

Confused With All The Hype Surrounding VoIP? This Should Clear Things Up...

Noteworthy Quotes On Being Thankful...

"Let us be thankful for the fools. But for them, the rest of us could not succeed."

- Mark Twain

"I had the blues because I had no shoes; until upon the street, I met a man who had no feet." - Denis Waitely

"If more of us valued food and cheer and song above hoarded gold, it would be a merrier world." - J.R.R. Tolkien

"My mother is such a lousy cook that Thanksgiving at her house is a time of mourning."

- Rita Rudner

VoIP (or voice over Internet Protocol) is a way of routing your telephone calls over the Internet instead of using standard telephone lines.

Currently, the biggest reason people are switching to VoIP is to save money. In almost every case, VoIP service is considerably cheaper than traditional phone service.

Most providers will allow you to make unlimited calls anywhere in the US and Canada for one low, flat rate, and international calls for a low per minute rate. For companies who make a lot of long-distance calls to customers or to other office locations, this can be a considerable cost savings.

Just like all other phone services, VoIP providers can offer voice mail, caller ID, and 3-way calling, but prices and features will vary with different providers so make sure you shop around. And some VoIP providers will allow you to check your voice mail over the Internet; something not offered by traditional phone service.

So what are the downsides to VoIP? Some providers—notably Skype— may require you

to purchase special phones to use with their service. Although VoIP providers promote the fact that you can keep your existing phone number, it may be a slow and difficult process for a VoIP provider to make the transfer. If you are lucky, it will only take a couple of days; but in many cases it will take weeks, a month or sometimes even longer.

Using a VoIP service for a fax machine can cause transmission errors. You will also need an Internet connection with a minimum of 128K upstream speed in order to get acceptable call quality. Before switching to VoIP, be sure to test your Internet connection for not only up-speed, but also for packet loss, latency and other factors that can negatively impact call quality (www.testyourvoip.com).

But even if you have a fast upstream connection, your call quality can suffer when you start uploading big files or sending big e-mail attachments because your VoIP traffic has to compete with those applications. There are add-on applications you can purchase to ensure your phone calls take first priority of the Internet resources available.

ARE YOU DOOMED IF YOUR IN-HOUSE COMPUTER EXPERT QUILTS?

Here's an important question most businesses don't think about: What would happen if your in-house IT guru suddenly quit? Most business owners think it would only be a temporary inconvenience when, in fact, the opposite is usually true. Want to know how much you are at risk?

Ask yourself the following 6 questions:

1. Do you know all the passwords? Every machine and Internet related device on your network has (or should have) a password. If you don't know what they are, you cannot view, change, or update the system settings. You should also know the password to your company's database and accounting package.
2. Do you know where your backup files are stored and if they are being stored properly? If you are like most business owners, you're too busy dealing with the "crisis of the day" to think about system backups and probably leave tasks to your internal expert. If your database gets fried and your tech is nowhere to be found, you might be in a lot of trouble.
3. Do you have all the product keys to your software? Product keys are long, alphanumeric codes, usually printed on the back of the software's packing material, that are required to install the software. Once installed, you don't need them again...UNLESS your system becomes unstable and you need to reinstall the program. Always make sure you have these stored in a secure location.
4. Do you know where all the software disks are stored? Bad things can happen to computers, and the situation can be made worse if you are not prepared. Taking a minute to organize and store your software disks in a secure place can save you a considerable chunk of money in the event that you need to restore a program on your computer. If you don't have the disk, you might be forced to buy the software again.
5. Do you know what routine maintenance must be done to your network? I know that the very idea of learning about and keeping track of all the servers, workstations, and peripherals on your network probably gives you a major headache, but it is important information to maintain. If your in-house expert leaves, who will take over?
6. Do you know how to protect yourself from an ugly security breach if your in-house computer expert splits with no warning AND has access to your company's network? As soon as humanly possible, you should disable his or her access, including remote access to your network.

So how did you do? If you answered "no" to even one of these questions, you need to get the answers now before it's too late.

Find out how we can help take the burden off your schedule, and your mind. Call us today at 866-324-8273 or email info@sciinc.com.

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FIX IT FAST WITH REMOTE SUPPORT

Is there anything more frustrating than having your computer, printer, or other vital piece of technology break down and stop working?

Of course, it never fails to happen without warning and at the most inconvenient time.

But what *really* makes your blood pressure rise is having to wait hours or even days for a technician to show up to repair it. Not only is it frustrating, but it can negatively impact your business in more ways than one.

Our Remote Support Gets You Fixed FAST

Now, thanks to our SmallBusinessIT services, we can access your computer from a secure broadband connection to diagnose and troubleshoot your computer or other device via the Internet while you watch.

Gone are the days when you had to lug your computer to a repair shop or wait for a technician to show up. Almost every type of problem you experience with your computer can be fixed remotely without having to wait. But the benefit of this service doesn't stop there.

Here's An Even BETTER Benefit of Remote Support That You Probably Didn't Think Of...

Since most computer problems can be prevented with proper PC maintenance, this SmallBusinessIT service allows us to monitor your computer

network for problems and address them BEFORE they turn into downtime, data loss, and other issues.

Many of our clients are already using this service and love it! Just look what they are saying:

"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

"SCI seems to detect every issue before it happens, and when they notify me of it, they've already resolved it. Then, when I do call them with an issue, they are on it in minutes, if not seconds. Don't these people sleep?"

- Andrew Coleman, LeadQual

Free Network Health Check Gets You Started

If you want to finally kiss your computer problems and worries goodbye, then call us during the month of June and we'll schedule a **FREE Network Health Check** to...

- Check your network's current security against hacker attacks,

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The Lighter Side:

A Riddle:

This Common Thing Could Make Or Break You

I am your constant companion.

I am your greatest helper or your heaviest burden.

I will push you onward or drag you down to failure.

I am completely at your command.

Half of the things you do in any given day, are driven by me.

I am easily managed, but you must be firm with me.

I often go unnoticed.

Show me exactly how you want something done, and after a few lessons, I will do it automatically.

I am the servant of all great men who have accomplished extraordinary success.

I am the master of those who are failures.

I am not a machine, but I work with the precision of one.

You can use me to secure great profit, or run me for utter ruin; it makes no difference to me.

Leave me to my own devices, and I will destroy you.

Who or what am I?

Answer on back page



SmallBusinessIT

TECHNOLOGY ADVISOR

Tech Tips for Small Businesses

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theft, worms, viruses, and even employee sabotage.

- Check your network's backup system to ensure it is working properly and accurately backing up all of the critical files and information you never want to lose.
- Diagnose slow, unstable PCs.
- Review your company's firewall settings.

After we're done, you'll receive a free network report card that will reveal where your network is strong and secure, and where it's vulnerable to data loss and corruption, viruses, hackers, and other threats.

We'll also show you how our SmallBusinessIT Service will offload the worry of maintaining the security of your data and the time-consuming burden of dealing with computer problems in your office.

To secure your FREE Network Health Check, call us today at 866-324-8273 or e-mail info@sciinc.com.

Services We Offer:

- SPAM Email Filtering Services
- Computer Virus & Spyware Removal & Protection
- 24x7 Remote Monitoring & Maintenance
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- 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

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Answer to riddle on page 3: A habit