

WiFi Networking: What It Is, How It Works, And What You Need To Know

**FREE REPORT:
DO YOU MAKE
THESE MISTAKES
WITH ONE OF YOUR
COMPANY'S MOST
VALUABLE ASSET?**

One of the most valuable assets a company has is its data. Without it, invoices can't go out, clients can't be serviced and operations fall apart. Yet MOST businesses are at high risk for losing their data due to viruses, hackers, hardware failures, software corruption, employee errors, and natural disasters.

If you want to know if you are making some of the most commonly made, costly mistakes businesses make with their data, then it's critical that you get and read this free report. To get a copy go online:

[www.sciinc.com/
smallbusinessit/free_report](http://www.sciinc.com/smallbusinessit/free_report)
Or call us at (866)324-8273

WiFi, or wireless networking, is quickly becoming the preferred method for connecting to the Internet or other computers because of its simplicity. Using WiFi, you can connect anywhere in your home, office, or even your local cafe without the need for wires or Internet connections.

How It Works

A simple way to understand wireless networking is to think about how walkie-talkies work. These small radios communicate by transmitting and receiving radio signals. When you talk into a Walkie-Talkie, your voice is picked up by a microphone, encoded onto a radio frequency and transmitted with the antenna to the other walkie-talkie which then converts that radio frequency back to your voice.

Where To Connect

Finding a wireless (Wi-Fi) hookup (also called a hotspot) for your laptop is getting easier. Thousands of free Wi-Fi hotspots are springing up across the country including coffee shops, hotels, and public areas.

Most of these establishments charge a fee for the access but with a little research, you won't have to pay a cent. For example, Panera Bread provides access for free to attract customers.

Hotel chains like Best Western, Clarion, Comfort Inn and Omni hotels are also offering free Wi-Fi service to their guests. To find free hotspots in your area or an area you will be traveling to, go to ConnectedHotel (<http://www.connectedhotel.com>)

or Wi-Fi FreeSpot (<http://www.wififreespot.com>). Wififreespot.com also lists libraries and public parks that offer free access. They are little bit harder to find but you may be delightfully surprised to find one in your area.

If you can't find free service, you can pay for the access. T-Mobile (<http://www.t-mobile.com/hotspot/>) has nearly 4,600 locations throughout the United States and has hotspots located in Starbucks coffeehouses, Borders Books & Music stores, airports and other areas.

Security Problems With Wi-Fi Hotspots

Internet users beware! Wi-Fi access is not as secure as your Internet connection at home or at work. Most free public wireless networks turn off all security functions by default to make it easier to connect.

Never, ever send a credit card number or personal information of any sort over a wireless Internet connection. The guy in the next car could grab it as easy as your neighbor. And if you set up a wireless network, remember that you must go the extra mile to ensure your network is secure. Police report a big business among criminals who use insecure networks to steal data like credit card numbers.

To safeguard your computer, turn off all file sharing and avoid sending sensitive e-mail or making online purchases.

(continued on page 4)

FINALLY! AN EASY WAY FOR YOU TO LOWER YOUR IT SUPPORT COSTS WHILE PRACTICALLY ELIMINATING FRUSTRATING COMPUTER PROBLEMS, ERROR MESSAGES AND DOWNTIME

Announcing Our New SmallBusinessIT Services Designed to Lower Your IT Costs While Making Your Network Run Faster and With Fewer Problems

It's a fact of life: Computers need regular *preventative* maintenance to run smooth and secure. Ignore your computer network and you'll end up with slow, unstable machines that are susceptible to viruses, hackers, data corruption, data loss, downtime, and general problems that annoy you and your staff. That's why we're so excited to offer our customers a service that will take all of the work and worry of computer maintenance off their plate.

We call it our SmallBusinessIT Plan. Under this program, you will get the basic computer network support you need for one low, fixed monthly rate without any surprises, hidden costs, or the expense of a full time IT staff! Just look at the benefits:

- ◆ You'll eliminate expensive repairs and data recovery costs. Our network monitoring and maintenance will allow us to see and prevent network problems before they turn into downtime and expensive repair bills. *As a matter of fact, we guarantee it.*
- ◆ You'll eliminate expensive trip fees while receiving faster support. Our remote monitoring software will enable us to access and repair most network problems right from our offices. No more waiting around for a technician to show up!
- ◆ How does faster performance, fewer error messages, and practically zero downtime sound to you? Under this program, that is exactly what we'll deliver. Some parts of your system will degrade in performance over time, causing them to slow down, hang up, and crash. Under this plan we'll make sure your network receives the critical maintenance it needs for maximum speed, performance, and reliability.
- ◆ You will sleep easier knowing the "gremlins at the gate" are being kept out of your network. If you rely on your computer network for daily operations, it's time to get serious about protecting it from viruses, hack-

ers, spyware, and even disgruntled employees. Under this plan, we'll keep watch 24x7.

Just Look At What These Customers Have To Say About This Incredible Service:

"We are amazed how often SCI's service detects events happening at our office. From power outages to hard drive failures they are on the job before we can even call for help. They allow me to stay focused on my business, and I'm 100% confident that I don't need to worry about our network, now."

- Glenn Houck, iTeam Systems

"Thank goodness we signed up for the free audit Software Concepts was offering! They discovered a major flaw in our backup system, cleaned up some spyware we didn't even know we had, and helped us solve a number of problems. Plus, their SmallBusinessIT plan is exactly what we've been looking for. You'd have to be crazy to say no; I urge you to call them immediately!" - Matt Chabot, Focus on Fitness

Call Us Before April 30th and Get a FREE Network Audit (\$495 Value – Absolutely Free)

To introduce this service to our clients who are not currently on our SmallBusinessIT Plan, we're giving away a FREE network audit to anyone who requests it during the month of April.

At no charge, a senior technician will come to your office to perform a thorough 27-point security and problem-prevention network audit to look for security loopholes, hidden viruses and spyware, and other lurking problems.

Upon completion, we'll give you a network report card showing where you are vulnerable to network problems, data loss, downtime, and other threats. We'll also show you ways to make your network more secure, reliable, and problem free, and give you a quote for our complete computer maintenance program.

You are under NO obligation when you sign up for one of these free audits, but you have to hurry. Staff and time limitations will only allow us to give away these free audits during the month of April. To secure yours, go to www.sciinc.com/smallbusinessit or call 1-866-324-8273 today!

WHY YOU SHOULD AVOID USING A DEBIT CARD WHEN SHOPPING ONLINE

If you shop online (and these days, who doesn't?), you'll want to make sure you use a credit card instead of a debit card to protect yourself from online scams and rip offs. The biggest advantage credit cards offer is a buffer for payment. By law, your maximum loss if your credit card number is stolen is \$50, and most credit card companies and banks will cover the entire cost.

When you use a debit card, the funds come directly out of your bank account, which means you might have trouble disputing the charge if you get scammed or if you are not happy with the product or service you purchased.

Here are some other tips to make shopping online safer:

- ◆ Research your merchant before buying. The Federal Trade Commission maintains a web site (www.consumer.gov) that provides many buyers' guides, lists of tips, and links to helpful resources.
- ◆ Make sure you are on a secure web site before you give your name, address or credit card details. Look for a padlock or a key symbol in the bottom corner of your screen.
- ◆ Never send your credit card number in an e-mail because it can easily be stolen.
- ◆ Frequently check your credit card statements for suspicious entries. If you spot anything strange, contact your credit card company immediately to question the charge.
- ◆ Call the company before placing an order. See if a real person answers the phone and how difficult it is to get

someone live. Ask for their return policy for damaged or inadequate goods, expected delivery dates, shipping and handling fees, and after-purchase support.

- ◆ Think before you buy. If the online advertisement or junk e-mail offer sounds too good to be true, it probably is! If you have any reason to be suspicious, you are better to err on the side of NOT buying.
- ◆ Watch for hidden extras added on at checkout such as postage and packing costs, and handling fees. VAT and Customs charges for goods from overseas can add greatly to the final cost.
- ◆ Read the company's privacy policy carefully. Make sure you uncheck any boxes giving the vendor permission to sell or share your information with other vendors.

REFER A FRIEND

**FREE
Subscription**

- ◆ Enjoy receiving Technology Advisor?
- ◆ Do you have a friend that could benefit from the useful computer tips and fun facts as you do?

Subscribing is easy!

Go to www.sciinc.com/smallbusinessit and click the "Technology Advisor FREE Subscription" button on the left hand side of the page, complete and submit the online form. Or contact me directly:

Chris Ward (603)879-9022
email: ward@sciinc.com

The Lighter Side:

During a recent revival, the evangelist asked the people who were in line what they needed. One man's request was for his hearing.

The evangelist put his finger in the man's ear, prayed for him and then asked him, "How is your hearing?"

The man replied, "I don't know, it's not until next Tuesday."

The highway patrolman noticed a car going just 22 miles an hour. He pulled the car over and noticed that there were five old ladies inside, eyes wide and white as ghosts. The officer explained that driving too slow can be dangerous.

"But officer," said the driver proudly, "I was doing the speed limit exactly, twenty-two miles an hour!"

The officer explained that "22" was the route number, not the speed limit and asked if they were all OK.

"Oh, they'll be alright in a minute officer," the driver said. "We just got off Route 119."

John met a woman while on vacation and fell head over heels in love. "It's only fair to warn you; I'm a total golf nut. I eat, sleep, think and breathe golf," John said.

"Well, as long as we are being honest with each other," the woman said, "I'm a hooker."

John thought a moment and replied, "You know, it's probably because you're not keeping your left wrist straight on your follow-through."



SmallBusinessIT

TECHNOLOGY ADVISOR

Tech Tips for Small Businesses

APRIL 2007

VOLUME 2 ISSUE 4

INSIDE THIS ISSUE:

- **What You Need To Know About WiFi Networking.**
- **FREE REPORT: What Every Small Business Owner Must Know About.**
- **Would You Like To Eliminate Frustrating Computer Problems Error Messages & Downtime?**
- **Is it Dangerous To Use A Debit Card For Online Purchases?**

402 Amherst Street, Suite 300
 Nashua, NH 03063
 866.324.8273

WWW.SCIINC.COM



(continued from page 1)

Want To Go Wireless? We Can Help!

If you want to join the thousands of other computer users who have gone wireless, give us a call at (866) 324-8273. We can install and configure the necessary hardware and software to get you connected in no time flat!

\$495 Value!

FREE 27-Point Problem Prevention Audit During April!

Don't risk losing your data, getting viruses, downtime, or other expensive computer problems! Our FREE network audit will determine if you are at risk for losing your data to a backup or hardware failure, viruses, or other disasters! Call us before April 30th and it's absolutely FREE!

*This offer is valid only for qualified businesses with a minimum of 5 PCs. Other restrictions may apply.

Services We Offer:

- SPAM Email Filtering Services
- Computer Virus & Spyware Removal & Protection
- 24x7 Remote Monitoring & Maintenance
- Complete network management and support
- Critical Patch and Service Pack Installations
- Computer Network Security
- Secure Wireless Networks
- Implement and Manage VPNs (Virtual Private Networks)
- Manage System Backups
- Recommend Data Storage Solutions
- Provide Disaster Recovery
- Troubleshooting and Problem Solving on all Networks and PCs
- Help desk - Phone and Remote Support
- Hardware Installation and Support
- Software Upgrades and Installations
- Server Installations and Upgrades
- Manage Software Licensing
- Act as a Vendor Liaison
- Monthly Reporting
- Quarterly Review and Planning Meeting
- Database Administration & Maintenance

...For More Information Visit

www.sciinc.com