

# The Monthly Download

## Happy New Year!

Well 2010, here we go. This year, [The PC Paramedics, Inc.](http://www.thepcparamedics.com) will celebrate its 23<sup>rd</sup> birthday. We think after 23 years, it's about time we put together a newsletter. There's been enough *waffling* on the subject! But ours is not just ANY newsletter...it is a valuable gift for our valued customers, vendors, partners, and friends.

Each month we will post tips and tricks and industry news (that matters) as well as software, hardware, and gadget reviews. If you use technology, watch other people use technology, or buy technology for your 8 year old grandson; our hope is that you'll find value here.

## Monthly Tip #1 - Back That Thing Up

Every year, 43% of computer users lose their music, photos, documents, and more.... At least this is what one industry leading on-line backup service claims. The point is a good one. We all lose data. So here are some questions for you. Is your precious data backed up? Do you also have a disaster recovery backup? Do you have a backup stored in an off-site location? If your hard drive crashes tomorrow, can you get to your backup quickly?

There are many ways to address this need, but here are a few tips for implementing or updating a backup solution that will help you answer YES to all of these questions.

- Have a qualified technician create a current disaster recovery backup set for you. This will save you money down the road because this set can be used to restore all your operating system files and programs in a fraction of the time it would take to reload manually.
- Perform automated daily or weekly data backups to external media (i.e. external hard drive). It is a good idea to have this configured to store multiple backups instead of only appending a single backup file.
- Signup for an online backup service that backs up your data files online. This adds a little redundancy to your backup strategy and ensures that your data is safe even when the next hurricane comes rolling in.



Anybody want a QWERTY Waffle?

## So, what's a Disaster Recovery Set?

A disaster recovery set is a full system backup, stored on DVD, Tape, or external Hard Drive, which can be used to restore the computer's operating system, programs and custom configuration settings even when the PC's original operating system will not boot.

## Speeding Up Your Recovery Time

A current Disaster Recovery Set can save you time (and money) when you need to perform a full restore. When you understand how the disaster recovery process works, you'll see that it's not a bad idea to have a new disaster recovery set created every few months, or so. Here are the steps we take during a disaster recovery procedure.

1. Restore your computer using the Disaster Recovery Backup
2. Install any programs not included in the latest Disaster Recovery Set.
3. Restore the latest data backups from the external backup drive.
4. Restore files from on-line backup service if needed.

As you can imagine, the more current the Disaster Recovery Set is, the less work and less time will be needed for step 2, 3, and 4.



## The PC Paramedics, Inc.

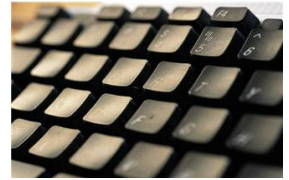
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## Keyboard Hero

You may have noticed that the country is full of teenage “Guitar Heroes” since the advent of the popular video game series, but don’t fret. There’s still room for you to become a Keyboard Hero thanks to this monthly column. This is where we’ll publish a new secret keyboard shortcut each month.



This month’s shortcut is the **Close Program shortcut**. You’ll close programs with lightning speed and accuracy if you can remember **Alt+F4**. Check it out, but not until you finish reading this newsletter!

## Tell Us How We Are Doing

If you are an existing customer, please let us know how we are doing by filling out one of our customer surveys. These surveys are designed to teach us how to serve you better. We are working on new surveys all the time, so if you have taken one in the past, please come back and see if there is a new survey for you. [Click here to take a survey](http://thepcparamedics.com), or simply go to <http://thepcparamedics.com/> and click the [Customer Surveys](#) link to learn more.

## A Couple Notes About Referrals

Since our inception in 1987, referrals have always been a primary source of business for us. Most of our best customers have come to us through a satisfied customer’s recommendation. If you are satisfied with the level of service we provide, please consider referring clients to us. It would be our honor to take care of any referrals you may have.

Additionally, if you are a business owner interested in growing your business by referrals, feel free to contact us. We would be happy to brainstorm and share the techniques that have worked for us.

Proudly Providing Quality IT Solutions  
for Businesses Since **1987**.



**“If your computers are pathetic,  
you need The PC Paramedics!”**

### Some of our popular services include:

- Hardware/Software Sales
- Computer Support & Service
- LAN/WAN Design, Installation, Service
- Virus/Malware Removal
- Internet Access
- Network Security
- Office Relocation
- Kiosk & Public PC Lockdown
- Voice/Data Cabling