

June 2007

The Network Doctor's

# Prognosis Newsletter

## Fun Facts for Summer

- ∞ Americans consume about 3 billion pounds of watermelon each year
- ∞ Thermophobia is a fear of heat
- ∞ One out of every five ice cream eaters share their treat with their dog or cat.
- ∞ A shark is the only fish that can blink with both eyes.
- ∞ Starfish don't have a brain.
- ∞ Butterflies can taste with their feet.
- ∞ Grapes are California's second leading crop
- ∞ About 26 million hotdogs are eaten at U.S. ball games each year!  
(Go Dodgers!)

## 7 Tips for a Healthy Computer

*Have you ever turned on your computer and experienced processing speeds slower than molasses rolling off a spoon? Or, had your Internet Explorer suddenly develop a personality and choose websites for you?*

You may think, "Oh no! I have a virus". The truth is computer worms, Trojan horses, spyware or adware may be torturing your system.

### So, what is a virus?

Viruses are computer *programs* that can copy themselves and infect a computer without permission from the user. Viruses are created to destroy—isn't that reassuring? You will know it if you contract a virus, there are no small symptoms. Your computer will simply stop functioning. The mouse might move but nothing will open or work properly.

The best course of action – [Call Us!](#) If your computer is connected to a network cable, spare the rest of your coworkers a headache and disconnect the cable before everyone shares your pain. If you are unsure how to do this we can help.

What ever you do, DON'T REBOOT. If you try to reboot, your system may never come back to life. Give us a call. Most of the time viruses are correctable and our technicians can save you from expensive replacement costs.

### Computer worms & Trojan horses?

Watch out for computer worms they're sneaky. Computer worms are a self-replicating computer *programs* and can spread themselves to other computers without being transferred.

A Trojan horse is a *file* that may appear harmless until executed. So, make sure you know what you are opening.

### What about spyware and malware?

Spyware, adware and malware are all names to describe annoying computer software programs that collect personal information about users without their informed consent. These types of software are developed to track a variety of information like websites

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## Know Your Cell Phone Emergency Numbers

*Recent Internet messages and emails promise that dialing \*77 from a cell phone will bring you immediate emergency help. Don't be misled.*

While \*77 works in a few states and on a few mobile telephone networks, getting help can be much more complicated. Even using the 911 emergency number is not foolproof from a cell phone.

Depending on the state and the phone service, reaching emergency personnel takes some prior checking and planning. A good place to start is your mobile tele-

phone service company. The provider can explain how to dial emergency calls in your own area, and, if you travel, the procedures for gaining help in other locales.

### Different numbers in different states

For instance, in New Jersey, you can dial #77 to contact the Aggressive Driver System. This emergency number should only be used to report aggressive or erratic driving that poses a risk on the roadways. However, by law, all 911 calls still take priority over the #77 calls. Arkansas, Missouri and West Virginia

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## 7 Tips...

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you've browsed, documents you've scanned or even passwords and credit card numbers.

Companies use spyware to track the websites their users visit in order to gather data for advertising. There are also malicious variants that enable identity thieves and criminals to gather your personal information for their own fun and games.

As Bob always says, "No Clickie Clickie!" Spyware, adware and malware can be hidden additions to pop-up ads or popups as well. This form of advertising was originally intended to increase web traffic and capture email addresses. However, clicking on one of these advertisements can be the equivalent to installing a program or software and can be harmful to your computer.

If a popup appears on your screen simply right click on the title block for that window on your task bar (the littler rectangle bars by the start menu). Then choose close. If you just hit the red "X" in the upper right corner this may give you unwanted downloads or even more popups.

### 7 Tips for a healthy computer

Here are some great tips for avoiding nasty encounters with viruses, computer worms, spyware and more.

1. Virus protection software is a must on all computers to prevent data disasters. With that said, all virus software is not created equal. We strongly recommend using a centrally managed anti-virus system for businesses with three or more PC's.
2. Always stay away from risky Internet websites, like those enticing gambling sites. They may look fancy but give you unwanted programs and software that could take charge of your computer.
3. "No Clickie Clickie" as Bob always says. If

a popup appears on your screen right click the task bar title box for that page and choose close.

4. Always scan programs from the Internet before opening them up to install on your computer.
5. If you need to swap data between computers then make sure to scan the storage device(s) for viruses.
6. Never use pirated software. It is not only illegal but a fabulous way to invite computer viruses.
7. Few companies truly do a good job of backing up the data on their server and computers. Do yourself a favor and look into our Online Automatic Data Backup. It's safe, secure and can save you a lot of time and money.

Finally, we can't guarantee you will never fall victim to a virus, computer worm or Trojan horse even if you follow each of these steps religiously. However, we can say you will greatly reduce the chance of being an unsuspecting recipient of these unwanted programs and software as well as equip yourself with the tools to recover your data fast.

Protect your computer(s). The best time to prevent disasters is before they happen and we would be glad to help.



## Want to sit on a ball?

*The perfect office chair is hard to find, so some people are sitting on an exercise ball instead.*



Google displays the 18-inch to 30-inch balls in its recruiting videos available online. Other companies are allowing workers to bring their own balls or ball chairs to work for personal use.

Manufacturers say sales are up sharply. The ball made an appearance on the TV show "The Office" and has become a hot executive option for comfort. Those using them instead of a chair say they take

pressure off the spine, improve posture, balance and concentration.

[Http://www.sissel-online.com](http://www.sissel-online.com) sells the TheraGear Executive Ball Chair for only \$179.95. This chair is ideal for the office environment and has all the benefits of a standard office chair; an adjustable backrest, swivel base and rolling frame so you can stay mobile.

Of course, you could purchase just the ball and pump for under \$100 but you do run the risk of rolling off the ball and landing on the floor at any given time.

## New Service for Advanced Cell Phone Users

How would you like to be able to do more with your snazzy new Windows Mobile or Blackberry phone? Wouldn't it be nice to be able to forward an email as a FAX without having to lug your laptop around? Would you like to be able to print a document to a local Bluetooth enabled printer right from your phone? ThinPrint's new Cortado service offers these benefits and more!

With Cortado and your smart phone you can:

- Send email as a FAX, with attachments
  - Send a text "ShortFax"
  - Print an email with attachments to a local Bluetooth printer, while retaining full formatting and images.
- Try it for free at <http://www.cortado.com>



## Know your cell...

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use #SP or #77 to contact the State Police. Other states like Mississippi, North Carolina and Kansas, use #HP or #47 to contact the Highway Patrol. Florida even has a special line for intoxication reports #DUI or #384.

### Will 911 still work?

Don't worry, good old 911 will never go out of style. The national government and many states have mandated 911 service work for cell phone users. Remember, when you dial 911 on a cell phone there is really no way to be sure authorities can locate you.

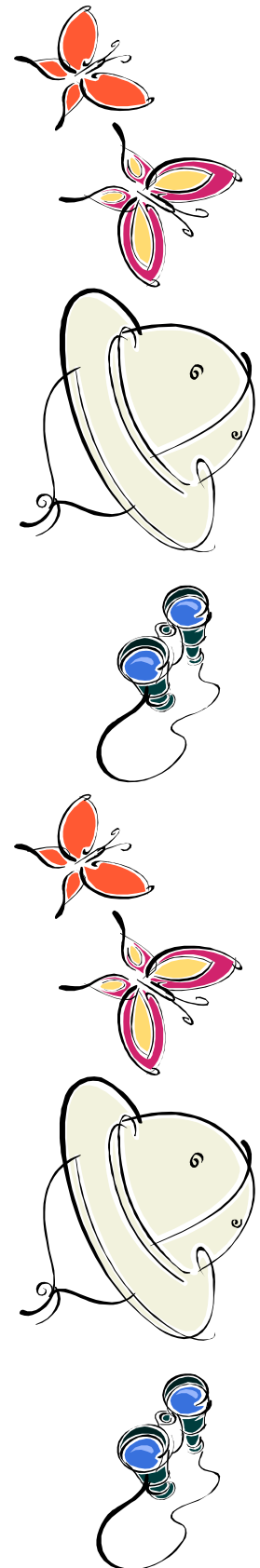
Cell companies are set up with network-based systems or GPS in order to pinpoint your location

in a crisis. These systems work but have some risky limitations.

The network-based 911 requires multiple cell sites to gather information about your location which makes rural locations more difficult to identify. So, don't get stuck in the desert.

On the other hand, GPS uses information beamed from satellites to pinpoint your location so beware of the address if you are indoors. The signals may be blocked by your surroundings so try to get close to a window or give specific land marks for your location.

To learn more about emergency services, contact your phone provider, or police agencies in your area and always double check the information.





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away without the cost of  
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*Ask us about our fixed price service agreements —  
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just like rent!*

## Inquiring Minds...

### Fancy features on the new BlackBerry 8880

Verizon and Cingular now offer the new BlackBerry 8880 for \$174-\$499. This shiny black and chrome finish Smartphone is loaded with incredible new features like a rollerball for navigation (that makes it easier for lefties to use) instead of the scroll wheel on the right side.

A built-in Global Positioning System(GPS) with TeleNav navigation software is also included. This gives you access to a wide range of other Location-Based Services(LBS), like employee and resource tracking and social networking.

BlackBerry Maps allow you to view your current location with greater accuracy and track your route to your target destination. Maps are easier to read on the 8880's larger, high-resolution display than on most wireless phones.

The large keyboard has one letter per key and is easy to use. The unit also has a wide range of one-key shortcuts a longer battery life, multi-media player and expandable memory so you never have to worry about space.

The new BlackBerry is also a quad-band Smartphone which means more access in more places. You can connect virtually anywhere you want across North America, Europe and Asia. So take your dream vacation to England or China, stay up to date with your email and even send pictures to brag about your trip right after you take them. This device won't slow you down.

### What is a cache?

Often referred to as the cache, the Temporary Internet Files folder contains a kind of travel record of the items you have seen, heard, or downloaded from the Web, including images, sounds, Web pages, even cookies. Typically these items are stored in the Temporary Internet Files folder.



Storing these files in your cache can make browsing the Web faster because it usually takes your computer less time to display a Web page when it can call up some of the page's elements or even the entire page from your local Temporary Internet Files folder.

However, all those files stored in your cache take up space, so from time to time, you may want to clear out the files stored in your cache to free up some space on your computer. This is called clearing the cache.

While it's true that the more files you can load from your hard disk, the faster your browsing speed. It's also true that those pages on the Web might have changed since being stored on your computer. You might not want to miss fresh content just to save a little time.



## Sleep Easier With Automatic Off-Site Backup

Off-site backup service from The Network Doctor eliminates the risk of fire, flood, theft, hard drive failure, or even human error! Your precious data is automatically and securely sent across the Internet to The Network Doctor's backup server. Your files remain on our server, for easy, instant retrieval. In fact, you can get any file as it existed in the past 30 days within five minutes.

*Try that with a tape drive!*

The best part is you don't have to do anything. It happens automatically in the middle of the night. No swapping tapes, no remembering to hook up the backup drive. Even on holidays! And it's secure enough for health care/HIPAA companies, law firms, and other sensitive data.

*So, you can focus on what really matters... your business.*

**It's included free with some of our service plans.  
Call us for a personalized quote**