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## Happy New Year!

*Happy 2013! We sincerely hope last year ended well for everybody, and your New Year is off to a great start, too. Cheers!*

*We've made some changes to The Intercom this year to deliver tech tips and resources to you better and faster. Not to worry, though, we didn't leave out the monthly Trivia Bowl, so be sure to try your luck. And as always, if there's anything techie you want us to cover, please let us know. Send me an email at [mattj@invisik.com](mailto:mattj@invisik.com), or call 612.298.3000.*

*Good networking,  
Matt Jurcich*

## Tech Tip of the Month

The newest version of Microsoft Office is scheduled for release in 2013. As businesses look to upgrade, users will be learning the ins and outs of the program. One of the more common questions being asked is how to change the default location of where your documents will be saved.

By default, Office 2013 will save your documents to SkyDrive. If instead you want to save your documents to your PC, here is how:



1. Open Microsoft Word and select a blank document.
2. Click *File* followed by *Options*.
3. Select *Save*.
4. Click the box that says *Save to Computer by default*.
5. Click *Browse* beside the Default local file location and select the file where you would like to save your documents. If you don't change the location, your files will be saved into your Documents folder.
6. Select *Ok*.

After you set the save location, you will notice that other Office programs will also be set to save in that location as well.

## Invisik Trivia Bowl

Win an Amazon.com gift card! Be the first to email the correct answer to [trivia@invisik.com](mailto:trivia@invisik.com).

**In 45 BC, who invented the Julian Calendar based on a 365 day year with a leap day every four years?**

- A. Pope Gregory XIII
- B. Julius Caesar
- C. Plato

Congratulations to last month's winner, Eva Purrella of Bloomington, who was the first to correctly answer (c.) 7.

## Everybody Wins Referral Program



Get a \$25 Visa gift card easily! Simply refer your business colleagues\* to us for 2-hours of **FREE** guaranteed, hassle-free, no-obligation tech support (a \$300 value). Email their contact information to [mattj@invisik.com](mailto:mattj@invisik.com), or have them call 612.298.3000 and say you sent 'em.

\*Qualified referrals just need to be the owner or decision maker of a business with 10 or more computers and at least 1 server.

...for IT ingenuity



## Microsoft Retires SBS—What's Next?

One of the benefits of technology is its ability to quickly provide performance solutions that keep pace with the fast-tracking business world. Inevitably, changes as small as software updates or as big as entire server overhauls become a price we pay to play. Microsoft has enacted such a change when it recently pulled the plug on their popular business based service, the Microsoft Small Business Server 2008. If your company has deployed a Microsoft SBS 2008 or older solution, you aren't totally left in the dark because before announcing the end of SBS, Microsoft also announced its replacement:



In the past, Microsoft has been a company of options, not content with releasing just one or two versions of an operating system or server structure, but instead opting for many. With Windows Server 2012, however, Microsoft slimmed down the options to just four. Of the four, only two of them—Foundation and Essentials—will be best for the most small businesses.

**Foundation** Foundation is the most basic version of Windows Server 2012, with support for common activities like file and printer sharing. However, it won't support virtual environments, so businesses deploying this option would have to stick with physical servers instead of being able to run different servers on one physical machine. It is also limited to 15 users or less.

Another possible downside with Foundation is that it will only be available on new servers created by Original Equipment Manufacturers (OEMs). In other words, to use this version, businesses will have to buy new server hardware. On the other hand, if your company is looking to centralize basic office functions, or connect the office internally, and you don't currently have any servers, this might be a good option to investigate.

**Essentials** If you currently use SBS or another retired Microsoft product, your best bet is Essentials. At a cost of around \$425.00, it is a low cost upgrade aimed specifically at businesses with 25 users or less. An upgrade to Essentials brings about the ability to easily connect and manage Microsoft's cloud based solutions like Office 365, the cloud version of Sharepoint, and many others. Essentials also has features brought over from SBS, and enhancements like Client Backup or Remote Web Access. And if you are keeping email in-house instead of going to the cloud,



Essentials will integrate with an onsite Exchange 2010 (but a separate server license will be needed for Exchange). Additionally, unlike Foundation, Essentials does support a fully virtualized server environment.

If your business has more than 25 users, though, the downside to Essentials is you would need to pay for an upgrade to Server Standard to "unlock" Essentials to unlimited users, or you may need to look into SBS 2011 instead. That said, Essentials would be a good option for companies that are interested in transitioning to the cloud, but still want some features kept in-house during the transition.

For more information about integrating the new server upgrades to your business— or alternatives options like moving to the cloud— give us a call at 612.298.3000 or email [support@invisik.com](mailto:support@invisik.com). ▲

## Get Your Fax into the Cloud



Fax machines are one business function that has been largely left behind when it comes to cloud services. Once a crucial instrument of business communication, its usefulness was largely diminished when email became a major player. If your company has a fax machine and still uses it on a fairly regular basis, there is a way to cut costs while still being able to send and receive faxes. The solution is found in the cloud.

Currently, many modern fax machines use a dedicated server to send and receive faxes. This server is usually located in the business and connected to traditional fax machines. The server, along with the required transmission lines and cables, can be very expensive. With a cloud fax solution, lines and servers are moved outside the organization to a third-party provider.

Cloud fax solutions usually work by replacing the traditional fax machine with your computer. The solution acts as a virtual fax machine that can translate an email with an attachment into a fax, then send it over traditional phone lines to other fax machines. Incoming faxes are sent to a

## CLOUD

traditional phone/fax number, where the cloud picks this up and translates the fax by submitting this to your email. Essentially, your faxes become emails.

This has a number of benefits including:

- **Drastically lowering costs:** As you can get rid of bulky machines and the related infrastructure, you will see lower monthly costs. Beyond that, most cloud fax providers charge per page, so if you only send a few faxes each week, you only pay for what you use.
- **Easier management:** As with most cloud solutions, there is only one point of contact for the service. The provider takes care of technical problems, administrative support, and function management. This frees you to focus on other business functions.
- **Increased efficiency:** Employees who send/receive faxes are more efficient because they don't have to get up to check for received or sent faxes. Most cloud fax

solutions also allow you to send more kinds of documents than traditional fax machines, so there is no need to convert most documents into a format that can be sent by fax. This means more time to spend on other tasks.

- **Better than email:** Most email servers have a limit on the size of the document you can send. So with bigger documents, you need to either break them up or find another way to send them. Cloud faxes work like normal fax machines in that they send as many documents as is in the 'feeder', or in this case, documents on the computer. This makes it easier to send larger files.

These are just a few benefits of a cloud-based fax system. For additional information about cloud computing and making your fax system a little more modern, contact us at 612.298.3000 or email [support@invisik.com](mailto:support@invisik.com). ▲

## 5 Reason to Renew IT Service Plans

As world economies face uncertain times, many companies are trying to do more with less. When it comes to IT, this often means budget cuts, and some companies will even consider cutting their service contracts. Below are five of the more common issues that come back to haunt businesses that allow IT service contracts to lapse:

1. **Increased response and resolution time** Most businesses work by first providing support to paying customers before they provide support to others. If your IT network bought from a vendor three years ago crashes, and you didn't renew the support contract, you could be facing prolonged downtime and high replacement costs.
2. **Poor implementation of updates** A main advantage of service plans is they ensure all your IT systems are up-to-date and running the most recent software version. Without this valuable service, companies run the risk of being exposed to security holes or other integration risks.
3. **Lack of diagnostic and analysis tools** IT service contracts are set up to be proactive; designed to fix potential problems before they escalate. IT providers can utilize their robust diagnostic and

analysis tools to help determine what issues are causing problems. Such tools help minimize downtime and increases your business' efficiency.

4. **Reactive support** The proactive nature of many IT service providers only help when you have a service plan enforced. Without one, your service will more likely be reactive, meaning you won't know anything is wrong until it really goes wrong— potentially bringing your business down for hours, days or weeks.
5. **Increased hardware overhead** - With a good IT service plan, your systems will be cared for to last longer. This equates to lower hardware overhead over a longer period. Without them, companies will often see higher overhead due to having to replace equipment more often.

The potential of both lost revenue from crashed systems and their replacement costs is often higher than the cost to implement or renew an IT service plan. Budget cuts are also an inevitable part of doing business, but some form of IT network service protection is better than none at all. Do you have questions about IT service plan options? We have answers! Call us at 612.298.3000 or email [support@invisik.com](mailto:support@invisik.com). ▲

## Delay Outlook from Sending Emails



Email is both a blessing and a curse. While it has made communication infinitely easier compared with snail mail, it has also led to a number of embarrassing incidents where emails have been sent with the wrong information or worse. If you use Microsoft Outlook, this risk can be avoided, or at least minimized, by delaying the sending of emails to give you time to read what you have written—and even cancel a mistakenly sent email.

Add a delay on individual emails in Outlook by:

1. Clicking *Options* in the window you are writing your email in, then select *More Options*.
2. Select *Delay Delivery* followed by *Message Options*.
3. Clicking the box beside: *Don't deliver before*, then select the date and time to send the email.

We recommend delaying potentially inflammatory emails for 10 minutes to give you time to review and possibly cancel if you notice mistakes.

You will be taken back to the message window after selecting the delivery time. Clicking *Send* will put the email in the Outbox folder until the specified time.

There are many different reasons to use the delay function of Outlook. It is especially useful if you often realize there are mistakes in your emails. You should still be sure to read over your emails, and if it is a discontented reply or it contains negative information, ensure it carries a relevant tone that you really comfortable sending.

For help with this feature or other questions about Outlook, please give us a call at 612.298-.000 or email [support@invisik.com](mailto:support@invisik.com). ▲

