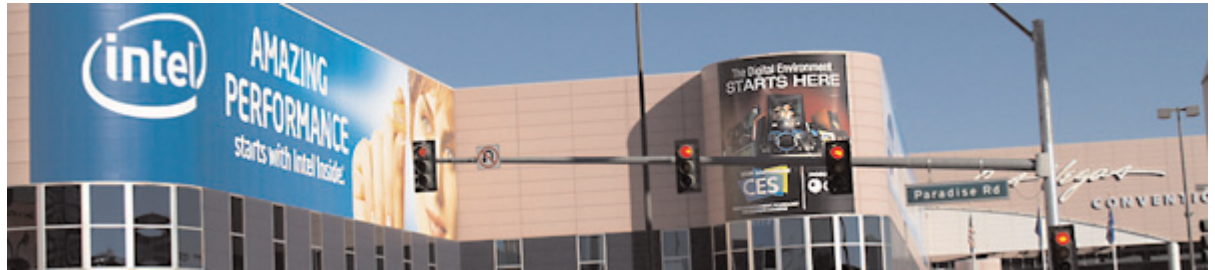


Digital Times is a "for eCommerce newsletter reporting on the development and/or availability of interactive products and services."
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Reviewed:



The 41st International Consumer Electronics Show

PlumChoice Online PC Svc. Rocks!

At **ShowStoppers**, an event in conjunction with the Computer Electronics Show [CES] where vendors are special and one on one presentations take place, I met a PR rep for **PlumChoice**, apparently the 1st *online PC repair service*.

Bottom line? **PlumChoice fixed my computer**. 3 months ago, I allowed a Microsoft upgrade to my operating system called Service Pack 3. Ever since then, my audio 'went south' and every time I booted up, I got two annoying 'error message' window(s). One stating that no ATI graphics card driver was installed and one saying I didn't have an installed multimedia audio controller. As frustrating as these things were, I couldn't find a convenient time to take my computer to the shop for 3-4 days. Also, when I leave it, I always wonder what they are doing to my PC that I don't know about.

Dubious, but with nothing to lose [*the PR person gave me a CD with a free discount code for the Press*] except possible further corruption of my operating system, I decided to try it.

1) Went to the website, PlumChoice.com. It shows that they fix PCs, help people set up wireless routers, MP3 players, etc. on a 24/7 basis. [They do Mac, also]. Registered for an appointment with a techie and gave the phone number and some information about the computer I wished to use for our session. Had to choose from a drop-down list as to what my problem was. Chose 'Fix My Problem' for \$99.95. I also chose 'Peripheral Device Setup' for \$49.95. I was then directed to a scheduling appointment page, where I was supposed to enter a Ticket No. I hadn't received a Ticket No., so I could not schedule an appointment. I checked my email and received a welcome, but no Ticket no.

I picked up my telephone and dialed the 1-888-PLUM-HELP customer service number and got Ruben Gonzalez. He said that I probably didn't automatically receive a ticket no.

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Sponsored by the Consumer Electronics Association, the 2009 International Consumer Electronics Show [CES], remains a highly anticipated press and industry event. 2009 attendance was down @ 11%, but it remains the largest and most important U.S. tradeshow of its kind.



I have much to tell you about CES in the next issue, but let me share an experience I had with Road Mice. Cute as can be, these wireless mice are very practical for laptop OR desktop use. The GT worked wonderfully in both machines. When I press on the left side of the hood, the headlights lite up!

The black and white Highway Patrol car would not work. I changed batteries, to no avail. It is just plain defective. One out of two is unacceptable. If you do buy this, keep your receipt! -editor

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PlumChoice Online PC Svc. Rocks!



After repeating everything I entered online, he emailed me a ticket no. and I returned to the website. Entered my time zone. Scheduling was completely booked for the rest of the day and night. I chose Pacific Standard Time at 11:00 a.m. on the following Saturday morning at and was informed that the technician would call me about an hour within the service time. Received an in-depth email confirmation about my service call and assurances that PlumChoice will make every attempt to diagnose, troubleshoot, repair, configure, demonstrate, correct or otherwise fix my computer, peripheral, network or mobile device. WHEW! The PlumChoice technician called @ noon. I subsequently spent 1 ½ hours on the phone with him.

PlumChoice technician Giovanni Rivera asked me to open my Internet Explorer browser, goto PlumChoice.com, goto customers with appointments, type in the code I received by email and hit SUBMIT. He downloaded a 'widget' and ran a software application that took control of my computer [just like with Go To My PC]. I could see my mouse moving around without me doing anything. He asked me what brand of computer I had. I told him it isn't a name brand, as I always have them custom built. He asked if I had any specific requests and said that custom systems are the most difficult. But, I had my Invoice in front of me and was able to tell him the Model No. of the motherboard. Using the Internet Explorer browser, he went to Microsoft's Live Update and updated my chipset. Not the BIOS – just the chipset. He ultimately got my multimedia card working. **My Bose speakers came to LIFE.**

Next was the **ATI graphics card issue.** Giovanni said that without my actually opening my computer case and reading the fine print for the model number, he couldn't help me as the graphics card was not listed on my Invoice and I wasn't given an ATI CD. Luckily, he decided to look at my program files and discovered a folder called ATI Technologies that had been installed when my computer was built. Yep! In it, was all the driver information he needed. That was a close call and obviously made the difference between success and failure.

My daughter tried an online PC repair service through Office Max once, but she didn't stick around to see what they were doing. It failed. Interestingly enough, Giovanni informed me that they just signed a contract with Office Max to be their online PC repair agent.

I asked Giovanni what it is that most people want. He said a PC Tuneup which includes troubleshooting and getting rid of infections or viruses, temporary and unnecessary start-up files, etc. He suggested hourly services in 15 min. increments.

Giovanni said that only **2** out of **10** issues are related to **Service Pack 3.** He opened a chat page and requested that I type the wrd NO re: there were no outstanding problems and that I was satisfied with my service. Giovanni offered to 'send a widget to my computer' so that I could easily contact him again. Their icon in my system tray gives me a satisfying sense of peace. I can highly recommend PlumChoice. Here is a list of Service Options:

<http://www.plumchoice.com/serviceoptions.asp>

They have a **free trial service,**
so if you would like your computer fixed, GO for it!

-editor

<http://www.digitaltimes.com>,
.net, .org, .ws, .us, .cc, .biz, .tv

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