

## REVIEW: Snagit rocks

Snagit is a cool, inexpensive software program you'll easily get addicted to. Snagit is an easy to use screen capture software that allows you to copy, edit, share and organize images captured from your computer screen.

Creating a user guide or instruction manual? You'll love Snagit because you can capture segments of a computer screen and add comments and instructions right over the area (or document) you are explaining, making even complicated processes and software easy to follow.

Best of all, you can store these images in various image files (jpeg, png, gif, etc.) and cut and paste them into an e-mail, Word document, web site, etc. Snagit costs \$49.95 for a single user license and can be purchased at [www.techsmith.com](http://www.techsmith.com). If you want to try before you buy, you can download a 30-day free trial at the above web site as well.

## Reuse, recycle: A mantra for electronics

As much as you'd like to, it's really not safe to just throw away old computers, network equipment, or any electronics like TV's, cell phones, and DVD players. These items contain toxic chemicals, like arsenic and mercury that, if disposed of improperly, can harm the environment. How do you dispose of these things properly? Check out these two tips:



**1. Reuse.** This is the most environmentally friendly of the disposal methods. Find another use for your old equipment. For example, you might be able to use an old PC as a firewall, run a basic program like an older voicemail system, or make it a toy for your kids or grandkids to beat up.

**2. Recycle.** Some major retailers offer recycling programs for consumer electronics. There are also local recyclers for business computers, servers, monitors, networking gear and printers. Please call us at (262) 478-9371 for help in disposing of your old business electronics.

## PRODUCTIVITY GAIN

Employees seem to appreciate the flexibility of virtual offices, and they reward managers and owners of small businesses who offer such perks with hard work.

Who doesn't want employees who are more productive in the workplace? Yet personal issues, illness and family obligations often prevent employees from making it to work. That's why many employers are enabling remote access to their network.

Whether you call it "working from home," or your "virtual office," the idea is the same; your network is configured to give you and your staff the ability to work from some location other than the office. But while most business owners and managers pulling 60-hour work weeks love the idea of putting in some of those hours from the comfort of their home, they often fear that employees given the same luxury won't be as productive.

Studies have shown, however, that employees working from home are actually far *more* productive than those who are limited to working at the office.

More benefits:

- Employees who are sick can continue to work without infecting the entire office or losing an entire day of work.
- Employees forced to stay home to take care of sick family members can continue to work.
- Inclement weather or heavily congested traffic won't shut down your office.
- Key managers with a heavy workload will be more productive if given the ability to work from home on evenings and weekends.

- Allowing employees flexibility during peak workloads (CPAs during tax season, for example) makes them more willing to put in more hours at the office.
- Employees with disabilities can continue to be fully functional.

Depending on your network setup, the two primary ways to set up remote access are through Remote Web Workplace or a virtual private network (VPN):

### Remote Web Workplace:

Remote Web Workplace is included with Microsoft's Small Business Server.

**Pros:** It's easy to use. As long as your server is configured properly, you should be able to use the remote features.

**Cons:** Your desktop computer in your office has to be turned on and functioning. If your office computer is having a problem, you can't work remotely.

### Virtual Private Network:

A VPN uses your firewall to connect you to your office.

**Pros:** Doesn't rely on another computer in the office to work. Also, a VPN has some flexibility, since it can be set up as an "always-on" connection between two locations or just when needed.

**Cons:** Tends to run a little slower than remote web workplace. If you are running programs with a lot of data or large graphics, your performance may be too slow and VPN may not be for you.

If you are interested in increasing your firm's productivity through remote access, give us a call to find out how you can implement it in your office.

## Check out our new blog; become a fan on Facebook

I am excited to announce that we have launched a new blog that will include insights not only on small business technology, but the also the business of small business. I'd love your feedback and input. Check it out at: [techquility.blogspot.com](http://techquility.blogspot.com)

We're also now on Facebook. Search TechQuility" and let us know if you "like" what you see. — Tim Ward

### TechQuility, LLC

Suite 1AB  
11520 N. Port Washington Rd.  
Mequon, WI 53092  
(262) 478-9371  
[www.techquility.com](http://www.techquility.com)

## In this issue

Working Remotely / 1  
Copier Security / 2  
Spotlight: Moertl,  
Wilkins & Campbell / 3  
Trivia Contest / 3  
Recycling Electronics / 4

**TECHQUILITY**  
Your Trusted IT Partner

Suite 1AB  
11520 N. Port Washington Road  
Mequon, WI 53092  
(262) 478-9371  
[www.techquility.com](http://www.techquility.com)

## FOOD FOR THOUGHT:

Watch your thoughts; they become words.

Watch your words; they become actions.

Watch your actions; they become habits.

Watch your habits; they become character.

Watch your character; it becomes your destiny.

*Thoughts from Frank Outlaw, founder of Bi-Lo Supermarkets in South Carolina*

## WHAT'S YOUR PC IQ?

If you think you're tech savvy, here is a way to prove it. The September issue of PCWorld magazine includes a revealing quiz to test your PC knowledge. Your final score in the 45-question exam will uncover your technical intelligence. See if you rate a Newbie, a Talented Techie, a PC Pro, or a Tech Guru. The test is available on the PCWorld Facebook page at: [find.pcworld.com/70391](http://find.pcworld.com/70391).

After taking the test, let us know how you scored and we'll let you know how we did!

# A ticking time bomb: the office copy machine

**T**his just in: According to a recent CBS news report, copy and multi-function machines in offices contain a huge, unknown security risk that all businesses must address immediately or face the legal, financial, and PR repercussions of a security breach.

## A surprising fact about your office copier

Nearly every printer, copier and multi-function machine manufactured after 2002 contains a hard drive that stores the images of every document you've ever copied, faxed, or scanned. These document images stay on that machine's hard drive forever and can quickly and easily be reproduced with a little know-how. Surprisingly, this little fact has not received any press – until now.

## A CBS investigation

In April of this year, a reporter went undercover to a New Jersey copier warehouse that had over 6,000 used copy machines in stock for resale. This investigation reveals a shocking fact – it's incredibly easy for a person to retrieve and reproduce every single

document ever scanned, copied, or faxed through the machines available for resale.

As part of the investigation, the CBS reporter pulled 4 random machines that were available for sale and purchased them for approximately \$300 each. These machines were immediately loaded onto a truck and delivered within 2 hours to this reporter's office. Using a free application available online, he was able to access the hard drive of each machine and reproduce the documents within 30 minutes. What he uncovered was unbelievable.

## Disturbing findings

They discovered that one of the machines was formerly owned by the City of Buffalo, New York, Sex Crimes Division. In no time at all they were able to access over 249,000 documents that passed through that machine, including lists of sex offenders and crime data. Another machine from the Buffalo PD Narcotics Division contained a list of drug raid targets. The third machine was from a construction company. It contained blueprints of buildings, over \$40,000 in check copies, as well as pages of paystubs, names, and the social secu-

rity numbers of employees.

But the fourth machine was the most disturbing. It was previously owned by a New York health insurance firm and contained over 300 pages of detailed medical records including drug prescriptions, blood tests, and even a cancer diagnosis.

*Before you trade in, resell or dispose of any office copier, scanner or multi-function machine you MUST make sure the hard drive is wiped clean. Failure to do so could result in damaging security breaches. This goes DOUBLE if you use your office machines to scan, fax, or copy social security numbers, credit cards, or medical records of any kind.*

As always, we at TechQuility are here to assist you.



"You didn't hear it from me, but the other hares in the office think you're getting your work done too quickly."

## CLIENT SPOTLIGHT

### FIRM'S MOTTO: BE PREPARED

**Moertl, Wilkins & Campbell, S.C.**, a law firm in Milwaukee, has a pretty straight forward goal for its clients: to plan for and head off problems before they arise and leave clients better prepared. The firm has been providing personalized, cost-effective legal services for individuals and businesses for 60 years.

Moertl, Wilkins & Campbell concentrates in lifetime and estate planning, which includes wills and trusts, powers of attorney, charitable planning, special needs trusts, tax planning and preparation, probate and trust administration, guardianships, and Title 19 and Medicaid planning.

As a Proactive Support Plan (PSP) client, TechQuility provides complete management of the Moertl, Wilkins & Campbell computer network. From network monitoring, to system upgrades, to day-to-day maintenance and support of the network, TechQuility insures the security and stability of the network. "We enjoy work-



## JUST THE FACTS

**Name:** Moertl, Wilkins & Campbell, S.C.  
**Address:** Suite 1017, 330 E. Kilbourn Ave., Milwaukee, WI 53202  
**Phone:** 414-276-4366  
**Online:** [www.lawmwc.com](http://www.lawmwc.com)

ing with TechQuility. They are extremely reliable and respond quickly to questions and requests" says Terry Campbell, managing partner for the firm.

The firm takes its role as counselors seriously; its lawyers devote significant time to meet with the firm's clients to identify and discuss their circumstances, needs and goals. Its lawyers then draw on their years of experience and knowledge as estate planning lawyers to help clients meet their goals.

## TechQuility Trivia: Win a \$10 Alterra gift card!

*Need a hot cuppa joe? Who doesn't, right? Each month, we'll test your recall with our TechQuility Trivia Question of the Month. Be the first person to e-mail us with the correct answer, and you will win a \$10 gift card to Alterra.*

*Think you know the answer?*

*Shoot it to Tim right now!*

*Email: [tward@techquility.com](mailto:tward@techquility.com).*

**Q: Who was the first president born outside the original 13 colonies?**

- A) Abraham Lincoln
- B) Martin Van Buren
- C) Jimmy Carter
- D) John Quincy Adams

July answer: John D. Rockefeller gave out **dimes** to children.

July's winner: **Jan Decker** of Moertl, Wilkins & Campbell. Congrats, Jan!

## IT NEWS

### Support ends for Windows XP, 2000:

Effective July 13th, Microsoft has suspended support for all versions of Windows 2000 and Windows XP SP2. That doesn't mean you can't run those versions of Windows; it just means Microsoft won't provide updates or support. But you **should** take action. We recommend that if you are still on Windows XP, install Service Pack 3, which is still supported. If you still have machines running Windows 2000, you should upgrade to Windows 2008 (for servers) or Windows 7 (for PCs). Please contact us for more information and to learn more about your upgrade options.

### Good news for travelers:

The Transportation Security Administration says the **iPad** won't have to be removed from carry-on baggage at security checkpoints. It's just half-an-inch thick and has no parts that can block images when the machines go through the screening machine. Electronics that are smaller than the standard laptop, such as the **Kindle**, **Sony Reader**, and small notebook computers, can also stay in the bag. Screeners still have the discretion to ask that the devices be removed in order to further inspect them or the cases they are in.