

In this issue

Three New Year's Resolutions To Make In 2014	P.1
Be A Great Client	P.2
On The Lighter Side	P.2
Tek Tip of the Month	P.2
9 Ways To Kick Off Your New Year By Disconnecting From Technology	P.3
Client of the Month	P.3
Free Report: Secure Your Network	P.3
Trivia Challenge	P.4
Family Update	P.4
Shiny Gadget Of The Month	P.4



"As a business owner, I know you don't have time to waste on technical and operational issues. That's where we *shine*! Call us and put an end to your IT problems finally and forever!"

Bryan Lachapelle, President

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b4 networks

Don't Let IT Happen Again This Year...

Three New Year's Resolutions To Make In 2014

2014 has arrived! Have you made any New Year's resolutions yet?

Besides resolving to spend more time with family and friends, getting fit and getting organized, have you made any New Year's resolutions for your business?

Looking at your current computer network and reviewing your past year's network support and services, are you saying to yourself, "I'm not going to let this happen again in 2014!" Do any of your New Year's resolutions include dealing with continually pesky computer network issues?

Do Your Resolutions Look Anything Like This?

- ◆ RESOLVED, I WILL get my critical company data automatically backed up offsite daily. Whether through fire, natural disaster, tape failure or just human error, I might lose all of my company data, which will cost me plenty.
- ◆ RESOLVED, I WILL take all the necessary precautions outlined in the "Secure my network" report to ensure my business is protected from cyber attacks.
- ◆ RESOLVED, I will not tolerate subpar security policies or procedures for my company that put it in a high-risk category for being subject to cyber attacks that could cripple or completely wipe out my business.

FREE Technology Business Review Gets You On The Road To Keeping Your Resolutions And Eliminating Your Day-To-Day Computer Headaches.

To schedule a Technology Business Review today, call our office at:

905-346-4966.



"Oh, that? We don't know what that is. The plan is to just ignore it and hope it goes away."

Need Help Right Away? Call our team 24/7 at 905.346.4966

Be A Great Client To Get The Most Out Of Your Vendor Relationships

(An excerpt from our book "Computers Should Just Work")

There is a lot of truth in the cliché "You'll attract more bees with honey than vinegar." This is especially true when working with professional consultants.

COMPUTERS SHOULD JUST WORK!

The Small Business Owner's Guide For Finding A Professional, Competent, Honest, Considerate, On-Time, Fairly Priced and Dependable Computer Consultant

By Bryan Lachapelle



Quite often, business owners take an adversarial approach to working with their vendors. Since they are paying the bills, they believe they have the right to be demanding, difficult and even hostile. What they don't realize is that vendor relationships can make or break a company, and maintaining a good working partnership with all of your vendors (especially your computer consultant :)) is critical to your business success.

The more respect and appreciation you give your vendors, the more they will want to do a great job for you. Keep in mind that you might need them to do you a favor, or pull you out of a big mess, somewhere down the road. If you've developed a good working

relationship based on mutual trust and appreciation, they will be far more willing to go the extra mile and help you out when you need it most.

Here are three ways to make sure you become a "favorite" client who receives special favors and extra attention:

1. Pay all bills on time or early.
2. Express your gratitude for the work they've done. Everyone likes to know that their efforts are appreciated.
3. If you have a complaint, don't jump to the conclusion that your vendor was trying to harm you on purpose. Let them know about your complaint and give them a chance to make it right before you get angry or take action. It may have been a simple mistake, or even an oversight, on your part.

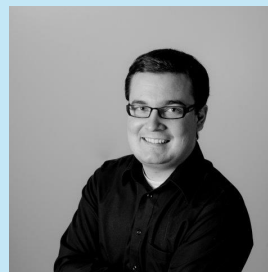
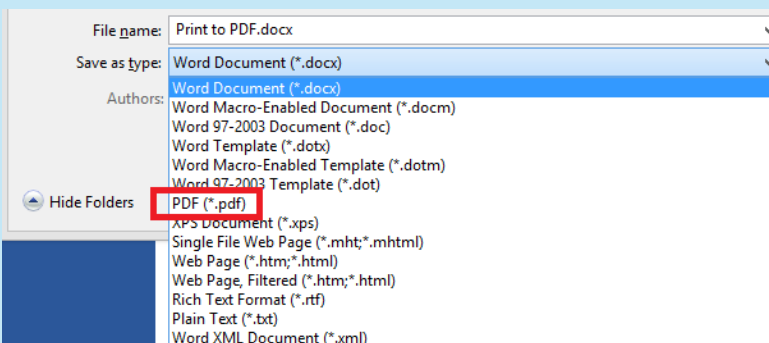
Overall, clear communication is your best tool to ensure a great working relationship with every vendor. In most cases, I'm sure you want to find someone you can partner with long-term who will take an active role in making your business profitable and successful. That requires mutual respect on both sides.

Tek Tip of the Month

Save as PDF

Have you ever wanted to quickly create a PDF of a document you were working on. With office 2010 and later you can.

Select File - Save As, use the **Save as type** drop down menu and select PDF from the list.



Steve Lamarre
Service Manager

The Lighter Side



Trivial Tech Notes – Did You Know?

- ◆ The technology contained in a single Game Boy unit in 2000 exceeded all the computer power that was used to put the first man on the moon in 1969.
- ◆ Hackers in 1999 discovered a flaw that allowed logging in to any Hotmail account with the password "eh."
- ◆ A man patented something eerily similar to an iPod in 1979!
- ◆ The power source for NASA's Curiosity rover barely outputs enough energy to power a ceiling fan!
- ◆ Google has bought an average of one company per week since 2010
- ◆ Smoking near Apple computers voids the warranty.
- ◆ The Recording Industry Association of America tried to outlaw MP3 players in 1998!
- ◆ MIT has built a robot that can assemble IKEA furniture on its own!
- ◆ There is a \$300,000 watch that doesn't tell time!
- ◆ Scientists are working on technology that would allow the road to charge electric cars as they drive on it!
- ◆ The Department of Defense used 1,760 PlayStation 3's to build a supercomputer because it was the cheapest option!
- ◆ The default Windows XP desktop is a real picture of a real location with no digital enhancements. The background is called "Bliss" – a green meadow with a blue sky above it, seen above.
- ◆ All the batteries in the world could only support 10 minutes' worth of the world's demand for energy.

Need Help Right Away? Call our team 24/7 at 905.346.4966.

9 Ways To Kick Off Your New Year By Disconnecting From Technology (At Least A Little Bit)

The New Year brings renewal in our lives. It is a time that many people vow to make changes to correct certain behaviors in their life that are causing them pain or harm. With technology improvements, it has rapidly become difficult to disconnect from technology, which can cause harm in our health and sanity.

Here are 9 simple steps you can take this year to disconnect from your technology, even if for just a little while:

1. **Turn it off.** Whether overnight or on a day each weekend, turn off technology and feel the peace of disconnecting from the connected world.
2. **"No Tech Night."** Get your family involved. Turn off the TV. No iPhones or tablets. No work to catch up. Read a book. Play a board game. Or even just talk with each other!
3. **No E-mails First Thing In The AM.** Focus on YOUR biggest task first before you dive into everyone else's agenda.
4. **Social Media 1x Per Day Only.** Set a certain time each and every day to check social media and then stay off the rest of the day.
5. **Read Actual Printed Materials.** Books, magazines, a real newspaper or this monthly newsletter!
6. **Don't Sleep Next To Your Phone.** Leave it in the other room. You'll sleep easier.
7. **Get Outdoors.** Simple, but effective.
8. **No Cellphones During Dinner!** Enjoy your food and the company around you.
9. **Set Your "Work Hours" And Stick With Them.** You're not expected to work every hour of the day. Take your life back and just live a little.

Secure Your Network

"What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems"



Discover Common Mistakes Business Owners Make When it Comes to Protecting Their Company Data and Computer Systems

If You Depend On Your Computer Network to Run Your Business, This Is One Report You **DON'T** Want To Overlook!

Read this report and you'll discover:

- The single most expensive mistake most small business owners make when it comes to protecting their company data.
- The universal misconception business owners have about their computer networks, and how it can end up costing thousands in damages.
- 6 Critical security measures every small business should have in place.
- How to greatly reduce – or even completely eliminate – frustrating crashes, slow performance, and other annoying computer problems.

Download your copy FREE at:

<http://www.b4networks.ca/free-reports>



!!! We've Moved !!!

After many months of searching for a new office, we have finally found a new place to call home (well at least our home away from home!). Effective 1 January 2014, B4 Networks Inc., has moved to our new facilities located in the beautiful Town of Pelham.

Over the past 3 years, we have expanded our staff, and our current space has gotten a little too small for all of us. With the new location, we have plenty of room, and plans to expand our service offering. More to come on that soon.

The new address is: **1462 Pelham Street, Fonthill, Ontario, L0S 1E0**

Need Help Right Away? Call our team 24/7 at 905.346.4966.

TRIVIA

CHALLENGE

The Grand Prize Winner of last month's Trivia Challenge Quiz is **Michele Porchina** from **Sterling Fuels**

This month's winner will receive a \$50 Gift Card to **The Keg**

This month's trivia question is:

The introduction of New York's New Year's Eve Ball in 1907 was a result of:

- an abundance of light bulbs
- an ironworker's art piece on display
- a ban on fireworks

To enter, visit the website below or email me: bryan@b4networks.ca and answer the question below.

www.b4networks.ca/trivia

Submit your entry by the 25th of the month, and if your answers are correct, your name will be added to the draw for a \$50 Gift Card.

*See website for full trivia rules

Lachapelle Family Update



December was a very busy Christmas. The kids had a great time celebrating with our entire extended family (over 60 people) all at our home! Happy new year to you all.

Shiny New Gadget Of The Month: The iPhone/iPad Pocket Projector

Now you can share the latest YouTube sensation, share that adorable video of kitty doing her tricks or watch a movie on the big screen, all from your phone. With the iPhone/iPad Pocket Projector, your iPhone's screen can project an image reaching up to 85 inches diagonally and from as far as 10 feet away. It's simple, easy to use and super quick to set up this mini-device.

The projector weighs less than 5 oz. and is smaller than a smartphone. The iPhone/iPad Pocket Projector can turn your ceiling, tent, blank wall or even the side of your house into a movie theater. The projector's 640 x 480 pixel resolution ensures a nice

picture, and a manual focus wheel enables you to "dial up" sharpness and clarity. (The sound still comes from your iPhone speaker, so for the best quality, you may want to invest in some new speakers to stream the audio.)



A free app enables you to magnify or rotate images and project everything from videos to a four-hour search for the perfect shoes. The internal battery provides two hours of projection and recharges via USB with the included cable. This device is compatible with most iPhones/iPads, except the iPhone 5, the new iPad with Retina Display and the iPad Mini. Get one today at www.amazon.com.

Services We Offer

- General Computer / Network Repair and Troubleshooting
- Network Design & Implementation
- Backup and Business Continuity Solutions
- Anti Spam & Email Solutions
- Virus and Spyware Protection
- Network Security / Firewall Solutions
- Commercial Wireless Networking
- Fixed Cost Monthly Managed Services
- Remote Monitoring and Diagnostics, Troubleshooting and Repair
- Project Management
- Technology Consulting
- Hosted Exchange Service
- Cloud Services



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We Make Technology Work!