



Quantum Computers

We Make It Personal!

Tech Tip Newsletter!

July 2010

Issue: S0011

Dear Stefanie,



Wow! Another month just flew past! I cannot be believe it is mid July already.

The picture here is of my four little (and not so little) ones getting ready for their Uncle's wedding. The look on my youngest's face always makes me laugh. If you have kids I know you've been there before and can appreciate

that priceless look they give you when they have just had enough.

Be sure to scan down to the bottom of the newsletter. Registration for the first quarterly [Computer Lab](#) is now open. We also have a great new offer that ties in well with the main article.

This month's article is a keeper. It gives you some easy troubleshooting tips that you can employ when you encounter that dreaded glitch that makes you want to throw your computer through the window. Yes, I have experienced that too.

You probably think that working for a computer company means I don't have to face things like that anymore. But the truth is that as long as people are imperfect, our computers will continue to occasionally have hiccups since they can only do what we tell them to do. That is why I think this

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Ask Jon...



Dear Jon,

My laptop lid seems to be loose. What should I do?

Dear Reader,

A loose lid is an indication the hinges are coming undone. You can try tightening the screws, but on most laptops that can be a little tricky. It may solve the problem, but usually there is something going on inside the case. If you can't tighten the hinges, or that doesn't fix the problem, it may be necessary to send it in to be repaired. Do not delay in getting this repaired as loose hinges can rapidly become broken hinges which can be much more costly to repair.

month's quote is particularly appropriate. Let's all try to keep this quote in mind next time we are talking to a computer tech. I know I will!

People think computers will keep them from making mistakes. They're wrong. With computers you make mistakes faster.
- Adam Osborne

Warmly,

Stefanie Swartzendruber
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My Computer

is Broken!!

**- Don't panic.
Follow these
troubleshooting steps.**

This is by far the most common comment heard when answering the tech support line. The fear and panic is almost palpable. It is certainly understandable. The computer today represents a vast amount of essential data both personal and business related. But, before you panic, follow these simple steps. With a little know how, you will be surprised how often you can solve these little glitches that happen to all of us.

First, stop and think. What just happened? Most errors are user created. Stop, think, and learn from your mistakes. Avoid the common pitfalls such as going "clicking berserk" when a function you have requested doesn't execute immediately. Pressing the same button multiple times has about as much effectiveness as pressing the elevator button repeatedly. It won't work any faster, and you may end up freezing the whole system.

Now, you need to fix the problem. Start small, and work your way up to the more drastic procedures.



Not only that, but the longer you wait, the greater your chances of more parts breaking and causing even worse problems... including turning an inexpensive repair into a very costly one. The hinge area is actually a very delicate design especially on larger 17" laptops. The LCD screen and outer case is heavier; and the more you open and close the lid, the more stress gets put on the hinges. If you don't lift the lid from the center area, then you are actually twisting the lid as it opens and causing undue stress on those hinge areas. If you notice any kind of breakage at the hinge area, or your hinges feel a little sloppy, please call the tech support department and have them help you analyze what to do about it. Hinge problems are usually not the fault of the design, but the fault of the way you open your computer... thus, these problems are usually not covered under warranties from most manufacturers. Please take our advice and call the tech support department where you bought your computer... you'll be glad you did.

Dear Jon,

Where can I find the Warranty information for my Quantum Computer?

Dear Reader,

Good question! When you first received your computer, there was an Important Notice sheet on your keyboard that explains this. But since not all of us can remember where we put papers like that, I'll give you the details too. There are three places that you can find warranty information:

1. In your carrying bag, there was a Ziploc bag that had the Windows Operating System Disc, Drivers discs, possibly a users manual in a booklet form, and also a copy of the warranty.
2. For the last few years, we have also been putting a PDF copy of the warranty in the My Documents folder on the computers.
3. The Warranty is also posted on our website. The website will always have the most up-to-date copy of

Follow these steps:

1. Wait. Be patient and see if the problem resolves itself. Give your computer a good 5 minutes of "click free" time.
2. If the problem persists, try the Esc (escape) button.
3. Still no luck? Try closing the program that is malfunctioning. Then reopen the program and try again.
4. Can't close the program? Go to your start button and try turning off the computer in the normal way.
5. Your mouse won't click on start? Hit the Windows Icon key and use the arrow keys and the enter key to select "shut down".
6. That didn't work either? Okay. You'll need to force a hard shut down. Press and hold the power button until your computer shuts off; don't press it harder than normal because of your frustration as you don't want to break the power button... they do break. Unplug the computer. Take out the battery. Press and hold the power button again for 15 to 20 seconds. This is what we call a "power flush". Now, plug into the outlet but DO NOT reinsert your battery just yet. Now press the power button to restart your computer. Sometimes a black screen with white writing will pop up. Select "Restart Windows Normally" and press enter. (Or your computer might just restart normally on its own.) You should now be able to reopen your program, and it should function normally. It will be okay to plug your battery back in once you turn off your computer again.

Now let's assume that you faithfully followed your basic troubleshooting procedures, but the computer didn't boot up... or you are constantly running into the same glitch. Your computer is slow and uncooperative. Is it time to throw in the towel and just get a new computer?

NO! There could be a hardware problem that needs a minor repair, but it's not always the physical hardware that is the problem. In fact, the majority of all computer repairs are software related and not actually the hardware. What most people don't understand is that the operating system (i.e. Windows XP, Vista, Windows 7, etc.) gradually degrades over time. This is normal and expected.

the Official Warranty and any other policies we have. Currently the webpage is a little hard to find because you have to hover over the support tab on the left side menu for the link to appear... but you can also go directly to <http://www.qclaptops.com/warranty.php>

Keep in mind we are building a new website that will be launched soon and the warranty link may change; but our website will always be www.quantumlaptops.com. Boy, I sure hope Ron gets that website finished soon... it sure is taking a long time, but it's going to be awesome when it is finished!

[SUBMIT YOUR OWN QUESTION HERE!](#)

That doesn't mean that your computer hardware is no longer working or that you got a "lemon" computer. The fix for this is something we like to call an overhaul. We recommend a complete overhaul every 12-18 months, or sooner if things get unexpectedly glitchy all of a sudden. Sometimes it takes longer for the "glitches" to show up, but we like to be proactive rather than reactive... especially if your business depends on your computer..

You know my penchant for comparing cars to computers. Well, it's a good analogy. Your car requires certain maintenance for optimum performance. You should consider the overhaul to be comparable to the recommended yearly tuneup for your car. Can you skip it and save yourself some money? Sure. But, you're going to pay for it in the long run.

A good overhaul should consist of four main things:

1. Backing up your important data.
2. A complete reinstall of your operating system, drivers and all other software.
3. Inspection and replacement of the thermal paste on the CPU and Graphics modules.
4. Cleaning out all the dust and debris inside the computer.

Reinstalling the operating system is essential in maintaining proper function of your software. It is also the best way of removing any insidious viruses that may be lurking unseen.

The thermal paste can be likened to the gaskets in your car. They eventually degrade due to the nature of the material and need to be replaced to continue to work effectively. The thermal paste is responsible for making sure the heat generated by the processor and graphics card is properly conducted to the fans for removal. Thus keeping your laptop cool and running properly. An overheating laptop can sometimes be the source of glitches.

Cleaning out the dust bunnies that sneak into your computer is also very important. You'd be surprised at the big clumps of cat hair and dead bugs we pull out of some computers that come in for repairs. The ladybugs and spiders seem to find their way inside the computer and under the

keyboards. People are usually quite surprised when we tell them what we found inside their computer.

Well, I hope this information is useful and will help take the panic out of your next computer malfunction.

SIGN UP NOW FOR COMPUTER LAB

August 14 - 15

You are invited to our first quarterly Computer Lab!

This is going to be a great event you will not want to miss. Our staff of highly trained technicians will take you through two fun and informative days into the world of computers.



The first day will be training focused. Our technicians will impart their vast knowledge in a down to earth, easy to understand manner to help you become your own "computer expert".

The second day will feature a 4-hour one-on-one workshop where our techs will work directly with you to help troubleshoot and answer your technical questions.

Click on the link below to register and get more detailed information. Seating is limited to 25, so register now!

[CLICK HERE TO REGISTER NOW](#)

Please feel free to contact me with any questions about the event.

Thank you for taking the time to consider our invitation. I look forward to meeting you in person at the event.

Sincerely,

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Save 10% on a Computer Overhaul+



Services Included:

1. Analyze condition of all Hardware (Hardware repairs may be at an additional charge)
2. Clean out any internal dust
3. Reinstall Windows Operating System and all current Windows security updates
4. Reinstall all previously installed software (with your provided installation media)
5. Perform all final function tests
6. Inspect and replace the thermal paste

Offer Expires: August 15, 2010

[**CLICK HERE TO ORDER**](#)