

Remote or Onsite?

The 60-second checklist for business owners when tech goes down

From Thomas Martinage, Abundant Computer Service — 20 years fixing tech in Jacksonville. Run this before you call. It tells you (and us) exactly what's wrong — and whether it needs hands on it or can be fixed remotely.

1 Power — 10 seconds

- Is the device powering on at all? (lights, fans, screen glow)
- **No power at all** → **likely ONSITE**. Check the outlet and cable first — a dead outlet fools everyone once.

2 Scope — 10 seconds

- Is it ONE machine or MANY?
- **Many machines down** → **likely network**. Usually diagnosable REMOTELY.

3 The screen — 20 seconds

- Is there an error message? **Take a phone photo of it**. That photo tells a technician more than a 10-minute description.
- Blue screen / won't boot past the logo? Note exactly where it stops.

4 The trigger — 10 seconds

- Did it start right after an update, a storm, or moved equipment?
- **After an update** → **usually REMOTE-fixable**. After a storm or a move → may be hardware (ONSITE).

5 The quick rule

Hardware problems need hands — dead drive, cracked screen, won't boot, burning smell, liquid spill → ONSITE.

Everything else starts REMOTE — faster, cheaper, and most issues never need a visit.

When you call us, have ready: ① the photo of the error screen ② one machine or many? ③ what changed right before it broke.

Abundant Computer Service — Jacksonville, FL

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