

This page contains a quick access display of helpful information that is provided by Willow Valley Information Technology, the Willow Valley Computer Club and Willow Valley Residents.

Resident Computer Support Options

They all provide Computer repair, wireless support, new installation help, etc.

_ Depending on situation, additional charges may apply

_ Having your computer picked up and repaired at their shop may be cheaper than on-site work.

_ Check Google or other information sources for current status, location and comments

- BK Business Solutions – 717-509-4410
- Computer and Communication Technologies – 1-484-716-2978
- Laser Plus – 717-397-1377
 - o Printer Support
- TCW-GAV – 717-653-2700
 - o PC repair and authorized Apple support and repair

Computer Technical Support

Before calling or accessing any of the technical support resources below, please utilize the HELP command applicable to the hardware or software you are using or ask your phone or computer AI digital assistant, such as Gemini, Copilot or other AI, for help. This can have several benefits: (1) you may find the answer you need. (2) You will have a better understanding of how to identify or explain the problem. (3) You will reduce the time needed by others to help you.

Some suggested quick fixes:

PC Computers

- Restart your computer. If your computer is "hung up" and won't do anything, try holding down the Control+Alt+Delete keys once or twice to see if that will turn off the computer so you can restart it. If that doesn't work, depress the power button for a few seconds to turn off the computer. If all else fails, pull the power plug or turn off the power strip or surge protector. For laptop computers, you may need to unplug the power source, remove the battery, wait ten minutes, reinstall the battery, and reconnect the power source.
- Make sure all wires and cables are connected properly.
- Update your operating system and application software.
- Clean up and defragment your hard drive.

Apple Devices and Services: (Also check *For Apple Users in Information Central*)

Apple iMacs and the MacBook line do not have Control+Alt+Delete to straighten out offending programs. Instead, for a particular program that is hung up and won't close normally, you can use Force Quit – Click on the Apple symbol in the upper left of the screen and then go down to "Force Quit". If it's something else, restart the computer by clicking the same Apple symbol and then "Restart". When the computer boots up again it resets registers, etc. which oftentimes clears out the problem. If the computer is completely locked up then push the main power button until the computer shuts off. Wait about 15 seconds and then turn it back on. • Make sure all wires and cables are connected properly. • Update your operating system and application software. • Note: defragging of a OS X is not necessary and is not included with the iMac or MacBook line of computers.

Apple device and services users should download from the App Store the Apple Support App found on your iPad and/or your iPhone. You can also call 800-275-2273 for iPad, Watch, iMac or MacBook devices and services. Calls can be made to 800-694-4766 for iPhones. You can also go to the Apple Store in Park City Mall or contact [https://support/apple.com](https://support.apple.com).

The following was provided by Hewlett Packard in response to a request for assistance by a Willow Valley Resident.

Join the WIN 10 HP Support Forum to find solutions, ask questions, and share tips for. To access HP Support Form go to www.hp.com/go/supportforum

Microsoft provides a wealth of information on upgrading & the Windows 10 Operating System located in their links below:

Microsoft Windows 10 General Upgrade Information: <http://windows.com/windows10upgrade>

Microsoft Windows 10 Account & Billing Inquiries: <https://account.microsoft.com>

HP offers several free self-help resources that you can use for support of your HP product and services.

- **HP Customer Support Website**: Get drivers, software, support video's & articles, manuals, troubleshooting tools and more, all specific to your HP Product. [Click here](#)
- **HP Support Assistant**: This always-on, pre-installed tool on your PC provides problem solving, automatic updates, and diagnostics. Look for this icon already on your PC to launch HP Support Assistant or, to download HP Support Assistant [Click here](#)
- **HP Support Forum**: A community of support experts eager to answer your questions. For HP Support Forum [Click here](#)

The list below contains support resources that can be accessed by Internet links. Left-click on the link and it will take you to a Web page for your search for answers.

<u>Product</u>	<u>Internet Link</u>
Yahoo! Mail	http://help.yahoo.com/help/us/edit/

Mac Users: The following information may be beneficial to Mac users. Either Google "Apple Retail Store, Lancaster PA" or go to <https://www.apple.com/retail/parkcity>. The local site comes up with address, phone number, hours of operation. There are links to schedule either the "genius bar" (their support/service team) or "workshops" (in house training sessions). While no ID is needed for the workshops, the site will query you for your Apple ID to register for the genius bar.

Help from non-Residents

(check with them for their current pricing and don't be afraid to ask how much they think the total cost will be. Some Residents have been charged in the hundreds of dollars to have a problem fixed.)

As an additional technical support service to Willow Valley Residents, the Computer Club is providing a listing of technical support people and companies that have been recommended by Residents or other valued sources. **This information will continue to be listed below unless ANY Resident has an adverse experience with anyone listed below and communicates that complaint to us at wvcomputerclub@gmail.com. ANY unresolved complaint will result in immediate removal from the listing.**

KDA Tech Solutions, LLC information provided by Keith Barbour, MCSA, President, KDA Tech Solutions
<https://kdatechsolutions.com>

717-912-4796 or can still use 717-517-8968

\$85/hr., but we offer a package for residential clients that is \$169.99 for the year and includes:

1. Remote Access
2. A secure password manager to help with all those pesky passwords
3. Up to 6 hours of service throughout the year. (any further service would be at a 20% discount of \$68/hr. It is like insurance for your computer! Please let me know if there is anything we can do to be of service. If it helps you can let people know, the D(an) and A(nthony) in KDA are both Mott's.

Larry Gallagher, past president of the Computer Club has provided the following information to assist Residents in replacing printer cartridges:

Places to buy new, OEM or refilled cartridges on the internet are:

<https://www.123inkjets.com>

<https://www.MrInkMan.com>

There are more and you have to look at shipping costs, quantity buys (no shipping or discounts for 5 10 cartridges), etc as the price changes over time. I have found one where they were higher one time but lower a few months later. Also, the brand of printer determines the price. I can get my Epson cartridges cheaper at one whereas my HP cartridges are cheaper at another. The only difference that I can see with the ink quality is with the Epson if you want their DuraBrite, you need to get Epson brand. The dye based ink is in the OEM cartridges but it prints the same although if you are doing commercial work you may want the DuraBrite.

The following Internet topics have been provided by Jerry Engel. They can be found by using the search feature in your web browser. These sites add cookies to your PC and should be accessed from a Kiosk. If you find the information you seek, copy the desired information and paste it into an email to yourself that you can safely read on your personal computer.

[Microsoft Support Knowledge Base](#)

[MS Personal Online Support from Product Support Services](#)

[MS: Extracting Original Compressed Windows Files PC to TV](#)

[Microsoft Office Product UpdatesComputer Error Help](#)

Dell Technical Support – 800-624-9896