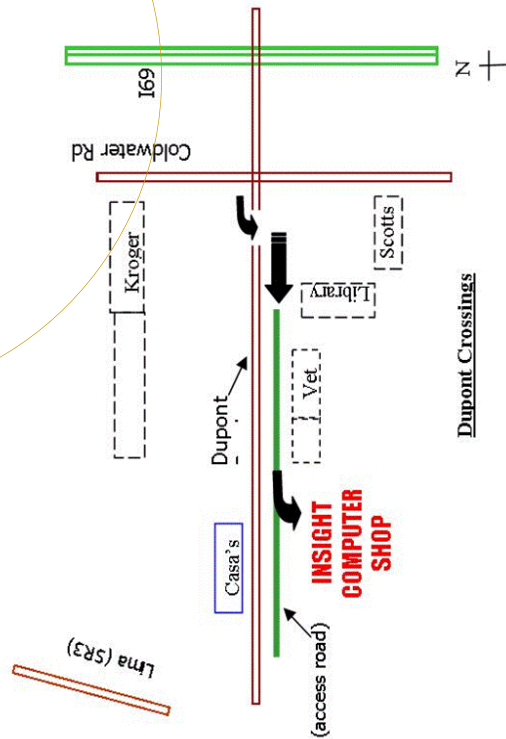


DISCLAIMER

On-Site Computer Service Group, Insight Computer Service Shop, its employees and constituents are not liable for loss of data or production for any and all reasons relative or related to products and or services rendered.



Insight Computer Service Shop

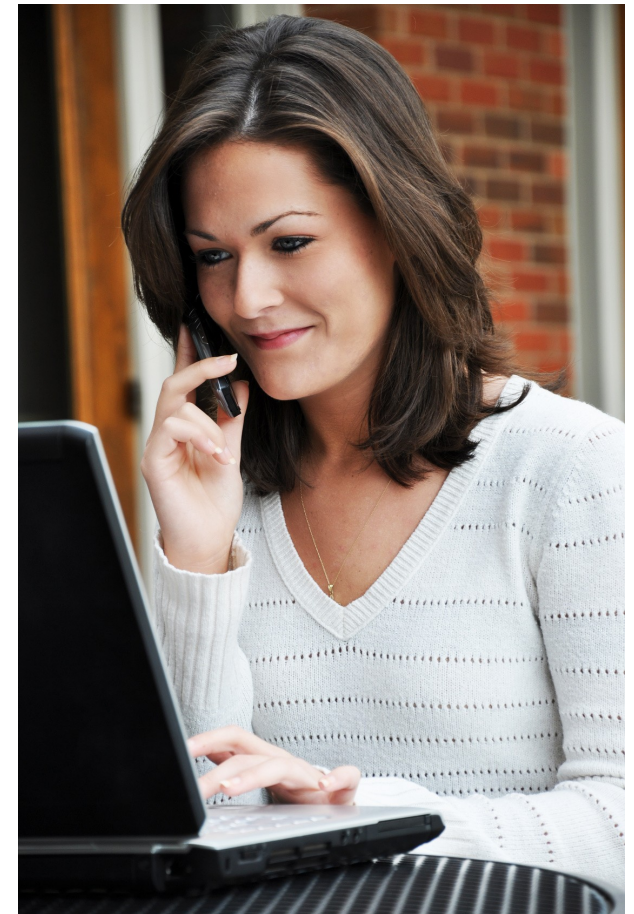


**344 East Dupont Rd.
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Insight COMPUTER SERVICE SHOP



Operating Procedures



On-Site Computer Service Group, Inc. DBA: Insight Computer Service Shop

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THE BASICS

There are four basic systems that need to be in place on your PC to help protect it from Internet attacks:

1. **An up-to-date Antivirus program**
2. **An up-to-date Antispyware program**
3. **An up-to-date firewall**
4. **Keep Windows itself updated through Windows Automatic Updates**

ANTI-VIRUS

Currently we install *Avast! Antivirus Home Edition* and *Norton Antivirus* as Antivirus products. *Avast!* only requires the user to register at their website to maintain up-to-date virus files on your PC. If your copy of *Avast!* hasn't been registered, you will be notified by the program once the trial period begins to expire along with instructions for this process. Since new viruses are discovered everyday, this is an important step in protecting your computer from harm. **It should be mentioned though that no product currently available will make your PC virus or spyware proof.** Since viruses have several ways of making their way into your computer from the internet, educating yourself about safe usage is important.

Once installed, you will notice two blue globes in your active icon tray near the clock. One will spin from time to time. This is normal. While *Avast!* tends to automatically download its own updates, you may be asked for permission to install these updates via a box appearing from the bottom of your screen. If so, please click inside this box to activate the installation of these updates. From time to time, *Avast!* may ask you a question regarding certain programs. These questions will always contain the name of the program, two choice buttons and a checkbox to enable you to make your decision a permanent rule so you won't be asked this same question again. If you are familiar with the program it is questioning, like Internet Explorer or *Avast! Antivirus*, you may allow this program access. If you are unsure, you can research the file name at www.google.com to see if it's classified as malicious or not. You may also contact us for guidance.

ANTI-SPYWARE

Antispyware software is much like antivirus software however it targets a different class of bugs that can and likely will get into your computer otherwise. Like antivirus software, this too runs in the background updating itself and watching internet traffic. It will also ask you questions whether you would like to allow or deny specific activities to take place. You will respond in the same manor as you would with the antivirus software.

We currently install *Microsoft's Antispyware* which, for right now, is a free download. It will also present you with information about some things that are taking place on your computer. In these cases, no response is required from the user and the box disappears after a few seconds. Placing your mouse over the box will hold it in place until you move your mouse away from the box. This can be helpful if you wish to read all the information presented.

FIREWALL AND ROUTER

A firewall can perform many tasks but its primary objective is to control internet access to and from the Internet. This is helpful in protecting your computer from hacks and so on. Your firewall may, like the other programs explained above, ask you questions related to internet access. Again you would treat these questions in the same manor as described above.

Typically, we activate the firewall built into Windows and while this may be sufficient for most home users, we recommend businesses consider a more comprehensive approach such as installing *Avast! Professional* or *Internet Security*. This has a more powerful firewall which is also integrated with their antivirus program. We also recommend our high-speed internet customers use what is called a router. A router (if not already supplied by your service provider) is a small device about the size of your modem which will provide some additional and important security from the internet. Routers also allow you to create your own computer network providing access to your internet connection by multiple computers simultaneously.

THINGS TO REMEMBER

No product currently available will make your system virus, spyware or hacker proof. While we put several things in place to protect your computer, the user is really the most important component in keeping your computer running smoothly.

Avoid adult sites, add-on search engine installers, coupon sites, search tool bars, and free downloads of any kind. Most often a product such as a game or a screen saver is financed by spyware vendors. If you download them, you are likely to be infected. This includes free music/file sharing programs such as *Limewire* and *Bearshare*. These free music services open portals into your computer so you can share your music. This condition makes it easy for hackers and viruses to enter you computer.

Keep your Antivirus, Antispyware and other software products current and functioning. If at any time you suspect they are not functioning properly, be sure and contact us right away. Being unprotected in any of the four areas mentioned earlier is very risky.

Make sure you implement a backup strategy. This means you are backing up your important files, photos and so on, so that if your computer crashes you won't lose them. Don't rely solely on your hard drive. It can't be trusted no matter how new or old your computer is.

If you need assistance with any of the things we mentioned here, please contact us so we can help you.

