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AltE

PC RESTORE and RECOVERY Utility

Product manual and technical illustration

A No Downtime solution for PC end users



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OneHelp

Table of Contents

Introduction	3
System Requirements	3
Upgrades	3
PC after-sales service	4
PC without AltE	5
PC with AltE	5
Technical: Setup	6
Technical: How AltE cloning works	6
No-Downtime Experience	7
No-Data Loss Experience	7
Using AltE Recovery Utility	8-12
End User Brochure	12-18

Introduction

AltE is a Soft Robotic Component that is applied on the third partition of PC's hard drive during assembly.

AltE is a RESTORE and RECOVERY cloning utility that clones the healthy operating system to partitions on the hard drive then calls on these partitions when the system needs repair.

If a PC crashes, pressing Alt + E keys at startup will repair the PC within minutes. This will reduce the expense of after sales service, keeps the end user happy with a *no-downtime* PC and *no data loss*.

System Requirements

AltE is not a Windows program and does not install into Windows.

AltE requires an operating system + program files that are greater than 500 meg.

PC Minimum System Requirements

Windows® XP - Windows® Vista - Windows® 7 - UNIX ®/ Linux ®

30GIG Hard Drive (or min. 2 times the size of the operating system + program files.)

AltE does **NOT** require a CD/DVD or USB in order to run.

No upgrades required

AltE is a utility that is tailor made for the PCs that it is loaded on.

AltE utility will service the PC for optimum performance for the life of the PC without the need for upgrades.

New releases of **AltE** are designed specifically for new PCs with major structural changes.

PC after-sales service

The major **problem** facing the PC retail industry is after-sales service.

The manufacturer's warranty is meant for hardware components, but the end user does not know how to differentiate between hardware problems and software problems. Therefore, the warranty becomes open ended and, in terms of customer satisfaction, covers the hardware, software and whatever problems the end user is having.

For example:

If there is no PC sound, *due to deleted driver*, then the end user assumes that there is a hardware problem and calls the PC retailer for help. The retailer understands that it is a software problem but the end user does not have the technical know how to comprehend what the retailer is talking about, and wrongly assumes that the retailer is not honoring the hardware warranty.

The end user either insists on the retailer to fix the problem under warranty, or takes the PC somewhere else to be fixed.

The solution:

If the PC is equipped with **AltE**, the end user will not call the PC retailer complaining about PC problems. Instead the end user will press the Alt + E keys at startup and the PC will be repaired within minutes.

AltE is an affordable solution that will keep the end user happy and save the retailer time and money in customer service.

PC & AltE

PC without AltE

Primary
P1 ACTIVE Win 7 RETAIL SYSTEM C: 700 GB Healthy (System, Active Primary Partition)

A PC without AltE (above) does not provide data protection and does not offer no-downtime PC experience because the operating system (OS) plus program files and personal data are all located on the same partition.

If the partition gets hit by a virus or crashes then the OS plus data are at risk of being lost. A fresh installation of the OS will be required for the PC to operate again.

PC with AltE

Primary	Primary	Primary	Logical	Logical	Logical
P1 ACTIVE Win 7 RETAIL SYSTEM C: 60 GB Healthy (System, Act	P2 Reserved 500 MB	P3 AltE 500 MB	P4 STORAGE 600 GB Healthy (Logical, Sy	P5 HIDDEN REPAIR CUSTOMIZE 30 GB	P6 HIDDEN RESTORE 10 GB

A PC with AltE (above) provides data protection and offers a no-downtime PC experience because the Operating System plus Program Files are located on drive C:, partition 1, while personal data and folders are located on a separate STORAGE partition 4.

If the OS gets hit by a virus or crashes, the OS plus Program Files can be replaced by a healthy OS clone from partition 5 (P5.)

Personal data and folders will not be lost because they are located on STORAGE partition 4.

Technical

Setup

BEFORE

Primary
P1 ACTIVE Win 7 RETAIL SYSTEM C: 700 GB Healthy (System, Active Primary Partition)

AltE Setup begins by performing the following steps:

- A- AltE creates a primary partition (P3) and installs AltE OS.
- B- AltE creates a STORAGE logical partition (P4.)
- C- AltE creates partition 5 then duplicates Windows OS to partition 5
- D- AltE creates partition 6 then duplicates Windows OS to partition 6
- E- AltE sets the option to activate AltE upon boot.

AFTER

Primary	Primary	Primary	Logical	Logical	Logical
P1 ACTIVE Win 7 RETAIL SYSTEM C: 60 GB Healthy (System, Act	P2 Reserved 500 MB	P3 AltE 500 MB	P4 STORAGE 600 GB Healthy (Logical, Sy	P5 HIDDEN REPAIR CUSTOMIZE 30 GB	P6 HIDDEN RESTORE 10 GB

How AltE cloning works:

Repair

AltE clones partition 5 to partition 1

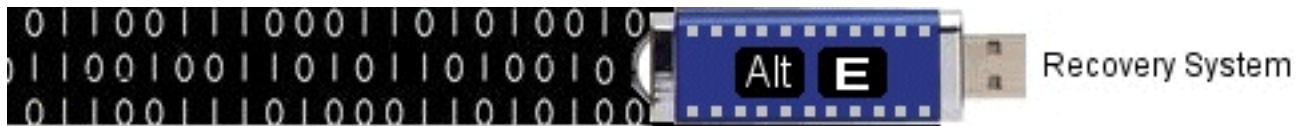
Customize (Personalize)

AltE clones partition 1 to partition 5

Restore (to factory default)

AltE clones partition 6 to partition 1

End User & AltE



No-Downtime Experience

By pressing the Alt + E keys at startup the end user will access a Recovery Menu that offers three main options:

Repair

AltE Repair will repair the end user's computer to its most recent configuration since the system was last customized.

Customize (Personalize)

AltE Customize will update the end user's computer with the latest software or hardware that was added since system was last repaired.

Restore (to factory default)

AltE Restore will restore end user PC to its original (factory default) configuration.

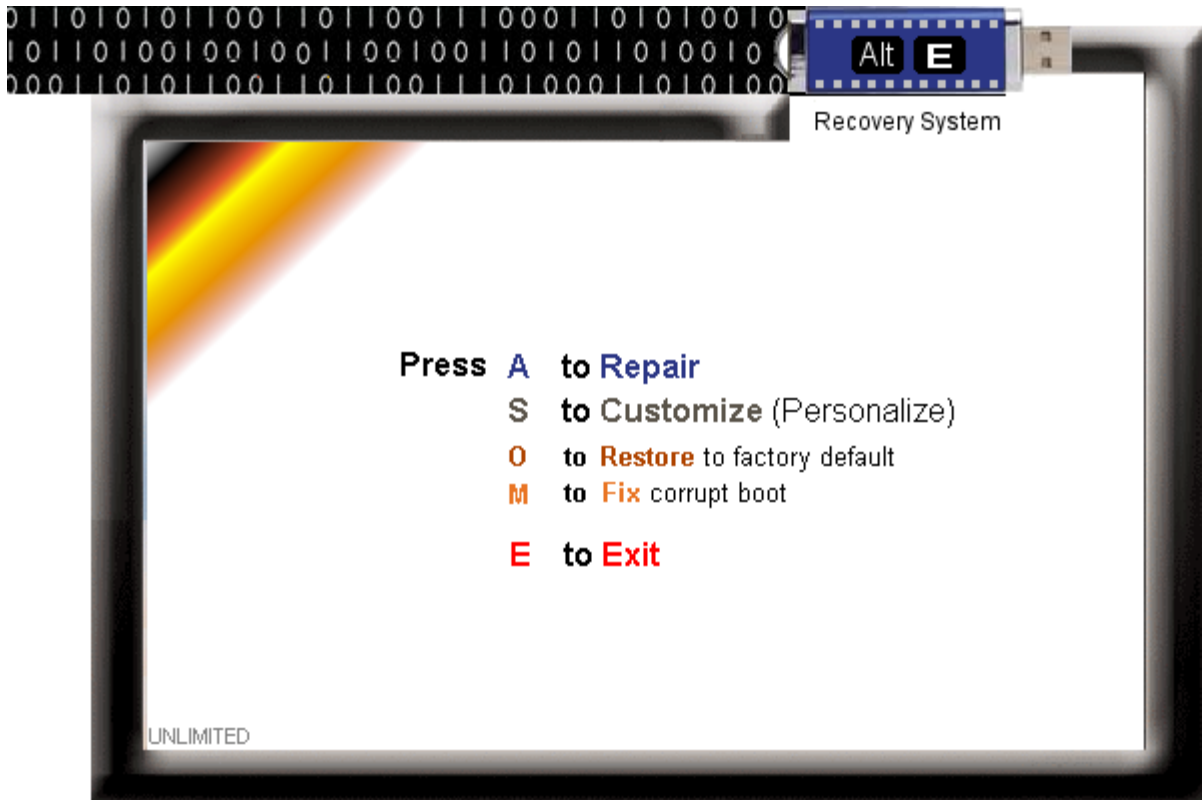
No-Data Loss Experience

Files and folders that are saved in the "Documents" or "My Documents" folder will not be lost if the PC crashes because the "Documents" folder is located at a separate location than the Operating System.

The "Documents" folder is located in the 4th partition, or Storage, while the operating system is located at the C: drive partition.

Screen Shots

Main Menu



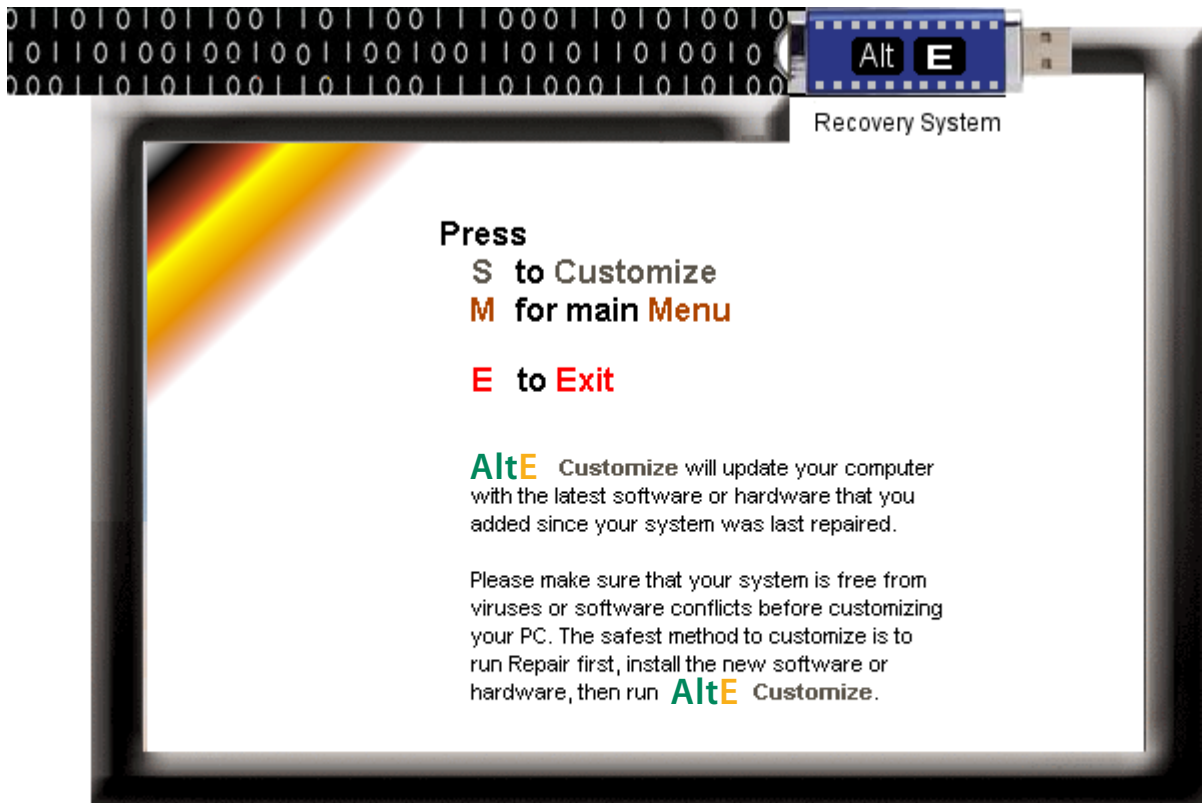
Screen Shots

Repair



Screen Shots

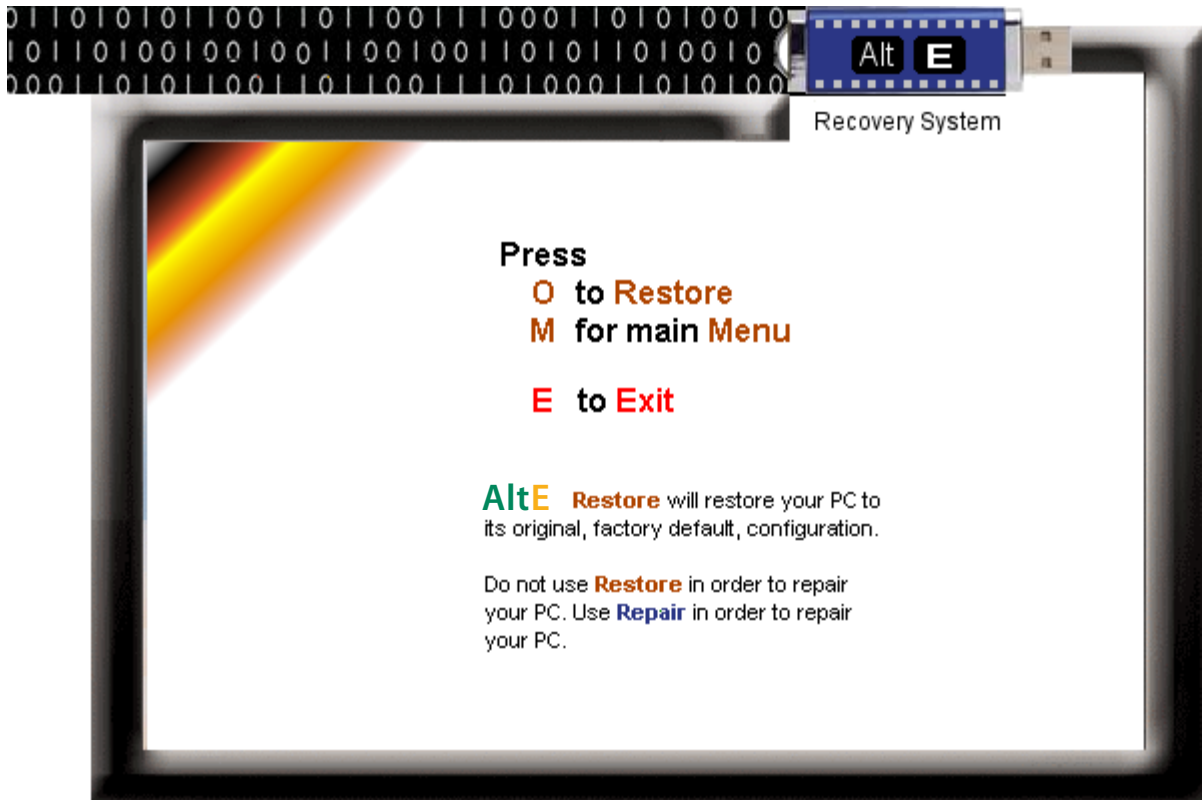
Customize



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Screen Shots

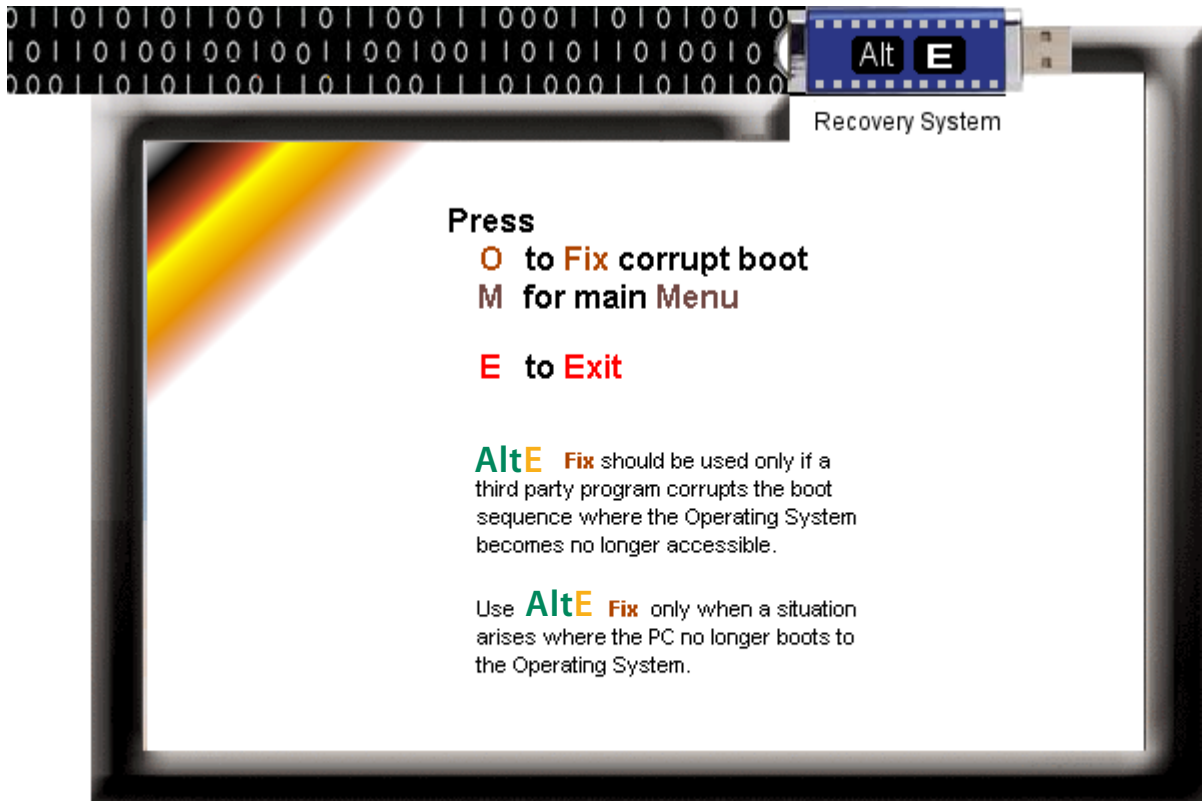
Restore



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Screen Shots

Fix



End User Brochure

It is hard to imagine a vehicle that serves you without the need for gas, oil change, engine tune-ups or new tires.



It is equally as hard to imagine a computer that serves you without the need for maintenance and repairs.

Just like owning a car
PC maintenance and
repair is inevitable



End User Brochure

Alt E is an ingenious method that can fix your computer in a few minutes in the comfort of your home or office.

Alt E ensures that you will not lose any data and saved files even if your entire operating system is accidentally wiped out.

Alt E does not require your operating system to run, it runs once you press Alt + E at start up.

your Automated
Technician



*Just sit down and watch
AltE in action*

End User Brochure

Alt E can repair your computer within minutes in these familiar scenarios:

- 1- Your computer freezes and Windows does not restart
- 2- Your computer is infected with viruses, pop-ups and Trojans that you can not get rid of.
- 3- You can not un install an annoying program.



The scenarios may be endless but the solution for fixing your computer is **Alt E**.

Just press Alt + E at start up and your computer will be repaired within minutes.

End User Brochure



No more PC repair technicians looking at your personal files

PC Crashing or Freezing

Is your computer crashing or freezing in the middle of your office application or favorite game?

Perhaps a software conflict is causing the problem or a software has become corrupt.

whatever the problem **Alt E** is the solution.

PC Not Booting

Your computer will not boot, there are error messages (blue screens) or it will only boot in 'Safe Mode'.

whatever the problem **Alt E** is the solution.

Software Problems

Are you having problems uninstalling certain software or perhaps you have installed software, which has had unexpected side effects or caused conflicts with existing installed software?

whatever the problem, **Alt E** is the solution.

End User Brochure

PC problems are usually caused when you improperly install/uninstall software. Minor things like shortcuts to non-existent programs, redundant files, invalid application paths result in bugs and errors that can cripple your computer. Most common errors are related to :

Spyware, adware, viruses or file sharing

Missing file associations

Missing startup programs

Invalid device drivers

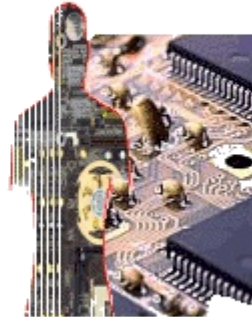
Invalid application paths

Missing DLL files

Missing help files

Missing system fonts

Invalid Shortcuts



You can fix your PC problems by calling a PC technician or you can fix it yourself by pressing **Alt + E** at startup .

End User Brochure

No-Downtime Experience

By pressing the Alt + E keys at startup the end user will access a Recovery Menu that offers three main options:

Repair

Alt+E Repair will repair the end user's computer to its most recent configuration since the system was last customized.

Customize (Personalize)

Alt+E Customize will update the end user's computer with the latest software or hardware that was added since system was last repaired.

Restore (to factory default)

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