– AVENUE 18 COMPUTER
– EXPERT SERVICE

From: John Compton,
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>> ***Good News EveryBot!*** *Avenue 18 Computer offers Remote and On-Site Computer Service!*
Why Wait ?? …with the Internet and our Support Tools we can solve virtually any computer problem remotely quickly and professionally. Naturally Onsite service is also available. Monthly contracts available. Recent Intel studies show that 80% of ALL Computer problems are solvable remotely. Once I have you on regular service – that number goes to 90% plus! Get the Professional Grade Support you need today!

SAVE TIME AND $$ with Remote Support
Immediate Computer support is Fast and Affordable! You'll need a free support tool from TeamViewer.com

Let's Work Together! **Download and install** our customized TeamViewer Support App here:

→ **Visit Download Page**   **https://get.teamviewer.com/ave18**

      [X] And run the install. If prompted select Basic and Personal Options.
            We may need the 9 Digit code number associated with Teamviewer and password etc.
      [X] Once connected service starts immediately. Most users connect up – no problem.
            Depending on your issue we'll stay on the phone the whole time, or as practical.
            You will get to watch the service live, or go about other business while I perform service.
      [X] TeamViewer is the Highest rated screen sharing tool available, it rarely ever fails!

We're off and working together in less than 5 Minutes!   It's a digital age Miracle!

YO! MY SYSTEM IS TOO INFECTED TO DOWNLOAD YOUR SUPPORT TOOL…
Some users with difficult Malware Infections can overcome blockages using these tricks:

If No Go, try Trick #1
On your PC try opening **My Computer**, then in the address line* at the top of the **explorer window** (not web page) wipe out the current address and type in: https://get.teamviewer.com/ave18 just as though it were a Web Browser and hit the Enter Key. Download and install as normal. If a malware popup gets in the way, leave it there and retry by opening another Explorer window. You can also try a different Web Browser, Chrome/Firefox are recommended. Don't close windows that freeze or fail, just open another & Retry.

Trick #2
Viruses are much less potent generally in WINDOWS SAFE MODE (F8), a reduced function mode.
a) Enter "Safe Mode" on Power up by tapping the F8 Key repeatedly right after the screen first flashes the Bios Info. A special Black and White Boot Menu will appear. From the Safe Mode Boot Menu, Arrow down to:

>> **Safe Mode with Networking**   -- Then hit the Enter Key twice. Wait for desktop to appear.
  If using Laptop Remove and Replace Battery and all cables first ie.. prior to the cold Boot Attempt.
  If using Laptop try to run a HARD WIRE Internet connection as Safe Mode kills most wireless connections.
Note: More on the SAFE MODE/F8 technique if you Google it.
b) Once in safe mode at the Desktop attempt to download and Install the TEAMVIEWER file as usual.

Trick #3
Borrow a "clean" PC to download and install the Teamviewer App. Then I will upload Cleaning tools to
your USB MEMORY stick installed on that PC. When done you can move the USB Memory Stick back to your
PC and can run the Special Anti Virus Cleanup Tools I added. We may also burn to a CD or DVD (less desirable).

THANK YOU and please call whenever you have computer issues or need advice.

John Compton
Avenue 18 Computer
866-628-0181
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