



# Access to IT experts anytime, anywhere, whatever the problem

## DON'T LET TECHNOLOGY ISSUES SLOW YOU DOWN

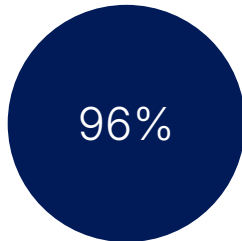
- Slow computer or internet
- Malware & viruses
- Managing and setting up new software, hardware, and more
- Printer, conferencing, A/V issues

## YOUR IT TEAM IS ONLY A CALL AWAY

Our **24/7/365** technical support team is always online and ready to help. Never travel, ship devices, or wait for help again.



Customers served



Issues solved on the first call



Time for us to answer



Contact your advisor to learn more

### ABOUT APPDIRECT

AppDirect is a San Francisco-based B2B subscription commerce platform company that brings together technology providers, advisors, and businesses to simplify how they buy, sell and manage technology. More than 1,000 providers, 10,000 advisors and 5 million subscribers rely on the AppDirect ecosystem of subscription marketplaces to power their innovation, growth, and success. For more information about AppDirect, please visit [www.appdirect.com](http://www.appdirect.com).



# What's covered?

## OPERATING SYSTEMS

- Install/Reinstall
- User management
- Updates and drivers
- File and printer sharing
- Security settings
- Data backup and transfer
- Error troubleshooting

## SOCIAL MEDIA

- Account creation and configuration
- Connect with contacts
- Privacy settings and best practices
- Sharing settings

## PERIPHERAL MANAGEMENT

- Printers/Scanner/Fax setup
- Wi-Fi Printer sharing
- External hard drive setup and management
- Bluetooth device setup
- Connect monitors
- Setup docking stations

## MALWARE/VIRUS REMOVAL

- Viruses, malware, spyware, ransomware removal
- Pop-up blockers
- Malware/Anti-virus software
- Firewalls
- Security patches

## TABLETS/ MOBILE DEVICES

- iPhone and iPad
- Android Tablets and Smartphones
- Windows Tablets and Smartphones
- Apple Watch
- Kindle
- Nook

## NETWORKING DEVICES

- Wireless Routers and Modems
- Hotspots
- Wired Routers

## BROWSERS

- Installation and navigation
- Configuration and customization
- Performance optimization
- Add-ons and extensions

## PC HARDWARE DEVICE SUPPORT

- Laptops
- Desktops
- Chromebooks

## BUSINESS AV TECHNOLOGY

- Interactive Whiteboards (Smartboards)
- Chromebox for Meetings
- Smart TVs
- Projectors
- Webcams

