

October
2015

Technology Update

by B4 Networks

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

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"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,
B4 Networks Inc.

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Office 2016 Has Been Released

September 22, 2015 was the official release date of Microsoft Office 2016 for Windows.

Not much has changed in Microsoft Office since 2007 when Microsoft introduced the ribbon bar. Most office applications (word, excel, powerpoint, outlook) have more or less been in maintenance mode offering mostly incremental improvements. Office 2016 follows along the same lines, keeping the user interface mostly untouched. So you can rest easy knowing that if you do upgrade, there will not be a major learning curve.

What this upgrade does bring are several improvements that make things simpler for some people, especially subscribers to Microsoft's Office 365 subscription service. If you do have a subscription, you can upgrade now, at no additional cost. Here are some of the new Office 2016 features.

A Focus on collaboration

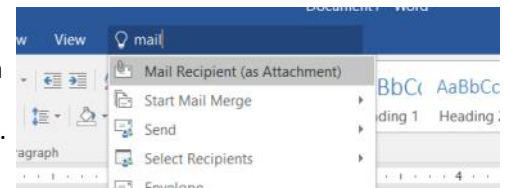
Office 2016 brings in several collaboration features that will make sense to some businesses, specifically businesses that have embraced the cloud version (Office 365). You can now share documents online in a collaborative workspace and also for the first time in a desktop version of word you can now see what others are typing in **real-time** when multiple people are making changes to the same document stored on one of Microsoft's cloud services.

This feature that has been available on online versions of office, and wildly used on google apps is a welcome addition to the desktop. A handy touch is that the person you would like to collaborate with doesn't have to have office 2016, in fact, the don't even need office at all. All you have to do is send them a link to the shared document, and they can click the link and join you with the free online version of office.

Collaboration can be done in word by chatting with others, or made easier by chatting on Skype, which is part of Office, and integrated into most of the apps.

Tell Me What You Want To Do Box

This, albeit a very small feature, is sure a welcome one. You'll likely wonder why this was never put into Office previously. This small box in the ribbon bar (quick key is Alt+Q) in one fell swoop has eliminated the one issue we've all had with the ribbon interface: how difficult it is to find a features you don't use often. While this feature is not in all the apps yet, it should make it's way to them eventually.



Changes In Outlook

Clutter: The most frustrating part of email, is the endless flow of unimportant email. Not quite spam, but not quite important enough to make it on your radar right away. One of the new features that was created to help with this is the "Clutter" folder, where outlook learns what's important by watching how you handle your email over time. Email that you tend to ignore will eventually automatically be moved to clutter when received bypassing the inbox. I have to say this feature actually works to reduce email overload, and I'm overall quite

(Continued on page 4)

Get More Free Tips, Tools and Services At Our Web Site: www.b4networks.ca

WARNING: The iOS 9 Feature That Could Add Hundreds of Dollars to Your Phone Bill This Month!

iOS 9 Users Without Unlimited Data Plans May Wish to Turn This Setting Off...

Apple has recently released their brand new operating system, iOS 9, including some fantastic new features, such as extended battery life, split screen multitasking, and news to name a few. However, not all of the new features may be so fantastic, and one in particular called Wi-Fi Assist, could be consuming your data plan quickly, and even costing you overages.

Wi-Fi Assist

Wi-Fi assist is a brand new setting that is automatically turned on when a device is updated to iOS 9. The intent of this setting is to minimize any buffering that users may experience when using their devices with a weak Wi-Fi signal. The iPhone is able to detect when a signal is too weak to be effective and switches automatically over to a cellular connection.

This is great for some and eliminates the problem of poor connectivity, which can be frustrating. But if the customer doesn't have an unlimited data plan, this convenience could turn out to be quite costly.

Apple customers wondering if they are being affected by this setting can check their consumption, monitoring it for any staggering increases. Customers who have fixed data usage limits on their monthly plans should seriously consider turning the feature off manually from within the settings of their iPhone.

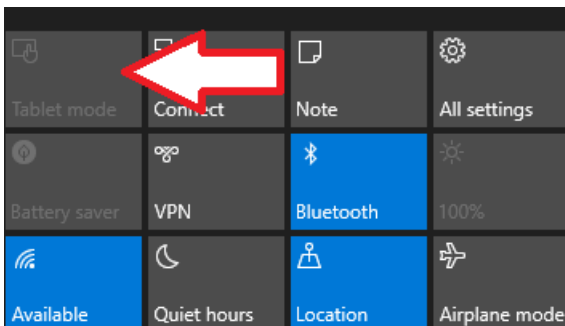
note: this information can be found in Settings under Cellular where usage is displayed. Scrolling down further will reveal the Wi-Fi Assist setting with a slider to indicate whether or not it is turned on.

Not a Bug

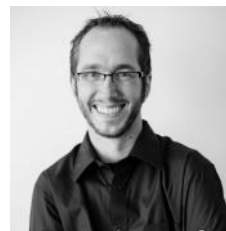
It is important that Apple customers understand this is not a bug, and is not something that will be corrected in a matter of time. Apple appears to be aware of the issue and there are no murmurs of remedy for the new setting. Manually turning the Wi-Fi assist off will bring your data consumption back down to normal but then users will not be able to benefit from the feature.

Tek Tip of the Month

Want a more touch friendly experience on your Windows 10 touchscreen computer? Try swiping in from the right of the



screen and choosing Tablet Mode! This enables larger touch-friendly icons, as well as an on-screen keyboard for easier typing!



Alex Vandersteen
Network Administrator

Shiny New Gadget Of The Month:

The Amazon Echo: Like Siri For Your Home



It's not Rosie the Robot, but your first voice request to Amazon's new Echo moves you one step closer to living like the Jetsons... Think of it as a plugged-in version of Apple's Siri or Microsoft's Cortana.

This "smart" speaker in a 9¼ x 3¼-inch cylinder can order products, turn off lights, set a timer, look up and give you sports scores, read you a book from Audible and more.

You might even get it to tell you terrible jokes...

It won't replace a high-end stereo, but its sound quality compares with any Bluetooth speaker, and it can fill a good-sized room in your home.

Bottom line: Echo offers hands-free, at-home audio access to just about anything on the web, with better sound than a smartphone or tablet.

All in all, it can make your life easier. And maybe just a little more fun.

The B4 Networks Comic Strip

Meet *After Stuff Happens Networks*

After Networks is a fictitious computer company that provides terrible customer service, does everything wrong, takes days to respond to service requests, are very arrogant, talk down to clients, and are anything but helpful. In fact they are downright lazy.

This company does not actually exist. No one we know of is this bad at delivering their service. But we've all at one time or another run across a company that has one of these poor traits. If you struggle with your IT firm, call us for a second opinion. 905-346-4966



Note: The comic strip is not meant to insult or make fun of anyone. We decided to make this comic strip series to try and bring a little light and awareness to some of the situations we've come across, and hopefully affect some change within the IT industry. Not all of the comics are real situations that have occurred, but all of them do address a particular issue we have encountered.

After Networks Goes On Vacation

It's not uncommon for IT providers in Niagara to be a one man band, or only have one technician available for onsite support. When your computer systems are not working and your tech is on vacation, you could be getting someone who has no idea how your business or systems works or worse, you could have to wait until "your" tech comes back.

At B4 Networks, we work as a team, while at the same time providing you with the consistency of a dedicated technician. Our team approach allows every one of our technicians to be familiar with your network, and our documentation and processes ensure everything is recorded properly when things change. The result is consistent service regardless of who takes care of your issue.

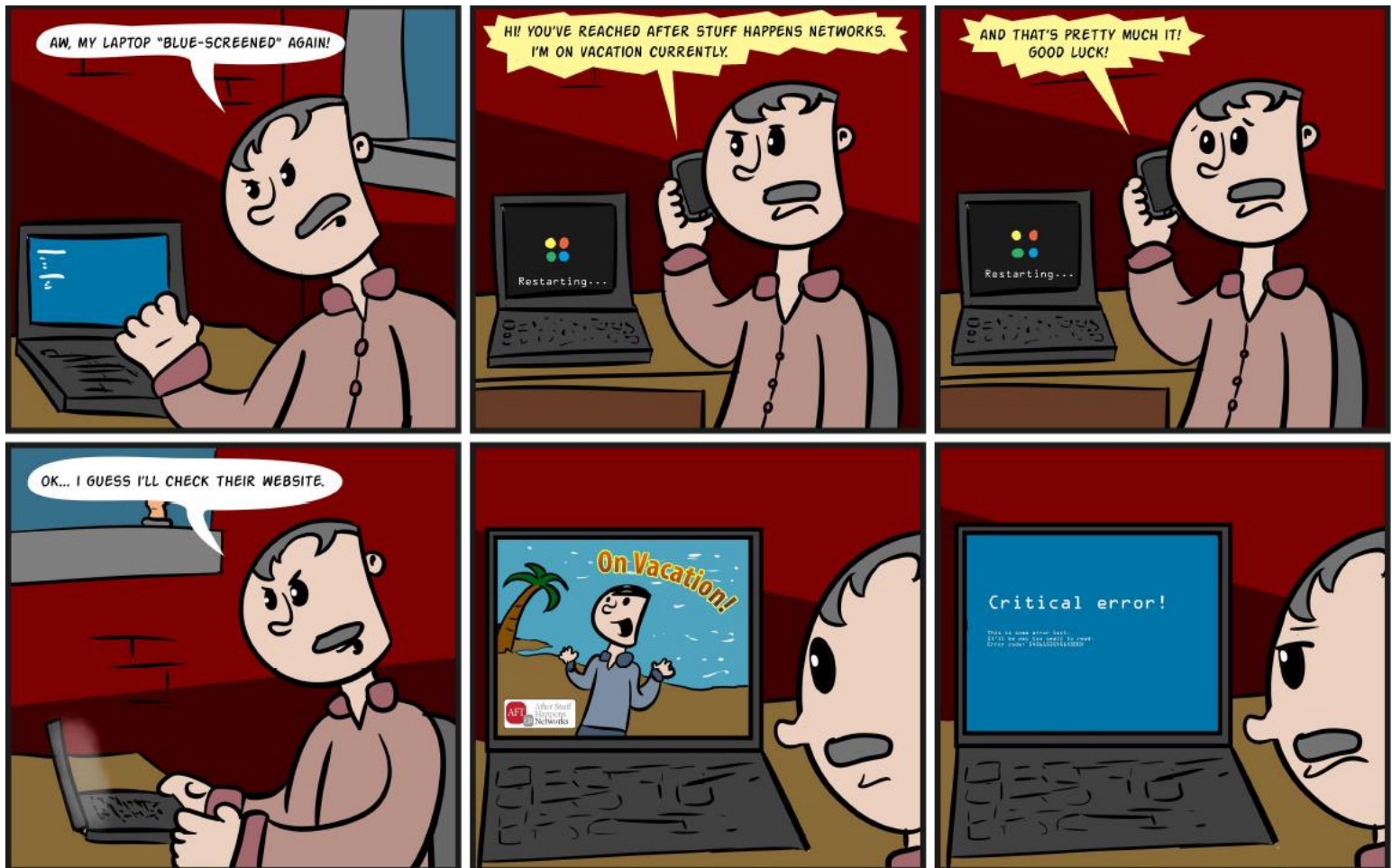


ILLUSTRATION BY DANIEL VANDERSTEEN

Have you experienced something similar with your current provider? Do you want to work with an IT provider that has the resources to help you even if some of their staff are away on holidays? If so, call us today @ 905-346-4966 - www.b4networks.ca

4 Solid Reasons Why You Should Throw Away Your Tape or External Drive Backup And Switch To Our ServerGuardian Service This Month:

1. Because It's FREE!!!

In case you haven't been paying attention, for the last few years I've been knocking myself out trying to everyone's attention to upgrade their current tape backup or basic external drive backup to our new ServerGuardian Backup Service.

There's a mountain of evidence and several smart reasons why you should upgrade your backup this month, such as:

- 2.) You'll be able to be back up and running MUCH faster in the event of a disaster; and a "disaster" doesn't always have to be a fire or theft; data can also become corrupt or get erased due to hardware failures and software "glitches." With our ServerGuardian backup, you can literally be back up and working within 24 hours or LESS, where your current tape or drive system could have you down for days—possibly even weeks—while we relocate all your software, re-build the server, re-install and configure the software, and retrieve your data. That's just crazy! Sure, tape and external drive backups are better than nothing, but now there **IS** a better alternative!
- 3.) Tape drives and external drives have an average failure rate of 100% - yep, that means all tape and hard drives will fail at some point, often without any signs or warnings! Tapes and external drives are very sensitive to heat and moisture; so if you are taking your tape drives home with you in your car, there is a very good chance the data is useless. And the worst part is that these failures often gives no warning whatsoever—the only way to know if your data is actually in a format that can be restored, is to perform regular, monthly (even weekly) test restores. **When is the last time you did that with one of your tapes?**
- 4.) If your office gets broken into, is destroyed by a fire or flood or your hardware fails EVERYTHING is going down with the ship, including your tape and external drive backups and software disks. You just cannot afford to ignore the importance of having an offsite copy of your data! Plus, our new ServerGuardian service will enable you to 'plug back in' and start working from any location—even if you and your staff are forced to maintain a "virtual" office for a period of time.

That's Why I'm Pulling Out All The Stops To Give You A FREE Month Of Service!

Why would I do this? Couple of reasons...

First, it's Thanksgiving this month, and I'm in a giving sort of mood. So if you call me before October 30th, I'll give you the first month of service absolutely free!

Second, I know you are just busy and probably not thinking about your backups. After all, if it's not broken, why fix it, right? Wrong! If your seat belt in your car was broken, you'd have it fixed ASAP even if you weren't planning on crashing anytime soon. Same goes with your data backup.

We hope you NEVER have to resort to an emergency backup, but if you do, you can have complete peace of mind knowing your data will be there and you can continue working regardless of what happens.

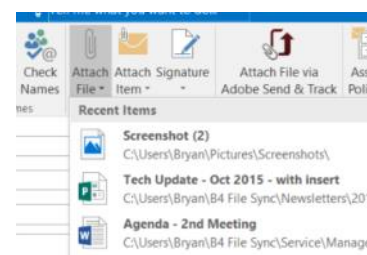
To secure your first month of FREE service, call NOW: **905-346-4966** or e-mail me at bryan@b4networks.ca

Office 2016 cont...

impressed. I would recommend checking this folder often at first to see if it moved something you would rather have in your inbox, and by moving it there, you are effectively training outlook not to move that type of email to clutter in the future.

Attachments: Attaching a file has also gotten a little easier. When attaching a file go to *Insert -> Attach file*, you'll see a list of recently used documents, making it quick and easy to attach one of those files including any recent screenshots taken.

Groups: Outlook 2016 now brings the groups feature in Office 365 to the



desktop, giving the ability for end users to create their own groups for collaboration rather than speak with an administrator.

Users can now create or join an existing group which allows the creation of temporary teams to collaborate on a small project. Groups have access to a shared inbox, calendar, file repository and notebook.

You can quickly start a conversation with the team, and share a document to collaborate on. With the outlook groups mobile app, you can keep track of group projects on the go, make changes to documents, or even start an impromptu skype meeting.

Conclusion:

While this new version may not be a game changer, it certainly brings in a set of welcome features that make working in teams easier, and refines the overall feel of Office.

Interested in Office 2016 or making the jump to Office 365. Give me a call at 905-346-4966 or email me directly at bryan@b4networks.ca.

Bryan Lachapelle - B4 Networks Inc.

Client Spotlight

Founded in 2006, FENA Insurance Solutions Inc. has become a leading property and casualty insurance brokerage in the region. FENA offers innovative insurance solutions to protect consumers' businesses, commercial properties, homes, cars and Group Life & Health Plans.

With well over 300 years of combined insurance industry experience, the FENA Insurance team helps you safeguard your hard-earned assets whether at home, work or play.

They are driven to succeed and are inspired by their belief that clients deserve the best service, value and expertise. Inspired by excellence is what makes FENA different.

FENA Insurance was even voted #1 insurance company in Niagara

voted on by the public in 2011.



If you are in search of a rewarding relationship with an insurance brokerage, you can count on FENA Insurance to make a difference.

Phone: 1-905-356-3362

Web: www.FenaInsurance.ca

What does FENA have to say about B4 Networks?

"The service is always very good. They're always available when we need them, the service levels are very good and the staff is very knowledgeable and very personable, and they are very easy to work with. They've got all of the components that are needed in place to make sure that our systems are secure. They're the experts." - Brenda Robinson, Operations and Commercial Account Manager

Guest Article: Passion Is Powerful

A few months ago I had the pleasure of working with Germania Insurance at their annual sales conference. The night before, at dinner, I was fortunate to sit at the table with Matt Sodolak. I use the word "fortunate" because I was about to witness what I would best describe as TRUE PASSION for your profession.

I asked a question of Matt that I have asked countless times, "How do you like being in the insurance business?" His response surprised me. Without any hesitation he said, "I love it. It's my job for life."

In all my years of interviewing people, I have never had anyone say, "This is my job for life." The passion, sincerity and conviction in his voice just knocked me over. He sat forward in his chair and followed his statement with, "I love helping people, and I get to do it every day."

There was NO DOUBT in my mind the passion Matt felt for his job, career and the company he worked for. I felt that anyone who had Matt as their agent was so fortunate. He never mentioned commissions ... he talked the whole time about protecting his clients and how people counted on him to make sure they had the proper coverage in case something disastrous happened.

Unfortunately, something disastrous did happen; Texas has been slammed this year with enormous floods destroying millions of dollars in property and causing havoc to people's lives. I heard from Matt last week and he shared a quick story

about one of the people who works in their claims department. She said,

"Being in the insurance business, all of our customers' problems become our problems and we have to be here to help them through it... that's why they do business with us and that's what keeps our lights on; you gotta love it or you are at the wrong place!"

It doesn't surprise me that anyone who works with Matt would also have a passion for their job; he would attract other people who would want to do, help and care for others. Let me share a few anonymous quotes with you about the Power of Passion:

Maybe the one thing that is keeping your career from taking off ... is that you aren't looking at it as a career; it is simply a job to you; and your customers, associates, managers and boss can sense that.

There is always going to be frustration, toil, hassles, problems, glitches, hitches and difficulties in any job (that is why they call it work). But, if you look at it from a different perspective ... that what you are doing is helping people in some way ... then it all becomes worthwhile.

Galileo, the great Italian astronomer, physicist, engineer, philosopher and mathematician, once said: "Passion is the genesis of genius." So, let your passion become the start of something great for your career.



Robert Stevenson is a highly sought after, internationally known speaker. He is the author of the best-selling books *How to Soar Like An Eagle in a World Full of Turkeys* and *52 Essential Habits For Success*. Robert is a graduate of the Georgia Institute of Technology (Georgia Tech) and is a former All-American Athlete. He started his first business at 24 and has owned several companies. Robert has international sales experience dealing in over 20 countries, and his client list reads like a Who's Who in Business. He has shared the podium with such renowned names as Generals Colin Powell and Norman Schwarzkopf, Former President George H.W. Bush, Anthony Robbins and Steven Covey. www.robertstevenson.org/

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

TRIVIA

CHALLENGE

Surprisingly there were no correct submissions for last months trivia, so we unfortunately do not have any winners.

This months winner will receive a \$50 Gift Card to a **Mokus Restaurant** In Fonthill

This month's trivia question is:

What is October's Flower?

- a) Marigold
- b) Rose
- c) Lily
- d) Daffodils

To enter email me your answer:
bryan@b4networks.ca or visit the site 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

The B4 Networks Family



Top Left to Right: Nate just had his 6th Birthday and posing with a few gifts, Aiden also just had his 3rd birthday, and is out on a special date with mom and dad. Nate donating half of his birthday money to the Niagara on the Lake Pump House Art Gallery. Tom's goofy dog Seamus. **Bottom Left to Right:** Alex and Teegan feeding at birds, Sera and Serena at the Zoo, their new favorite hang out.

Spooky Silliness

What's a ghost's favorite dessert?

I Scream Sandwich Cookies

Knock knock.

Who's there?

Phillip.

Phillip who?

Phillip my bag with candy, please!

Why didn't the skeleton go trick or treating?

Because he had no guts!

Do zombies eat popcorn with their fingers?

No, they eat the fingers separately (gross)



What's a mummy's favorite kind of music?

W/RAP

How do monsters tell their future?

They read their horoscope...

What is a vampire's favorite sport?

Casketball...

Why do mummies have trouble keeping friends?

They're too wrapped up in themselves...

What kind of streets do zombies like the best?

Dead ends...

What is a skeleton's favorite musical instrument?

A trombone...

Have a Happy Halloween to all of you!

Services We Offer

- General Computer / Network Repair and Troubleshooting
- Network Design & Implementation
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- Disaster Recovery Planning
- Anti Spam & Email Solutions
- Network Security / Firewall Solutions
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- Technology Consulting
- Hosted Exchange Service
- Cloud Services
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