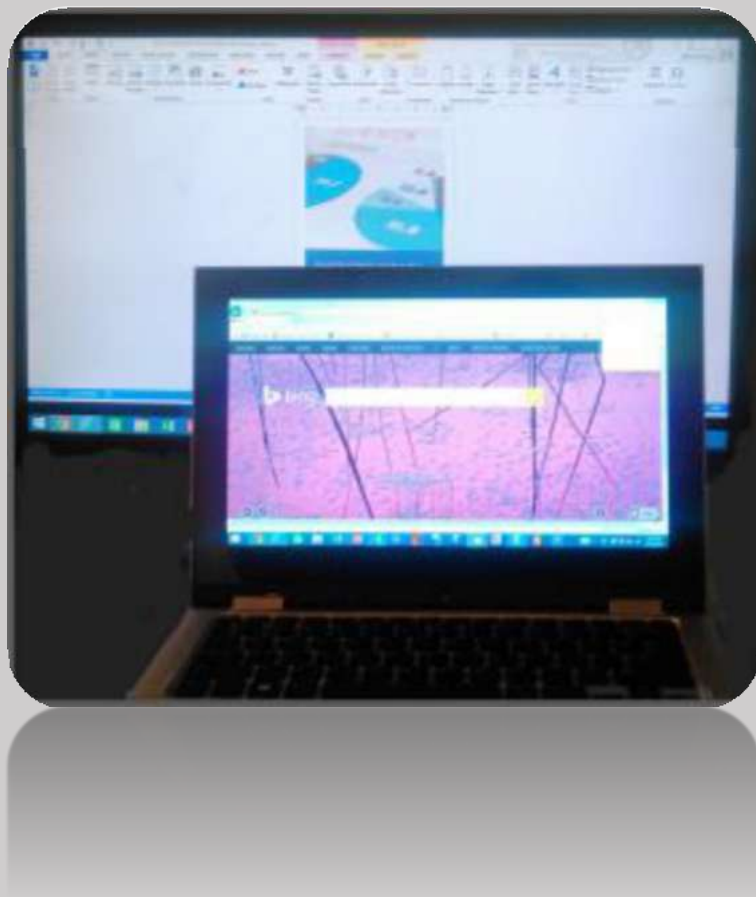


**QUICK FIXES FOR YOUR PC  
AND LAPTOP  
By AVA JEAN**

[www.teckchic.com](http://www.teckchic.com)



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## **Quick fixes for you pc and laptop**

In today's world, almost everyone has either a laptop or PC in their home. With so many Laptops and PCs around what happens when you have problems? You can call the PC repair person, but you are looking at about \$150 an hour. I have even seen people junk their PCs because they thought it was just easier and cheaper buying a new one. Yes I admit sometimes the PC is beyond repair, but most of the time I find what the customer thinks is a big issue, when it really is just something small and can be fixed without having to pay 100s on a technician bill.

## Getting Rid of Popups


When you are online do you get pop ups all over your webpage? If so you are like so many others. There are a few easy things you can do to get rid of popups.

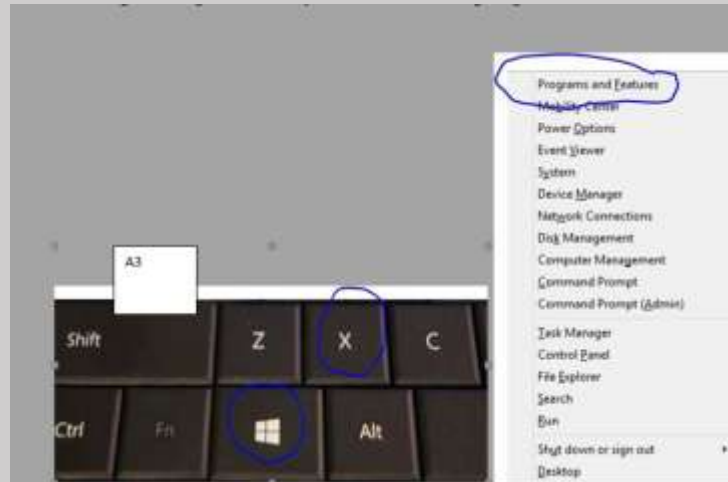
1. First go to add and remove programs to remove unwanted programs.

This is something I fix a lot for people. When you update adobe, download an online program, download coupons, or a lot of other things you may do online sometimes you will get some weird tool bar, or bogus programs that install. Most times people do not even know they install it until it is too late. Next thing you know your screen is lite up with adware.

Then, how do you get to add and remove programs so you can look at what you have installed? to delete these tool bars

and bogus programs? That depends on the OS you have installed on your PC. I will just got through Windows 7 and Windows 8 because those are the most popular right now.

In Windows 7 click on the start button, it can either say the word start or be a circle.  Most of the time it is the circle. You will then get the screen in A1, then click control panel, then programs and features like in A2. Your control panel may look a little different then the pic, but you still should find programs and features in the list. In Windows 8 it is a little easier. You can push the Windows key while pushing the X key. Then choose programs and features.



Or you can take your mouse to the right corner and type programs in the search box. Then you can pick programs and features from the list.

Now that you are in programs and features, **BEFORE** you delete anything make sure it is really a junk program. What I normally do if I am not sure is search the item online. Within seconds you will get feedback on if the program is junk or not. The big programs I have found to add adware to the PC is Ask toolbar and the coupon toolbar. Example A4 you can see there is a toolbar called BrowserProtect and Delta Toolbar. I have not

seen Delta before this, but BrowserProtect is pretty bad. I have run into issues with Ask Toolbar and uninstalling it.

The next step I have you do will most likely get rid it so just move to the next one. There will also be programs like PC Check up and items like that which also adds adware to your PC. AGAIN make sure it is a program or toolbar you don't use before deleting it.

## 2. Run a program to remove Malware and Viruses.

After you remove items from your PC, I would also go to Malwarebytes and download the free version. This programs works awesome. After it downloads run the updates and then run the program. The also run your virus protection program. This should clear up the remainder of the problems you are having.



If this did not fix all the issues then you will want to bring it in to a tech or reload. Sometimes the PC is so infected those programs are unable to do their job. Hopefully that is not the case, but if it is you are going to want to reload or bring it in.

### **Laptop Freezes or will not turn on.**

So you have a laptop and all of the sudden it either freezes while booting into Windows or does not start at all. Believe it or not 7 out of 10 times it is something simple.

#### **1. Perform a reset on the Laptop**

Basically what this does is remove all the residual static charge from the Laptop. To do this first unplug power cord from laptop.

Then remove the battery from laptop. After battery and power cord is removed press and hold the power button for 30 seconds.



After you are done with those steps put the battery in and plug in the Laptop and turn on. Did it start? If not try number 2 fix for this section.

## 2. Check the power cord.

I see this issue A LOT, people are ready to throw out there laptops until I talk them into testing the cord. First how did the

laptop act before it stopped working? If the laptop kept saying the battery was low even if it was plugged, it most likely is the cord. Does your power supply have a light on it? Some don't have a light on it so it is hard to tell if they do not work.



If the laptop does nothing when you push the button, chances are it may just be the laptop power supply that stopped working.

You can buy a new power supplies for most brands of laptops for around \$15 to \$30. That is if you buy from an online

store other than the Brand name store. For example if have a need to replace my power cord and wanted to buy from Dell I am looking at 60 to 70 dollars. If I buy the same cord from another place it will be around \$20.00. The internet is your friend when it comes to price checking.

## PC Freezes or Won't Start

Just like with the laptop a PC. Your PC freezes while booting into windows or the PC will not start at all.

### 1. Reset the PC

Just like with the laptop, resetting the PC will fix a lot of issues. To do that on a PC you would follow the same steps. Unplug the PC, then plus and hold the power button for 30 seconds.



Did that fix your issue?

2. Check outlook, power cord, or surge protector.

If one of those items are not getting the right amount of power to the PC, it will not start correctly. If you are not sure try bypassing the surge protected and use a different outlet to see if the problem is still there. If that does not work try a different cord.

## **Still Having Issues?**

There are so many different issues and fixes for computers and laptop, it is hard to put it all in a short book. So if you are still having a computer issue that is not listed or if these fixes do not fix your computer please let me know by visiting my site at [www.teckchic.com](http://www.teckchic.com).

## **Thanks you for downloading my book.**

This is the quick guide to fixing laptops and PCs. I am in the process of writing a more detailed Book so stay tuned. Can't wait for the next book, or have more issues that can't wait? Visit my website or e-mail me the issues you are having. I am happy to help! Please visit me at [www.teckchic.com](http://www.teckchic.com) or e-mail me at [techchic@outlook.com](mailto:techchic@outlook.com).



## **About the author**

My Name is Ava Jean; I have worked in the IT field at a hospital for around ten years. Before that I worked in different area at the hospital. I used to hate calling the IT Help desk because sometimes the person on the other end of the phone would make me feel stupid. I don't know about anyone else but I HATE that feeling. So I went to school for my Computer Support Specialist Associates degree, while going to school I was able to get an Internship at the hospital I worked at, which turned into a full time job. The one thing I always told myself while going to school is I was never going to make anyone feel stupid when I helped them with an issue, because I did not like that feeling so why would I make anyone else feel that way.

Since I started working IT, I also went back and received my bachelors in IT Management. Let me tell you it is hard to go to school, work two jobs and have a family, but it was well worth it because it gave me a diverse education in a way. School taught me the “tech terms” and how everything works on the back end. Working in the field as an Analyst taught me everything you were never taught in school. Which let’s face it; I have to say 90% of what I do every day I was not taught in school. Also working the field helped me better understand the needs that customers and how they learn. Having a family, going to school and working two jobs help me know how to handle stressful situations and still as my kids say keep my cool.

Taking what I learned throughout this process has helped me be the person I am today. I am proud to say most of the employees where I work all know my name and come to me

with issues. I am not saying it is because I am smarter than anyone I work with; because I am sure I am not. I think it is because of the way I handle and help everyone with issues.

Going that extra mile for the customer while not making talking down to anyone really goes a long way in the eyes of those you are helping. You have no idea how many times I hear “Man, I sorry that was really stupid of me.” From the employee I am helping, my response to them is always the same “If everyone knew everything about computers, I would be without a job” Which is true, I would be out of a job if everyone knew everything in my field.

# Thank you

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