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Weston Call Handling



Did you know last month...

...the average wait time from the time the phone started ringing until it was answered was less than 8 seconds?

...of the 862 calls received only 74 (less than 8%) had to wait on hold?

...of those 74 the average wait time was 36 seconds?

A Brand New Year

It's that time of year again when we all make our New Year's Resolutions.

Many of us resolve to lose weight, get in shape, eat healthier or stop that one bad habit...

Along with those things, I think we should all resolve to take good care of our computers. Below, I've put together a list of resolutions we should all make, both at home and at work.

How am I doing? I would really love to hear from you. Please [email me](#) with comments or suggestions on topics you would like to see in future issues.

I'm hoping that everyone has a safe and happy new year!

Help Desk Services

Help is just one click away!

Weston provides "self-service" Helpdesk access for Weston CompleteCare and Desktop Optimized users.



You need and expect quick assistance and resolution to your problems. As a CompleteCare or Desktop Optimized user, you and the Help Desk technician can interact in **real time** to report, diagnose and resolve issues quickly and efficiently, most times without an on-site visit.

To learn more about Weston CompleteCare, Desktop Optimized or any of our other services, please contact your local branch office for more information.

Anchorage 907.375.8324 ♦ **Bend** 541.383.2340

Guides to the 2007 Office system user interface



Wondering where your favorite Office 2003 commands are located in the new 2007 Office system? You're in the right place.

A friend of mine recently received a new computer that has the new Office 2007 installed. I asked her how she liked her new computer and she told me that it was great, but that she would now have to learn Office all over again! After talking to her, I thought maybe it would be easier to learn if you could just look in one place and I did a little research. I found that Microsoft has developed a visual, interactive reference guide to help you quickly learn where things are.

When you click one of the links below, an interactive guide will start. Once you're there, rest the mouse pointer over a menu or button to learn its location in the Office 2007 program. To see an animation of the location of the command or button in, just click it.

[Outlook 2003 to Outlook 2007 Command Reference Guide](#)

[Word 2003 to Word 2007 Command Reference Guide](#)

[Excel 2003 to Excel 2007 Command Reference Guide](#)

New Year's Resolutions

Our computers have become central to how we conduct our day-to-day business. We use them for most of our communication. We use them to store irreplaceable photos and documents. We rely on them to work!



With that in mind, I've put together a list of "resolutions" we should all make for the coming year. It's important that we all develop a routine of good habits to help avoid losing our valuable information.

1. ***I will keep my computer protected with current versions of anti-virus, anti-spyware and anti-spam programs.*** If you're shopping online, remember to check that you're using a secure payment page. A secure page is signified by a locked padlock appearing in the address bar or frame of the web browser, or the website address changing from "http://" to "https://", where the "s" stands for secure.
2. ***I will develop a disaster plan for my computer.*** I know a disaster plan sounds ominous, but how would you recover if your hard drive failed? Computer hardware is relatively cheap compared to the value of your files.
3. ***I will backup all of my important files.*** (This goes hand-in-hand with number 2 above). You don't necessarily have to back up all of your files, just the important ones. Copy your important files onto a CD or invest in a USB memory drive. USB drives come in a variety of shapes and sizes; you should be able to find one to meet your needs.
4. ***I will connect my computer equipment to an uninterruptable power supply (UPS) or surge protector.*** Even a momentary power blip can corrupt files if you aren't protected. If you already have a UPS, check the battery periodically to make sure it is still working. If you opt for a surge protector, make sure it includes lightning protection.
5. ***I will perform the following maintenance items at least once a month.*** Just like your car, your computer needs to be maintained on a regular schedule.
 - ✓ **Defrag your hard drive** - Hard disk file fragmentation can cause major degradation of system performance over time, no matter how fast your processor.
 - ✓ **Clean-up your temp files** - As you browse the Internet, open files, and run programs, many temporary files accumulate on your computer. Besides wasting hard drive space they can also cause problems while browsing the internet when you accumulate too many files.
 - ✓ **Run Checkdisk (chkdsk)** - Chkdsk examines the file system for errors and displays a status report of its findings.
 - ✓ **Apply Windows Operating System Patches** - Windows updates, service packs and patches install critical security fixes to your operating system. Windows contains many vulnerabilities, most of which are exploited by hackers from time to time. Occasionally these updates can interfere with other programs on your computer, so they should not be done automatically.

Don't forget... When you need support, just drop an email to help@weston-tech.com. This will automatically log the issue into our service board. Include a brief description of what you need and when you need it done by.



Weston Technology Solutions

Phone: 541.383.2340 x126

Fax: 541.383.2350

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Weston Technology Solutions | 126 NW Greenwood Ave | Bend | OR | 97701

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