

Steve's

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Every CPA firm's worst nightmare ... Printers going down during tax time!



"We know that when problems come up, we are on the top of their priority list" -Brian Hill, Partner, Rudd & Company, Idaho Falls

It's never a good time for a printer to stop working at Rudd & Company's Idaho Falls office. But right in the middle of tax time, it can be a nightmare. So, when one of their printers went down late last month, Brian Hill, their Partner In Charge, was concerned.

"We rely heavily on a few large format printers to get through tax season as well as the day-to-day operations. Late last month we had one of our key printers give us an error. According to Steve, the common code dealt with the fuser. ABS always stocks fusers for just this type of emergency. ABS Service Manager, Jerry Tomlinson, was at our office in a few hours to install the parts.

"After installing the new fuser, the printer still came up with the same error code. Jerry explained that, though not a common problem on this type of printer, the A/C power supply can go out. Jerry said that the power supply would be ordered and be in the next day. Kenny Smith, our company IT person, called Steve and asked if there were any way that we could get the printer fixed sooner. Before the end of the day, Steve had our printer up and working. Steve explained that he was able to pull the part out of an identical printer that they use for marketing at their Shelley office to temporarily fix our printer. They then came back later with the new part.

"Our office keeps a yearly contract in place with ABS, so we know that when problems come up, we are on the top of their priority list.

"ABS also takes care of all our toner needs. Once a week during tax season someone stops in our offices to replace empty toners and make sure we have a back up toner for each printer.

"We enjoy working with a company that looks after us the way ABS does. Over the past 10 years we have been doing business with them there have been several times we've encountered a printer emergency. For every emergency they've given us their undivided attention until the problem is fixed to our satisfaction."



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Computer Care
Program**



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**Introducing
New Staff**

**ADVANCED
BUSINESS
SYSTEMS**

(208) 528-9127
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Steve Stradling

Introducing Our Managed Services For Computers Program

If you are the owner of a small business that is sick and tired of dealing with unexpected downtime and spending money to fix ongoing computer problems, please read on.

Would you like to have peace of mind knowing that your network is always being watched and secured with the most up-to-date security patches, virus definitions, and firewall settings?

Are you and your staff too busy to perform the regular maintenance and support your network needs to function properly?

As a small business, you are **extremely vulnerable** to viruses, hackers, unexpected downtime, and data loss because you lack a formal, in-house I.T. department. This means you are probably not performing regular preventative maintenance and system checks that are critical to protecting your company and your network.

Studies show that 93% of businesses that lost their computer network for 10 days or more due to a disaster, filed for bankruptcy within one year of the disaster and 50% of businesses that found themselves without data management for this same time period, filed for bankruptcy immediately.

But even if you don't experience this level of catastrophe, you can still end up losing a considerable amount of productive work and man hours due to a system crash, virus, or even a power outage. Not to mention the money it will take to restore your system.

Even more mind-boggling is the fact that **ALL of these disasters could have been easily and inexpensively prevented** with the type of maintenance we're proposing in our new COMPLETE COMPUTER CARE PROGRAM.

Here's What You'll Receive if You Qualify for This Program:

- ◆ **A dedicated network support technician.**
- ◆ **Proactive monitoring of your network 24/7/365.**
- ◆ **Instant remote support.**
- ◆ **Early warning alerts to system component failures or damage.**
- ◆ **Backup system monitoring.**
- ◆ **Monthly security audit and ongoing security patches and updates.**
- ◆ **Guaranteed priority response.**

The Benefits Are Obvious:

- ◆ **You'll eliminate expensive repairs and recovery costs**
- ◆ **You'll avoid expensive trip fees while receiving faster support.**
- ◆ **How does faster performance, fewer error messages, and practically zero down-time sound to you?**
- ◆ **You will have ALL of the benefits of an in-house I.T. department WITHOUT all of the costs.**
- ◆ **You'll receive substantial discounts on I.T. services that you are already buying.**
- ◆ **You will never have to fear a big, expensive network repair bill**
- ◆ **You'll sleep easier knowing the "gremlins at the gate" are being watched. You'll safeguard your data.**
- ◆ **You'll finally put a stop to annoying spam, pop-ups, and spyware from taking over your computer and your network**
- ◆ **You'll gain incredible peace of mind.**

Tips N Tricks **Keep Windows Vista from hiding icons in the Taskbar notification area.**

The right-hand side of the [Windows Vista](#) taskbar is called the notification area, named because many icons here may notify you about system information or potential problems. Such icons may:

* Display power properties * Provide quick-access to display settings * Warn of a system misconfiguration, such as a machine with Parental Controls enabled but no password enabled for the account

Windows Vista automatically hides icon in the notification area that are deemed unimportant or not used in a while. This is to provide as much room as possible in the taskbar for running applications.

If you'd like to change this behavior:

1. Right-click the taskbar, choosing "Properties".
2. When the "Taskbar and Start Menu Properties" multi-tabbed dialog box appears, click the "Notification Area" tab.
3. Uncheck "Hide inactive icons".
4. Click "OK" to close the dialog box.



Jerry's Printer Pandemonium

“THE FUNNIER SIDE OF PRINTERS”

Take heart, anyone among you who believes you are technologically challenged, you "ain't seen nuthin' yet." This is an excerpt from a "Wall Street Journal" article:

1. Compaq is considering changing the command "Press Any Key" to "Press Return Key" because of the flood of calls asking where the "Any" key is.
2. AST technical support had a caller complaining that her mouse was hard to control with the dust cover on. The cover turned out to be the plastic bag the mouse was packaged in.
3. Another Dell customer called to say he couldn't get his computer to fax anything. After 40 minutes of troubleshooting, the technician discovered the man was trying to fax a piece of paper by holding it in front of the monitor screen and hitting the "send" key.
4. A confused caller to IBM was having trouble printing documents. He told the technician that the computer had said it "couldn't find printer" The user had also tried turning the computer screen to face the printer but that his computer still couldn't "see" the printer.
5. An exasperated caller to Dell Tech Support couldn't get her new Dell Computer to turn on. After ensuring the computer was plugged in, the technician asked her what happened when she pushed the power button. Her response, "I pushed and pushed on this foot pedal and nothing happens." The "foot pedal" turned out to be the computer's mouse.
6. A woman called the Canon help desk with a problem with her printer. The tech asked her if she was running it under "Windows." The woman responded, "No, my desk is next to the door. But that is a good point. The man sitting in the cubicle next to me is under a window and his printer is working fine."

Introducing Ryker Murdock

Ryker Murdock joined ABS February, 2008, and serves as the I.T Services Manager.

What do you do for ABS? Explain your job responsibilities.

I am the Senior/Lead Network Engineer, in charge of on-site and in-house computer/network repair, consulting and sales.

What do you enjoy about your job?

I really enjoy interacting with people and in general just helping people with their I.T. problems. I specifically came to ABS because I was impressed with the remote computer services they are offering. While working for Dell, we were able to help so many more people because of this remote services technology. Remote services saves the client both time and money, and that's what I enjoy doing.

What did you do before joining ABS?

My whole career has been built around technology and computers, and how they can help people in their personal lives and in their businesses. I have over 15 years experience in computers and information technology, with emphasis on Information Systems Security and Cyber Security.

If you could tell the customers one thing, what would it be?

When it comes to information technology and information systems, i.e. Computers, Networks, Printers, etc. Make sure you are educated and empowered, and that you have a "Computer Guy" that you can trust.



Contact Info:

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I.T. Services Mgr**

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Special Discounted Introductory Rate For Beta Testers

Because this is a new service I'm launching, I want to make sure of the demand (or lack of) for this service before spending a lot of time and money on promoting it. That's why I'm willing to give you this service at below cost for 3 full months.

The actual cost of the program will depend on your network size and the level of onsite support you want to include. To get a quote for your company, simply give us a call. Again, we will give you a special discounted rate as a beta tester.

I'm Only Willing To Give You This Introductory Discount If You Promise To Do 2 (Easy) Things

#1: When you sign up, you are committing to spend time with us on the phone or in person – at least 10 minutes – giving me your candid feedback on what you like, don't like, and how I can improve this service to you.

#2: If you LOVE it – and only if you love it – I would ask for a testimonial to help me in promoting this new product, and a few referrals of colleagues or associates who might also need or want this for their company.

My 100% "You Can't Lose" Money-Back Guarantee

To prove our commitment to you and the success of this program, I've even decided to create this **unique RISK FREE guarantee**:

Sign up and use this new service for a full 3 months. Put us to the test. If you don't feel we've helped you save a considerable amount of money in lost downtime, made your network that much more reliable, and reduced a number of problems you were experiencing, then simply give us a call and say, "this is not really working for us."

That will be our cue to cancel the service and issue you a complete refund for the 3 months. **NO hassles, NO questions, NO guilt.** You can consider the deal cancelled and the 3 months of service on us.

You Have To Hurry...

As I said previously, we are only allowing 12 of our clients to participate in this initial beta-tester launch. While we don't expect everyone to say "YES," we fully anticipate these 12 slots to be filled quickly. **Here's how you can apply to be one of the 12:**

1. Call me at 208-528-9127 or 800-574-4689.
2. Send me an e-mail: steves@printersrus.com.
3. Visit www.printersrus.com/computers.php and fill out the request form.

As soon as we hear from you, we'll contact you to set up an appointment to review your network and determine whether or not this service would be a good fit for your company. By responding to this letter, you are under no obligation to purchase anything or to enroll in this service.

Happy Networking,

Steve Stradling

General Manager
Advanced Business Systems

P.S. We are only going to accept 12 people into this program. Once those 12 spots are gone, all others will be put on a stand-by list and **will not** receive the special beta-tester discount. Therefore, I urge you to respond ASAP if you have ANY interest in lowering your I.T. support costs and eliminating computer problems from your business.