



"Insider Tips To make Your Fire District Run Faster, Easier And Increase ROI"

What's New

Submit technical questions you need answered. We will post the question and publish the answers.

Write an article that is a topic the FD audience will enjoy. We will proof the article and publish it in the next edition.

Give hardware recommendations and give reviews on existing gear software and technology.

Send your emails to:

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"your in-house IT department"



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

continued on page 2

November 2016



*A message
from the
owners...*

"As a Fire District, you do not have time to manage the operational AND Technical issues. That is where we have your back! Call us and put an end to your IT problems finally & forever!"

Dale & Mark,
Class Computing

center goes down? Your business is without a phone until they get their systems back online! Insist on at least two redundant data centers that are states away from each other to lower the risk of a natural disaster wiping out both data centers at once.

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

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).

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 to get started at **(312) 262-3930 !!**

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WHY TESLA'S NEW SOLAR ROOF TILES AND HOME BATTERY ARE SUCH A BIG DEAL

Posted October 31, 2016
by Darrell Etherington (@etherington)

On October 28, Tesla unveiled its new solar roof tiles. Few of us in attendance, if any, realized the solar roofing tiles were actual functional solar panels until Elon Musk said so. Sure, it's a neat trick, but what's the big deal?

Why does it matter that Tesla is making a fashion statement when the point is green power and a future where we aren't so dependent on fossil fuels?

I've heard from some people suggesting that this is nothing new, because of other similar previous projects, including Dow Chemical's canned solar shingle project, for example. Others are wary of Tesla's ability to sway consumers with a solar solution that sounds like it'll still be quite expensive in terms of up-front (or, with payment plans, deferred but net) installation costs. Still others aren't clear on Tesla's goals with this product, or how it fits into the company's overall strategy relative to its electric vehicles.

(skipping to end of article here)

FOR THE WHOLE ARTICLE PLEASE USE THIS LINK:

<https://techcrunch.com/2016/10/31/why-teslas-new-solar-roof-tiles-and-home-battery-are-such-a-big-deal/>

The announcement of Tesla's solar tiles does not guarantee a sweeping solar power revolution; far from it, since Tesla says it

won't start installing the product in any consumer homes until next year, and a lot can happen between now and then. But Musk also said with full confidence that he ultimately expects the Powerwall to outsell Tesla cars, and easily so.

Solar roofing, Powerwall and Tesla cars taken together represent a new kind of ecosystem in consumer tech, one that carries a promise of self-sufficiency in addition to ecological benefits. Tesla has already tipped its hand with respect to how it intends to make vehicle ownership a revenue generator for its drivers, rather than a cost center. You can see how it might eventually do the same for solar power using solar tile roofs combined with Powerwalls installed in series, giving homeowners surplus power generation and storage with a few different potential options for monetizing the excess (including, say, acting as a supercharger station for other Teslas, or selling back to the grid).

It's tempting to look at Tesla's unveiling last week and think that it's more of an incremental development in the home solar industry. But it's more likely a step toward a future where individuals have more direct control over power generation, leading to a big difference in how we think about renewable energy.

CLASS COMPUTING is very passionate about Hardware and Gadgets! This includes Cellular Products and Remote Computing. Remember, **Hardware is part of the Network...we manage your entire companies IT, so shouldn't we consult you on the hardware too?**



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Who Wants To Win A \$25 Gift Card?

The Grand Prize Winner of last month's Trivia Challenge Quiz is... **Bloomingtondale Chief Jeff Janus**; he was able to answer the question from October:

With respect to fire...when you see the words Fuel, Heat, Fire, Oxygen, 21%;

What is the logical shape that corresponds?

(A) Circle (B) Square (C) Triangle (D) Star

The correct answer is **(C) Triangle**

(**Many answered correctly, we picked one winner randomly**)

Now, here's this month's trivia question specifically for Fire & Rescue.

The winner will receive a \$25 VISA® gift Card.

A smoke alarm should be replaced 10 years from....?

(A) Activation (B) Installation (C) Manufacture (D) Purchase

E-mail Us Right Now With Your Answer.

(We put all correct answers in a hat, and choose 1 to get the Gift Card.)

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