

# AGENT TRAINING

Computer Hardware & Software

# Goals:

## Today, we will cover:

- Computer Buying Considerations
- PC vs Mac Operating Systems
- Notebooks
- Antivirus & Firewalls
- Backing Up!
- Emailing Pictures

# Desktop Buying Considerations

## ■ Processor

- Intel's Core 2 Duo processors – top notch.
- Great deals on older Pentium-based dual-core desktops.
- Prices on AMD Athlon have also dropped.
- Dual-core systems provide better performance than single processors.



- Hard drive – Minimum 160, 250, 500 GB
- RAM – Minimum 1 GB
- Desktop Monitor Size – 17", 19", 20", 24"
- DVD-RW Drive
- Upgradability

# PC versus MAC

1. Can an off-the shelf Mac run all Windows-based software programs?
  - No, some programs will not work.
  - Some external devices such as printers, or cameras may also not work.
2. Can a Mac run Windows OS and Windows only compatible programs?
  - Yes, using Bootcamp or Parallels.
3. Can a Mac run all PC software?
  - Yes, using Bootcamp or Parallels.
  - Bootcamp is free, Parallels is \$80.
4. Do they make Microsoft Office for the Mac
  - Yes

# Why Mac?

## 5. Why Buy a Mac?

- When you buy a PC, you're buying hardware from one company and an operating system and software from other companies. Apple builds both the computer and the software that comes with it.
- Great Mac inventions, like iPod, iTunes, iPhone, iPhoto, etc. are from Apple and work with the Mac.
- Mac provides good support.
- Anti virus – the Mac generally does not require antivirus software like a PC.
- The Mac web browser, Safari, has fewer security issues than Microsoft's Internet Explorer.
- The Mac come with a great operating system - Mac OS X Tiger, which comes with lots of free add-on programs.

# Why PC?

## 5. Why Buy a Windows-Based PC?

- Over 90% of the world's computer's use Microsoft Windows.
- You have the backing of Microsoft, a leading software company for decades.
- Some business and personal software applications only work with Windows, not the Mac operating system.
- PCs now come with the Microsoft Vista operating system, which will be upgraded over then next several years. Vista recently replaced Windows XP.

# What About Notebooks?

## Why Buy a Notebook Computer?

- Portability
- Improvements in built-in wireless capabilities and larger displays have added to their appeal.
- Can work at the coffee house or the office.
- Can give a homebuyer presentation at a client's home or Starbucks.

# Antivirus / Firewall / Updates

## 1. Antivirus

- Make sure to install an Antivirus program on your computer.
  - Kaspersky, Norton, McAfee, Panda
- The program should be configured to monitor incoming email and attachments.
- The program should be configured to “update” the virus definitions on a regular basis – ideally daily.

## 2. Firewall

- Check to ensure your built-in Firewall is ON.
- Windows Firewall protects your computer by blocking communications that might be dangerous software trying to find a way to connect to your computer.



# Antivirus / Firewall / Updates

## 3. Windows Updates

- Check to ensure your Windows Updates is ON.
- Windows updates provides updates for the operating system software and Windows-based hardware.
- It addresses known issues and help protect against security threats.
- It provides critical updates, security updates, service packs, and "fixes."

# Backup! Backup! Backup!

1. **Mirror Drives and RAID Systems**
  - Advanced Options; Mirror the primary drive.
2. **Backing up Your Entire Hard Drive**
  - Use an external drive and windows backup, or the software that comes with the external drive, to back up your entire hard drive.
3. **Backing up Your Data Folders within each Program**
  - Use your backup program to backup only your data folders.
4. **Partition Your Hard Drive into 2 Drives**
  - One for OS & Software and one for Data.
  - Backup only the data drive, since you have copies of all the software.
5. **Backing up a to a Master "DATA" folder**
  - Configure all programs to maintain their data within the DATA folder, not in their default folder.
  - Then simply copy a backup of your DATA folder onto an external drive.

# Keys to a Good Backup System

1. Backup on a **REGULAR BASIS!**
2. **Keep one copy in a separate location.**
  - Make digital copies of all your important documents (will, insurance, mortgage, deeds, etc.
  - Then backup all personal and business data onto an external hard drive.
  - Keep this copy at a separate location so in case there is a fire or burglary, you have backups of all your important information.

# Emailing Pictures

1. Pictures are very large files. Make sure you shrink them before emailing.
2. Email from a Windows Folder
  - Select "Email this file."
  - Select "Make all my pictures smaller."
  - Your email program, such as Outlook, will automatically open.
  - Enter the addressee and select "Send."