

The Monthly Download

Somebody's having a birthday!

You may not know it, but our company was born on Valentine's Day, 1987. So this month we will celebrate our 23rd year in business. But instead of reveling with nostalgic banter about the good old days, we would simply like to take a second to spread a little Valentine's Day love to our cherished customer base. We have been blessed with a great customer base, built through word of mouth referrals, and we would like to thank all of you who have relied on us and have entrusted us to resolve your technology woes throughout the years.

Monthly Tip – Inoculate Yourself

Okay, so there really isn't a single inoculation for computer viruses, Trojans, worms, and Malware. But, if you follow this multi-tiered approach, you can limit the likelihood of infecting yourself and those you love (just trying to build up the drama a bit).

1. **Email** – Be paranoid when opening email attachments. Infected Email attachments can appear to be sent by sources you know and trust.
2. **Operating System** – Make sure your Windows software is fully patched with the latest security updates (a.k.a. Windows Critical Updates).
3. **Antivirus Software** – Make sure your antivirus software is current and fully patched. Do not let your antivirus software get too old before upgrading to the latest version and make sure the definitions are up to date. For a list of reputable antivirus programs, click [HERE](#) or visit <http://bit.ly/a7tM7d>
4. **Malware Protection** – Antivirus software and Windows Patches are not enough. You need a good malware scanner, too. Periodically run a full malware scan. You should run a malware scan at least once per month. For a list of reputable Anti-Malware programs, click [HERE](#) or visit <http://bit.ly/d86MeD>
5. **Firewall** – In addition to your hardware firewall, have a software firewall enabled and in place (i.e. Windows Firewall)
6. **Surfing Habits** – When surfing the web, try sticking to reputable websites as much as possible. A virus infection can occur simply by visiting an infected website.
7. **Internet Browser** – Consider using a third party internet browser, such as Mozilla Firefox, Google Chrome, or Safari.



Remember this old thing? The IBM PC AT was commonplace back in 1987!

Patches? We don't need no stinking patches.

As you read this month's tip, you may be asking, "What is a patch?", "My computer is working fine, why do I need patches?" or "How do I install a patch?"

Patches are very important little programs used to address bugs and security issues in programs and in Windows itself. Even though your computer may appear to be running well and has current antivirus software, without current security patches, you are vulnerable to Viruses, Trojans and Worms. Antivirus and Malware software patches include the latest definitions needed to locate and remove the most current viruses. So, patches help secure your computer, fix software bugs, and help your antivirus software detect the latest viruses, etc.

Patching Windows

Windows can be updated quite easily. Simply click **Start > All Programs > Windows Update** and then click "**Check for Updates**" and follow the instructions on the screen as they are presented.

Patching Antivirus and Other Software

Installing patches for other software like antivirus or malware scanners is a little more complicated. The directions are different for each piece of software. We suggest you search the help system in the software you are attempting to update for update instructions. Or visit [HERE](#) for informal instructions on how to update a variety of software products.



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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](#), 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.

Send newsletter feedback, article requests, and unsubscribe requests to newsletter@thepcparamedics.com

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 publish a new secret keyboard shortcut each month.



Last month, we told you about **Alt+F4** – a great way to close your currently active program instantly. This month's shortcut is the **Minimize Everything shortcut**. If you find yourself wanting to minimize all windows and go straight to the desktop, try **Windows Key+D**. The "Windows Key" is the key between the left Ctrl and left Alt keys. It has the Windows logo imprinted on it. This shortcut is easy to remember if you think "D for Desktop." Check it out. Pretty soon, you'll be moving around like a pro.



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