

ABC's Newest Service - Managed Services — Unlimited flat-rate computer support

The term Managed Services doesn't mean a lot to many business owners but it can mean huge savings for the right ones. Managed Services provided by ABC Computing is **unlimited** computer support for a flat-rate each month. Your Managed Services plan includes regularly scheduled "house calls" every month to perform network and computer maintenance tasks, as well as address new non-critical issues. With regular visits, we catch problems brewing on the horizon and take a proactive approach to managing your network to keep it up and running reliably. Because support is unlimited, gone are the days of being surprised at what it cost you to keep your computers up and running each month. And if your business covers more than 10 computers, ABC offers a discount on the flat-rate fee every month! How many IT companies are looking for ways to give YOU money to make your systems run smoother?!? To find out if Managed Services makes sense for your business, contact us to schedule a free evaluation: www.abccomputing.org/contacts

ABC Tech Tips

— Rearrange paragraphs in a Word document

Swapping paragraphs in Microsoft Office Word can be complicated. Besides having to cut and paste, you often have to reformat line breaks afterward to make the paragraph line up properly. Next time you need to do some moving, instead use the SHIFT+ALT keyboard shortcut. Click anywhere in the paragraph that you want to move, hold down SHIFT+ALT, and move the paragraph up or down by using the arrow keys...PRESTO! Each press of an arrow key causes your selected paragraph to jump over one adjacent paragraph and is properly formatted across multiple pages.

Tech News You Need to Know

— Hot topics in technology trends and news



Get your wireless network up to speed

When most of us first started surfing the net, our desktop computers were literally "plugged in" to our internet connection and we didn't seem to mind. But when we all started getting laptops, we had to have a wireless network that allowed us to check email, watch videos and download music from the comfort of our couch or kitchen table. But as more households are setting up wireless networks, you might have noticed videos don't stream as smoothly, chat sessions are interrupted and email attachments take a lot longer to download. If you've decided it's time to upgrade your network, it starts with a new router and the expense goes up from there. Unfortunately, upgrading a home network is going to cost some money but in the end, the improved performance will be more than worth your investment. To read more, [click here](#).

News in revolutions: Take back the Beep!

New York Times tech writer David Pogue has launched a grassroots campaign called Take Back the Beep to demand that cellphone carriers eliminate the time-and-money-wasting instructions you hear before leaving voicemails. These are the extra instructions that come after the personal greeting - that unless you know the right tricks for the right cell phone carrier - you can't get rid of. These instructions have no other purpose other than to eat up consumers minutes, cost users money, to increase overages and yield more profits for the carriers and it's time to put a stop to it! Take back the beep!!! To read more, [click here](#)



Cell phones largely protected from virus attacks

Last month hackers found a way to break into iPhones and remotely control every aspect of the devices but Apple quickly circulated a software patch to plug the vulnerability. It does raise an interesting question though as smartphones become our on-the-go computers. Smartphones don't need antivirus software and you don't have to worry about the devices going haywire every time bad guys steal data from cyberspace but can this last forever? Virus writers target devices with the largest number of users and even though it feels like everyone has an iPhone or other smartphone, worldwide, they make up only about 1% of the cell phones being used. The best advice for now is to just use familiar common sense rules: don't respond to e-mail or text messages from strangers, don't click on links inside messages unless you're certain they're trustworthy and find your phone's "software update" button and use it. Wireless companies regularly issue updates to snag spammers or hackers and other suspicious things. To read more, [click here](#).

Ask the experts

— Questions from our readers...and the answers

Is there really "free" internet and how can I get it?

Yes. And No. Many of us have used the free Wi-Fi spots to pass the time at internet cafes or in the airport waiting for a flight. At home though, people often report that they "see" a wireless network when they 'view available wireless networks' and when they click on it, they can connect without a password. But in case you ever wondered, that's poaching your neighbors internet connection and not playing by the rules. Here are some of the biggest reasons to get your own internet connection:

1. Most free wi-fi spots are supported by selling advertising space in the form of banner ads or worse, pop-up ads that appear in the middle of your screen and

- require you to close them in order to continue about your internet business.
2. Even though these networks are free to access and surf the net, they are intended for use by a transient audience and not for large bandwidth uses like viewing videos, using secure web sites (like your banks internet account access pages) or playing online games - uses most of us enjoy at home with a high-speed internet connection.
 3. And MOST IMPORTANTLY, these networks are always **unsecured**, which is why you can access them without receiving a bill each month. But unsecured means exactly that - unsecured - meaning any information you type onto the keyboard is free-for-all.

ABC Picks & Pans!

— Recommendations and warnings about today's computer technology



Pick! **CARBONITE**
Because your life is on your computer

— Carbonite is cost effective back up of your precious data

If you've ever attended an ABC meeting on data security and back up, you've heard us recommend Carbonite. We use and recommend Carbonite because it's easy, automatic and secure. Once Carbonite is installed on your computers, there is nothing to do, ever. With their service, your data gets backed up automatically and is kept offsite, making it immune to catastrophic events at your place of business. It's been made simple for users to see if their data has been backed up by color coding the icons - a green icon means your data is safely and securely backed up. If you want to check it out, click here.



Pan!



iTunes 8
Free for Mac + PC

—Steer clear of I-Tunes

It's hard to say ABC doesn't recommend iTunes because all if you have an iPod, iPod Touch or iPhone, you're using it! And nobody likes hearing their favorite activities aren't good for them. But our reasons are completely geek related. iTunes uses a lot of your computers resources to perform the simple task of syncing and purchasing apps, music and videos. It also slows computers because it runs 100% of the time "in the background", even when you aren't browsing the iTunes store, syncing or downloading data. And from a security standpoint, iTunes installs software on your computer and makes changes to it without your permission! And whenever anything installs without your consent, we're concerned about unnecessary introduction of security vulnerabilities and making your computer more susceptible to malware.

"Geekspeak"

- geek translation for dummies

Black-Hat

Hackers who specialize in unauthorized penetration, often involving modification and/or destruction of data.

Phishing

The criminally fraudulent process of attempting to acquire sensitive information such as usernames, passwords and credit card details by masquerading as a trustworthy entity in an electronic communication.

Jump Drive

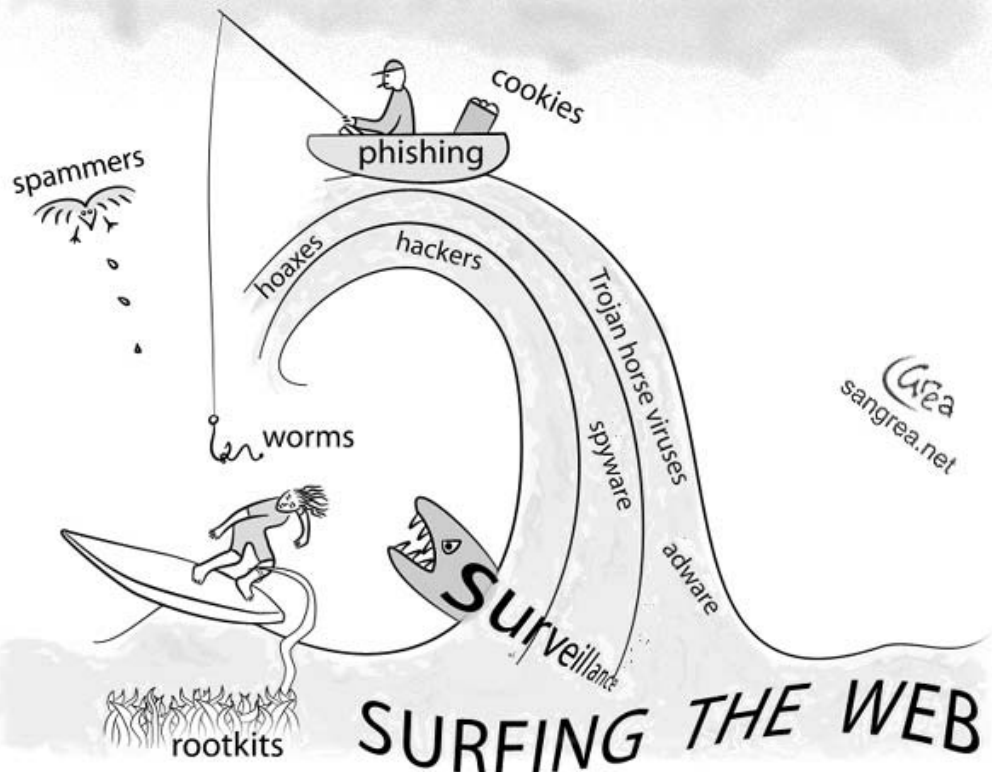
Another common term for a USB accessible flash memory data storage device, also known as a thumb drive.

Memory

Devices used to store data or programs (sequences of instructions) on a temporary or permanent basis, for use in a computer.

Fanboy

A passionate fan of various elements of geek culture (e.g. sci-fi, comics, Star Wars, video games, anime, hobbies, Magic: the Gathering, etc.), but who lets his passion override social graces.



Notable Quotes

- A moment on the lips, forever at our fingertips

"Foolproof systems don't take into account the ingenuity of fools."
— Gene Brown

"I think there is a world market for maybe five computers."
— Thomas Watson, chairman of IBM, 1943

Tech Trivia

— test the geek inside

What was the first feature film to be entirely computer-animated??

- A: Toy Story
- B: Pocahontas
- C: Aladdin
- D: The Lion King

What early computer magazine's first publisher entered the office one morning to find the staff had moved out and taken the January 1976 issue with them?

- A: Start
- B: Byte
- C: Compute!
- D: ST-Log

The first 3 people to email me with both correct answers receives **1/2 hour free computer support** on their next service call!

You have our promise that your email address will never be sold, transferred or published.

If you have been sent this email and would like to join our mailing list, [click here](#).

To remove your name from our mailing list [click here](#)

Questions or comments? Email us at info@abccomputing.org **or call** **503.459.7252**