



One Call PC Solutions



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Bits and Bytes...

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Office:
(817) 210-6177

128 N. Main St
Mansfield, TX 76063

support@1cps.com
www.1cps.com

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newsletter.

In this issue: Our new phone number and AVG Updates...

Telephone troubles...

As most of you are aware we have had many problems with our phones over the years. Often times when you call us the phone never rings on our end, or it may tell you that the number has been disconnected. Sometimes voice messages never arrive in our mailbox. I know this has caused a lot of frustration on everyone's part and I sincerely appreciate your patience as we have repeatedly attempted to remedy our communication dilemma. We have tried to work with the telephone provider many times to fix the problems and have seen improvements but too many issues still remain. It has now come time for far more drastic actions. We have now switched the office line to a more traditional landline based solution. This will finally give our phones the reliability that you deserve. There was one unfortunate setback though, we had to change our phone number. The new office number is up and running and has been thoroughly tested. **You can now reach us at (817)210-6177.** The old numbers should no longer be used and the voice mail greetings on each have been updated to refer you to the new office number. We value your business and apologize for any inconvenience this has caused.

Advancing the Anti-Virus...

If you are using AVG Anti-Virus from AVG Technologies (formerly Grisoft, Inc) you may be receiving messages that your current version has expired. AVG has released their 8.0 version in both their free product as well as their professional product. AVG 8.0, in my opinion, is well worth the upgrade. Both products still contain all of the goodies from the 7.5 version but 8.0 adds Anti-Spyware and internet search protection to both products as well as a firewall to the professional product. It is my experience that the free product is more than adequate for most homes but advanced users and businesses may find the very fairly priced professional product more appropriate. Both products are available from www.grisoft.com. If you have a valid license that you purchased for AVG 7.0/7.5 Professional you can upgrade to AVG 8.0 Professional at no charge.

Final Byte...

The only problem with troubleshooting is that sometimes trouble shoots back.
~Author Unknown