

What is a Computer Tune-Up?

Over time, most computers tend to slow down. This isn't your imagination. There are a number of things that happen as you use your computer that make it run slower and slower.

A computer tune-up is similar to the tune-up your car needs. The tune-up eliminates items that may become problems, cleans up your operating system, and enables your computer to run better and longer.

Windows computers tend to slow down sooner than Macintosh systems, but both operating systems benefit from regular tune-ups. We recommend a tune-up every six months for Windows computers, and once a year for Macintosh systems.

These are the actions that are part of a computer tune-up:

- 1: **Malware detection:** If your computer is infected with a virus or other malware, the ReliaTech technician will advise that you need a virus scan/removal before the tune-up can be done. There is no point in tuning up an infected computer, because the virus will make it run poorly anyway.
- 2: **Scan hard disk for errors:** Hard disks are physical machines with moving parts. Like any machine, they suffer from wear over time. A disk scan checks your hard disk for errors, and can correct some type of problems.
- 3: **Disk clean-up:** As you work, your computer saves temporary information from your work, web pages, email and downloads. These files often are abandoned and ignored after you are done with them. The disk clean-up process finds and deletes any unneeded files.
- 4: **Operating system and application updates and security patch installation:** Both Microsoft and Apple frequently update Windows and the Mac OS to eliminate bugs and increase security. Many applications publishers also do updates. We download the latest updates for your operating system and major applications, and install these updates.
- 5: **Create System Restore Point (Windows only):** A System Restore Point is a record of what your system looks like at a certain time. If your system is damaged, a technician can often restore it back to the last system restore point. This is a safety measure to make future repairs faster and easier.
- 6: **Disk Defragmentation:** When you write a file to your hard disk, the writing starts in the first available space. If that space isn't big enough for the whole file, the next open space gets written to. If that space isn't large enough, the next space is used, and so on, until the entire file is written. A file that is written to several spaces is fragmented. Defragmentation moves the pieces of each file together, one after the other, so you can read the files faster.
- 7: **Report of Recommendations:** When your tune-up is complete, the technician will make notes on your Work Order to tell you what was found. The tech may also recommend further work or upgrades. This is the final step in providing a better computing experience for you.

Tune-Up Schedule

**Windows Systems:
Every 6 Months**

**Macintosh Systems:
Every year**