































If you brought a PC (rather than notebook/netbook/laptop) in for servicing, then when plugging leads back in, almost all can only fit in one socket & only one way around! Speakers (green) & microphone (pink) could be connected incorrectly (it wouldn't damage them, but they wouldn't work unless 'soft selectable' & you're prompted for function), but plugs & sockets are often colour coded to help. Make sure all plugs are inserted firmly (some 'click' & some have thumb screws), but don't force any. If you've NOT just had Windows installed, you can skip ahead to paragraph 8, though you may find it informative to read the rest anyway!

- You will see at least two user accounts on the Windows login page: "Owner" - this is your normal, everyday account & "Emergency Access" (password="CornerStone") - this should only be used if the Owner account becomes infected/corrupted or it can't login (it can also be used to confirm whether Windows itself or just an account has an issue - if it works here, it's likely to be an account issue, else it's Windows!). All account names can be changed via: *Control Panel, Users, select user, Change your account name*. If you create any new user accounts, programs will need to re-setup (e.g. Office, web browser, etc), some programs will need to be (re)installed & you may also want to setup data folders location: click *Start, 'user name', right click (repeat procedure for each) folder, click Properties, Location & change the C: to (generally) D:*, so files go to *Data* partition.
- You'll have a fresh installation of Windows, internal device drivers, internet security & either our *Standard(=£34)* or *Premium(=£44)* software suite. As programs cannot be copied, you'll need to reinstall any software you previously had - for which you'll need the CD/DVD discs &/or licence numbers (most commercial software requires a licence number to install/activate). If programs were downloaded from the internet, then you'll need to re-download them. Optionally, we can also install all Windows updates (≈£40, but included for free with Windows 10 in-shop install!), saving you **MANY** hours or even days(!) (suitable for people with poor/slow internet (i.e. TalkTalk, Sky, Post Office, BT/EE, 3G) to save them doing the initial HUGE number of Windows updates!). After a Windows reinstall, you're likely to notice a significant performance increase, but this will reduce over time as you add additional software.

**Standard software suite** (installers for the **Premium software suite** will be copied to desktop, allowing manual install & configuration of any you'd like):

	<b>Maxthon web browser:</b> world's fastest & safest web browser - highly compatible with lots of customizable features, but needs modern (fast) computer		<b>Opera web browser:</b> web browser compressing data to/from internet - good for slow connections like TalkTalk, Sky & Post Office & has built-in VPN		<b>herdProtect:</b> passive anti-malware scanner - uses 68 scanning engines to remove infections that got past active security
	<b>Media Player Classic - Home Cinema:</b> world's fastest & highest quality music/video player - installed with many audio/video codecs		<b>Irfan Picture Viewer:</b> fast, easy to use, picture viewer, converter, basic editor & video/music player		<b>Foxit PDF reader/creator:</b> read/create Adobe PDF files - supports all formats, including 'interactive' documents - fast & safe (unlike Adobe Acrobat!)
	<b>CCleaner disc &amp; registry cleaner:</b> removes temporary files from disc drive & redundant settings from registry - frees up space & improves performance		<b>TeamViewer remote support:</b> remote control of another computer - we offer online support at £5 per 10 minutes - saves you having to bring in your computer!		<b>Classic Shell or Start Menu X</b> (Windows 8.1/10 only, choice based on spec): easy to use, configurable start menu, with look & features similar to Windows 7
	<b>Nexus dock:</b> pretty, configurable program/applet launcher - hides when programs run full screen & shows when cursor to bottom		<b>Microsoft runtimes:</b> Microsoft dotNet Framework required by many programs		<b>Microsoft runtimes:</b> Visual C++ runtime libraries (32+64bit) 2005, 2008, 2010, 2012, 2013, 2015(XP), 2017 required by many programs (e.g. Skype)
	<b>Restore Point Creator:</b> scheduled, automatic, daily, system restore points, to allow rollback in the event of corruption or infection		<b>Smart Fix:</b> integrates into Windows System Recovery Environment, allowing scans & startup management, even if Windows can't boot		

**Premium software suite** (includes everything in **Standard**):

	<b>LibreOffice (or WPS) office suite:</b> Microsoft compatible word processor, spreadsheet, presentation, desktop publisher & database		<b>Skype:</b> internet chat & reduced rate computer to telephone calls		<b>Mozilla Thunderbird:</b> email client with built-in spell checker, anti-SPAM, anti-phishing, automatic updates & customizable interface.
	<b>EaseUS Todo Backup:</b> easy to use backup for files, folders, partitions & drives		<b>Ashampoo Burning Studio:</b> CD/DVD/Blu-ray writer/ripper - use to backup files & read/write disc images, music CDs or video DVDs		<b>Glary Software Update:</b> checks known installed programs & alerts when updates are available
	<b>Krita:</b> feature rich picture/photo editor, similar to Adobe PhotoShop, but much easier to use & supports most picture formats		<b>qBittorrent:</b> Torrent client with built-in search. To access blocked websites, use VPN from psiphon.ca or goto unblocked.mx		<b>Send Anywhere:</b> allows sending/receiving files between Windows, Android, iOS & macOS
	<b>CPUID HWmonitor:</b> reports battery capacity & temperatures of CPU(s), motherboard, graphics card(s)/chip, hard drive(s) & memory		<b>Crystal Disk Info:</b> hard/solid state disc drive status - if reporting "caution", backup important files ASAP & if reporting "bad", replace drive!		<b>IObit Uninstaller:</b> Remove files & settings normal uninstall would leave behind. Remember to NOT restart after uninstall & check files first
	<b>7Zip archiver:</b> file (de)compression supporting most formats (e.g. 7z, zip, rar, cab, etc)		<b>Solitaires:</b> a collection of over 250 patience/solitaire card games		

If you have had our **Standard software suite** & would later like the **Premium software suite** (above) installed, we charge £15.

NOTE: Java & Adobe Flash support are built-in to Maxthon & Opera browsers & Adobe Acrobat/PDF support by Foxit, so none should be separately installed (all are unsafe!).

- Contrary to popular belief, Microsoft Office is not part of Microsoft Windows - although you will often see trial versions included with new computers. Our **Premium software suite** includes an office suite called LibreOffice (the new name for OpenOffice) or, if hardware specification is low, then WPS Office. Both are FREE & compatible with Microsoft's Word (word processor), Excel (spreadsheet), PowerPoint (presentations) & LibreOffice also includes a desktop publisher (compatible with Microsoft's Publisher) & a database. If you previously had Microsoft Office installed then you will need your licence number (& for older versions, the CD) to reinstall it. If you've lost the licence number, then you'd have to buy it again & it can be VERY expensive! Microsoft have download links on their website for various (recent) versions of Office (newer versions aren't sold on CD - you're required to download it from the address specified on your licence card).



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- If you had requested a data backup, your data files (i.e. contacts, documents, downloads, favourites, pictures, music, videos & fonts) will either be reintegrated, for single user backups, or stored in a folder called "My Backup", for which you should see a shortcut on the desktop. This folder may also contain other files that can't just be 'copied back'. Alternatively, multi-user backups can have all previous users accounts recreated & data reintegrated for £10 per additional user. If hard disc drive was replaced & old drive fitted into a USB caddy (making it an external drive) & you previously had a password to login then, using Windows Explorer, when you first browse to the "Users" folder, Windows will ask if you want to be the owner of the files - just click Yes & it'll change ownership to the new Windows (time taken depends on number of files). The "Users" folder contains all user accounts, which in turn, contain that user's data (i.e. documents, pictures, etc).
- Windows AutoPlay is an easy & common way of getting infected via USB flash & external drives! For your safety, we disable this feature. Windows Vista, 7, 8 & 10 don't differentiate between different types of media (USB, memory card, CD, DVD, etc), so all are disabled (Control Panel, AutoPlay), but Windows XP does, so only removable media is disabled (TweakUI, My Computer, AutoPlay, Types). To play a music/video CD/DVD, insert disc, load Media Player Classic, click File, Open Disc, select disc. For software, insert disc, click Start menu, (My) Computer/This PC, double click disc... If that doesn't start the installation, look for setup program (e.g. setup.exe/install.exe) & double click to start installation.
- Windows supports very little hardware, so if you have any devices it doesn't recognize (e.g. printer, scanner, webcam, external WiFi adapter, etc), you'll need the CD containing it's device drivers & you'll need to install the software BEFORE connecting the device. If you've already connected any devices, unplug them & install the software before reconnecting them. If you've mislaid the CD or you've had a newer/different version of Windows installed (it's possible the driver CD will now be incompatible), then device drivers can be freely downloaded from the manufacturer's website (e.g. epson.co.uk). If you have Windows XP & are using a USB mouse & keyboard, Windows may need you to click 'Next' to support them, for which you may need to use a PS/2 mouse or keyboard!
- For email, if you use a 'web based' service (e.g. Yahoo, Outlook (the new name for Hotmail), Gmail, etc) then it's not stored on your computer so you just go to their website via an internet browser (after (re)connecting to internet (see below)) & sign-in to access your email & contacts as before. If you use 'client based' email (e.g. Microsoft Outlook, Thunderbird, Incredimail, etc) you will need to reinstall the email program, re-enter your email account details (e.g. email address, password, inbound/outbound mail servers, etc) & then import the email & contacts from the backup folder. Most internet providers include help on their website on how to do this. If you have had a newer or older version of Windows installed to that which you previously had, then it may not be possible to simply import the email into that version of Windows! In such cases, using Mozilla's "Thunderbird" (thunderbird.net) is recommended as it's more compatible & secure than others & can import email (use ImportExportTool plug-in) from lots of different email programs (e.g. Windows Vista Mail).
- If using a router for internet connection & it was already setup & previously in use, do NOT install ANY software from internet provider - nothing more is required to reconnect to internet. If using a network cable from router, just plug it into LAN port on computer & you're connected! If using built-in wireless connection, click connection icon by clock & it'll display available, in-range networks... select yours from list, enter wireless password (either password entered when router was setup or whatever was assigned by internet provider - often either printed on a sticker on router or supplied on a card) when prompted & you're connected. If stored password gets corrupted in Windows or you change router's WiFi password, you'll need to remove it from Windows so it'll re-ask. The only time software is required is if using external device (e.g. modem or plug-in wireless adapter) & Windows needs device drivers to recognize it. **Until connection is (re)established, you CANNOT browse internet, check email, search/access/download/update ANYTHING from the internet!**
- If hardware isn't working, check the obvious first: is it plugged in? Is it switched on? Are the lights on? Is it installed/setup? Is it enabled?
- For internet security we recommend either Bullguard (Which? Recommended many times) or Qihoo, Kaspersky or Bitdefender (optionally with ZoneAlarm firewall). In our experience, these are easily the best security programs available offering significantly better protection than Norton, McAfee, AVG, Avast, Avira, ESET, F-Secure, Panda, TrendMicro, Microsoft, etc. Any professional recommending either AVG or Microsoft for security are either incompetent or are doing so maliciously (knowing you'll get infected, they're hoping they can charge you again & again!) - these have a ZERO success rate & Microsoft comes last in reviews (the built-in Windows Defender detects even less)! If we installed Bullguard security, it will be the full version of the program on a 60 day trial subscription, unless you supplied us with existing account details (Bullguard & Bitdefender registration require an email address & password - if these weren't supplied then we'll make up a 'dummy' email & the password will be "password" for Bullguard or "Password1" for Bitdefender - these are easily changeable from within each program). Whichever has been installed, it will have been setup & updated to the current version & latest definitions. We sell 1xPC Bullguard licences for only £17.99 & 3xPCs for £20.50 & Qihoo, Kaspersky, Bitdefender & ZoneAlarm are all free! Qihoo reports how long Windows took to boot, this is a useful indication of a problem if the time is increasing! Qihoo also shows sponsored links for 3rd party programs (this can be disabled in premium version) - as a general rule, ignore all (just click [x] to close box)! NOTE: more than one active anti-virus will heavily slow down computer, so if using Qihoo, Kaspersky or Bitdefender with ZoneAlarm firewall, do NOT active ZoneAlarm's anti-virus (which is actually the same as Kaspersky's!).
- When computer connects to a new router/network, the firewall might prompt to confirm location type (trusted/home/work/public), but if not, you may need to change firewall settings else it could block access to secure websites (e.g. banking, shopping, email, etc) or limit device sharing (e.g. printers, files, etc). In ZoneAlarm: View Firewall Details, View Zones, change any trusted Public connection to Trusted (double click, select Trusted).
- Although Bullguard & Qihoo automatically upgrade when new versions are released, Kaspersky, Bitdefender & ZoneAlarm require manual upgrades. Every few months, check their websites (kaspersky.co.uk, bitdefender.co.uk & zonealarm.com) to see if there's a new version & then manually download & install over top current version.
- If using a sandbox (e.g. Qihoo can isolate programs from the main Windows installation allowing potentially unsafe programs to still be run without harming the rest of Windows) & it prompts for an unknown program, select *Run* for programs you know to be safe, else *Run in Sandbox* if you're unsure.
- For wireless security on your router, make sure the encryption is set to WPA2 & always change the default router name & password as there's software available to display default passwords based on router name. If someone (nearby) can access your router & they use your internet, YOU could be faced with a large usage bill if they take you over your limit. It's illegal (fines & prison) & you should report such activity to the police!
- We recommend & install two web browsers: Maxthon (fast, safe & compatible, but needs a modern (fast) computer) & Opera (can compress data to speed up browsing on slow internet (e.g. TalkTalk, Sky, etc) or has a VPN to access websites blocked by region). Once setup (ignore Maxthon's prompt if you remove desktop shortcut!), both have a built-in popup & advert blocker making browsing faster & safer! Whilst you may use whatever browser you wish, try to avoid Microsoft's Internet Explorer (IE) - Microsoft themselves say, after 20 years of trying, they cannot make it safe (we rename the shortcut to remind you)! Every day, we see Internet Explorer, Microsoft Edge, Google Chrome (not technically a web browser, but a spyware infection, sitting on top Chromium browser, recording & selling your data!) or Mozilla Firefox (even less safe & compatible than IE!) infected - all are slow, unsafe, incompatible & have very few features. In addition, internet security will NOT protect you from web browser infections (use AdwCleaner (toolslib.net) to check/remove browser infections)! **Whichever browser you use, it is highly recommended to use it's online synchronization feature (included in most modern browsers) to save your favourites /bookmarks/settings/passwords/etc online.** This allows access between different computers & ensures you won't lose them when hard disc drive fails!
- If we've installed graphics device drivers & you have a separate monitor (i.e. not built-in), since we're not going to know it's size & capabilities, we set the screen resolution to 1024x768 & the refresh rate to 60Hz as most modern monitors can cope with these values. This will look awful(!) if your monitor can support better, so you should change (right click on desktop, select screen resolution/graphics properties) the resolution to whatever you find comfortable (with a flat screen, this MUST be it's maximum else the image is very fuzzy) & refresh rate to as high as it will go. When changing monitor settings, click "Apply" to test & "Ok" if readable. If settings are incompatible, wait 15 seconds & Windows reverts to the previous settings. If you also change font size (e.g. 125% or 150%), many programs will look fuzzy due to not supporting high DPI screens - this might be addressed in a later version of that program.
- We set background picture to a dove in clouds with our "C3" logo - to change: right click desktop, Personalize, Desktop background (we supply 130 HD pictures!).

**Opening hours: Monday-Saturday:0800-1800, Sunday & Bank Holidays:0800-1400**

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18. Every month there are updates to Windows to address security issues & even when the latest version is installed, it will still have many updates available that should be downloaded & installed straight away. This can take MANY hours, depending on computer & internet speed & number of updates available. Whilst updates are being deployed, computer will be so slow as to be practically unusable, so it's important they are done ASAP. Since almost all updates are security fixes, not doing them makes Windows unsafe allowing infections & attacks that can bypass internet security!! If the Windows installation is not at the current service pack (XP=SP3 (unofficial SP4 available), Vista=SP2, 7=SP1 (Convenience Rollup (SP2) available), 8=8.1 Update, 10=1709) then it may need to be downloaded from Microsoft's website (microsoft.co.uk) & manually installed first (i.e. Windows Update may not do it for you). After installing updates, check again until no more are listed. For Windows XP & 7, there will be a shortcut on the desktop containing the latest security rollups & service pack & these should be installed BEFORE connecting computer to internet & after installing, can safely be deleted. If you disable Windows 7 updates (Control Panel, Windows Update, Change settings) before installing & then re-enable afterwards, they'll install quicker! Whilst it's not compulsory you install these updates, not doing so will result in Windows constantly running VERY slow & the automatic updates could take DAYS to complete, so it's highly recommended!!
19. Whilst it's important to keep Windows up-to-date, it's equally important to keep your internet security up-to-date (for obvious reasons!) & also ALL other installed software. Any program can have a security vulnerability that would allow an attacker to gain 'backdoor' access to your computer &, as the term suggests, your internet security may not be able to prevent it! Software updates are CRITICALLY important to help prevent infections as, for many years, this has been the primary method of attack. However, VERY few programs auto-update & most won't even alert you when new versions are available! Realistically, this means manually checking programs & their websites, at least monthly, to see if updates are available! A software update checker (we recommend Glary Software Update) can help. After updating programs, you should re-check their setup/options to see if features have been added or changed & need (re)configuration.
20. Google themselves say they are NOT a search engine(!) - they haven't been one for many years - they are a content provider, displaying mostly sponsored links. You'll often see the "did you mean..." message. However, virus writers & scammers pay Google for links to malicious websites, so check the link looks genuine before clicking it. Yahoo & Bing find substantially more applicable hits & are far safer.
21. Most of the computers we see with virus, spyware or malware infections got infected via Facebook, Google or email! Due to their popularity, they are specifically targeted by virus writers & scammers. To reduce the chances of getting infected, follow one simple rule: if something doesn't look right, or it just seems suspicious, then it most likely isn't safe, so don't click on it!
22. The world's greatest internet threat is the rise of ransomware infections - these encrypt all your data files & then demand £100's payment within a short time to decrypt them else they are permanently lost! They are mostly distributed by email & malicious websites (often accessed by Google 'search' or malvertising (fake adverts)). **ALWAYS backup important files & make sure Windows & ALL installed software is kept up-to-date.**
23. Before downloading ANY software, check the link on the browser status bar matches a 'likely' address. When installing, select custom /options /advanced/etc to exclude unwanted settings or other included software. These are common methods for how adware/malware gets installed.
24. Deleting data files or uninstalling programs which are not always running in the background, will free up disc space, but will have zero impact on computer performance, unless disc was almost full with only megabytes of available space. Manually deleting (rather than uninstalling) programs is liable to make Windows unstable & can even prevent booting!
25. We get a lot of customers telling us they've had a message on screen telling them they're infected & asking them to call a 'support' number who try to sell them a bogus support contract! Similarly, customers who've been called, often saying it's Microsoft or BT & claiming to have detected infections or problems on their computer & asking to allow access - which they use to upload programs or infections to support their claims - they're both scams that often costs £100's! If you've already been a victim of this scam, contact the police & report it to your bank - you've been robbed!
26. Any important files (e.g. documents, pictures, music, videos, etc) should be 'backed up' each time they change - if you work on your computer weekly, then you backup weekly, if you work daily, then you backup daily! ALL hard disc drives fail - no exceptions - & infections/attacks can corrupt files! Make copies on external hard disc, USB flash drives or online storage, but, ideally, not optical (e.g. CD, DVD, etc) discs (short life span & unreliable).
27. Dust gets into computers & clogs up fans & air vents causing components to overheat & if temperatures get too high, they'll burn out! This can often be a costly repair, sometimes more than computer is worth! Check regularly for dust build up & clean when necessary. Thermal paste (between chip & heatsink) should be replaced if dried out. If portable computers have air vents on base or contain mechanical (rather than solid state) hard disc drive, they MUST be used on flat & steady surfaces to limit overheating & drive damage (movement, while powered, causes heads to hit disc surface, damaging disc!). Additionally, a Windows product key sticker (generally stuck on base of computer for XP/Vista/7) can easily wear off, which would be required to reinstall Windows if there's no recovery option & these cost over £80 to replace! Since batteries are for portable use, after charging, remove when mains powered (switch off first!) else computer will actually be reducing battery capacity! Top up battery every few months to keep it 'alive'.
28. For most people's computer usage (e.g. internet, email, typing, pictures, music, videos, etc), they would be far better off to use Linux instead of Windows! Linux is MUCH faster & safer, looks & is used in basically the same way & is FREE! There are many versions available, but the best & most popular is Manjaro.

There are several useful websites we recommend:

- softpedia.com huge library of software with reviews of every program
- unblocked.vet allows access to commonly blocked websites
- gametop.com free high quality arcade & puzzle games
- saynoto0870.com lists 'real' landline telephone numbers

Our 'Hints & Tips' guide contains a list of common 'good & bad' software & a comprehensive list of 'how to' procedures & trouble shooting tips... get it, together with price guides & servicing details via our website: [www.CornerStone.me.uk](http://www.CornerStone.me.uk)

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