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Winter 2017 Newsletter

Welcome to the Winter 2017 edition of the PC ASSIST @ HOME newsletter

I would firstly like to wish all my customers a Merry Christmas and a Happy New Year, and to thank you all very much for your custom over the last 12 months

AVG INTERNET SECURITY

As most of my customers know I recommend and provide a product called AVG Internet Security for all your virus, malware, firewall and internet protection requirements.

I regularly compare this product with all the competitors to make sure it is still the best product to protect you (and me!) from all the latest internet nasties.

Earlier this year AVG were taken over by a competitor company called Avast, and have been slowly updating, merging and rebranding all the products into a single offering, so again I have been doing my checks and research to make sure it is still

the best possible product available, and I am happy to say that some of the changes and improvements they have planned will take the security protection to the next level and provide some great new features going forward.

Thankfully Avast was a company I was already acquainted with and who also have a very good reputation, so I had high hopes this would be a positive move.

Some customers may already have noticed that AVG has recently been updated and now looks different, this new version is slowly being rolled out to all customers and offers new protection for areas such as ransomware, webcam spying, improved payments protection and much more.

The guides on my website have been fully updated to reflect this new version as can be seen [here](#).

The roll out of this new product will take several months to complete so not everyone will see the new version immediately, but it will download automatically, or I will update it manually when you next renew the licence.

APPLE IOS AND ANDROID DEVICES

Over the coming weeks I am intending to add guides to my website covering the usage and basic troubleshooting of Apple IOS and Android based devices.

I will also be providing more information and recommendations for these devices in my buyers guide.

REBOOTING YOUR COMPUTER – RECAP!

I have had a lot of support calls recently relating to problems such as internet not working, updates not installing or various error messages - in a lot of cases these have been fixed simply by rebooting the computer.

Most customers think that by shutting down the computer each evening and then turning it back on the next day that they have effectively “restarted” it, but that is not true, shutting down a computer IS NOT the same as restarting it.

So if you are having any issues at all with your computer the first thing to do every time is to RESTART your computer, this can be achieved easily with Windows 10 by right mouse clicking on the start menu button down the bottom left corner, and choosing **Restart** from the **Shut down or sign out** menu.

This information especially applies when Windows 10 has downloaded one of the biannual major build updates, as after the update has been installed you may find your internet connection doesn’t initially work, as it requires one further restart to allow the virus/firewall software such as AVG to reconfigure itself.

If problems still persist after a restart then please call or email me with more information and I will investigate further.

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