

Fake Tech Support Calls Just Hang Up!

Microsoft and Apple don't call you to fix your computer. Here's how to spot the scam and what to do.



*We Make
I.T.
Happen!*

1 The Scary Call

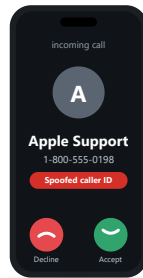
"Your computer has a **virus**." "Your IP address was **hacked**." "We're from **Microsoft**."



Example only. Numbers shown are made up.

2 Caller ID Can Be Faked

Any name or number can show up, even a real company's. It **proves nothing**.



3 Never Let a Caller In

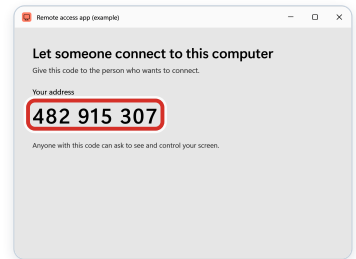
Don't install **AnyDesk**, **TeamViewer** or **Quick Assist** for someone who called you.



Click **Deny**, then hang up.

4 Don't Read Them a Code

The code on your screen lets them **see and control** your computer.



5 Gift Cards = Scam

No real company asks you to pay with **gift cards**, wire transfers or crypto. **Ever**.



Also a scam: a "refund" that's too big, and they want the difference back.

6 Hang Up & Call Back

Call a number **you already know**: from your bill, the real website, or **239-513-1960**.



7 Already Let Them In?

Disconnect from the internet. **Call your bank** if you paid. Change passwords on **another device**.



Then call us: we'll remove their access and check your PC.

8 Report It

ReportFraud.ftc.gov. Pretending to be Microsoft? Also **microsoft.com/reportascam**.



Warn family and friends, especially older relatives.



Good to Know

- **Microsoft and Apple don't make unsolicited calls** to fix your computer or ask for payment.
- **At work?** Verify anyone who says they're "I.T." by calling back on a number you already have. Train your staff.
- Naples Computers **never calls out of the blue** to get on your computer. Managed Services maintenance is arranged in advance.



Need Help?

Contact Naples Computers
239-513-1960
We Make I.T. Happen!