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September 2017

Celebrating over FIFTEEN YEARS of Service and Satisfied Customers!

"As a business owner, you don't have time to waste on technical and operational issues. That's where we shine! Call us and put an end to your IT problems finally and forever!"
Fred Holzsager,
IT Director
Holzsager Technology Services
and
Publisher of
The Tech Insighter

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Snapple Real Fact # 326
On average, you'll spend a year of your life looking for misplaced objects.

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The Tech Insighter

"Insightful Tips To Make Your Business Run Faster, Easier and Be More Profitable"

Tips for Keeping Your Mobile Devices Safe

Businesses are using mobile devices more than ever to increase productivity and profitability. However, like desktops and laptops, tablets and smartphones are highly vulnerable to hacking, and some employees expose them to threats in ways they may not even be aware of. To protect your company from these threats, follow these tips on keeping mobile devices safe.

Ensure Mobile OS is Up-to-Date

Apple and Android's operating system updates improve overall user experience, but their most important function is to fix security vulnerabilities. You can reduce your business's exposure to threats by installing updates for ALL devices as soon as they become available. Some people wait for a few weeks or months to update their device's OS. This gives hackers ample time to exploit vulnerabilities on devices that run on outdated operating systems.

Install Business Applications Only

Downloading apps seems harmless, but lenient mobile device policies for company devices can lead to staff downloading and installing non-business-related apps from third-party stores, many of which are notorious for malicious advertising codes and other threats.

Be Careful with Public Wi-Fi Networks

Emergency situations might compel you to use password-free Wi-Fi networks in hotels, airport, cafes, or any public place. Connecting to an open network can expose your confidential information and sensitive company data to hackers connected to the same network.

You can avoid this by providing a practical internet data plan, preferably one that includes roaming services, for remote workers. And if you really have to connect to an open Wi-Fi, don't use the connection for transferring sensitive data.

Enable Phone Tracking Tools

Losing a company-issued mobile device is a scenario many would rather not contemplate, but it happens. Devices can be misplaced or stolen, and enabling a useful app such as ***Find my iPhone*** for iOS devices, ***GPS Phone Tracker*** for Android, or any other device-tracking app

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"We Love Referrals" 2017 Offer

Keeping with the spirit of helping others,
if you refer a business to us and they become our customer,
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At Holzsager Technology Services, we believe that referrals are the greatest form of flattery. By recommending your partners, associates, or professional contacts, you can help them enjoy worry-free IT and support a worthy cause of your choice!

For more information, please see our website at www.tech4now.com/we-love-referrals, contact us by phone at 201-797-5050 or email us at info@tech4now.com .

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Quotations

"Attitude is a little thing that makes a big difference."
Winston Churchill

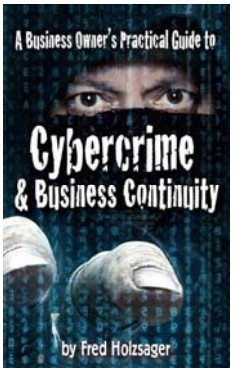
"When you reach the end of your rope, tie a knot in it and hang on."
Franklin D. Roosevelt

"*It always seems impossible until it's done."*
Nelson Mandela

"Live neither in the past nor in the future, but let each day's work absorb your entire energies, and satisfy your widest ambition."
Sir William Osler

"No person was ever honored for what he received. Honor has been the reward for what he gave."
Calvin Coolidge

"Worrying does not empty tomorrow of it's troubles, it empties today of its strength."
Corrie Ten Boom



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For more details on the contents and how to get your copy, please visit our special web page at
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Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!

Tips for Keeping Your Mobile Devices Safe

(Continued from page 1)

in Apple's App or Android's Google Play stores helps users locate lost phones, or otherwise delete data in stolen devices. Downloading and setting up the app takes just a few minutes, and it will give you *peace of mind* knowing that even if your phone is lost or stolen, its contents will not be compromised.

Screen Text Messages Carefully

Text messages or Short Message Service (a.k.a., "SMS"), as it is known by in the trade, may not be as effective as email phishing, but SMS phishing can also be used to trick users into clicking malicious links. Hackers send messages purporting to be from someone you know or a legitimate source that asks you to urgently send confidential data. You can either delete these messages, block unknown senders, or alert your IT department in case you encounter a possible scammer.

Mobile devices are becoming more critical to operations. And with more devices open to attack, businesses must bolster their cybersecurity efforts. Hackers will exploit every possible vulnerability, and that includes those in unsecured smartphones and tablets. Please get in touch with us at (201) 797—5050 or www.tech4now.com if you need training for your staff or comprehensive security solutions for your business—*We're here to keep you safe.*

Top CEOs Share Secrets To Avoid Email Overload

Do you look at your inbox and want to cry? If so, you're not alone. According to widely cited Radicati Group research, the average person gets 120 business emails every day. Is it any wonder that a recent Harris Poll found that only 45 percent of our workdays are spent on actual work? If you're looking for the solution to your email woes, start with some of Silicon Valley greats.

BEZOS DELEGATES If you want to watch a corporate team start to sweat, see what happens when they get a "?" email from Jeff Bezos. *Business Insider* reports that the notoriously *easy-to-contact* Amazon CEO will forward customer complaints to his people and add only a question mark to the original query. Follow Bezos' lead. Instead of answering all emails yourself, ask, "Can this be better handled by someone else?" Forward it to your team and save yourself the time.

USE AUTO REPLIES You can also use auto-reply tools to manage the flood. Tommy John CEO Tom Patterson did just that after his emails skyrocketed from 150 to 400 a day. He tells **Inc.com** that "there weren't enough minutes in a day to answer all of them." So he didn't; he set up an auto-reply to tell people that he only checked email before 9 and after 5 — and to please call or text if it was urgent. The result? "It forced me to delegate and empower others to respond," he says. Suddenly the flow slowed to a trickle.

DO YOU GET MORE EMAILS THAN BILL GATES? Bill Gates reports that he only gets 40–50 emails a day. Ask yourself, "Should I really be getting more emails than Bill Gates?" According to LinkedIn CEO Jeff Weiner, some employees just send too much email. He writes, "Two of the people I worked most closely with ended up leaving the organization within the span of several weeks. After they left, I realized my inbox traffic had been reduced by roughly 20–30 percent." If you have over-communicators in your ranks, ask them to tone back the digital flood.

SET BOUNDARIES Creating a hard buffer between your email and your life is another CEO tactic. Arianna Huffington doesn't check her email for a half hour after waking or before going to bed, and she never touches it around her kids. That space to breathe is essential to maintaining a work-life balance. And if it gets bad enough? Etsy's Chad Dickerson has a solution: *email bankruptcy*! He tells Fast Company that every few years, he just deletes everything and starts fresh!

Not all Silicon Valley gurus have it figured out, however. Apple CEO Tim Cook doesn't get 120 business emails a day. According to an ABC interview, he gets closer to 700. He just gets up at dawn every morning and starts reading. If you would like to alleviate some email stress and increase productivity, we recommend trying Jeff Bezos' or Arianna Huffington's tips instead.

Trivial Matters

On August 21, 2017, the United States experienced a total solar eclipse. We hope this fascinating event has sparked your interest in learning more about eclipses and our amazing solar system.

- A solar eclipse is when the Moon passes between the Sun and the Earth – causing a shadow to project onto the Earth's surface.
- Each year 2 and 5 solar eclipses occur.
- The total solar eclipse, when the Moon completely obscures the Sun, is known as a Totality.
- A totality can occur because the sun is 400 times larger than the moon and 400 times further from the Earth, which makes the two appear to be the same size as the eclipse takes place.
- Total solar eclipses are rare, happening only once every 18 months somewhere.
- The last time the path of totality made landfall exclusively in the US (as did the August 21 total solar eclipse) was in 1776.
- The speed of the Moon as it moves across the Sun is approximately 1,398 miles per hour.
- A total solar eclipse can last a maximum of 7 minutes and 30 seconds.
- Almost identical eclipses occur after 18 years and 11 days – known as the Saros Cycle.
- Because the Moon is slowly drifting away from Earth, in about 650 million years a solar eclipse will not even be noticeable.

If you missed this total eclipse you have less than 7 years to wait! The next one that will be visible in the US will occur on April 8, 2024 in a diagonal path from Texas to Maine.

Tech Trend: Voice-Activated Home Assistants

Smart speakers (or voice-activated home assistants) can do a number of different things, including answer questions, control smart home devices, set alarms, play music, and more.

Amazon Echo, the very first smart speaker on the scene with artificial intelligence, still dominates the field with 70% market share.

However, Google Home recently entered the market and Apple's HomePod will be out before Christmas, all in response to a market that is growing with almost a third of millennials likely to use a home assistant this year. So, if you're wondering whether to get in on this latest technology, consider its uses: you can ask what the temperature is before you run out the door and if you need an umbrella, have it read you recipe instructions or set timers, play you soothing music after a long day, have it turn your lights on and off, ask trivia questions without opening a browser—just to name a few. Smart speakers are helpful, fun to use, and a sure sign of things to come in the future of artificial intelligence and the smart home.

The question of balance in the workplace is up to you—how do YOU wish to implement change in your life to free up needed personal time?

Quick Tech Productivity Pointers

Changing Your Default Browser

The steps to change your default browser vary based on your operating system. To select **Google Chrome** as your default on a **Windows 7** or **Windows 8** computer, go to the Start menu and choose Control Panel. Select Programs, Default Programs and then "Set your default programs." Select Google Chrome on the left side of the screen, click "Set this program as default" and then click O.K.

If you have a **Windows 10** PC running the most recent version of the operating system, open the *Start menu* and click the gear-shaped *Settings* icon. In the *Settings* box, choose *Apps* and then, *Default Apps*. Scroll to the bottom of the box, to *Web browser*, and click the *Microsoft Edge icon* (or whichever app is your current default browser). In the "Choose *an app*" area, select *Google Chrome*.

On a Mac, open the Chrome browser and click the *three-dot More* menu icon on the top-right corner of the window. On the menu, choose *Settings*. Scroll down the Settings screen until you get to the *Default Brower* section and turn on the checkbox next to "*Make Google Chrome the default browser*."

Many browsers, including Apple Safari and Mozilla Firefox, include a "make me the default program" button in their settings. Once you select it, the system opens that browser when you click links in messages or open desktop bookmark shortcuts. You can usually find this button on the General tab of the browser's options or preferences screen.

For more help with browsers, contact us at (201) 797—5050 or www.tech4now.com.

PIIPROTECT

Are You Protected From A Data Breach?

Think cybercriminals only target the big companies?

More than 75% of data breaches target small and medium sized businesses.

We can help you with the following:

1. TRAIN YOUR EMPLOYEES
Train your employees to help protect your sensitive data.

2. PROTECT YOUR NETWORK
Protect your network with VPN's, firewalls, vulnerability scans, penetration testing, etc.

3. SECURE YOUR DEVICES
Identify, track, and secure (encrypt) your employee's devices—smartphones, USB drives, tablets and laptops.

4. SECURE PHYSICAL SPACE
Track and log visitors, limit access with locked doors.

5. CREATE CLEAR POLICIES
Create clear and concise written policies on the use and disposal of sensitive data.

6. WHERE'S YOUR DATA?
Locate, understand, and limit where all of your sensitive data resides.

7. PROPER DISPOSAL PROCEDURES
Ensure that you have the proper procedures and documents in place to dispose of any devices, equipment, and paper records.

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Feedback & Suggestions…

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Please send us an e-mail or call our direct line.

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"Your breadth of experience and speed to resolution helps us keep our business strong and current. The way we see you is not as an IT computer guy, but as a proven Trusted Business Advisor." **—Nabil Ishac,** *Architect & Owner*, Ishac Design Architect

September 2017

The Lighter Side...

For Entertainment Purposes ONLY!

Ploughing a Profit

A husband and wife were driving down a country lane on their way to visit some friends. They came to a muddy patch in the road, and the car became stuck. After a few minutes of trying to get the car out by themselves, they saw a young farmer coming down the lane, driving some oxen before him. He stopped when he saw the couple in trouble and offered to pull the car out of the mud for $50. The husband accepted, and minutes later, the car was free. The farmer turned to the husband and said, "You know, you're the tenth car I've helped out of the mud today." The husband looks around at the fields, incredulously, and asks the farmer, "When do you have time to plough your land? At night? "No," the young farmer replied, seriously. "Night is when I put the water in the hole."

Gators Gone

While sports fishing off the Florida coast, a tourist capsized his boat. He could swim, but his fear of alligators kept him clinging to the overturned craft. Spotting an old beachcomber standing on the shore, the tourist shouted, "are there any gators around here?!" "Naw," the man hollered back, "Ain't been any for years!" Feeling safe, the tourist started swimming toward the shore. About halfway there he asked the guy, "How'd you get rid of the gators?" "We didn't do nothin'," he said. "The sharks got 'em."

Why Grammar Counts…Bad Signs

☺ (Recall last month) In a field: The farmer allows walkers to cross for free, but the bull charges.
☺ In office bathroom: Toilet out of order please use floor below.
☺ At safari park: Elephants, please stay in your car.
☺ In department store: Bargain Basement upstairs.
☺ In Office: Would the person who took the step ladder yesterday please bring it back or further steps will be taken.
☺ In German café: Mothers, please wash your hans before eating.
☺ At conference: For anyone who has children and doesn't know it, there is a day care on first floor.
☺ At Second-hand shop: We exchange anything—bicycles, washing machines, etc. Why not bring your wife along and get a wonderful bargain?
☺ In General Store: Unattended children will be given expresso and a free kitten.
☺ In Hardware Store: "You're not my real ladder!" —Step Ladder Sale!
☺ In Mexico: Prohibido nadar corrientes peligrosas with English translation: Dangerous not to swim. (Trans: Swimming prohibited, dangerous currents)