



The Tech Times



Volume 4, Issue 1

Spring 2009

We're doing fine, thanks for asking!

Sorry it's been a while since the last newsletter, but frankly, your Technology Team has been incredibly busy. Economic times have changed and clients simply can't afford to not have their technology working at peak efficiency. This means not only do they want things set up and working right, but they also want to make the right buying choices. Jeff and Dave focus on getting the right product for you, not the one that makes the biggest impact on their bottom line. Here's what they have been up to since the last newsletter.

DoctorDave

Wow, it's amazing to see how much business has grown. First, in order to meet with clients and provide drop-in service, Dave now has an office at **4105 West 6th Street**, across from Hy-Vee in the American Dream Realty/Lawrence Freenet building. Not only does he have 20 varieties of coffee and tea in the office, but he has regular office hours for you to drop in and chat about technology issues on your mind. Office hours are posted on his website. By dropping off

your computer, you can even save on the travel charge. Not all repairs can be done in the office, so be sure to check with Dave first.

In addition, the DoctorDave staff has grown to three technicians. The first technician, Terrence, was hired last summer. Terrence and Dave have worked together for over a decade. Next hired was Eric, who Dave recently met, but came with such glowing references that Dave couldn't pass up the opportunity to have such a quality person on his team. Customers constantly compliment Dave on how professional and knowledgeable Terrence and Eric are when they work on PCs. Newest to the team is Matt. Matt and Dave have worked together in the Lawrence Apple Users' Group and Matt specializes in Mac work, as well as helping customers with the iLife suite.

Dave continues to do service calls, and Terrence, Eric, and Matt allow DoctorDave to be more responsive and better meet the goal of taking care of clients' needs quickly and professionally — days, evenings and weekends.

Jeff's Audio Video

Jeff's Audio Video is coming up on its 9th year in business. As part of our commitment to selling top quality electronics, Jeff's Audio Video has recently added several more brands of electronics, including Runco projectors and televisions, TruAudio speakers, Universal Remote Control remotes, Banyan Electronics televisions, as well as Onkyo components. A full listing of the many brands and types of equipment Jeff's Audio Video sells can be found on his recently updated website.

Also featured on his website, www.JeffsAudioVideo.com, are client testimonials and photos of his work. If you would like to have your testimonial included on the updated website, email your compliment or description of your experience with Jeff's Audio Video to jeff@jeffsaudiovideo.com. They'd also appreciate your photos of the work they've done for you. To protect your privacy, only first names or initials will be used. Jeff's Audio Video appreciates your loyalty and looks forward to helping you in 2009!



Doctor Dave

785-218-9676

www.CallDrDave.com



785-218-0331

www.JeffsAudioVideo.com

Audio Video Furniture

Key design features distinguish audio video furniture from other household furniture.

Key Design Features

Ventilation: Since electronic components generate lots of heat, large vents are placed in the back panels of AV furniture. Built-in fans are an optional method for more ventilation in the cabinet.

Accessibility: The back panels are also designed to be easily removed or have additional access holes which allow the electronic pieces to be easily connected and to allow the many wires to loop to their destination without being bunched or kinked.

Internal Dimensions: The width and depth of the cabinet shelves also accommodate the electronic components to ensure that each item, and their wires, will fit inside the furniture nicely. AV furniture also has extra width for the TV area to hold wide screen TVs.

Furniture Styles

Armoire: Designed for the TV and all the electronic components, the whole system is hidden away behind closed doors. Speakers can be placed within the TV area or on top of the unit. This is great for any room in the house.



Entertainment Center:
Salamander Designs

Entertainment Center: Similar to the armoire style, the whole system is designed to be installed in this piece, without doors to cover the TV.

Console: The TV typically sits on top of this piece with electronics and storage neatly tucked away inside the cabinet.

Corner configuration:

Designed to be placed in a corner, this style houses the TV and electronics and allows for ample room in the back for ventilation and access. This configuration is available in the armoire, console or entertainment center styles.

TV Pop-up Credenza: The TV rises up out of the furniture using a mechanical TV lift. Matching side cabinets may be added to house the electronics. This is a great design for the bedroom or living room.

Theater Cabinetry: For those with a front projection system, this design houses the screen, front speakers, subwoofer and electronics with the look of beautiful built-in wood cabinetry.

Equipment Rack: Just for the electronic components, this utilitarian style with its adjustable metal shelving allows for the

components to be stacked vertically and is great for use in a closet or small area, or built-in flush with the wall.

TV stand: The TV sits on top of this short piece with the electronics below in the cabinet.

Furniture Craftsmanship

These companies specialize in audio video furniture which complements and matches a wide variety of styles of décor, while offering quality craftsmanship and materials.



Console: Salamander
Designs

Salamander Designs, www.Mander.com, specializes in a modular approach to audio video furniture, as well as theater chairs, and media storage. Versatility is a key

design feature for this modular style of furniture. The configuration can be changed and pieces can be added as needed.

Old Camden Furniture, www.OldCamden.com, specializes in audio video cabinetry. They offer an extensive line of products and design styles. Each piece has solid hardwood cabinet doors, moldings and comes in a variety of stains.

Jeff's Audio Video is committed to selling top quality AV furniture and electronics and is able to assist you with finding the ideal audio video furniture for your home and expertly installing your system. For more information, please call or email Jeff.



Theater Cabinetry:
Old Camden Furniture

Spring Cleaning & Recycling

With a strong commitment to excellence and professionalism on all levels, Jeff's Audio Video and DoctorDave are always looking for ways to better serve clients and fully meet their needs. Over the last decade, they've been to many, many homes and businesses. Clients have expressed the need for cleaning and recycling services, and we're pleased to be able to offer them.

Cleaning Service

As we mentioned, our customers are looking to protect the equipment they currently have and make sure it lasts as long as possible. DoctorDave and Jeff's Audio Video are now offering a customized cleaning program for their clients.

Dust is one of the biggest enemies of your electronics. Computers, TVs and electronics actually *pull* dust into themselves. Dust can clog up the system and keep delicate moving parts from working correctly. Dust creates heat and heat is also a destroyer of your electronics. Whether it's the DVD player, TiVo, or computer tower, the build up of dust and heat

prematurely ages the sensitive components.

For a price of \$55, Dave or Jeff will come out to your home or office and do a Spring Cleaning. First, they'll remove the dust from your electronics or computing system in such a way that won't produce a static charge and fry your components. (never use a vacuum cleaner!!!)

Next, they'll clean your screens with a solution that won't damage the finish.

In addition, they'll write down the serial numbers of your

items and take pictures for insurance purposes. If you have the receipts, they'll even write down when your warranty is set to expire so they can remind you. Finally, while they're back there, they'll organize your cables and remove the extra cables that seem to grow over time. If you'd like, they can also help you sort through the debris of old manuals and disks and tell you what you need and don't need. We're excited to offer this program to help protect and extend the life of your electronics.

Computers,
TVs and
electronics
actually *pull*
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Recycling

Another new service Jeff and Dave offer is electronics recycling. Instead of just throwing old electronics in the trash to end up in a landfill and eventually our drinking water, your Technology Team is working with the same electronics recycler the City of Lawrence uses to ethically dispose of broken or obsolete electronics. The only charges are what the recycler charges us: \$15 for TVs, \$5 for monitors and \$5 for certified destruction of hard drives. Certified destruction means that the hard drive is erased and shredded to government standards. If you don't have sensitive information on your hard drive and don't need that service, there is no charge for computer recycling.

In addition to helping clients recycle broken or old computers and electronics, DoctorDave and Jeff's Audio Video extend their commitment to the environment by recycling business and household items. By reducing their paper use, and expanding recycling efforts, Jeff and Dave are doing their part in keeping Earth healthy.

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Return Service Requested



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www.JeffsAudioVideo.com



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URGENT NOTICE to Dell Computer Owners

Because of complaints regarding sales and service practices, Dell has entered into an agreement with a number of states, Kansas included, to compensate customers harmed by Dell's business practices. Most of the situations relate to Dell not repairing something properly and customers having to pay a third party for help. This agreement could result in compensation if you had to pay DoctorDave for computer help while the computer was still in

warranty: parts and labor. For example, if you called Dave because Dell wouldn't fix something or refused to send a tech out, DoctorDave's bill might be covered by the settlement.

Simply email Dave at dave@calldrave.com or visit www.CallDrDave.com to download the compensation form. Dave also has copies of all your service orders, which you'll need to apply for restitution. The form takes five minutes to fill out and

Dave would be happy to help. The forms **MUST BE** postmarked by April 1, 2009, so don't delay.

DoctorDave is committed to keeping clients up-to-date about consumer notices, recalls and class action settlements. This information can be found on Dave's website, under the heading: *InfoBytes*. While you're there, be sure to see Dave's current office hours, and don't forget to pet Tova!