IT Radix Resource

We make IT Work for You

Technology on the Tube

Moving On Up!

Is your business outgrowing your current office space? Well, as George Jefferson from the 1975 sitcom, *The Jeffersons*, would say, "you've finally got a piece of the pie and your business is movin' on up!" That's a good problem to have, right?

However, office relocation can be a pain in the rump. But with a little up-front planning, it can be less stressful. We hear quite often, "I didn't know I needed to…" or "I completely forgot that." Quite often, *it's what you don't do that makes moving offices a disaster*. By avoiding these four most common mistakes, your office move can be easy and effortless.

Mistake #1 — No Checklist

This may seem like a no-brainer to many; however, not everyone has strong project management skills. A related mistake is not making a detailed enough list. Visit our website to download a free office move checklist (www.it-radix.com/office-move-checklist/).

Mistake #2 — Penny Pinching by Moving Your Own Computer Network

Many businesses will ask their staff to disconnect, move, and reconnect their own computers, phones, and other devices just to save money. This will only frustrate your staff, and you may end up with phones ringing at the wrong extension, missing cables, and potentially damaged computers as the result of being dropped or handled incorrectly. In particular, moving your network closet is a landmine of potential problems. Be smart and work with an IT pro to plan and move your network.

Mistake #3 — Not Hiring the "Right" IT Firm to Move your Network

While we're on the topic, make sure you know what to look for when outsourcing the move. A few things to look for would include references from other clients, proof of insurance (get them to fax you a copy), a service-level guarantee limiting the amount of time you are down, and a professional, organized approach to quoting the move. A real pro will insist on visiting your current location as well as your new location to conduct a detailed site survey. Never hire anyone who wants to quote moving your network over the phone.

Mistake #4 — Not Giving Enough Advanced Warning to Phone, Internet and Cable Vendors

Failure to properly plan voice, data, and electrical installation in advance causes 80% of unexpected downtime and cost overruns on network moves. Many businesses mistakenly assume the cabling used by the previous tenant is suitable for your phones and computer network. By planning in advance, you can avoid emergency rush fees or Band-Aid fixes.

Stay Tuned…

February 5
Cybersecurity:
What's Your Game Plan?
Paymedia invited Cathy to share some *how-tos* and *must-haves* when it comes to protecting your business.

February 17
Email Overload:
### Take Control of Your Inbox
Morris County Chamber of Commerce invited Cathy and Ken to share email productivity tips.

March 4
Client Appreciation
Pancake Breakfast
Come visit with our IT Radix staff and build business relationships with other IT Radix clients.

If you would rather receive our newsletter via email, sign up on our website or send an email to resource@it-radix.com
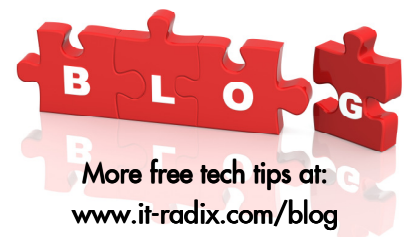
More free tech tips at:
www.it-radix.com/blog

There's Just One More Thing

Lieutenant Columbo, the verbose, disheveled homicide detective in the self-named TV crime drama, *Columbo*, was quite popular. In fact the show ran for 13 straight seasons! Columbo would ask questions incessantly. You never really knew if his questions really had anything to do with the case or not. He'd ask questions about everything, your lunch, the furniture, your car…everything.

Being a network engineer is a bit like being Columbo sometimes—asking question after question trying to get to the root of the problem. We sometimes ask so many questions that our clients can start to get frustrated. But, rest assured, just like our favorite TV detective, every question is important.

There are so many little pieces of information an engineer may need to accurately diagnose an issue. How often does the issue occur? What time of the day? When did the problem first happen? The list goes on and on.

Even more important than the questions are the answers. You would be surprised how often some of our questions are not answered accurately or truthfully. The reasons vary from users who are afraid of being blamed for causing the issue to users that feel the question isn't pertinent so they don't really think about the question before answering. I like to say that lying to your computer guy is a bit like lying to your doctor. It doesn't help anybody. The more completely and accurately you can answer the questions, the quicker we can get the issue resolved.

Take, for example, a fairly-straightforward issue like not receiving an email that was sent to you. Seems easy enough, "When Joe Smith sends me an email, I don't get it." Well to accurately diagnose a "simple" issue like this, we need to ask a few things like: What is the sender's email address? Is the sender able to send to other users in your company? Can other people at the sender's company send you email? Have you checked your junk email folder? Did the sender receive an error or an email rejection? There may even be more questions depending on the answers to some of these. The more complicated the issue, the more questions we are likely to have to ask.

We certainly understand how busy everybody is, and the last thing you want to do is spend time answering a bunch of questions. But think about it…wouldn't you rather spend a few minutes answering questions that will help us get to the bottom of the issue, rather than us just taking a guess at what the issue might be? We're sure you'd prefer the first option.

So the next time your computer guy is driving you crazy asking a ton of questions, remember, they are just trying to get to the root of the problem as effectively as possible.

Oh, there's just one more thing…

Trivia?

Tech Trivia Revisited

As a follow up from last month, here are a few more fun tidbits of tech trivia.

Did you know…

- All the batteries in the world could only support 10 minutes' worth of the world's demand for energy.

- The power source for NASA's Curiosity rover barely outputs enough energy to power a ceiling fan!

- A man patented something eerily similar to an iPod in 1979!

- The Recording Industry Association of America tried to outlaw MP3 players in 1998!

- MIT has built a robot that can assemble IKEA furniture on its own!

- There is a $300,000 watch that doesn't tell time!

- The Department of Defense used 1,760 PlayStation 3's to build a supercomputer because it was the cheapest option!

Now you can WOW your friends with these fun facts the next time you play Trivial Pursuit!

THE BUZZ

OUR CLIENTS SPEAK OUT:

"Nearly 6 years of fantastic Mac service and counting…"

"From putting out fires in the most urgent situations, to making our upgrade transitions as smooth as possible, IT Radix has always "made IT work" for us. There is always a tech that can respond with quick turnaround and at the very least look into our issues by remotely logging into our server. The techs have even performed major cleanups, upgrades and restores by taking our systems with them overnight!"

Jesus Navarro, VP Operations – The Graphics Connection, Inc.

Moving On Up!

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Telephone and Internet connections can require as much as 6 to 8 weeks advance notice to be installed, configured and tested to be ready when you move in.

If you are having new construction, don't assume the contractor will know how many power outlets, phone, and network connections you'll need. Remember, once the walls are up, changes and additions are typically at your expense. These days, the outdated rule of thumb of one electrical outlet, one phone and one network connection per employee is often inadequate. Printers, scanners, fax machines, and a variety of other technology is often overlooked resulting in last-minute scrambling for power and cabling.

If you're planning an office relocation, it will take a "whole lotta tryin' just to get up that hill." We'd love to help you plan and execute a stress-free move. Contact IT Radix for a free site survey today!

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Is Google The Computer From *Star Trek?*

If you've ever seen a *Star Trek* episode, you'll know that "computer" always knew the answer to whatever the commander needed to know to run the starship, do battles with aliens and it even made tea…Earl Grey…hot. In business today, Google has taken on the role of answering questions and providing information. In fact, the company name has become a verb in our language and you can google just about anything on this easy-to-use search engine.

"Computer" gave you one answer, Google gives you many. But there's an easy way to limit the responses and that's by the way you search. If you only want to see responses on exactly what you're searching for, then type the **minus sign** at the end of your search. Another way to limit your responses is to take advantage of Google's specialized search sites, for example **Google's Public Data Explorer**. This site allows you to search specifically on public statistics.

The *Star Trek* computer spoke every language. Google speaks 80. You can ask Google to translate a single word by typing "**translate** (word) to (language)" into the search bar and you'll get the translated word. There's also a Google application called **Google Translate** where you can type, speak or handwrite the phrase into your device—you can even take a picture of a sign or other text. Then it's your choice to have Google speak the translated phrase or display it for you.

Need an easy-to-use, price-comparison site for business travel? Try Google **Flight Search**. Pick your starting point and destination(s) on the map, and then pick your dates. When you pick the dates, be sure to pay attention to the prices on each date and Google's graph of days with the cheapest tickets. Then, you can filter the results by flight length, airline, price, stops and more. When you find a flight you like, you can book it directly on the airline's site.

Like the *Star Trek* computer, Google provides definitions and conversions. In the search bar, type **define** (word) or **convert** (unit of measure), and you can even compare the nutritional values of one food item to another's by typing **compare.**

So is Google the computer from *Star Trek*? With all these features, what do you think?

Keep Your Inbox Sane

Have you ever felt overwhelmed or even drowning with the number of emails in your inbox? Reminds us of a classic I Love Lucy episode where Lucy and Ethel work in a chocolate factory and can't keep up with the never ending stream of bonbons!

SaneBox could be your answer. Cathy Coloff uses this cloud-based software application to help her manage her email. SaneBox analyzes your email behavior on all your devices. Then, based on which emails you let slide and which ones you open right away, SaneBox creates rules about sorting your email for you. The result? Your inbox only has emails you need to attend to now. All other emails go to your SaneLater folder. You can drag and drop emails from that folder to your inbox, and from then on, those emails will display in your inbox.

SaneBox keeps you focused on high-priority emails. There's nothing to download. There are additional productivity features to manage tasks, your calendar, and your attachments. And the SaneBlackhole is the fastest way to unsubscribe from emails. Learn more at www.sanebox.com.

> "Whatever we accomplish belongs to our entire group, a tribute to our combined effort."
>
> — Walt Disney

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"Now the award for Best Supporting Actor in a YouTube Video based on a Twitter, Facebook comment or blog. And the nominees are..."

Enter and Win!

Trivia Contest

The first person to send an email to resource@it-radix.com with the correct answer to our trivia question will win a $25 AMC gift certificate.

Q: What series finale jokingly revealed the entire series had just been a dream?

_____

January Trivia Challenge

Q: What is the longest running sitcom on TV?

(Answer: *The Simpsons*)

Congratulations to our winner, Lori Dring, of Polygon Data Products Inc., recipient of a $25 AMC gift certificate.

From the desk of: Cathy Coloff
Subject: Play it again Sam!

The beauty of technology is that it lets you replay or easily review things that happened in the past. It could be a favorite TV show, a sports event or concert, or perhaps it was a training event. Such is the case with us. One of our goals is to offer at least 6 educational events for our clients throughout the year. Often we do these live in our "educational garage" as we sometimes call it or, on occasion, we use a webinar format. The beauty of the webinar is that it's easily recorded and can be replayed. We've recorded webinars on using Outlook more effectively, an overview of Office 365, a cybersecurity overview, and many more. If you're interested in checking out one of our "productions," let us know. We're always happy to share our knowledge and experience.

As I reflect on the theme of our newsletters this quarter, I enjoy seeing how the predictions of TV shows from long ago have manifested themselves in today's world. Much that was just imagination and fun is now reality. Of course, not everything predicted has come to pass. The shoe phone in that exact form does not appear to be a popular form for a cell phone today. But, what about today's high-tech smartphones? Who knew! Not to mention watches that have more capabilities than some computers.

As we continue into 2016 and beyond, it will be interesting to see what the entertainment world predicts for our future technology.

What Makes Smart TVs So Intelligent?

Well, we're not quite living the life of family-man George Jetson, as portrayed in the 1960's Hanna-Barbera cartoon series, *The Jetsons*, but recently, our TVs have become a lot more intelligent.

Back in the 1950's when TVs first made their debut in family rooms across America, they were nicknamed "boob tubes." Why, you ask? A "boob" is defined as an idiot, and people thought watching too much TV made them idiots. Boob also refers to the cathode ray tubes found inside early TV sets. The origin of the nickname you can decide for yourself. However, we all agree that TVs have become "smarter" with oodles of high-tech functionality.

The concept of a Smart TV has actually been around for quite some time with the first Smart TV related patent filed in 1994. In a nutshell, Smart TVs are televisions that can be connected to the Internet to access streaming media services and that can run entertainment apps such as on-demand video-rental services, Internet music stations and Web browsers. Basically, they are hybrids of a computer and a TV. Virtually every major TV manufacturer makes a Smart TV today, with the trend towards making every set "smart" by integrating Internet-connected technologies into every TV set. Smart TVs typically have built-in video cameras, microphones, and voice/gesture recognition similar to the technology supported by Wii and Kinect. They support smartphone connectivity for streaming media and sharing content to the big screen. In addition to supporting popular video and music services such as Netflix and Pandora, they also support social media apps like Facebook and Skype video conferencing.

Smart TVs open up a whole new way of experiencing and connecting to entertainment. More and more people are watching TV shows "on demand" or via Netflix or other content-streaming channels. We are no longer slaves to the *TV Guide*. We watch what we want to watch...when we want to watch.

As far as intelligence goes, today's Smart TV is a far cry from yesterday's boob tube!