

FEBRUARY 2021

# TECHNOLOGY INSIDER



Your monthly newsletter,  
written for humans not geeks

Everyone in your team  
needs cyber security  
training. Including you 😊



LATEST  
TECH  
ALERT

**5G is a major  
upgrade in speed**

**Sure, there's been a lot of  
controversy about 5G.**

But one thing's for sure –  
depending on which network  
you're on, it can be incredibly fast  
- up to 10x faster than 4G.

What makes 5G feel faster to us  
is not just the speed increase, it's  
also the reduced latency. That's  
the time it takes for data from your  
device to be uploaded and reach  
its target.

With 4G the average latency is 50  
milliseconds. With 5G it will be  
about 10 milliseconds. That lack of  
delay is what we will interpret as  
"wow 5G is really fast".

5G phones are now for sale. When  
you get your next mobile, consider  
getting a 5G one. Even if it's not  
rolled out to your area yet, you're  
future-proofing your device.

Every good business leader knows  
that training is essential for a highly  
productive team.

But have you ever considered giving  
your staff cyber security training?  
You really should.

What is cyber security training?

It's about increasing their awareness  
of the ways that criminals try to  
break into your IT system and the  
devastating consequences if they do.

Your team would learn:

- How to spot the different types  
of fake emails and messages, and  
what to do with them
- The risk of social engineering by  
email, phone, or text messages
- Why we use basic security tools  
such as password managers and  
multi factor authentication where  
you generate a code on another  
device)

By holding regular cyber security  
training sessions, you can keep  
everyone up to date and develop a  
great culture of security awareness.

It's another layer of protection to help  
ensure that your business doesn't  
become part of a scary statistic (one  
small business is hacked every 19  
seconds).

As the leader it's critical you do the  
training, too. You'll be one of the most  
targeted people in the business, as you  
probably have access to all the systems,  
including the bank accounts.

*If you don't already  
have cyber security  
training in place, we'd  
love to help. Give us a  
call or drop us an email.*

# WHAT KEY CHANGE COULD YOUR BUSINESS BENEFIT FROM?

You could say that we are all experts at change by now. After last year, even those who were resistant to change have passed a masterclass in adaptability.

When you're running a business, change isn't a bad thing and it is also true when it comes to the technology you use.

Your IT setup should be something that's been well thought through. It should allow your business to change and adapt with minimal stress.

However, if you don't have an IT Service Partner working proactively, you might be missing that.

It's one thing having an IT support company waiting to fix things for you. It's another having a PARTNER who is constantly looking at your setup and designing ways to make your team's lives easier both now and in the future.

**This is what we do and we'd love to do it in PARTNERSHIP with you.**

You see, we're confident that after spending a little time on a call with you, we could identify some areas for key change that could make a huge difference to your business and its IT setup.

We're calling this our Key Change Audit. Snappy, eh?

During this audit, our experts will take a detailed look at your IT infrastructure, what you do and the tools you currently use to do it. We'll discuss how you'd like everything to work in an ideal world. Then we'll make suggestions on the key changes you could make to get your setup as perfect for you as possible.



## INSPIRATIONAL QUOTE OF THE MONTH

*"The technology you use impresses no one. The experience you create with it is everything."*

Sean Gerety, user experience expert

### When did you last upgrade your office phone system? Have you done it in the past 5 to 10 years?

You would be surprised how many businesses haven't and all the benefits they're missing out on by not doing so.

to install new lines as your business grows, and no cost per call), but it also brings a whole host of other benefits.

Not only can a new VoIP phone system save your business money (no need

Clearer calls. More functionality. They're even way more adaptable for remote workers.

### Not sure where to start?

Just give us a call, we can help you find the most compatible system for your business.

## Technology update



## MICROSOFT 365 TIP

**You know you're working hard when your desktop looks like the inside of your brain - 20 different windows open at once.**

Here's a great way to minimize everything but the one window you're currently working on.

Click the title bar of the window you want to keep open. Hold your mouse button down and give the window a shake back and forth. After a couple of seconds, all the other windows will minimize, leaving just the one you want open. Cool.

### Tech Fact #1

Every month, hackers release around 6,000 viruses.

### Tech Fact #2

24 hours of video is uploaded to YouTube every minute. That's 34,560 days worth of video, every day.

### Tech Fact #3

Changing font can save printer ink. The theory is, if you switch to a lighter stroke, you'll use a little less ink per page, meaning around a 10% savings when printing large quantities.

### Tech Fact #4

92% of the world's currency is digital, existing only on computers. Even banks store money electronically.

Visit <http://bit.ly/2NPbylR> to book your 15 minute video call to discuss this audit.



# GOT A SCARY NEW FRIEND?

It's not as rare as you might hope.

Ransomware (when all your data is encrypted by an outsider and you must pay a ransom to get it back) is the fastest growing cyber-crime in the world right now.

Cyber criminals are using our new work from home culture to find their way into your network and there are many ways for them to do this.

Once they're in, it can be very difficult to detect them, until they launch an attack which can take up to 10 weeks or more.

That's 10 plus weeks of them lurking in your network, seeing all your private data, installing suspicious programs on your devices... and just waiting to make their move.

Scary because it's not always easy to spot if you've been compromised.

*If you think someone's done something like click on a bad link in an email, let us look to see if hackers are already in your system. Give us a call.*



## Let's chat on a video call Three BIG questions for you:

1. Do you currently have an IT support company?
2. How happy are you with them?
3. If the answer isn't "they're so amazing I want to hug them" then let's jump on a video call

2020 taught businesses around here just how important proactive, responsive IT support is.

*The good news is, we're now taking on new clients. Set up a 15 minute exploratory call at*

<http://bit.ly/2NPbyIR>



# WIRED for the FUTURE

**This is how you can get in touch with us:**

**CALL:** 416.572.3805 | **EMAIL** [info@wiredforthefuture.com](mailto:info@wiredforthefuture.com)

**WEBSITE:** [wiredforthefuture.com](http://wiredforthefuture.com)

Q

A

### QUESTION

**How can I make my Wi-Fi faster?**

### ANSWER

Try moving your device closer to the router. If that works you may need to install some access points to extend your range. Also, connect directly to the router with a cable. If it's still slow, call your provider to see if they can work some magic at their end.

### QUESTION

**Why can't I print?**

### ANSWER

Is your printer connected to your Wi-Fi? Are all the cables plugged in firmly? Is there sufficient paper and ink? If you've checked these and it's still not working, try restarting your router.

### QUESTION

**My computer keeps crashing. What do I do?**

### ANSWER

Annoying. There can be many reasons why your computer has crashed. First, give it a couple of minutes to see if it fixes itself. If not, open your task manager, see what program is not responding and close it. If that doesn't work, restart the device, and try again. If it happens repeatedly, call for help!