



# TECHNOLOGY TIMES

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

## 3 "Techie" Reasons You Can Be Thankful This Season

1. **Cyber Thieves Keep A-Knockin' But They Can't Come In.** A study presented at the International Conference on Dependable Systems and Networks showed that small-business networks are attacked every 39 seconds by some type of hacker or malicious software. Thankfully, having the proper firewall and office network security tools can prevent even the most determined cyber hacker from getting his hands on your network.
2. **Downtime Should Be A Thing Of The Past.** Thanks to monitoring and maintenance tools that are openly available, any reputable computer company can now actually notice when things go awry and prevent your computers from having issues. Hot fixes, patches and security updates are generally items that, when maintained on a regular basis, keep a network healthy and up and running. If, for some reason, your network still has some kind of downtime, cloud-based remote management tools allow your IT professional to access your system from anywhere, getting you up and running more quickly than ever before.
3. **If Disaster Strikes, You Can Be Back Up & Running In Minutes Instead Of Days.** In addition to lost data, many businesses' operations would be completely down for days or weeks if a major disaster like fire, flood or theft ever occurred. Here's where Backup & Disaster Recovery solutions (BDR) can help you feel very thankful indeed. Most of today's BDR solutions include a "virtualization" component, which means an exact "picture" of your server and computers is taken throughout the day and stored elsewhere. If you ever need to get back up and running, your IT company simply restores that image...and you're back in business.

If you have any questions about our services or would like additional information, please give us a call at 973-560-9050



"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  
Police IT Support

November 2015

Whippany, NJ

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# Don't Let Your Phone Be Used Against You: 5 Smart Tips To Keep Your Smartphone Safe

For better or worse, we are practically “married” to our phone these days. It goes everywhere we go. It has access to our most private conversations and key financial data. It holds some of our most precious memories, in the form of pictures, sound recordings and video.

And yet, there are those who would use it to rob and manipulate you. And they're getting more and more clever each day at penetrating your defenses.

So how do you protect your phone and yourself from vicious attack by these cybercriminals?

Here's a basic checklist to keep you and your “beloved” safe.

## 1. Keep your phone with you at all times. Remember, if somebody swipes it:

- It can be used to access your money, or steal your identity.
- Someone can pose as you on your social media accounts.
- A thief can use your SIM card to rack up phone bills.

## 2. Keep your phone secure.

- Set a secure entry password.
- Update your phone's operating system as soon as updates become available.
- Turn Bluetooth off when you're not using it and avoid using it in crowded areas.
- Only use encrypted WiFi networks that require a password, and set your phone to not automatically connect to new networks.
- Enable remote geo-tracking and the lock and wipe functions. These will allow you to locate your phone if misplaced. You'll also be able to lock the screen and wipe the data if the phone is stolen. Just be aware that geo-tracking may enable others to pinpoint your location.

## 3. Keep your data secure.

- Back up your data regularly.
- Don't save passwords or PINs on your phone.
- Avoid online banking in public or crowded areas. Strangers may be able to look over your shoulder.

## 4. Use apps safely.

- Apps can transmit personal data. Select permissions carefully when you install them.
- Always source apps from trusted providers and check feedback from other users.
- If you're not sure why an app needs access to your contacts, calls, photos or location, see if you can find a comparable app that doesn't require that access.

## 5. Be selective about how and where you use your phone.

- Stick with trusted web sites and apps when you download anything.
- Never download content from an unknown source or one you can't verify.
- Turn GPS off when you're not using it. Your location can be tracked if you have it turned on.
- Log out of web sites when you are done using them.
- Especially with e-mail – THINK before you click. Hackers are getting very clever at creating authentic looking e-mails. One false click could unleash malicious code allowing them access to all your personal data.

Keep these tips in mind to keep yourself out of harm's way — and to enjoy all the great things you love about your phone.

## 16 Questions You Must Ask Before Hiring an 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](http://www.policeITsupport.org/16questions)



## Shiny New Gadget Of The Month:



## Tossing Your Video Cam To The Wind

Shooting the perfect video for your business just got easier, thanks to a new flying camera that's smart enough to follow you on its own. It's called the Lily flying camera, and it breaks new ground in ease of use. Just toss the camera in the air, and it starts shooting video. It can follow or circle or zoom in on a subject with ease. You just wear a special wrist beacon. Lily may be a cool toy, but it's also a great tool for your business. Shooting video from the air, hands-free, quite literally means the sky's the limit on what you can do. It also means you can shoot great marketing videos without having to buy a whole lot of new gear. Just toss Lily in the air, demo your product and let Lily capture stunning aerial footage for you.

## Real Leadership Is Power With People (Not Over Them)

Everything we accomplish happens not just because of our efforts but also through the efforts of others. The biggest difference between people who manage others versus people who lead others is how they develop those under them.

As all leaders know, untitled or not, leadership is power *with* people, not power *over* people. Do you build people up or tear them down? Encourage or discourage others? Try to be the hero, or make heroes out of those around you?

According to researcher Tom Rath at Gallup, the No. 1 reason why people quit their jobs is lack of appreciation. Everyone wants to feel significant, to be recognized for what they do. It's important to make people feel appreciated. It's even more important to let people know there is someone who believes in them, so much so that he or she will not let them be less than they can be.

### The 3 C's of Power with People:

- **Character** – Those who wish to influence others understand how important character is. When establishing character, it is critical to remember that the opposite of humility isn't pride; it is self-absorption. Few people can lead or inspire others, at work or at home, when they are self-absorbed.
- **Competence** – People who act as leaders exude competence – by their actions, by their appearances and in everything they undertake.
- **Connection** – When we act effectively as leaders, those around us bond with us – not because of our position or title in the organization, but because of their relationship with us.

Once you've developed these 3 C's in your relationships with others, you will be capable of leading. As a leader, titled or not, your job is to act as a thermostat, not as a thermometer. Industrialist Harvey Firestone said, "You get the best out of others when you give the best of yourself." So give it your best.

### Leadership Action Points:

- **Express your appreciation** – To act like a leader, celebrate the success of those around and under you as if it were your own.
- **Ask others what motivates them** – When was the last time anyone asked you what motivates you? Don't make assumptions about what motivates your team either.
- **Collaborate** – When it comes to decision-making, the oft-used acronym TEAM is true: Together Everyone Accomplishes More.
- **Practice diplomatic confrontation** – Rather than confronting the person, consider what behavior of his or hers needs to change. Confront the problem, not the person.



**Mark Sanborn, CSP, CPAE**, is president of Sanborn & Associates, Inc., an idea studio dedicated to developing leaders in business and in life. Mark is an international best-selling author and noted authority on leadership, team-building, customer service and change. Mark is the author of 8 books, including the best seller *The Fred Factor: How Passion in Your Work and Life Can Turn the Ordinary into the Extraordinary*, which has sold more than 1.6 million copies internationally. Learn more about Mark at [www.marksanborn.com](http://www.marksanborn.com).

## Happy Thanksgiving

All of us from the Police IT Support team would like to wish you and your families a Happy and Safe Thanksgiving!



## Should You Leave Your Computer On At Night or Turn it Off?

I've been asked by customers whether or not they should leave their computer on all the time or turn it off when they are not using it.

Several years ago I would have told my clients to turn their machines off to save power. But with the proliferation of viruses and threats over the last few years, I have changed my mind.

Today, anti-virus programs and anti-spyware applications need regular updating. These updates are often scheduled to run in the wee hours of the morning when you are not using your computer.

Windows also needs to be updated whenever a new security patch is released. This is usually not daily, but it may happen several times a month. It's important to update your operating system as soon as a patch becomes available because hackers move very quickly to reverse engineer Windows updates. As soon as an update is released, they create a virus specific to that vulnerability and start looking for unprotected machines to infect and invade.

In addition to the above, you should be backing up your data every day, and the best time to do this is at night when you are not using it.

So bottom line, leave your computer on all night and restart it two or three times a week to clear the memory.

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

Last month's trivia question was:

**At the end of the Pixar Movie Toy Story 3, who owns Woody?**

- a) Hannah b) Sid  
c) Andy d) Bonnie

The correct answer was **d) Bonnie**

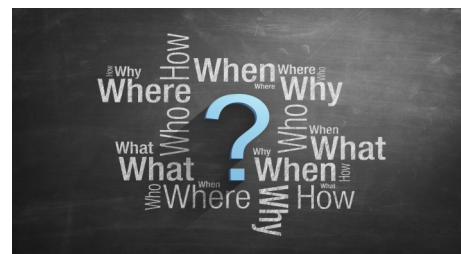
Now, here's this month's trivia question. The winner will receive a \$25 Amazon gift card!

**Which Company built the new online reporting platform that will replace snail mail and phone calls in the 2016 Iowa Caucuses?**

- a) Google b) Microsoft c) Apple d) Facebook

*Call us right now with your answer!*  
**973-560-9050**

## The Lighter Side: Crazy But True... Midnight Mystery: The Case Of The 'Weird' Laptop



One day a user brought us her laptop. She said it was acting "weird."

We ran the usual diagnostics, which all came up clean. Then the dreaded "Blue Screen of Death" showed up.

The cooling fan had failed completely.

So we backed up her data and gave her a new machine. End of story...

Nope. Within a week, she brought the new laptop back to us, complaining of similar problems. This had us stumped – it was brand-new.

We ran the hardware diagnostics in a continuous loop overnight. Nada.

We asked the user if she had any ideas. She got a funny look on her face and promised to report back to us. Sure enough, the next morning we received an e-mail from her, with an incriminating picture.

When she snuck into her den at midnight, she had caught Boots, her fat orange cat, preparing to take a nice, warm nap on her laptop.

As Boots stepped onto the keyboard, his paw triggered the hot key. Then, as he snoozed on top of the unit, the internal fan had to work overtime to keep it from melting down.

Mystery solved!

We all had a good laugh, glad to know our detective work had finally paid off.