



**269-857-5517**

helping you ride the waves of technology

## Cleaning Clogged Ink-jets

by Betty Hardin

If you don't use your printer on a regular basis, the pinholes on the print cartridge can become clogged causing your printer to not print or to not produce a quality print. When your ink cartridges clog, you'll see fuzzy images, stripes, gaps and inconsistent or missing colors. Sometimes you'll see ink splatters. When this occurs, use your printer maintenance utility to clean the nozzles and calibrate the heads. If you still have a problem after doing this, take the ink cartridges out, turn them upside down and use a cotton swab and rubbing alcohol to gently clean the nozzles. Then run the maintenance utility again. Remember too, ink-jet cartridges have an expiration date and some of those cartridges, when they reach that expiration date, will just stop working.

## The Cost of Recovery

by Betty Hardin

When you've lost the data on your computer, data recovery will be required if you want to get it back. It could be that you've deleted a file accidentally or you've experienced a hard drive crash or other disaster. Just as all computer systems are different, every data recovery situation is different. The information you have your computer is not the same as what someone else has stored on theirs. Your computer may be fully functional or not functional at all. You may have a backup and believe the file you are looking for is on that backup but you just can't find it or need help with the restore process. If you have a backup or are wanting to recover a file you've accidentally deleted, it may be as simple as having the knowledge to do the job. More serious cases require having the right software and tools to do the job. In severe situations, a "clean room" is required.

Likewise, the time required for data recovery will vary according

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## Business Hours

Monday - Friday

10:00am - 4:00pm

\* Other hours available by appointment

## Severe Weather

In the event of severe weather when the general public is advised to stay off the roads, our offices will be closed. We will continue to support our customers through remote administration from our homes but all appointments on site at the customer location will be rescheduled.

## Send a Soldier a Netbook

Big Blue Water, along with other local businesses, are joining together to support our soldiers.

Soldiers are sent away from friends and family for long periods of time and we, at Big Blue Water, would like to use technology to bring our soldiers closer to those they love. In October 2009 we began a campaign to collect funds to purchase and donate a netbook to soldiers being deployed to Iraq and Afghanistan.

to the situation. When you bring in your computer or hard drive for recovery, we're going to charge a diagnostic fee of \$44.50 which covers the first half hour of labor. We'll either recover your data in that time frame, or we'll give you an estimate of what we think it's going to take.

If you have a defective hard drive, we'll attempt to salvage both the drive and the data. If the drive is not salvageable, you may need to buy a new one. If we are able to salvage your hard drive, we'll give it back to you with the data intact. If the hard drive is not salvageable, we will return your data to you on external media such as a DVD, zip drive or other format.

You may choose to restore the recovered data to your computer yourself, we can help you with it, or we can do it for you. Data Recovery and restoring data are not the same thing; an additional charge will apply if data restore is required. Data recovery and restore on a single computer can range from \$89.00 to \$2500.00; when the situation involves a network of systems, or professional storage technologies like RAID or Exchange Servers, the cost increases substantially.

Yes, it's a wide range. Yes, it can be expensive. Maintaining regular backups and knowing how to restore data from those is a far cheaper option; the choice is yours.

## Backup Alternatives

by **Betty Hardin**

There are a variety of options when choosing a backup solution. One choice is an external hard drive (or two) combined with a software solution.

Another alternative is online (over the net) storage. Online storage is going to cost a minimal amount every month, but you don't have to buy or support the hardware or worry about 'offsite' storage.

Choosing a backup solution is just a small part of a complete disaster recovery strategy. If you are interested in learning more feel free to contact a technician at the office to discuss your particular situation.

If you would like to help, feel free to stop by our office to drop off your donation amount. Or, you may go to <http://bigbluewater.com/send-a-soldier> to make a contribution via PayPal. Also available are donation cans at The Sand Bar Saloon, Holland Tire Center, Blue Goose Restaurant, the Fennville VFW, Pullman VFW, Holland VFW and Caravanserai Bakery.

Any questions? Please call Melissa at Big Blue Water 269-857-5517.

## Techie Terminology

Computer jargon is thrown around everyday; in newspaper articles, website advertisements and sometimes in general conversation. To help you stay on top of what's what we've compiled a list of the most common terms and their meanings to help keep you in the loop. Each month we'll add a few more to your techie vocabulary.

**Hardware** - the parts of a computer and its peripherals (physical devices) such as printers, mice, keyboards, etc

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