



## Priority C.A.R.E Support

Customized . Affordable . Remote help . Experts

Setting up and maintaining a Media Server based entertainment system can be frustrating and overwhelming. But with the right help it can be easy and hassle free. By utilizing our unique Priority C.A.R.E Support products and services, we can make the setup and the maintaining of your entertainment network quick and easy.

### REMOTE DESKTOP SUPPORT

**Purpose:** Remote access allows us to fix and maintain any Media Server, Receiver, or any other computer in the house immediately and without the expense an onsite technician. The following are some of the things we can do remotely.

- Troubleshoot problems
- Setup network to share media
- Media Center Training
- Help with setup and Install
- Remove Spyware & Viruses
- Add Accessories
- Program Harmony Remotes
- Setup Internet Security
- Perform Maintenance
- Add cool programs

**Pricing:** **No Support Plan**  
\$110.00 per hour with 1 hour minimum. \$27.50 every 15 min thereafter.

**With Support Plan**  
\$ 85.00 per hour with 1 hour minimum. \$21.25 every 15 min. thereafter  
(for time not included in support plan such as setup and install help)

### PERFORMANCE PROTECTION PLAN

**Purpose:** Provide you with regularly scheduled maintenance, phone and remote desktop support, important patches, updates, and notification of new products and services to enhance your entertainment experience. We can even monitor the system and notify you when the computer is offline, Hard disk space is low, or Anti-virus program is about to expire.

**Gold Performance Protection Plan** **Cost: \$120.00 per quarter**

- 3 system tune-ups per year
- Up to 6 hrs of additional training and technical support per year
- Anti-Virus, Anti-spyware, Parental Control protection
- Install updates and patches

**Platinum Performance Protection Plan** **Cost: \$150.00 per quarter**

- All the above services in the Gold Plan
- Real-time monitoring of Media Server
- Notification if system goes offline, or has impending issues



## *“One Touch” Installation Plans*

Setting up and maintaining a Media Server based entertainment system can be frustrating and overwhelming. But with the right help it can be easy and hassle free. By utilizing our unique “One Touch” products and services, we can make the setup and the maintaining of your entertainment network quick and easy.

### **ONE TOUCH BASIC**

**Purpose:** To provide you with all of the tools, training and support to make your Media Center install hassle free and easy to do. Once the system is installed we take care of the Media Server so you don't have to.

**Includes:**

- Customize Server to customer specifications
- Apply all patches and updates
- Add and configure Internet Security
- Setup network to share digital media
- 2 hours of Media Center training
- Setup Music & Movie Library
- Setup Media Center Interface
- Add custom programs

**Price:**           **\$ 995.00**

### **ONE TOUCH PLUS**

**Purpose:** Provide a universal remote and a support plan that will make the Media Center experience more enjoyable and hassle free. With the Harmony 880 Remote you can control your Media Server and all other AV equipment from just one remote. This is a must have to make the system work seamless with your existing home theater equipment.

**Includes:**

- All the features on One Touch Basic
- Harmony 880 Universal Remote
- Programming of remote to your equipment
- 1 yr subscription to Gold Performance Protection Plan
- Priority Technical Support

**Price:**           **\$ 1,495.00**