



LEGAL TECH REVIEW

The New England Computer Group

November 2016

What's Inside?

We are excited to announce that our NECG team has grown!

Please join us in welcoming our new Senior Network IT Technician, Mike Godofsky!

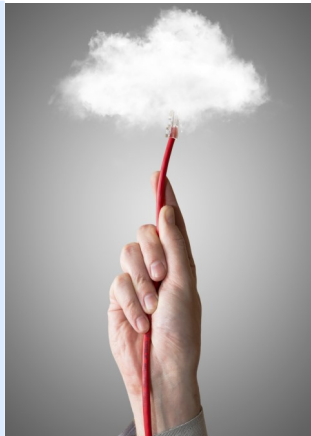
NOVEMBER 2016



This monthly publication provided courtesy of Frank Ballatore, President of The New England Computer Group, Inc.

Our Mission:

To equip small and midsize businesses in the Connecticut area with a smooth-running and seamless IT platform that enhances productivity as well as efficiency and becomes a competitive advantage.



6 Questions To Ask Before You Move To VoIP

Thanks to Voice over Internet Protocol (VoIP) and ever-improving cloud technologies, the phone-service options available to you as a small business are plentiful, with more features at a lower cost than were ever available before.

However, with all the options and vendors, separating the good from the bad and navigating the hype can be difficult. Not only are some VoIP systems a complete waste of money, but fees can be "hidden," so what appears to be a big cost-saving decision can end up costing you more in the long run once you've calculated in ALL costs over a three-to five-year period.

Here are six revealing questions you must ask to cut through the hype, half-truths and "little" white lies that could bury your company.

1) What will the call quality be like on my new system?

Companies that sell phone systems and do not install and support computer networks – which is what

your VoIP system is running on – are often NOT qualified to recommend or install a VoIP phone system for your office. One of the biggest reasons for VoIP failure (poor sound quality, slowed Internet speeds, etc.) is that the person selling you the system does not understand how to properly assess your company's firewall, routers, network traffic, Internet connection speeds, as well as a host of other factors, to make sure their phone system will work as advertised in YOUR SPECIFIC ENVIRONMENT. That's because they're phone-system sales guys, not network engineers.

2) How many data centers do you have and are they geographically dispersed?

If the answer is only one, run away! What happens if their ONE data center goes down? Or, more commonly, what happens when the VoIP equipment *inside* the data center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers

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(203) 431-9300

that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

3) What was your uptime last year?

What's your guarantee for uptime?

If it's anything less than 99.999%, find a different provider. And don't just take them

at their word; ask for documentation proving the reliability of their network in the previous year. If they can't even do that, don't buy their system!

NOTE: Uptime is the system's ability to make and receive calls. If an individual office happens to be down due to an Internet outage, this does not affect the overall reliability of the system, because the system was ready and able.

4) If my phone is unreachable, do you have **automatic** failover to another phone?

If your provider's system isn't constantly monitoring the status of

your network, VoIP system and VoIP phones, you should consider going with another provider. If your Internet goes down, or even a single phone stops working, the system

should know that within a few minutes and automatically forward the calls to a predetermined destination (like a cell phone or another office location).

"If they're THAT confident, have them guarantee it in writing..."

5) Do you monitor my phones and system 24/7/365 for any potential issues?

If you have to tell your provider the phones aren't working, then find another provider. Any quality vendor should be monitoring and maintaining your system for you, using remote management tools. If you are missing calls, move on to a different system.

6) Do you offer a money-back guarantee?

If your provider is not willing to back up their claims with a WRITTEN, no-small-print, money-back guarantee, free of "weasel out"

clauses, look for a vendor that does. Every phone-system sales guy is going to tell you how wonderful their system is and how you won't experience any problems. If they're THAT confident, have them guarantee it in writing so you're not stuck paying for a new system that doesn't work.

Free VoIP Assessment Cuts Through The Confusion, Myriad Of Options And Tech "Mumbo Jumbo" To Help You Make The Smartest, Safest Phone-System Choice For Your Company

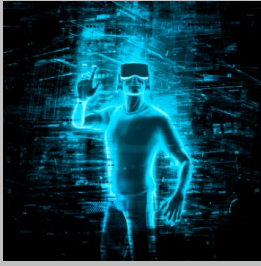
If you're looking to upgrade your phone system to VoIP sometime in the near future, this free assessment will help you avoid making any mistakes and help you navigate the endless number of choices, techy "mumbo jumbo," conflicting advice and confusion. We'll answer all of your burning questions and determine which phone system is BEST FOR YOU, based on your specific needs, budget, Internet connection and existing network. No charge and no obligation! Simply call us today at (203)431-9300 to get started!

Section 179 Tax Deduction - Now Is The Time To Purchase!

Section 179 is a tax code created to help businesses. Below you will find a few points about this deduction. For details, visit www.section179.org.

- By allowing businesses to deduct the full amount of the purchase price of equipment (up to certain limits), Section 179 is a fantastic incentive for businesses to purchase, finance and lease equipment this year.
- This deduction is aimed at general business equipment as well as off-the-shelf software. You can check the list of items that qualify at www.section179.org.
- Section 179 can greatly help your bottom line. By deducting the full cost, you lower the amount you pay for equipment and/or software substantially. These benefits can be further expanded if you choose to lease/finance your equipment and software.
- It is simple to use. You only need to buy or lease the equipment and use a special IRS form.
- The various Stimulus Acts over the past few years have included provisions for Section 179 and Bonus Depreciation, and greatly increased the limits on how much businesses could deduct. But the enhancements usually expire at the end of the year.
- There is simply no better time than now to take advantage of Section 179 and Bonus Depreciation. Why? Because it is a 'Use-it-or-lose-it' write off that ends December 31st.

Shiny New Gadget Of The Month:



Resist The Dark Side: Custom Lightsaber

The Sith Lord is about to strike – this is no time for an ordinary lightsaber. Time to pull out your own hand-made custom lightsaber...

You'd be hard-pressed to find an imaginary weapon as iconic as the Star Wars lightsaber. Haven't you (or someone you know) ever secretly yearned to wield one against an evil warlord? Well, in case you didn't know – you can. And, with your own custom-made lightsaber, you'll be well-armed.

These are no ordinary Hasbro plastic toys. In fact, the features and choices available at some of the top-rated lightsaber shops could well leave you "starstruck."

From "flash-on-clash" to blade color to heavy, medium or light battle-readiness, to custom soundboards and circuitry, the choice is yours.

If you're a diehard do-it-yourselfer, complete kits are available. You can even get a double-bladed or cross-guard-type lightsaber. Prices range from about \$400 on up. For more details, check out www.ultrasabers.com/.

Choose well, young Padawan.

Dealing With The Dark Side of Social Media

A blind boy sat on the steps of a building with a hat by his feet. He held up a sign which said: "I am blind, please help."

There were only a few coins in the hat.

A man was walking by. He took a few coins from his pocket and dropped them into the hat. He then took the sign, turned it around, and wrote some words. He put the sign back so that everyone who walked by would see the new words.

Soon the hat began to fill up. A lot more people were giving money to the blind boy. That afternoon the man who had changed the sign came to see how things were.

The boy recognized his footsteps and asked, "Were you the one who changed my sign this morning? What did you write?"

The man said, "I only wrote the truth. I said what you said but in a different way." I wrote: "Today is a beautiful day but I cannot see it."

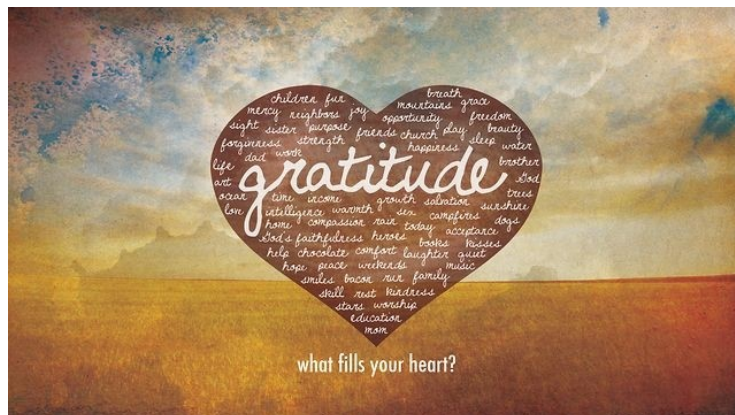
Both signs told people that the boy was blind. But the first sign simply said the boy was blind. The second sign told people that they were so lucky that they were not blind. Should we be surprised that the second sign was more effective?

Moral of the Story: Be thankful for what you have. Be creative. Be innovative. Think differently and positively. When life gives you a 100 reasons to cry, show life that you have 1000 reasons to smile. Face your past without regret. Handle your present with confidence. Prepare for the future without fear. Keep the faith and drop the fear.

The most beautiful thing is to see a person smiling. And even more beautiful, is knowing that you are the reason behind it!

Happy Thanksgiving to all!

Happy Thanksgiving from The New England Computer Group!



Techno Tidbits

Being “smart” isn’t just for phones and TVs anymore.

Soon, Microsoft’s Cortana will be able to see inside your fridge. With cutting-edge, fridge-safe technologies, Cortana can identify the foods you place there. After spending some time with your fridge’s contents, Cortana learns your food preferences. It can even offer up recipes or shopping lists to make your life easier. While other smart fridges have cameras that show users what’s inside without opening the door, the Cortana version actually helps you keep your fridge stocked. By the time this fridge hits the market, it will have captured thousands of photos of food packages from around the world. And that means you may soon have a smart new helper when it comes to shopping and fixing meals.

TechCrunch

Ditch the meeting, get more done.

The average manager spends 30%-50% of their time in meetings. And most feel 67% of meetings are an utter waste. So what can we do to stop killing time? Quit having meetings. Here are three ways to tell if a meeting is worthwhile. 1) Compare cost to benefit. Take the number of folks attending times their average pay rate. Multiply that by their time spent meeting. Is the desired outcome worth it? 2) Will this be a one-sided affair? A dead giveaway is the conference call when the boss puts everyone else on mute. 3) Is the meeting a guise for

“communication”? Instead, send an e-mail, point to a website or suggest someone to consult with. Now you’re talking...

Entrepreneur

Want earbuds that last – and sound great?

Bragi’s new earbuds, named simply The Headphone now have “bragging rights” on both battery life and sound quality. At six hours of battery life, these buds shred all competition. That includes Erato’s Apollo 7 and the Earin buds – both of which wimp out at three hours. Bragi’s Headphone also delivers a crystal-clear sound that beats most Bluetooth and WiFi earbuds. And they let sounds come through from whatever space you’re in. They also receive phone calls and respond to voice commands. Plus, all of this is 100% wireless. They even include a sleek-looking lanyard-style carrying case. All that being said, The Headphone is well worth a look if you’re looking for a great pair of earbuds.

DigitalTrends

Google’s Chromebook Pixel may have faded into a high-resolution sunset... But the good news is, some great new challengers will soon take its place. The Dell Chromebook 13, for instance, sports a 1080p touch-screen display, aluminum chassis, glass trackpad and a (very fast) Intel

Core i3 processor. Meanwhile, weighing in at just 2.9 pounds, the Toshiba Chromebook 2 delivers nearly the same performance as the Dell. Yet at a full two pounds less, you’ll appreciate its light weight. And the new kid on the block, the Acer Chromebook 14, offers a high-end feel and near top-of-the-line specs for just \$300. Any of these challengers will fill the bill for you if you love the low price of a Chromebook, but want something a little more premium.

AndroidCentral.com



“I liked the motivational ones better.”

