



"As a business owner, I know you don't have time to waste on technical and operational issues. That's where we *shine!*"

Keeping your technology working so you can focus on your business

Peter Verlezza
SMB Networks, LLC
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New Haven, CT

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Technology Times

"Insider Tips To Make Your Business Run Faster, Easier, And More Profitably"

Hello, and Happy New Year! I'm looking forward to 2010 with anticipation and excitement. There **IS** light at the end of the tunnel, and I don't think it's a train! I've been asked so many times this past year, "What is it that **SMB does?**" Now is a good opportunity to communicate that to you. We are what I consider a "non traditional" computer support company. The non traditional part comes from our **Hassle Free IT** a "Proactive Support Service". **Hassle Free IT** is a suite of products designed to make sure computers and networks don't break down, email doesn't stop working, spam is minimized, backups are working and verified, etc. In conjunction with our CT based help desk support, this method reduces your downtime, and prevents problems from happening. **Hassle Free IT** has been a life saver for some of our customers!

Some of the other "a la carte" services we focus on are:

- Computer Repairs:** If you have computers that have speed issues, pop ups, spyware, malware, etc. or just need to be tuned up we can help.
 - Spam:** Have seen an increase in the amount of spam and junk mail your company is receiving? We have programs that will eliminate 99% of your spam and junk mail, while getting you the mail you want.
 - Email:** Having issues sending or receiving emails, or just want to have a more secure email plan? Let us show you several options.
 - Cabling:** Considering a new telephone system or computer network? We can rewire your space for optimum performance of both.
 - Computer Network:** In conjunction with new cabling we can design a network complete with server, router, software, internet, etc.
 - New Software:** Want to consider Windows 7 or Office 2007? We can help you acquire the software and can also show you how to get multiples copies for remote and home use for little or no cost, and allow your employees to purchase it at a greatly reduced rate.
 - Network Security:** Not quite sure if your network is secure from outside attacks? We can do a security audit and fix any issues, so you can sleep at night.
 - Backup Disaster Recovery:** Do you have tape backup but don't really know if it is working or how long it will take to restore in the event of a disaster? Let us show you how we do our backup/disaster recovery with on and off site backup. We can put your mind at ease.
- Anything that pertains to your technology is SMB business!**
 I like to say if it has a battery or display call us. If we don't handle it, we can point you in the right direction.

Our goal is to keep your technology working, so you can focus on your business.

So give me a call at **888 975-1688** or email me at **peter@ smbnetworksllc.com** anytime. I'd be happy to discuss your needs and see if we can help.

Wishing you a great New Year!

Get More Free Tips, Tools, and Services At My Web Site:
www.smbnetworksllc.com OR call 866 975-1688

Shiny New Gadget of the Month

First there were smart phones. Now, there are smart pens.

The new smart pen by Livescribe (called the "Pulse") electronically records all the words you write and simultaneously records the audio as well. Here's how it works...

While you're taking notes on its special dot matrix paper, the Pulse's microphone records the presentation or speech going on in the room. If you want to review a section of your notes, simply hold the pen over that area of the paper and the smart pen will replay the section of the audio recording that coincides with those notes.

The pens cost around \$200. The paper can be printed for free from a Color LaserJet Printer that is Adobe PostScript compatible and can print at 600 dpi or higher. You can also purchase the dot paper notebooks for around \$14. Now there are no excuses for missing any part of a presentation!



Attention Facebook & Twitter Users: Hackers Are Now Using Your Friends Accounts To Transmit Viruses

"Hey, I have this hilarious video of you dancing. Your face is so red. You should check it out!" If you've received a message like that through a Facebook or MySpace friend, you may have been exposed to the "Koobface" virus. Here's what's going on...

Hackers have now made a new cozy home for themselves on social media sites such as Facebook and Twitter. Disguised as one of your friends, they'll send you a direct message with a video link attached. If you click on the link, you're prompted to update your Flash player to see the video, and therein lies the virus, cloaked in a "flash_player.exe" file. Once installed, this worm transforms your computer into a Zombie machine as part of a botnet (a network of computers that are controlled and used by the originator of the worm for unscrupulous purposes).

Are You Really At Risk?

Unless you are aware of these scams, it is very easy to become infected. Some of the direct messages and tweets have titles that are very deceptive. Some of the more common messages will say, "Here's the video I mentioned...", or "LOL," or "My friend caught you on hidden cam," or "My home video" These messages are followed by a link directing you to a page to watch the video. These seemingly harmless messages can quickly infect your entire office network, allowing hackers a free pass in. In addition, they can block you from accessing important security updates, making your network even more susceptible to hacker attacks. In some cases, they use their free access to your computer to steal bank account information, credit card numbers, social security numbers and other confidential data.

How To Protect Yourself

Awareness is the first step to protecting yourself. Make a copy of this newsletter and hand it out to all your coworkers and your friends

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The Lighter Side... What That High-Tech Computer Sales Jargon Really Means:

NEW: Different color from previous design.

ALL NEW: Parts not interchangeable with previous design OR the old one was so bad we had to trash it and start over.

UNMATCHED: Almost as good as the competition.

ADVANCED DESIGN: The advertising agency doesn't understand it.

IT'S HERE AT LAST! Rush job; nobody knew it was coming.

FIELD-TESTED: Manufacturer lacks test equipment.

YEARS OF DEVELOPMENT: We finally got one that works.

BREAKTHROUGH: We finally figured out a way to sell it.

FUTURISTIC: No other reason why it looks the way it does.

MAINTENANCE-FREE: Impossible to fix.

PERFORMANCE PROVEN: Will operate through the warranty period.

MEETS ALL STANDARDS: Ours, not yours.

BROADCAST QUALITY: Gives a picture and produces noise.



and family so they don't get infected or infect you. Next, follow these three simple steps:

- 1. Frequently Change Your Password And Don't Use Easy To Guess Combinations.** I know, it's a pain in the neck to change your password frequently, especially when you have dozens to keep track of. But this really is one of the best ways to avoid compromising your account on social media sites. Additionally, don't use simple passwords like "password" or "123abc." Include lower case and capital letters, as well as numbers. If a hacker is trying to crack your password and you never change it (or if it's super easy to guess), you make your account a prime target.
- 2. Avoid Downloads.** Avoid downloading anything from messages on Twitter or Facebook, even if the message is from someone you know. As a general rule, never download any file if you are not 100% certain it is secure and virus free.
- 3. Get A Beefy Firewall.** If you or your employees are using any social media sites for personal or business connections, a strong firewall will protect you from getting infected. That way, even if you or your staff inadvertently opens a dangerous message from one of these sites, your firewall can prevent it from bringing your whole network to a grinding halt. **If you'd like more information on the importance of securing your network against social media threats, please e-mail me at peter@mbnetworksllc.com or call 866 975-1688.**



THE GREAT DEBATE: IPHONE VS. BLACKBERRY



With hundreds of cell phone companies and countless cell phone models available, no two cell phones go head to head more often than these two. The iPhone (by Apple) and the BlackBerry (by Research in Motion) are hands-down the two most popular phones sold today. So, how do you know which one is right for you? See how each one ranks in the following categories to help you decide:

Applications – If having lots of software options on your phone is important to you, then the iPhone is your clear choice. The iPhone has over 1,000 application options available and easily trumps the BlackBerry's very small list of programs that only include a word processor, a spreadsheet, and a PDF application. Granted, many of the iPhone applications are frivolous, like the "How Old Are You In Neanderthal Years?" calculator, or the daily horoscope update; but some

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How Windows 7 Helps You Monitor And Control Your Children's PC Usage

Although most of the hype around Windows 7 revolves around its ability to make your daily activities more intuitive (like making it much easier to search for documents, giving you the ability to manage multiple screens, or helping you to switch more quickly between multiple open programs), Windows 7's biggest benefits may come from its security features.

Since it allows you to create different accounts with different permissions, you have the ability to set specific times of day that the computer can be used, how long it can be used for, and what games you will allow each family member to play (based on game ratings).

This means you can prevent your kids from downloading or installing inappropriate games or staying on their computer until midnight. Simply set the system to automatically shut down after a few hours of use. You can also set up filters so they'll get an error message if they attempt to access an "adult" rated game.

Get a Copy of Windows 7 FREE

During the month of January, upgrade 5 of your office computers to Windows 7 and get a copy of Windows 7 for your home computer FREE.

Call now to schedule your upgrade:

866 975-1688 or go to www.smbnetworksllc.com

are actually useful for business purposes, such as the available project management, time tracking, or financial calculator software. Both the BlackBerry and the iPhone have software that allows you to use them as mini computers; but if you want to be able to convert your phone into a remote for your stereo, only the iPhone can do that.

Durability – From all the research we've done online, the BlackBerry wins in this category. The BlackBerry was actually created with business users in mind and therefore is a sturdier phone. If you have traveling sales people or remote users who need to stay connected to the office, the BlackBerry is less likely to get damaged than the iPhone. Although the iPhone has made definite strides in this area, dropping that phone on its face assures that you'll have to get a new one.

Business Functionality – In the not too distant past, the iPhone didn't have the business functionality of the BlackBerry. However, iPhones now integrate with Microsoft Exchange, which is one of the most common e-mail applications for small and mid-sized businesses. Both the BlackBerry and the iPhone have the ability to synchronize your contacts, calendar, and e-mail. Apple is also making attempts to ramp up the security of their iPhone; and as it stands today, the BlackBerry is the most secure of the two phones.

Phone Service – iPhones are available only with AT&T wireless while BlackBerrys are available with multiple carriers. Die-hard fans of Verizon or other wireless carriers won't have the iPhone option available to them. Some business owners are happy with the wireless service they currently have and do not want to risk "dropped calls" or dead zones that may come with switching. Most carriers provide a very extensive network and are constantly improving their coverage; but if you don't like AT&T, then iPhone is NOT the phone for you.

“Who Wants A Win A \$25 Gift Card?”

Take my monthly Trivia Challenge and call me with your answer

With New Year's resolutions fresh in everyone's mind, how many people are estimated to sign up for gym membership this month?

a) 4 million b) 12 million c) 30 million d) 18 million

**Call me right now with your answer!
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