



TECHNOLOGY TIMES

"Insider Tips To Make Your Department Run Faster, Easier and More Efficiently"

Is Your Old, Outdated Phone System Causing You More Problems Than It's Worth?

If you think you have outgrown your current phone system and are tired of constant downtime, dropped calls, repairs and maintenance, it might be time for you to consider a VoIP system for your office.

The right VoIP system can likely save a considerable amount of money AND give you more features and flexibility to support the needs of your department.

Here Are 3 Big Reasons Why Many Departments Are Trading In Their Current Phone System For VoIP:

1. **Drastically reduces your phone bill.** One of the most attractive things about VOIP telephone systems is their cost saving potential. It reduces the cost for equipment, phone lines, and maintenance. All of the voice and data traffic is integrated into one physical network and avoiding the need of separate PBX lines.
2. **Eliminates expensive technician visits.** These new systems are built so that your current IT support company could easily maintain it in-house. No more waiting around for high-priced phone technicians to show up or paying high service call fees.
3. **FREE voice mail, auto attendant, call processing, automatic call distribution.** New VoIP systems come with all features included. A la carte add-ons are now a thing of the past. Imagine a phone that can automatically get to you anywhere and everywhere with a click of the button and much more.

Free Phone Audit Shows You How To Save \$1,000 to \$3,000 Guaranteed In 2015

If you currently have an old PBX legacy system, sign up to receive a **Free Phone Audit** and we will come out to your department and do a complete communications analysis. **At the end of our audit, we'll summarize our findings and show you exactly where we can save you a bundle this year.**

Call our office today at 973-560-9050 to get started.



"As a Police Chief, 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!"

- Shawn Butt
PoliceITSupport.org

January 2015

Whippany, NJ

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"I've put on a lot of weight, but I'll lose it all in the Spring."

Backing Up Your Server Alone May Still Lead To Data Loss

Most Chief's know that it is important for their server(s) to be backed up. But what about your computers (desktops and laptops)? Though it's true that quite a bit of your data is stored on your servers and backed up by your network, your computer itself (your icons, your background, all of your settings, your local files, records and pictures you have stored, and all of your software applications) is NOT being backed up.

If your computer were to crash, get a virus or simply die, all of that information could be lost. The Department data that you've saved to your server would still be there if you are saving everything to your server (a big if for many), but everything else would be gone. You would have to recreate that computer by reloading all of the software and settings. And if you've ever had this happen to you, you know it can take a significant amount of time to do. What a pain!

So, How Do You Solve This Problem?

Simple. You use imaging software on your computer that automatically takes periodic images of important, irreplaceable machines and sends them off-site or to your server for safekeeping. Imaging software takes a "picture" or "snapshot" of your computer, recording it exactly as it is, with all of the software, settings and local files you have on it. This way, if your computer ever crashes, there is no need to reload everything onto it and reconfigure the computer. Simply restore your last "image" from before the crash and your computer can be back to its old self again. This is a huge time-saver and can be a lifesaver when something goes wrong.

Protect Your Desktops And Laptops!

How are your desktops and laptops currently being backed up? Take action today. You'll be amazed at the peace of mind you find when you are **completely** backed up!

Give us a call Today at 973-560-9050 to find out more details!

16 Questions you Must Ask Before Hiring Any IT Company

16 Questions You Must Ask Before Hiring Any IT Company

"If You Depend On Your Computer Network To Run Your Business, This Is One Report You DON'T Want To Overlook!"



Extremely Helpful Strategies And Tips Every Business Owner Must Know Before Giving Anyone Access To Your Computer Network

You will Discover:

- 1) The single most expensive mistake most Police Departments make when hiring an IT consultant.
- 2) The surprising reason most Police Departments fall victim to sub-standard support.
- 3) How to avoid expensive computer repair bills and get all the computer support you need for a low, fixed monthly rate.

Claim Your FREE Copy Today at www.policeITsupport.org/16questions

Shiny New Gadget Of The Month:



iPhone Binoculars

If you've ever wanted to add more utility to your Apple iPhone, SkyMall's iPhone Binoculars might be what you're looking for. These binoculars, featuring 36mm lenses, attach onto the back of your phone via a sturdy and specially designed case. The case lines up the iPhone's camera with one of the binocular's lenses, giving your camera 8x magnification.

While it's not going to blow any optic aficionados away, it increases the usefulness of your iPhone's camera. Just open up the camera app to see the magnified image. Turn your phone into a viewfinder to take pictures or record video. Or just watch what your binoculars capture. You can even use the binoculars separately from the iPhone for doubled utility!

The binoculars also come with a travel case and cleaning cloth, and are currently compatible with the iPhone 5/5s and iPhone 4/4s. Pick one up at www.SkyMall.com!

Solid Strategies = Solid Success

Success results from a solid strategy. Even the greatest ideas are of little value unless they are backed up by a practical and workable plan of action. The word strategy comes from an ancient Greek term that literally means to be a general, leading troops into battle. Setting up a good strategic plan involves five steps:

The first step is to translate your vision into measurable and achievable goals. You decide specifically what you want to accomplish during the next five to ten years — those are your long-range goals. Next, you break those goals down into intermediate goals — things you wish to accomplish during the next six months or year. Then you break them down further into short-term goals covering the next month or six weeks.

The second step is to break your goals down into achievable objectives. Dr. Robert Schuller says, "Yard by yard life is hard, inch by inch it's a cinch." Working by objectives helps you concentrate on what's important, instead of spinning your wheels on those things that seem urgent but don't lead to your long-term goals. Objectives add purpose and direction to all your activities.

The third step is to set up your strategies for accomplishing your objectives. Strategies are the specific ways you will go about achieving your objectives. The more clearly thought-out they are, the more effective they will be.

Fourth, you choose each task you must complete each day to achieve your goals. This is where most planning breaks down. We tend to leave it vague — thinking that, as long as we are working hard all the time, we are achieving our goals. Most people I talk with are extremely busy — and most of them are working hard to do things right. The problem is they are not doing enough of the right things — the things that will help them achieve their goals.

It is not enough to merely list each task you need to do; you need to build the tasks into your schedule. So many hours each day should be dedicated to working on specific actions that will lead to accomplishing your definite objectives.

And, finally, build in the monitoring mechanisms that will help you keep track of your progress toward implementing your plan. It's one thing to have a "gut-level feeling" that you must be doing something right because you are always working hard. But it is far better to design simple mechanisms to let you know precisely how much progress you are making.

Look for a few key indicators that will help you stay on track, and monitor those like a doctor would monitor the vital signs of a patient. It doesn't matter how much activity is going on. What matters is how successful you are in achieving your objectives.

One good example would be that you would target to contact three people each day to generate new business. At the end of the day, you'd know whether you have achieved that goal. Your plan is not complete until it has been communicated satisfactorily to every person in your organization who must help to implement it.



Dr. Nido Qubein is president of High Point University, an undergraduate and graduate institution with 4,500 students from over 51 countries. He has authored two dozen books and audio programs distributed worldwide. His foundation provides scholarships to 48 deserving young people each year.

As a business leader, he is chairman of Great Harvest Bread Company, with 220 stores in 43 states. He serves on the boards of several national organizations, including BB&T (a Fortune 500 company with \$164 billion in assets), the La-Z-Boy Corporation (one of the largest and most recognized furniture brands worldwide) and Dots Stores (a chain of fashion boutiques with more than 400 locations across the country). Learn more about Dr. Qubein at www.nidoqubein.com.

Microsoft Windows Server 2003 End of Life!

On July 14, 2015, Microsoft is **ending all support** for the Windows 2003 Server. What does this mean? This means that there will be **no patches, or Security Updates**, putting all of your computers and applications at risk.

If you still have a Windows 2003 Server give us a call today and begin the process of upgrading it NOW! Call us at **973-560-9050**.

Internet Vigilance

Despite constant development in security and stability, the Internet still remains very much a Wild West landscape. You can navigate through it, but you never know when you might encounter a hidden danger. Threats exist on a global scale.

Cybercriminals want information. They don't care whose information they access and steal, or what damage they do. They want to take what they can get and they want to sell it. There are people who do this for a living. This morning, in the period of one minute, there were hundreds of cyber-attacks originating in China, targeting the United States.

What can you do? Stay vigilant.

Visit web sites you know and trust: This is the simplest and most effective way to keep safe.

Keep your web browser and computers up-to-date with the latest patches and security updates: While your office computers are kept up-to-date automatically as long as you're covered by any of our maintenance plans, you still need to keep an eye on updates for your home computer(s). Don't ignore these updates!

Know web sites you input personal information or credit card information into are secure: Look at the address bar. If you see "https" you are on a secure web page. If you see "http" you are *not* on a secure web page.

Make web sites you visit more secure: Browser extensions, such as **HTTPS Everywhere**, help make web browsing more secure. HTTPS Everywhere takes standard "http" web pages and secures them with "https" by automatically directing you to the secure version of the site. It's not compatible with every



Who Else Wants To Win A \$25 Gift Card?

The question from last month's Trivia was : **What film released in December 1988 went on to win an Academy Award for Best Picture?**

a) Working Girl b) The Accidental Tourist c) Rain Man d) Dirty Rotten Scoundrels

The correct answer was c) Rain Man. **Now, here's this month's trivia question. The winner will receive a \$25 Amazon Gift Card**

To ring in the New Year in Spain, it is traditional to do what on each chime of the clock?
a) Eat a grape b) Take a sip of wine c) Clap your hands d) Light a candle

The winner can choose to claim the prize or have it donated in their name to a charity of their choice.

E-mail Us Right Now With Your Answer!

Stefan.Bilanych@PoliceITSupport.org

The Lighter Side: Cake, Presents & Embezzlement



There's nothing like a birthday party complete with an over-the-top cake, mounds of balloons and presents stacked to the ceiling. No, we're not talking about Miley Cyrus' 23rd birthday extravaganza, we're talking about the surprise birthday bash Ruth C. Amen threw for her boss, without approval. The lavish party raised eyebrows and led to a review of the office manager's accounting practices. Turns out Amen had been embezzling money from the business to pay her personal credit card debt. She also cut extra paychecks for herself, "forgetting" to deduct insurance costs from them. Maybe Amen felt bad about stealing and wanted to make up for it somehow, but all of the birthday cakes in the world wouldn't quite cover the \$181,674 she stole. When the last candle was blown out, Amen was found guilty of Grand Theft and Scheme to Defraud, both felonies. Next time, buy a card; it's much less suspicious.