NAPLES COMPUTERS HOW-TO · HOME TECH

In-Home Tech Help in Naples: What We Can Set Up for You

Some tech problems are easier to fix sitting at your own desk, with your own equipment. This guide to tech support in Naples covers what in-home help can set up for you: a new computer, printer, or Wi-Fi; a slow computer cleaned up; video-calling set up and tested; a scam check-up; how a visit follows a clear process; and the remote-session option for a quick fix.

Why a visit at home helps

Some tech problems are easier to fix sitting at your own desk, with your own equipment.

Your setup is never quite like the shop's
Your Wi-Fi, your printer, your exact equipment: a home visit works with what you actually have.

Seniors and families often just want it shown once
Watching it happen, at your own pace, sticks better than a phone call.

Most visits follow a clear process
Call, dispatch, assessment, fix, and verification, every time.

In-home tech help in Naples: what we can set up for you

IN-HOME HELP

6 New computer still sitting in the box?

Or a slow one you've been putting up with for months? Here's what in-home tech help in Naples can set up for you, at your kitchen table.

WHAT TO DO
We're Naples Computers, since 1993.



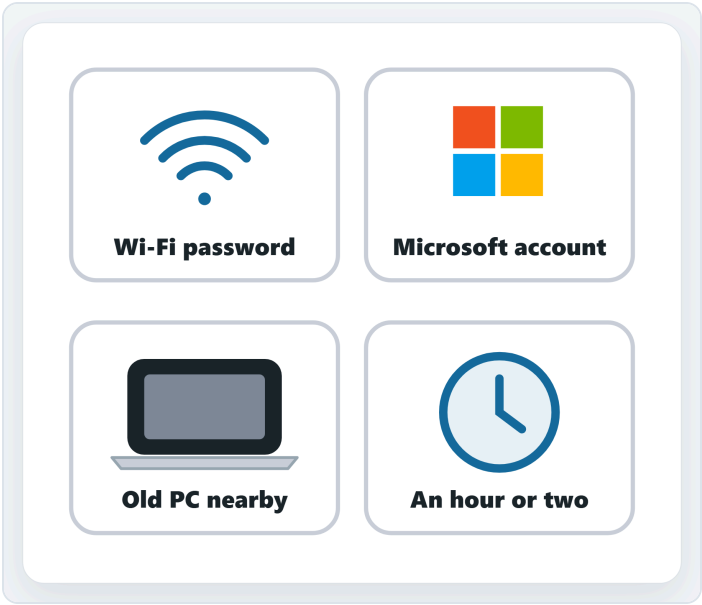
NEW EQUIPMENT SETUP

1 A new computer, printer, or Wi-Fi, set up

Wi-Fi password, your Microsoft account, files moved over from the old computer, all handled in one visit.

WHAT TO DO

We set it up at your home, so it's ready to use by the time we leave.



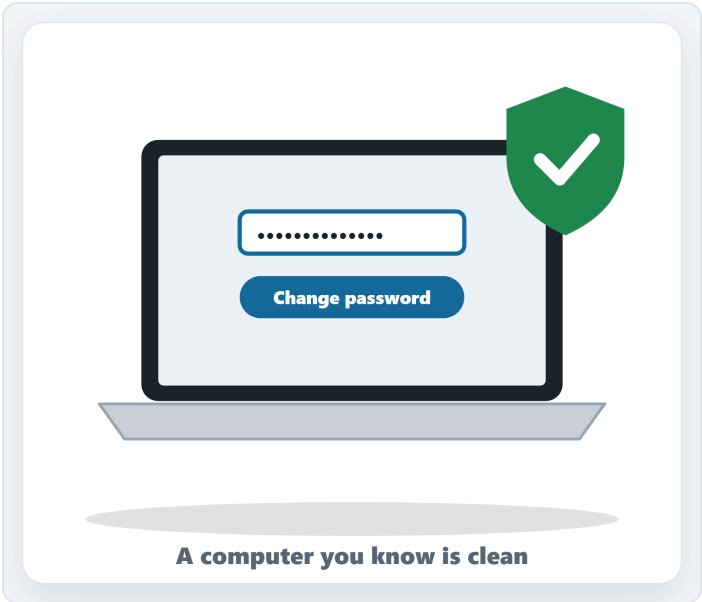
COMPUTER CLEANUP

2 A slow computer, cleaned up

Months of clutter, unused programs, and startup apps add up to a computer that feels stuck.

WHAT TO DO

We clean it up in person, so you can see exactly what changed and why it's faster.



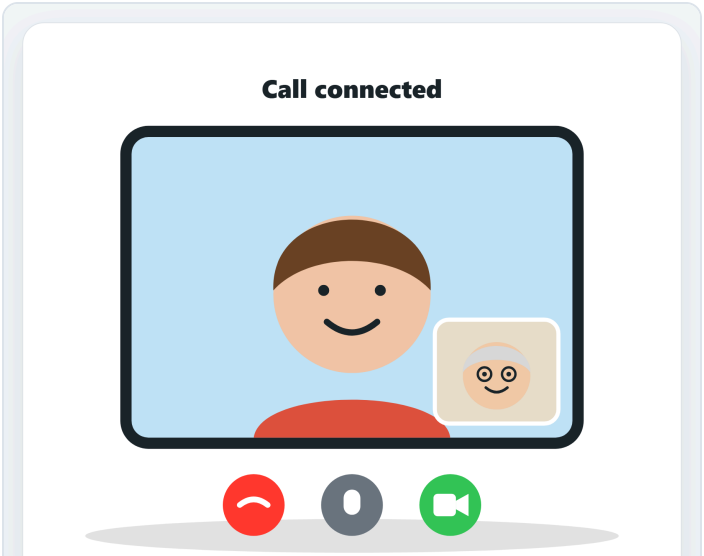
VIDEO CALLING

3 Video-calling, set up and tested

An app that's never been used before, or a camera and microphone nobody's checked, can turn a simple video call into a frustrating one.

WHAT TO DO

We set it up and test an actual call with you, so it just works the next time.



SCAM CHECK-UP

4 A scam check-up

A pop-up that looked a little too real, or a call that felt off, is worth a second opinion.

WHAT TO DO

We'll take a look, explain what happened, and help you feel confident about what's safe. Two more to go.



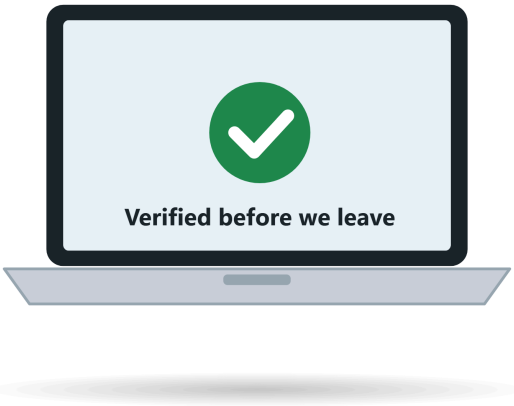
HOW A VISIT WORKS

5 A visit that follows a clear process

Call us and describe the issue, and we dispatch a technician, often the same day.

WHAT TO DO

We assess the problem, fix it on the spot with portable tools, and verify everything's working before we leave. One more to go.



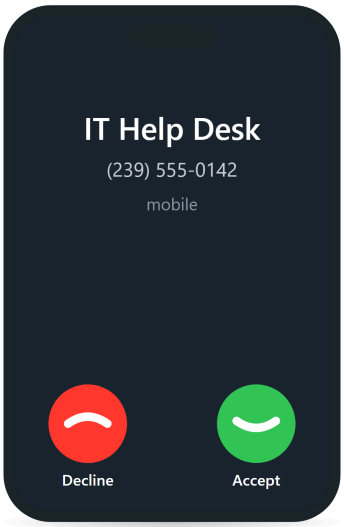
REMOTE SESSION

6 A remote session, for a quick fix

Not every problem needs someone at your kitchen table.

WHAT TO DO

For some issues, click Join Remote Session at naplescomputers.com, and we'll take a look right from where you are.



What we can set up for you

- [ ] A new computer, printer, or Wi-Fi
  Set up and working, not still in the box
- [ ] A slow computer, cleaned up
  Done in person, so you can see what changed
- [ ] Video-calling, set up and tested
  With the grandkids on the other end

- [ ] A scam check-up
  A second look, if something feels off
- [ ] A visit that follows a clear process
  Call, dispatch, assessment, fix, and verification
- [ ] A remote session, for a quick fix
  No visit needed for some problems

Recap: what we can set up for you

- [ ] A new computer, printer, or Wi-Fi
- [ ] A slow computer, cleaned up
- [ ] Video-calling, set up and tested
- [ ] A scam check-up
- [ ] A visit that follows a clear process
- [ ] A remote session, for a quick fix

Before any visit, write down what's actually bothering you about the computer, even small stuff. It helps more than you'd think.

Ready for tech help at home? We'll walk through what we can set up for you.

Call 239-513-1960

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