

Advanced Help Online: Scope of Support

Supported services

Hardware/Devices	
Type of Support	
√	• Installation, configuration & troubleshooting
√	• Wired and Wireless Networking
Hardware/Devices Supported	
√	• Desktop & Laptop PCs
√	• Printers
√	• USB Devices (Flash drives)
√	• MP3 Players
√	• DVD Drives
√	• Gaming Consoles (Microsoft Xbox, Microsoft Xbox 360, Nintendo Wii, Ninendo DS, Sony PS3, Sony PS2, Sony PSP)
√	• Hubs
√	• Digital Cameras
√	• Monitors
√	• CD/DVD Writers
Popular	• Routers (Linksys, DLink and Siemens SE568)
NO	• Video/Sound Cards
NO	• Scanners
Operating Systems	
Type of Support	
√	• Installation assistance
√	• Configuration assistance
√	• Upgrade assistance
√	• Troubleshooting
Operating Systems Supported	
√	• Windows 2000, XP and Vista
NO	• Mac OS 9.1+ and OS X
Software Applications	
Type of Support	
√	• Installation from original, licensed software
√	• Troubleshooting
√	• Configuration
√	• How To?
Software Applications Supported	
√	• Antivirus: McAfee and Norton
√	• Office & Productivity: MS Works, MS Works Suite 2006 and MS Office (Word, Excel, Power Point) -- Installation, Upgrading and Basic "How to" questions
√	• Popular spyware applications : F-Secure, Adware and Spybot
√	• Webpage editors: MS Front Page and WebExpert
√	• Instant Messaging: MSN and Yahoo (Not Google)
√	• Email programs: Netscape Navigator/Messenger, Netscape Mail, Eudora and Incredimail
√	• MS Outlook
√	• Adobe Acrobat
√	• Firewalls: McAfee and Norton
√	• Windows Media Player and Real Player (Configuration; will recommend codecs if required)
√	• QuickTime and Java plug-ins
NO	• Photo-editing programs such as Photoshop
NO	• CD Burning software