

Hi Bob,

We wanted to thank you for talking us into buying a new custom computer from you.

We are very enthusiastic about our new **super fast** computer. I do think that we were living in the dinosaur age with my old one, but now we are zooming around the internet and I can even get my college work done faster too. This was a great investment that my husband and I made thanks to you. Thanks for taking the time to compare the system I was going to buy from HP with a new custom built computer from you. After we added in the extra services of moving our personal data, setting up our profiles, installing Office, Avast and Malwarebytes programs, your prices were extremely fare.

All I had to do was take it home and plug it in.. Wow was that nice!!

We appreciate the service you have given to us for being loyal customers over the last 4 years.

We will never buy another computer from a retail store again.

Your custom computer is (the only word to describe it is **WOW !!!!! So Fast!!!!**)

You and Micah are great guys and a fantastic at fixing computers.

What can I say except you know your business.

Thanks again!

Sonia & Bernie Simon

Emmaus, PA.

8/6/11

THANK GOODNESS FOR BOB SMITH AT LEHIGH PC MEDIC!!!

It was a Saturday afternoon, my husband was out of town and my daughter was in the middle of applying for college scholarships and my computer crashes.

I was in a panic!! Not only was this computer getting old but I am one of those people that don't back it up. I was worried about our hundreds and hundreds of photos and documents and I was afraid that I had lost everything.

Having used several of those larger computer repair companies in the past and not being totally satisfied with the service I got, I pulled out the phone book. Bob's ad caught my eye stating weekend appointments and house calls.

This is one of the best phone calls I ever made!!

Bob was here within a few hours and went through all the possibilities of what could be wrong. He laid out several options from a PC clean-up, reloading the operating system if needed or purchasing a new computer if need be.

Bob took the computer back with him and shortly thereafter was calling me to report exactly what he found. Bob said the hard drive was failing and it could be replaced if we weren't ready to purchase a new pc at this time. Again, he explained all my options and pricing, (NO NICKEL AND DIME NONSENSE) and said all our pictures and documents would be transferred with no problems.

Later that same night, I remember thinking to myself, can this guy be for real? I had never met anyone quiet like Bob. He just seemed too good to be true!

Bob is extremely knowledgeable, friendly, concerned, fast, fair, patient, understanding, meticulous, honest and straight forward. What else can I say, oh, and fabulous!

My computer was back up and running on Monday. Bob hooked everything back up, made certain that my printer, router, speakers, scanner, e-mail and other programs were working properly then took the time to explain things and show me things in a "LANGUAGE I COULD UNDERSTAND". Simply unbelievable! I couldn't in my wildest dreams, imagine a person like Bob could be out there.

I was so impressed, I sent him out the door with my daughter's laptop which I knew had several issues, as well as several missing keys. Again, the same thing, keeping me apprised of the situation, quick repairs and back in service once again. While on the phone with Bob, I also had a question on the other computer he had just repaired over the weekend and he was able to connect directly to my computer and walk me through the issue. WHAT A BLESSING!!

Bob and his assistant Mike were a true find for my family. They are just so knowledgeable and truly care about the quality and integrity of their work. I have Bob's business card displayed openly on my desk to share with others and to keep close at hand should I need them again.

I can't thank them enough for the OUTSTANDING work they did on my computers and highly recommend them to anyone, without doubt or reservation!

Thanks again Bob, I am so glad I made that phone call!

Pam Tomcho
Orefield, PA
April 2011

Bob from Lehigh PC Medic is truly a lifesaver! When my hard drive unexpectedly crashed I was not only worried about what information may have been lost but the expense of a new computer. I found Bob through an Internet search and after reading all of the glowing testimonies I decided to give Bob a shot.

Bob laid out every single option available to me, from simply rebuilding my system to buying an entirely new system. Bob rebuilt my current machine by adding a new hard drive and additional memory in the matter of hours and was able to save all my personal data. Now it runs better than ever. He also taught me how to keep up with updates, and how to keep my system clean and backed up. Last but not least, he is affordable! No nickel and dime games here.

Bob, you are truly amazing! If you are looking for someone who is passionate about his trade and extremely skilled as well, Bob Smith is your man!

Thank you Bob!

Keith Eggleston
Breinigsville, PA
12/6/10

I am a single Mother with 2 children; I suffer from an illness that makes walking very difficult.

Bob had been to my home on many occasions over the last few years and recently helped me move my computer and telephone equipment to a new home. Bob's telephone experience was a real blessing. When move day came, Bob found problems with my Verizon phone lines I had ordered. Bob called Verizon and worked with them and got my service restored in record time.

Bob suggested I upgrade my current phone system to newer 2-line Master/Slave system with 5 remote handsets. He even offered to go out shopping for a new system and pick it up for me. Bob returned a few days later and installed them and reviewed all the new phone systems features. Bob also made a few suggestions on how I could arrange my new office furniture and did the work himself. He re-installed my computer equipment and new phone system and even managed to find time to sit with me and tune up my computer. Bob could have died when he saw my desktop filled with over 100 icons. Bob took the time to help me re-organize things and get my laptop running like new again.

I can't tell you how much I appreciate Bob for all his time and care he extended to me.

Bob really enjoys helping people. The quality of Bob's work is "second to none" and he takes great pride in his work.

If you are looking for someone that you can always count on, Call Bob at Lehigh PC Medic.

He is Honest, Friendly and yet Professional!

Thanks again Bob!

You're an Angel from God!

Dr. M. Snyder.
Bethlehem, PA
June 2010

For the last five years I have used the services of Lehigh PC Medic founded by Bob Smith because of the company's reputation and reliability. I have been quite satisfied with the service for a number of reasons. Bob first worked on an older computer which was used by my three younger children at the time. The system had numerous problems but Bob was able to resolve all of the issues. His knowledge and honesty was most impressive. The second system was a Dell Dimension that was serviced and upgraded several years ago. It is currently being used by my son who is now in high school.

Just recently, "The Medic" has repaired two Toshiba laptops, each operated by my two older daughters. Both are in college now and use their systems extensively. One required a monitor replacement and the other had a problem with the motherboard. Understanding my dilemma Bob was able to repair both laptops at a very reasonable cost. In addition, both were upgraded and are working fine.

If you are looking for professional service, system recommendations or simply an honest analysis for your computer needs, I highly recommend Lehigh PC Medic.

Joe Custodio
610-580-4872
custodio@ptd.net
4/24/10

Bob Smith has to be #1 in the Valley for what he does. His business cards say "Fast, Professional, Friendly", but I'd like to add "thorough", "honest", and "brilliant" to that list.

I gave Bob a call for the first time when Windows simply would not boot up. I was worried I might have lost everything. Right away, over the phone, he meticulously went through what could be wrong, what my options were and the implications of those options. He didn't try to push me into something more expensive! Everything was laid out for me so that I felt like it was completely MY DECISION what to do. TWO DAYS after I dropped it off I got it back good as NEW!

Lehigh PC Medic is honest computer service at YOUR service. Don't hesitate to take your PC here. Give Bob a call and see for yourself!

Patrick
Allentown, PA
3/23/10

I am a small business owner, a General Contractor to be specific. I've been in business for 20 years And, like it or not without my computer I would be lost. My computer is the heart of my business, I pay bills, do payroll and use CAD to design customer projects and so much more. When I booted up my computer one Wednesday morning and could not access any of my applications I was in a panic. Payroll was due the next day and none of my established Computer resources were available, or able to help me immediately.

I grabbed the phone book and started calling around. I talked to several secretaries and reached many recordings but to no avail. I needed help now. When I reached Lehigh PC Medic, Bob Smith answered the call. I explained my situation and he understood my urgency. Bob was at my office by 11:00 that morning and accessed my situation. He took my PC back to his shop and began working on it right away. Bob kept me apprised of his progress. As it turned out my PC had many issues from a failing hard drive to infections. Bob and his assistant Mike kept at it all day and around the clock staying in constant contact with me. By 10:00 am the next morning, both guys arrived with my PC. They stayed at my office and explained the steps they took and provided several recommendations for the future. My computer was up and running and I was able to do payroll that evening and the panic was over.

Because of my new found trust in Bob's and Lehigh PC Medic, I followed one of his recommendations and had him build me a new custom desktop computer. Just as when he fixed my old PC, he worked closely with me in this endeavor. My new PC has been built to meet my needs and then some, super fast Processor, Maximum Memory and a RAID Hard Drive solution. He installed my applications and transferred all my data from my old PC and showed me how to better organize my data and manage my new PC.

Bob also recommended a backup hard drive, Image backup software; a UPS battery backup and high end Surge Protector to protect my investment. I followed his recommendations on virus software along with a few other software utilities to help keep my system protected.

In conclusion, I would highly recommend Lehigh PC Medic to anyone.
Thanks Bob & Mike for a job well done!

Jim Morrison
Hoffert General Construction
Bethlehem, PA
September 2009

After an aggravating week of computer (shall we say malfunctions?) we were at our wits end trying to operate our computer. Our system was having an "issue" with the Windows Vista Service Pack update that was improperly installed on our system, but we were safe with an external hard drive for back-up, right? Meanwhile the secondary internal hard drive was failing! What to do? Simple! We called Bob and his Team!

It didn't take them long to back-out the update, repair the hard drive, and install it correctly. All without losing a bit of information! Why is that the most important thing? Because unknown to us, our external drive was failing as well!

Now thanks to Lehigh PC Medic, we have an amazing system again! It's fast, fun, and reliable! He also solved our back-up problems with a new external drive, and software that's amazing in itself. We would never have known about this if it wasn't for Bob! We are so confident in his work, I can't wait to upgrade Mom's computer with one of Bob's customs!
Thanks again PC Medic!!

Scott and Jessica Holmes
Macungie, PA
September 2009

Hi Bob!

We just wanted to thank you again for fixing our sluggish computer. Everything works great now and we appreciate your prompt and professional service. We will be in touch for our future needs.

Thanks again!

Tim and Lisa Scott

Zionsville, PA

August 2009

God bless Bob Smith, the pc medic. I was having problems with my computer, it was very slow and becoming a pain, a big pain. I picked up the Merchandiser and lo and behold I found Lehigh PC Medic. I called and began telling Bob my problems. Was my old computer worth fixing or would I need a new computer. Bob provided me with options of buying a refurbished Computer or purchasing a new custom built PC. He gave me a full breakdown and price comparison of both computer options and gave me the final choice, it was up to me. I chose to purchase a new PC and Flat Panel monitor. Simply because it was the right one for what I wanted to do.

I couldn't be happier with my decision. Bob came to my home and installed my new computer along with my printer. He set up my e-mail for me and took the time to explain everything in words I could understand.

If you want someone who takes the time to do a professional installation and explain everything to you, Mr. Smith is the man. I could never have installed this one myself. His quotes for the computer and components were much better that I could possibly imagine. I looked at quite a few computers out in the marketplace and believe me this was the way to go.

Thank-you Bob Smith

Karen Packard

Lenhartsville, PA

April 2009

Bob, I just want to say "Thank you" for the great service! I knew there were a few "issues" on the computer laptop, but I certainly didn't expect you to do so much. Believe me, I truly appreciate it! I had that unit "fixed" in Texas 3 times at \$60 a pop, but it never worked right until now. Thanks! You're fantastic! I will definitely recommend you to friends who need repair.

Sincerely,

Jerry Farris

Allentown, PA

December 13, 2008

It was Sunday. I had a payroll for a local charity to process. Around noon, I turned on my computer: it spit sparks and died!! By 7:00pm Sunday evening I had Bob Smith's analysis and several options to consider. Wednesday evening I processed the payroll in time for the weekly pay date. The service and attention Bob extended to me was heartwarming. Bob's computer expertise was outstanding. Not only did he expediently "fix" my computer, but did some "extra" things to make my computer experiences more pleasurable (cleaned my desktop, added super background displays, added a self-changing calendar) at no extra cost. When I asked questions, I got straight answers. The bottom line was super reasonable.

You have a computer break-down, or a problem, or simply need in home assistance, you need to call Bob Smith at Lehigh PC Medic. I thank him for easing a most stressful situation for me.

Nancy Michener
Allentown

Bob Smith advertises that his service is "Fast, Professional, Friendly." I honestly can not imagine any better words to describe Bob. I didn't know Bob for a very long time but it doesn't take very long to appreciate the quality services he provides. He is capable, honest, and extremely thorough. Bob's timely responses to my computer emergencies has provided me with a feeling of security that I will never be left hanging out there alone when future problems arise.

Bob was relentless in his efforts to fix some very stubborn problems I was having with my computer system while, at the same time, going out of his way to minimize any inconvenience these problems were creating for me. Bob treats customers like they are family. He truly is a businessman with "real integrity" which is a rare find these days! He not only cares about the quality of his work, he also cares about the people he is working for. I can assure you that Bob can be expected to go beyond the call of duty to satisfy your computer needs and do so with a precise and fastidious commitment to excellence.

Dr. James Strohl

Center for Psychological Development
Bethlehem, PA 18017
Phone: 610-868-1577
September 3, 2008

I love my computer! It was dying a slow death, and I mean S-L-O-W!
My computer was so bad, I actually thought of buying a new one, and this baby is only four years old! When I found Bob's ad for Lehigh PC Medic, I hoped it would not be another "Geek Squad" catastrophe. Bob Smith came through for me by putting me at ease on the phone right away with prices up front and no hidden charges. He took my slow computer and brought it back to like-new speed. When I had a problem, he was "Bobby on The Spot", sitting with me for hours helping me to understand some of the 'ins and outs' and showing me some neat tricks to make my machine fun to me again. Bob made this old lady feel like I knew what I was doing and did it in MY language without talking down to me. He actually made me believe I taught HIM some new tricks! Call Bob at Lehigh PC Medic for any computer problems or even for learning a thing or two! Call me if you don't believe it!

Glenda Taylor
610 366-8114
Breinigsville, PA

Bob Smith is absolutely # 1 in computer repairs, maintenance and for me computer lessons. I went thru several computer techs and Bob is definitely a keeper. He keeps my computer maintained and running up to par. Plus, Bob is very patient and understanding, especially with all the questions I have in learning how to download and store my music and pictures in my computer files and also my MP3.

Bob also taught me how to back-up my files, drop + drag and other computer tip know how's.

What I like about Bob....is...No question is a stupid question. He explains everything in detail. He knows what he is doing. He is very down to earth, friendly and is there to help you any way he can.

Bob is there for you not himself, his prices are very reasonable.

The Way I see it....When it comes to problems between computers and you, BOB is the one to get the job done!!

Thanks Bob

You're the Best!

Deborah A Fogel

May 26, 2008

Bob Smith is our hero! He expertly rescued us from a crash and preserved all the data. (Don't ask me for technical details.) He was responsive, concerned, enthusiastic and fair. While he was on site, Bob also set up our office electronics to work more efficiently and to take advantage of our wireless network. We are most grateful for his help and will certainly call on him again!

Sincerely,

Susan and Will Detweiler

January 15th 2008

Being a novice in the PC world I was battling with a very slow computer that was riddled with viruses, pop ups, etc. My wife being the consummate real estate professional, reading all the news papers in print, saw an ad for Lehigh PC Medic. I called and Bob said he would get down here ASAP. Bob came in a very timely manner and serviced our PC, However; Bob was not happy with the way it was running and took it back to the shop to work on it. He returned it a couple of days later with a nice clean hard drive and it has been working great since. While he was here Bob also hooked up and showed us how to use our new HP Officejet 7210 All-in-One printer.

One of Bob's great attributes is that he can explain things to the non-techie. Another is his prices. We are very happy with the work and prices of Bob Smith and Lehigh PC Medic.

The Campbell's

Outback Farm

Bangor, PA

November 2007

Bob Smith of Lehigh PC Medic is very capable, straight forward, honest, meticulous, and reasonable. I have employed Bob's skills many times for various projects at my office.

- He downgraded 3 brand new HP Laptops from Vista to XP Professional in order to be compatible with my new office Dental System.
- He setup a two part wireless network, one completely secure wireless network for my office computers and a second wireless network for patient use.
- Bob sold me a laptop which he setup for my patients use on the wireless network.
- He added a secure admin password and a restricted user access to keep the laptop from being modified.
- Bob was able to take an old hard drive from a desktop computer my office administrator was using and add it to a new computer I purchased thereby allowing me to salvage the original data.

When I asked Bob to come up with a process to protect our office records, he suggested a brilliant external hard drive solution. Using Bob's system, in the absolute worst case scenario, my office will never lose more than a few hours of data input. That is totally reassuring and keeps my mind at ease.

I needed to set up a separate hard wired Local Area Network for the security of my confidential database records. Bob installed CAT 6 Plenum network cables and recommended a high grade managed network switch that allows for future expansion of the network.

The installation of my new dental management office network software went so smoothly that it only took one-third of the anticipated time because Bob had set up each peripheral and networked computer so thoroughly and precisely! Once you use Bob, you will go back to him again and again for all of your computer needs. That's what happened to me! You'll be glad when it happens to you!

Vincenzo Ranzino, DDS, MAGD, FICOI

1251 S. Cedar Crest Blvd.
Suite 308 B
Allentown, PA 18103
610-820-8500
www.DrRanzino.com
December 23, 2007

After a late staff meeting on Thursday, I returned to my office only to be greeted by my laptop sporting a black screen and the words "Operating System Not Found." After the initial shock passed, I simply shut down my laptop, hoping this was a fluke, and headed home. Once at home, I turned on my laptop hoping to see the Windows splash screen but was met with an angry grinding sound, a malicious little system 'beep' and of course, the ominous phrase "Operating System Not Found" After powering down and back on several times in vain, and a few expletives, I realized that I had what one would call "A Problem."

Priority #1 the next day (Friday) was getting my laptop fixed. On my phone, I did a Local.com search and found Lehigh PC Medic. I called and was greeted by the charmingly chatty Bob Smith. I told him my plight and upon hearing the tension in my voice, he became very reassuring. We immediately coordinated a time to meet at his facility: 11am that day. He said he would help me and he delivered.

Once there, Bob was very accommodating, educating, and friendly. We talked numbers about his fees, the cost of a new hard drive, data retrieval services (if possible) and installing additional RAM. Bob went out of his way to get both of these items for me, including a loaner laptop. He estimated that he'd have it finished by Monday. Great. That was more than I could ask for.

Later that night, I got a call from Bob...my hard drive was 'toast' (ie: no data was retrievable, rats) but he had installed the new memory and hard drive and I could pick it up Saturday! I drove over the next day and he showed me the additional memory and walked me through the antivirus and spyware programs he installed as part of his fee. He gave me tons of advice on basic laptop 'maintenance.' My laptop is now running better than when I first purchased it...all within 24 hours!

Bob provides a wonderful, friendly, service for a very reasonable price. He is upfront about his fees and what he can do to help you. I highly, highly recommend his services. Thank you, Bob!

Thanks,

Terry Fasano
December 1, 2007

Quick, dependable, affordable and competent characterizes Lehigh PC Medic. When my computer was having problems they went above and beyond to ensure that my computer was running right. After they were done fixing and upgrading my computer it is now safe from whatever is out there on the internet. PLUS it runs great!!!! You can trust Lehigh PC Medic will do it right!

Dan
Wescosville PA

Bob Smith at Lehigh PC Medic was very helpful in getting my office computer working again. His turnaround time was tremendous and you can't beat his prices for the quality of work he provides. I will not hesitate to call Lehigh PC Medic with any other computer problems I have.

Bob, Thanks for the GOOD WORK!!

Christine A. Belejo
Vice President
Advanced Systems Technologies, Inc.
Topton, PA 19562
August 7, 2007

My husband and I were very happy with the help we received from Bob Smith at Lehigh PC Medic.

Our computer was having all kinds of problems (pop-ups, viruses, sooooo slow) and now it is running great. The friendly service and knowledge of computers made us feel at ease. After trying and trying to correct our problem we decided together with Bob that our computer would need to be wiped clean. He returned our computer very quickly, made it so much easier for us to work with and helped us as we went through everything. We called with questions and Bob returned our calls and was able to come to our house and helped again. We would highly recommend Lehigh PC Medic to help you with your computer needs.

Call us for a referral.

Tara and Terrance Collier
Macungie, PA.
610-966-6558
July, 2007

Purchasing the right PC for our home was not an easy decision. We wanted a system that complimented our needs, know-how and fit within our budget. The retail route left us feeling confused and very frustrated. A close friend referred us to Bob Smith. After contacting Bob, he made us feel extremely comfortable in regards to his computer knowledge, software recommendations and proven track record of customer satisfaction.

Residing 300 miles south of Connecticut, Bob guided us through each step as if he was our neighbor. Having family ties in the Massachusetts/Connecticut area, Bob planned a special trip up north to professionally install a custom PC system that perfectly met our specifications. He suggested we buy items such as the monitor, printer, speakers, cables, etc. a la carte and advised us which models would work best for our needs and wants.

When Bob arrived the installation process was as smooth as can be. Bob answered our questions thoroughly and explained technical jargon in a clear and concise manner. He even set up our new home/office furniture.

We highly recommend Bob Smith of Lehigh PC Medic when it comes to computer guidance and maintenance.

Thanks again Bob!

Jimmy & Heather Leydon
Enfield, CT
June 29, 2007

I strongly recommend Lehigh PC Medic for your computer problems. Bob Smith listens to what your computer problems are, tells you in advance what he can do (and the cost), and then fixes them quickly. He also advises you what you can do to ensure that you are protected from viruses, malware and spyware. My computer was a complete disaster and he had it up and running quickly. I have told all my family and friends about Bob, and believe you can't get better service anywhere, and you certainly can't beat his prices! If you would like to contact me, please feel free to do so.

Robertta Minemier
Macungie, PA.
(610) 966-3650
April, 28, 2007

We appreciate the excellent service we got from Bob at Lehigh PC Medic in helping us get started with our Windows Vista. He has so much patience with Seniors and he even comes out to the house! We still need lots of help and we know we can always depend on Bob!

Thanks so much,

John & Jo Ann Reed
Easton, PA
April 22, 2007

Bob did a great job helping me with my computer issues! He gave me an honest breakdown of what was wrong, fixed the problem and taught me a few things as well. All the while keeping in touch to inform me of the progress and if there was any changes he thought were necessary. His services were quick, reasonably priced and he was very friendly! I have recommended him to friends and family and will continue to do so in the future!

Kristy Horwith
Coplay PA
Mar. 2007

When I decided to buy a computer, a close friend gave Bob's name to me. Bob gave me advice about a computer and printer. He came to my house and setup the new computer a few days after it arrived. He enjoys working with senior citizens and has been giving me lessons on computer basics. If your computer needs help or you need help, please call Bob at Lehigh PC Medic. He will come quickly and take care of you and give you a reasonable price on what needs to be done on your computer.

Need Help! Call Bob!

Alice Madden
South Whitehall
Mar 25, 2007