

Dan Lee presided.

Visitors:

William (last name unreadable) is still using a Windows 98 computer.

Phil Tavis

Bill Toni, husband of Helen Toni.

PRESENTATION:

Alex Cunningham, a Certified On-Site EasyTech Repair Technician represented Staples. Manager AdamFitzgerald@Staples.com was unable to attend.

He mentioned that the Bowie Staples is now one of the few premier stores offering on-site service for repairs and troubleshooting. Your computer and peripherals don't have to be lugged into the store and subjected to possible damage during transportation. And you get to see what the technician does and have a chance to ask questions. The charge is \$160 for the first computer and \$70 for each additional computer. There is no time limit.

Bob Blum asked Alex what Staples technicians typically do when a customer has "trashed" a Windows OEM operating system and there is no recovery disc. Alex said that there are two options. Staples can order a recovery CD from the manufacturer or, if there is a useable recovery partition, burn a disc off of the recovery partition. In either case, they would need the Microsoft license key and, for newer computers, an activation code. Otherwise, the customer will end up having to buy a new operating system.

Alex mentioned that if you purchase a new PC from Staples, they will install and update the software, burn recovery CDs. A \$99 warranty covers most tech work for one year. Otherwise, one virus removal costs \$199.

For security software Alex uses the free version of Malware Bytes on his own computers. At Staples, they use Norton security software.

Someone was having trouble printing. Alex's preferred method of bringing up the printer dialog box is to hit CTRL-P. He found that the particular problem this person was having was because his printer was not selected as the "default printer".

Submitted by Barry Hammond, Secretary

Ken Godstrey lost sound on his Dell laptop which he brought to the meeting. Alex clicked on Control Panel >> Sound >> Selected the Playback tab >> right-clicked on each of the devices listed and examined the settings. He found one of the devices disabled.

Bob Rapczynski brought his laptop and Brother printer to the meeting. His printer had a problem that Alex set about diagnosing. Bob's initial problem was that the error code displayed when the printer quit working indicated a paper jam. Bob had looked inside and found no paper jam. Alex was still troubleshooting when the meeting ended.