



Tech Times

Solutions Unlimited, LLC

"We make all your computer problems go away..."



Make Sure Your Storage Serves Your Needs

One of the most aggravating error messages to see on your computer screen when you are hard at work, is when you cannot save anything you've just completed. One common cause for this is a shortage of storage space.

Do you know how much storage you have?

If you use a computer, tablet, or smartphone you can probably tell when your storage is filling up fast. The first few signs to watch for are poor performance, display problems, and of course low-storage warnings.

When storage refuses to serve. Last month a new prospect called in for technical support frantically explaining how they couldn't save or retrieve anything on their server. They started their work day without a worry in the world, but in an instant productivity came to a screeching halt.

Thankfully, we were able to work with them to quickly determine the problem. Their server actually ran out of storage completely, so no one in the office could save to the server at all.



Workstation storage lapse.

Tower computers and laptops are a big concern for those who use them for work daily. There is nothing worse than technical woes stalling your work. Before it's too late, check your tower or laptop storage with these three easy steps:

1. Go to "My Computer"
2. Right click on your "C Drive"
3. Then click "Properties"

This will give you a pie chart showing exactly how much space you've used and how much space is still available on your machine.

What about my iPad or iPhone? To check the storage available on your favorite Apple devices, simply open the "Settings" area, tap "General" and look at the "Usage". From there, you can quickly determine the applications that

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A LITTLE Wiser

If I ever thought I wasn't the right guy for the job, I'd be the first person to fire myself.

~ Andrew Mason

Success is a lousy teacher. It seduces smart people into thinking they can't lose.

~ Bill Gates

When you see an error message... NO clickie, clickie! Call support.

~ Jason Martinez

Happy Labor Day!

The first Monday in September brings a day of honor for all workers around the world. So, kick your feet up and celebrate all the hard work you do throughout the year.

The first Labor Day event

was held in New York City? September 5th, 1882 marked the beginning of this wide spread tradition as the Central Labor Union kicked off this "workingman's holiday".

Appreciation for all.

This holiday was dedicated to hard working people just like you and me. It doesn't matter if you are a lawyer, doctor, pet groomer, real estate agent or zoo keeper—this holiday was created to honor all hard working individuals across the nation!

Celebrate and get back to work!

Labor Day also begins the end of the third quarter. Often, this day is seen

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Make Sure Your Storage Serves You...

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are eating up space and alter your usage plan as needed.

Android storage check. Android devices are just as easy. From the “home” screen, press the “Menu” button, then select “Settings” and finally “Storage”. You may see a few items here, an SD card and/or phone storage. You will be able to review the space remaining on each.

Storage tips to save space. Keep in mind, storage is often filled quickly with media files. If you’re looking to save a little extra storage, try transferring your pictures, videos and music to an alternate storage device or cloud storage system.

Check annually. Remember, your devices don’t have infinite storage. The

truth is, most people don’t even know they are dangerously close to maxing out their memory or storage capacity until it is too late and they are unable to run the programs or save items needed.

How can you tell if your server is low on storage? There really isn’t a quick method to determine the remaining storage on your server. You must login to the server to assess the situation at hand directly.

If you are concerned about storage, don’t wait! Give us a call to review your servers and computers before your storage refuses service, putting your workday on hold.

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Some Like It Messy, Some Like It Neat

Walk into an office with a dozen desks and you're likely to see 11 that are clean, especially at night, and one that has miscellaneous papers, files, boxes, and half-empty bottles of water. What's the difference?

Organized chaos? The person who works at the messy workstation will likely say he's just creative and likes to have all his stuff in sight so he doesn't have to dig into a file cabinet to find things. Some messy people even say they work too fast to stop and file things. Others say the clutter itself has an organizing system. Still others say the mess is like a visual to-do list. Pressuring mess-makers to clean up isn't easy.

Some research supports the messy/creative system. A study of 48 students at the University of Minnesota showed that people working in a messy room came up with more creative ideas for using Ping-Pong balls than those in a tidy room.

Neatness counts. For neat co-workers, just the sight of piles of papers and stuff can stress them out, distract them from work and may even hurt their performance.

Appearances in your office. The appearance of your desk and work area is hugely important, says Judith Bowman, author of books on corporate etiquette. But the desk and floor around it are very personal. Criticizing them is like telling someone they're a sloppy dresser or a bad housekeeper.

Judgment. About 57% of adults surveyed by Adecco, a staffing company, have judged co-workers on the appearance of their workspace, and 28% say they would be less likely to promote someone with a messy workspace.

Tools of the trade. Even if the top of your desk is in disarray, make sure your equipment is clutter free. Putting items on top of your printer, monitors, scanner or computer tower can cause physical damage reducing their useful life.

Decluttering day. A few employers hold annual decluttering days, but generally messy people just make their paper stacks look neater. The Wall Street Journal tells of one executive whose desk includes porcelain animals, sports memorabilia, foam guns, computers and batteries. If he wants to concentrate on something, he moves to another room. Yikes!

Find Your Off Screen Windows

Have you ever opened a program on your computer and it seems to only live on your task bar?

Where, oh where is my program? Sometimes when you open a program it will show on your task bar, but manifest itself off your screen. That’s right, it’s open and working, but of no use to you because you cannot see it.

Close and open again? Unfortunately, this won’t do the trick. Closing the program and reopening it will just repeat the problem. Even restarting your computer won’t help.

Force your programs back to the viewable area. Here are a few simple steps to retrieve your program from the black hole of the off screen realm.

1. Click and hold the “Alt” key.
2. Use the “Tab” key to move to the right program in your list.
3. Right click (some versions require you to hold down the “Shift” key and right click together) then select “Move” from the list of options.
4. Use your Arrow keys to move the window around until you can see it on your screen again. Newer systems may even allow you to move the window with the mouse at this point.

Happy Labor Day...

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as the official end of summer even though the Fall Equinox is a few weeks out. Most of us have wrapped up our final vacations and children flock back to the school ready to learn.

Let the 3rd quarter queue you.

Personal growth and learning should be a staple in every working individual's life. Don't get to cozy in your current position. Always seek ways to improve yourself and your overall quality of life.

Do not excuse yourself.

We all have hectic schedules filled with work and family duties, but we are capable of improving ourselves and learning new things too. It doesn't have to be something charitable either. Personal growth could mean developing your company image through local networking groups, taking a business class or making a commitment to follow a new exercise regime.

Happy Labor Day.

Enjoy the long weekend. Kick up your feet and grab your laptop. Make a plan for personal growth and learning. Develop yourself to improve and grow your business to finish 2014 even stronger than ever.

7 Tips To Choose The Right Tablet For Work

Are you ready for a tablet?

The market today is flooded with feature filled offerings you may enjoy. Here are some great tips to guide you through the purchase.



1. Decide what you want to do with your new toy.

This may sound strange, but it is important to figure out what you want to accomplish with your tablet before you buy. Make sure the investment you make gives you the physical functionality you need like extended battery life, roomy internal storage or a large display just to name a few.

2. Backup your data regularly.

If your little gem is stolen or damaged retrieval or reconstruction may be impossible. Cover all of your bases with a backup solution to store your data in an alternate location. This will keep your work in tact through the most unpredictable life events.

3. Where do you use the Internet?

If you want the Internet to work everywhere you roam, consider a tablet with a cellular service plan from your preferred provider. If you will generally be within range of a Wi-Fi access point, save a few bucks with a simple Wi-Fi only model.

4. Find a solution that works for you, don't change the way you work.

Applications are the key to successful computing on tablets, but not all applications are available for every device. Triple check the app store for your chosen tablet and make certain you can work seamlessly sharing information as needed.

5. Good to the last drop? While this small detail is often overlooked don't discount its worth, buy a case! No matter what model you decide to purchase a high-quality case is immeasurably important. You will find many cases with features you'll love from keyboards and stands to hard coverings that will protect your new tablet from physical harm.

6. Pick a smooth operating system.

Some people, and programs, are very particular about the operating system. Take a little extra time to review your needs before you buy a tablet that leaves you longing for more.

7. Buy a reputable brand. Check out these websites to compare features for a variety of reliable tablets hot on the market:

- ◆ Apple tablets to review:
www.apple.com/ipad/compare/
- ◆ Offerings from Intel:
www.intel.com/tablets
- ◆ Microsoft Surface 3 tablet:
www.microsoftstore.com/surface3
- ◆ Tablets available from Dell:
www.dell.com/tablets

Wondering if your selection will do everything you want to do?

We can help. Our trained staff understands your workplace and can help you determine the best purchase for your needs. When you're ready to buy, we will provide pricing for your favorite device and couple it with configuration for your work environment so you can hit the ground running with your new purchase.



"I'm enrolling in an online course to learn how to apply for a loan for an online university."



“We make all of your computer problems go away without the cost of a full-time I.T. staff!”

Ask about our fixed price service agreements

— Computer support at a flat monthly fee you can budget for, just like payroll!

Inquiring Minds...

Everyone Is Involved In Keeping Customers Happy.

Here are five horrible words you that will cause you to lose a customer every time: "That's not my responsibility." Whatever your job may be, the minute you answer the phone, you are personally involved with the customer. It's your responsibility to see that he or she is satisfied and their problem is resolved.

Both you and the customer know that whatever the problem may be, you do know someone who can fix it.

Customers hate it when the person they are speaking with doesn't take ownership of the problem at hand. Listen to your clients concerns, show your willingness to work through the struggle with them and work to put a resolution in play.

A smooth operator. In his recent book, *Business Without the Bullsh*t*, sales expert Geoffrey James says the only correct response is, "I will help you." If a customer accidentally calls your department and you promptly transfer him to someone else, they will feel that you don't really care.

Compassionate transfers. First, ask if you can transfer the caller and give them the name of the person they will be working with next. Then, stay on the line until the call is answered and introduce who is calling and their needs for a smooth hand-off to the next party.

Hold. If you must put a client on hold, they will be slowly burning up because they automatically think you just want to

get rid of them. Keep any necessary hold times down below two minutes even if this means just reassuring them you are still working on their problem.

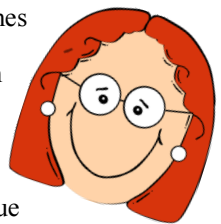
Winning follow up practices.

Nourish your relationships with follow up that shows you care and delivers a bit of value with every touch. Don't just call to chat. When you call, email or drop by to follow up with a customer have a piece of useful information to share.

Never underestimate the value of a hand written note. Send a hand written thank you card or write a note on your customer's next invoice to thank them for their time and business. This personal touch will remind the receiver they're appreciated.

Setup a referral system everyone will enjoy.

This one is a must for all businesses. It doesn't have to be something too extravagant. A small gift certificate for a local café, movie tickets, or a new toy from Amazon will do. Enjoy keeping your customers happy.



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We understand your IT Troubles Aren't Black and White

Are you confident in your IT solution to carry you through thick and thin? If you hesitated at all to answer this question give us a call today. We're offering a **FREE Network Assessment** which includes a full review of your current systems and our suggestions for the future.



Technology is a tool for business that can leave a positive imprint on your organization or damage your operations beyond repair. A comprehensive assessment gives you clarity to see the true colors of your IT solution and make informed decisions for the future.

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