

# Everyone Has Technology Questions

Tech Helpline has the answers.

Access U.S.-Based Tech Support at **NO ADDITIONAL COST.**



## A member benefit from Oregon Association of REALTORS®

Tech Helpline gives you U.S.-based tech support for hardware, software, networking and mobile devices. Our analysts are friendly technology experts who will assist you via phone, chat or email. They troubleshoot problems and offer solutions, often by remoting into your computer while you relax. Most importantly, they understand your needs as a REALTOR®.

 **TechHelpline**  
Your personal tech support team

888.804.8226

M-F: 6 a.m. - 5 p.m.  
Sat.: 6 a.m. - 2 p.m.

[www.techhelpline.com](http://www.techhelpline.com)



**OREGON  
ASSOCIATION  
OF REALTORS®**

# How Can Tech Helpline Assist You?

## Included Services

- Instruction for installing and configuring new hardware and software
- Diagnosis and repair of computer hardware and software issues
- Advice for purchasing hardware, software and services
- Basic instruction with major software applications
- Recommendations for upgrades and updates
- Advice for performance optimization
- Troubleshooting network issues

## Tech Helpline Basic Coverage

### Operating Systems:

- Microsoft Windows 10®
- Microsoft Windows Vista®
- Microsoft Windows 7®
- Microsoft Windows 8®
- Mac OS X (10.3 and higher)
- Upgrades from all versions of Microsoft Windows 2000®

### Hardware:

- Smart Phones: iPhones, Android, Windows 8, Blackberry
- Tablets: iOS, Android, Windows 8, Blackberry
- Digital Cameras
- CD/DVD Drives
- Laptops
- Monitors
- Network Adaptors
- PC Cards / PCMCIA
- PDAs
- Printers: USB, WiFi
- Scanners
- Sound Cards
- Storage Media
- USB Devices
- Video Cards

### Browsers/Net:

- WiFi Set Up
- Internet Service Providers
- Microsoft® Internet Explorer
- Mozilla Firefox
- Google Chrome
- Opera
- Safari
- Networking
- Work Groups
- Share Files
- Share Printer

### Software Applications:

#### E-mail

- Entourage
- MS Outlook
- MS Outlook Express
- Webmail
- Windows Mail

#### Real Estate Specific

- Form Simplicity
- The Living Network

#### Office/Financial

- Adaptec Toast
- Adaptec EXCD Creator
- Adobe Acrobat
- Corel Office Products: WordPerfect, Quattro Pro Presentations, Visual Intelligence
- Corel Draw
- Intuit Quicken
- Intuit Quickbooks
- Microsoft® Media Player
- Microsoft® Money
- Microsoft® Office Products: Word, Excel, PowerPoint, Access
- Microsoft® Outlook Express (Versions 5.0 and higher)
- Microsoft® Outlook (Versions 5.0 and higher)
- Microsoft® Publisher (Versions 2000 and higher)
- Microsoft® Visio (Versions 2000 and higher)
- Microsoft® Works
- Nero Burning ROM
- Roxio CD-Burning Products
- Winzip Applications
- iTunes

### All PC compatible, Macintosh and clones such as:

- Acer
- AST
- Clones / Whitebox
- Compaq
- Dell
- eMachines
- Epson
- Fujitsu
- Gateway
- Hewlett Packard
- IBM
- Lenovo
- Mac
- Sony
- Toshiba
- Winbook and others

### Firewall/Intrusion Applications:

- Virus Removal
- AVG AntiVirus
- Lavasoft Ad-Aware
- McAfee AntiVirus
- Norton AntiVirus
- Spyware/Adware Intrusion Products
- Symantec pcAnywhere
- Tend Micro
- ZoneAlarm and others