What To Do When Your Computer Goes Bust

(NAPSA)—The baby boom generation is getting into another revolution—the technology revolution. Boomers have wholeheartedly embraced home computers, according to a new survey conducted by computer experts support.com.

Not only that, but boomers often apply their renowned tenacity to try fixing computer problems themselves when they arise. Unfortunately, this can lead to frustrating results. The survey found that despite a strong dependence on computers, the average boomer will let a computer problem go unaddressed for as long as 12 days.

The survey also revealed that remote tech support services can be handy for boomers, who said it was important that problems be resolved quickly (35 percent) and cost effectively (20 percent) without needing to lug the computer to the shop (30 percent).

The good news is there are steps you can take to keep your computer running smoothly.

What you can do to avoid the need for frequent repairs:

• Keep it clean. Dust, smoke and pests can damage circuits and reduce airflow, causing overheating.

• Back up data regularly so a simple problem doesn't become a catastrophe.

• Use power strips with surge protectors.

• Run software like support.com's free PC Health Check every 90 days to head off small problems before they escalate.

• Make sure your anti-virus software is up-to-date and turned on.

What others can do for you: If you still need help, you can call
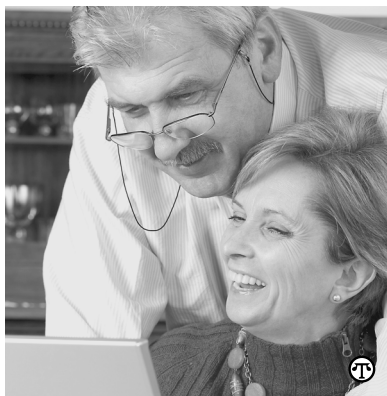
Research reveals that many people try to tackle technology problems themselves. Remote technology support can ease the stress quickly and easily.

a leader in solving personal computer problems quickly over a broadband connection at (800) PC-SUPPORT. There, an expert solutions engineer can quickly diagnose and repair problems remotely over the phone, usually for less than the cost of an in-store or in-home repair visit. These North America-based engineers are specially trained to solve problems for people who aren't computer experts and they're available daily between 8 a.m. and 2 a.m. ET.

After establishing a secure connection to your computer, the engineer can operate your keyboard and mouse to resolve your problem, while you watch. You control the engineer's access during the secure process and can see everything he or she is doing. You don't have to lift a finger or play 20 questions with a technical support representative.

Learn More
You can learn more online at support.com.