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The Tech Insider

Has The Bluetooth Device Attached To Your Ear Caused You To Forget Your Manners?!

You see them all around you. People are walking in the parks, they're standing on the streets and driving in their cars "talking to themselves." If you were a time traveler from the 1800's, you might expect to see all of those individuals in an insane asylum, afterall, they are all talking to themselves. There is an adage that warns you are going crazy when you start talking to yourself. It also confirms that you are insane if you answer back!

I remember sitting outside in NYC, having lunch with a colleague on a lovely spring day in the late 90's when a man in a trench coat walked toward us. We looked at each other in a confused way—the man was well dressed, in his late twenties and flailing his arms with such expression that we KNEW he was crazy. As he got closer, we then noticed the wire from his pocket with a microphone and an ear bud. Confirmed. This was an early indicator of the madness to come.

Since then, I have gone through the same insanity. I wore the Bluetooth earpiece that glowed as I was

talking. I have driven using hands-free devices now for years (afterall, it's the law!). They allow me to receive or make calls without having the distraction of holding the phone as I call someone — voice activation recognizes MOST of my commands and obeys promptly.

So, you may ask, why is he ranting on about wireless technology?!

Because the technology is cool, but the side-effects aren't. No, thank goodness, I have not been in a car accident. I am just witnessing the demise of how folks appear and interact now that these devices are *ubiquitous* (all over). It's bad enough knowing that there are drivers on the road busy texting while behind the wheel.

This is not even about that, this is about the manner in which we are now interacting with each other while we are in possession of these "smart phones".

The IT Staffing firm Robert Half Technology recently conducted a phone survey of over 1,400 CIOs from US companies with 100 plus employees.

(Continued on page 2)



Not only is it awkward when you wear an earphone, but others don't even know if you are talking to them or someone else!

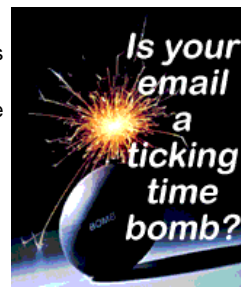
Did I Really Place That Order?!

Now that the holidays are behind us, spammers and virus distribution methods have again picked up.

We want to remind you that many of the e-mails which you receive may contain harmful code that could transform your productive PC into a Zombie.

How do you avoid this? It's pretty straightforward....Have a current anti-virus on your computer, use a reliable spam filter, maintain system updates & patches, and employ common sense.

What is common sense? It's observing the fact that you received e-mail from an unknown party; it's seeing an addressee in the message that reads: "Dear Account Holder" instead of your name; it's



seeing an attachment named "account.zip" (or any other name) that doesn't make sense on why it's there.

If you received a message from Bank of Nigeria or the Lottery U.K. Winners Pool, you shouldn't have to think twice. However, if you receive it from a bank that you work with, read all information before clicking on anything. Many times, the links included in these messages reveal the actual site if you hover your mouse over the

wording—this is important to remember.

We want you to have a positive experience online. If you need help recovering from a case of bad judgment, give us a call—we won't yell at you.

Quotations

"Doing nothing is very hard to do... You never know when you're finished."

Leslie Nielsen

"Buy a stock. If it goes up, sell it. If it goes down, don't buy it."

Yogi Berra

"A family is a unit composed not only of children, but of men, women, an occasional animal, and the common cold."

Ogden Nash

"It is unwise to be too sure of one's own wisdom. It is healthy to be reminded that the strongest might weaken and the wisest might err."

Mahatma Gandhi



Isn't it romantic having a meal *al fresco* with a **Cyborg**? How many times have you or a friend made this Tech-Etiquette *faux-pas* and **not** been featured on a Star Trek episode?

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

Ask us about our fixed price services HTS Insight Hassle-Free Agreements—Computer Support at a flat monthly fee you can budget for just like rent!

Have Employees Lost Their *Tech-Etiquette*?

(Continued from page 1)

They were asked, "In your opinion, what effect has the increased use of mobile electronic gadgets—such as cell phones, smartphones, handheld devices and laptops—had on workplace etiquette in the past three years? Have the number of breaches in workplace etiquette increased, decreased or remained the same?"

The responses won't surprise you.

Increased significantly	22%
Increased somewhat	29%
Remained the same	42%
Decreased somewhat.....	4%
Decreased significantly.....	2%
Don't know/No answer.....	1%

Dave Willmer, Executive Director of Robert Half Technology said, "While electronic gadgets are designed to make employees more productive, they also may serve as a distraction. Although the rules of tech etiquette vary from business to business, it's always a good idea to give people you're collaborating with your undivided attention." He added that some people are inadvertently offended due to the fast pace, "The best communicators take time to consider the most appropriate medium for the message."

They have been working with this issue for so long that Robert Half Technology has identified five types of *tech-etiquette* offenders. Do you have them in your office?

1. The Misguided Multitasker. This person thinks that e-mailing or texting during a meeting or conversation demonstrates efficiency. But others may regard it as a sign he prizes his Blackberry more than the company he keeps. This person can create animosity in the workplace. **Suggestion:** Ask this person to use their handheld device only in an urgent situation and step out of the room to reply.

2. The E-mail Addict. If you've ever played e-mail tag with a colleague, you've likely encountered this person, who relies on a constant stream of e-mails, instant messages or texts to communicate every need. Why? This individual thinks it will save time. But excessive messaging, particularly regarding trivial things, can be inefficient and disruptive. **Suggestion:** Ask the e-mail addict's manager to offer a reminder that often a phone call or in-person discussion can resolve issues more quickly.

3. The Broadcaster. This person has no shame when it comes to using his cell phone anytime, anywhere — including open office halls and the public restroom — to discuss anything. When using a cell phone in common areas, it's not only disrespectful but also potentially off-putting to others. **Suggestion:** Advise all employees to keep private conversations limited to private places.

4. The Cyborg. Rare is the chance to see this person without the blinking glow of a Bluetooth headset or iPod earbud nestled in an ear. Keeping a wireless earpiece or headphones constantly plugged in signals to others who may need to speak to you that your attention is not available. **Suggestion:** Teach workers that they should show that they are accessible to their colleagues by using earpieces in the office with discretion and consideration.

5. The Distractor. This person may have good intentions in setting a cellphone to vibrate rather than torturing colleagues with a cheesy ringtone, but hearing it repeatedly buzz loudly on a desktop or during a meeting can be just as distracting. **A better solution:** Ask workers to set their phone to silent or keep it in their pocket when in the office.

We wish to thank Robert Half Technology for publishing this survey. You may read the full article at <http://rht.mediaroom.com/TechEtiquette>.

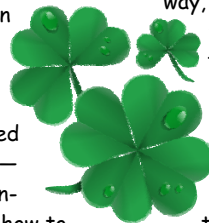
March Comes In Like A Lion...

"The only thing certain is change."—**Socrates**

As we enter into the month of March and set our sites upon the warmth of spring, we want to consider how lucky we have been over the years. Next month marks our eighth year in business. During that time, we have made tons of acquaintances, but we have also made lasting relationships. Those of you that have worked with us have always seen our candor—whether we were offering recommendations on hardware or showing you how to save money with your tech choices, we always have your best interest in mind.

It is at this time, we would like to suggest that you help a friend and make them see you as their

lucky shamrock. If you have a colleague or know of a business with five or more computers that could benefit from our services, give them our name. When they tell us who directed them our way, we will offer them a FREE network audit worth up to \$397 AND we will give you a tasty treat for the referral, as well.



While we know we can't save all the people in our area from the challenges, problems, and perils of running and growing a business, we take great pride in knowing that in our own small way, we are the lucky charm for some, making our own modest contribution to their success (and, hopefully, to yours, too!).

— **Fred W. Holzsager**

Trivial Matters

Growing up in the Metro area, I've grown fond of linguistics and etymology (word derivations). Here's a new twist...The concept of **neologisms** (from the Greek words *neos* ('new') and *logos* ('word')--these are coined words that enter mainstream language through various channels.

There have been many words added to the English language in the past two hundred years. Hearsay has it that the English language has quadrupled in size since William Shakespeare was alive.

The *Washington Post* has run a *Neologism Contest* for a number of years. In it, contestants are given the challenge of supplying alternate meanings to common words. It also runs a contest known as the *Style Invitational* in which readers take any word from the dictionary, modify it by one letter and provide a definition.

We would like to be so bold as to challenge our readers to submit their own (original) *daffynitions* that they feel are worthy of printing. Please keep the

language "cleanish," so we may circulate the results without being overly offensive. Rich Hall, a comedian on SNL used to create *sniglets*. He defined them as "any word that doesn't appear in the dictionary, but should." James Joyce introduced *portmanteau* (blending two words into one) in *Finnegan's Wake*, while Lewis Carroll wrote nonsensical words in *Jabberwocky* and *Alice in Wonderland*.

Some examples of neologisms might include:

floppy disk (*n.*), The part of your spine that allows you to bite your toenails.

Enormance (*n.*), An enormous performance.

Webinar (*n.*), A seminar conducted over the web.

I know you can be original and funny, so let's see what you've got. Send in your submissions with name, company, address and phone number to fred@tech4now.com with the subject line "Word Contest". The best *original* submissions will be published and one of the best will get a prize.



Are you a *Chocoholic*? Can you resist the sweet tasty treats? Or are you actually a *Chocomaniac*?

Feb. Trivia Answers: 1. Paul Revere, 2. Robert Burns, 3. The [Danish] Virgin Islands, 4. True, A Set of the Third edition, 5. A tablet bearing the date of the Declaration of Independence, 6. U.S. Grant, William H. Taft, Herbert Hoover, and Dwight D. Eisenhower, 7. Istanbul, formerly Constantinople, is partly in Europe and Asia, 8, 12, 9, 80K

Client of the Month—DLR/Rifle Schoolwear



Lester Reif, V.P.
DLR/Rifle Schoolwear

This month, we are proud to feature **DLR/Rifle Schoolwear** of Fair Lawn, NJ. DLR is a fourth-generation family managed company. Rifle Schoolwear supplies uniforms throughout the United States and Canada to retailers that supply the schools.

We recently spoke with Lester Reif, V.P., and his son, David, President of DLR, to ask them a few questions about our relationship. We have been working with DLR for over four

years now. Before we worked with them, they were located in NYC and were supported by their Scranton office.

What is the single biggest benefit you have seen since working with us? **"Instant Gratification."** Lester added, **"You're on a team of 'Saving Private Ryan' of thirteen soldiers going out into the field. If one falls asleep, they all get killed."**

But, you're on the team and you never fall asleep. That's why I enjoy working with you and people of your nature." It's good to know that we are regarded as the reliable team that maintains the vigil over your systems. DLR not only uses our services for its business, but has referred us to others that have become "regulars."

We asked Lester if working with us has had a positive effect on him and the business to which he replied, **"I can sleep at night knowing that if there is a problem, it will get fixed."** We might not sing you a lullaby, but we will instill the peace-of-mind needed for a good night's rest. If you toss and turn at night, think about that.

Lester's closing comments were, **"...your services are impeccable.... You're number one. Staying number one is very tough."**—Lester, we will do our darned best!

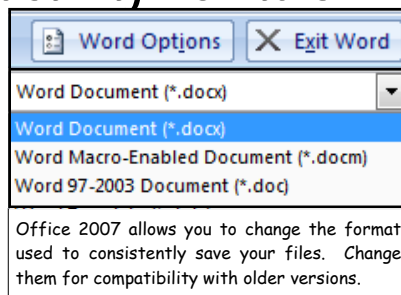
DLR only deals direct to the trade.

Next month, we will introduce you to another of our *Clients of the Month*. If your company would like to be considered as a candidate for *Client of the Month*, drop me a line at fred@tech4now.com.

Quick Tech Productivity Pointers

As the level of acceptance rises for Microsoft® Office 2007, there is still a level of resistance held by a number of businesses and end-users. This is not a bad thing by most standards, but there is a possible issue that lurks. Earlier versions of Microsoft Office saved files in a different format than the current version (soon to be pushed out by MS Office 2010!).

The point that I am getting to is the Microsoft Office Compatibility Pack for Office versions 2000, XP and 2003 should be installed on your PC by now. If it isn't, the users of the newer Microsoft Office have an alternative. Save your files (if you don't need the new format) using **compatibility mode** in the older format (*i.e.*, DOC rather than DOCX). It is simple to do, just click on the Office Button in the upper left corner, choose **Save As...** and



Office 2007 allows you to change the format used to consistently save your files. Change them for compatibility with older versions.

SAVE menu and change the setting from Word Document (*.docx) to the format of your choice (see above). From then on, you will save in the selected format and be file friendly.

If you need help with setting up Office or if there are any tools that you would like to learn more about, please drop us a line at fred@tech4now.com.

give the file a .DOC extension. It may also be referred to as **Word 97-2003**.

But wait, **there's more!** You can also setup Word to ALWAYS save in the older format (e.g., DOC) by clicking on the Office Button, then clicking on **Word Options**. In the

Options screen, go to the



When working with Microsoft Office 2007®, the **Office Button** will appear in the upper left corner. The button has the Office logo (above) encased in a circle. Clicking on that button will give you access to most of the functionality that you had on the File Menu in previous versions.

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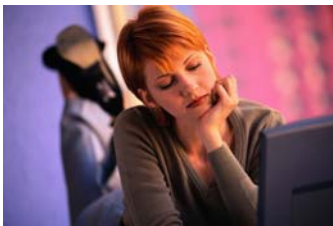


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Business

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Feedback & Suggestions...

Is there a topic or feature you would like to include in a future issue? Opinions and feedback are welcome and encouraged. Send me an e-mail or call our direct line.

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- ✓ Storage Solutions
- ✓ System Audits and Network Documentation

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

Ask us about our fixed price service agreements—Computer support at a flat monthly fee you can budget for just like rent!

"If you depend upon software, which we do for our business, it's a no brainer. You do it [enroll in Hassle-Free IT]. It's an investment and it brings back many returns as far as reliability and dependability."

—Steve Braverman, President, **Industrial Firedoor & Hardware Supply**



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The Lighter Side...

Fixing The Gate

The main gate at the White House was showing wear and needed repair. Being a Federal location, it was deemed proper to contact three carpenters for bids from across the U.S. Three were chosen.

The first carpenter was from California. He came and measured, did calculations and made calls. Finally, he submitted his bid for \$900. The controller asked for a breakout. He replied, "I figure \$400 for labor, \$400 for materials, and \$100 for profit."

The next carpenter was from Missouri. He came and measured, did calculations and made calls. Finally, he submitted his bid for \$700. The controller asked for a breakout. He replied, "I figure \$300 for labor, \$300 for materials, and \$100 for profit."

The final carpenter was from New York. He walked up to the Controller and gave a bid of \$2,700 without performing a single measurement. The Controller was a bit surprised, so he asked for a breakout. The NY carpenter replied, "Easy. \$1,000 for you. \$1,000 for me. Then, we get the guys from Missouri to do the work."

The Ranchers Widow

A successful rancher died and left everything to his devoted wife. She was a very good-looking woman and determined to keep the ranch, but knew very little about ranching, so she decided to place an ad in the newspaper for a ranch hand.

Two cowboys applied for the job. One was gay and the other a drunk. She thought long and hard about

it, and when no one else applied she decided to hire the gay guy, figuring it would be safer to have him around the house than the drunk.

He proved to be a hard worker who put in long hours every day and knew a lot about ranching.

For weeks, the two of them worked, and the ranch was doing very well. Then, one day, the rancher's widow said to the hired hand, "You have done a really good job, and the ranch looks great. You should go into town and kick up your heels." The hired hand readily agreed and went into town one Saturday night.

One o'clock came, however, and he didn't return.

Two o'clock and no hired hand.

Finally, he returned around two-thirty, and upon entering the room, he found the rancher's widow sitting by the fireplace with a glass of wine, waiting for him.

She quietly called him over to her.

"Unbutton my blouse and take it off," she said.

Trembling, he did as she directed. "Now take off my boots."

He did as she asked, ever so slowly. "Now take off my socks" He removed each gently and placed them neatly by her boots.

"Now take off my skirt."

He slowly unbuttoned it, constantly watching her eyes in the fire light.

"Now, take off my bra." Again, with trembling hands, he did as he was told and dropped it to the floor.

Then, she looked at him and said, "If you ever wear my clothes into town again, you're fired."