



# COMPUTER TROUBLESHOOTERS

# Global NEWS

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*“Local service,  
global strength”*

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*“Thousands of businesses  
around the world depend on  
Computer Troubleshooters”*



## Holiday Aftermath



Have you purchased or been given new software or hardware additions for your computer system only to be disappointed when you have (or tried to) install them?

### Hardware

New hardware has to be compatible with and supported by, your current system. You may have a new sound or graphics card that is not compatible with the slots available to install them in your PC. If you have gone for extra memory, is it the right type, or are there conflicts with the existing memory?

Modern operating systems like Windows XP will generally be very helpful when installing or working with new items, especially USB devices like digital cameras or memory sticks. Older operating systems such as Windows 98 will require far more manual assistance to install drivers and get the additional devices working.

Don't forget to check the cables required and available connections on your PC. If you have run out of USB ports for instance, it is possible to add new ports using a USB hub. These can also be very handy to make USB ports available on your desk top when normally you have to plug cables in and out of the slots in the back of the PC.

Many people will have been tempted by



Australia



Canada



Dominican Republic



India



Republic of Ireland



Hong Kong



Kuwait



Mexico



Netherlands



New Zealand



Portugal



Singapore



South Africa



South Korea



Spain



United Kingdom



USA

the great by Home Theatre systems available for PCs at very low prices – but did they tell you that you need a 5.1 sound card installed to mark the surround sound work? If you try and use it with your old stereo sound card the sound will not split evenly into your 5 speakers.

### Software

Software can cause as many hearts aches as hardware. This is especially true of the fancy new PC games, remember to read the small print on the side of the box, you may need extra memory and or a new graphics card to get the advertised features.

PCs are now great entertainment centres and can run all kinds of media, movies, etc, but often additional software (such as a codec) are required to hear the sound or see the pictures.

It is important for both hardware and software that you check the requirements needed for them. Make sure that you read the manuals for anything you have.

But, if you're fed up trying to get your new stuff to work, it can be fixed by calling your local Computer Troubleshooter, they'll be happy to help!