
Reflections of **Better Business**

Your guide to technology and an error-free computer environment

By: **RB Balch & Associates, Inc.** Full service, award winning computer consulting firm. Serving AZ since 93. "**Providing easy technology answers to confusing technology issues**". tm

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SPECIALS THIS MONTH - Celebrating 15 years!

MAY - SPECIAL THIS MONTH. MAYbe you should consider a new computer? MAYbe you should consider some spring cleaning. MAYbe you should consider cleaning up that computer of yours. MAYbe you should consider contacting RB Balch for PC Support this month. First time callers - MAYbe you'll just get a discount. Try us out - you'll like us! Contact us for new service and receive \$50 off your first appointment. REMEMBER GOLD clients enjoy reduced rates, priority scheduling, phone support, your own primary tech assigned, and more.

REMINDER: we can help you "build" a new computer online with Dell – we do not markup – same pricing ordering with us or from Dell. We can order for you (no fee to order when we bring and setup for you).

DONATIONS: Have an old computer to donate? Perryville Women's prison complex (in Goodyear) is in desperate need of computers. They have Windows 95 machines! Many women would like to study for their GED and other courses, but the software only runs on Windows XP...and they only have ONE XP computer. IF YOU ARE REPLACING an older Windows XP computer and would like to donate it, let us know. We'll pick it up, clean it up and deliver to the prison for you.

GENERAL INFORMATION

Contact us at 623-561-9366 OR at help@rbbalch.com OR online from our website www.rbbalch.com to schedule online. If you schedule online, you'll save an additional \$5 off your next appointment.

REMOTE TECHNICAL SUPPORT

Contact us for remote technical support - it's easy, fast, less interruptions at the offices and less expensive for you! (1/2 hour minimum). As simple as going to a web site.

Our motto: "you don't have a problem until you have a problem". Think about it. Contact Rochelle at rb@rbbalch.com.

FREE GIFT: at your next appointment, ask your technology consultant for one our new handy memo pads and pens.

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2 TECHNOLOGY/COMPUTER TIP

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THIS MONTH: EMAIL - Keep your inbox clean

Too many emails can stop emails all together

BY JOSEF WELLS, RB Balch staff

Do you have zillions of emails in your inbox? And in sub-folders? Have you noticed that Outlook is running slower - taking longer to open? Have you cleaned and deleted your email lately?

As your email builds up, Outlook becomes slower. You many notice the "slowness" when your email file reaches about one gigabyte (1GB) in total size.

As you email gets closer to two gigabytes - - - bad things can start to happen. For example, the entire email file can become corrupt, possibly causing you to lose all your email. Another result is that Outlook could stop sending and receiving all email. When your email file reaches two gigabytes (2GB), Outlook can stop working completely.

As your email file approaches two gigabytes, Outlook will warn you that your email file is getting to large. Take this warning seriously. See tips below to reduce size.

If you're in an office running Microsoft Exchange and your email box it too big, you also will most likely be the cause of destroying everyone else's email in the office too.

TIPS

CLEAN OUT DELETED ITEMS folder. To do this, open Outlook. Right click on the deleted items folder and select Empty "Deleted Items" folder.

CLEAN OUT JUNK EMAIL folder. To do this, open Outlook. Right click on the Junk Email folder and select Empty “Junk Email” folder.

ARCHIVE OLD EMAILS. Another method to prevent you Outlook email file from becoming to large is to archive your old email. To archive your old email, open Outlook. Click on “FILE” and select “ARCHIVE...”. A popup window will appear called “ARCHIVE”. In the “ARCHIVE” window click “ARCHIVE THIS FOLDER AND ALL SUBFOLDERS:”. Then click on the folder you wish to archive, this is usually the “Inbox”. In the “ARCHIVE ITEMS OLDER THEN:” window, select the date you wish to archive anything older then. For example, archive all emails prior to 01/01/07. Select the check box next to INCLUDE ITEM with “Do not AutoArchive” checked. Click on the “OK” button. This will archive everything older then the date you selected.

NOTE: Archived email can still be accessed if you need them. They will be located in the Archive folder below the Personal Folders.

NOTE: due to some changes in legislation, you may be required to maintain email correspondence, so archiving becomes very important.

Any questions on software options? Contact us at help@rbbalch.com 623-561-9366 or Rochelle directly at rb@rbbalch.com OR schedule on-line at www.rbbalch.com

Have an idea for a topic? Just let us know – or send in your questions to help@rbbalch.com. Was this article helpful? Please let us know.

3 Andy’s Did You Know?

By Andy Karpel, the “A lot about nothing” expert

MONTH: MAY

Birthstone: Emerald Meaning: Love, Success

Color: Green

The birthstone for May, the emerald, a symbol of rebirth, is believed to give you good fortune, and youth. It is derived from the word smaragdus, meaning green in Greek. They vary in color from light to deep green. The emerald belongs to the beryl family of minerals that includes aquamarine (the March birthstone), heliodor and morganite. Emeralds are most frequently found inside a form of shale - a fine grained sedimentary rock. Emerald-bearing shale has undergone recrystallization due to changes in the physical environment such as pressure and temperature.

Colombia produces the largest and highest quality emeralds. But they are also found in Brazil, Zambia, India, Afghanistan, Pakistan, Norway, Austria, Malagasy and Australia. Emeralds can be found in North Carolina.

The history of emeralds can be traced back to Babylon and Egypt and dating back to 1300 B.C. There are many myths associated with the emerald. Once believed to prevent epilepsy, stop bleeding, cure dysentery and fever, and protect the wearer from panic. Its magnificent green color was said to rest and relieve the eye. In the Middle Ages, emeralds were believed to hold the power to foretell the future.

Flower: Lily of the Valley, Hawthorn

Astrological Sign(s): Taurus (The Bull) April 20 - May 20

Gemini (The Twins) May 21 - June 21

Moon Phases: May 5 New -May 11 1st Qtr -May 19 Full - May 27 Last Qtr

Thursday, May 1 May Day

Monday, May 2 Lou Gehrig plays in game no. 2130, a baseball record that lasted for 57 years until Cal Ripken come along. (1939)

Tues, May 3 Christopher Columbus discovers "St Iago". renamed Jamaica. (1494)

Tuesday, May 6 National Nurses (Week) and National Teacher's Day

Monday, May 5 Cinco de Mayo

Wed, May 7 Germany signs an unconditional surrender ends WWII Europe. (1945)

Thursday, May 8 VE Day, WW II

Sunday, May 11 Mother's Day

Monday, May 12 Toilet that flushes itself at regular intervals is patented

(1792) Please see important information below regarding this day**

Saturday, May 17 Armed Forces Day

Monday, May 23 Victoria Day (Canada)

Sunday, May 25 Ford ceases production of the Model "T". (1927)

Monday, May 26 Memorial Day

Thursday, May 29 Abraham Lincoln quote: "You can fool some of the people all of the time, & of people some of time, but you can't fool all of the people all of time". (1849)

Andy's "Image That" YES Important!! Holidays are in May

May 6-12: National Nurse's Week and May 12 is International Nurse's Day

National Nurses Week provides recognition to nurses for their contributions and commitment to quality health care. The roots of International Nurses Day goes back to 1953, when Dorothy Sutherland of the U.S. Department of Health, Education, and Welfare sent a proposal to President Eisenhower to proclaim a "Nurse Day" in October of the following year.

The proclamation was not officially made but the following year National Nurses Week was observed from October 11 – 16, marking the 100th anniversary of Florence Nightingale's mission to Crimea. In 1974, President Nixon proclaimed a "National Nurse Week." In 1981, a resolution was initiated by nurses in New Mexico to have May 6 declared "National Recognition Day for Nurses." This proposal was promoted by the ANA Board of Directors and in 1982, with a joint resolution, the United States Congress designated May 6 to be "National Recognition Day for Nurses."

The proposal was signed by President Reagan, making May 6 the official "National Recognition Day for Nurses." It was later expanded by the ANA Board of Directors in 1990 to a week-long celebration (May 6-12) known as "National Nurses Week." Beginning in 1998, May 8 was designated as National Student Nurses Day, and as of 2003, the it was declared that National School Nurse Day is celebrated on the Wednesday within National Nurses Week.

International Nurse Day is celebrated on May 12, because this it's the birthday of Florence Nightingale.

May 6, National Teacher's Day On Tuesday of the first full week of May

May 8 V-E Day - Victory in Europe Day (V-E Day) commemorates the end of fighting in Europe during World War II. The German Army ceased fighting on May 2 and, and formally surrendered unconditionally on May 7th. The surrender of all German forces was arranged for May 8. The original planned date for the celebration of V-E Day, was May 9th, 1945. But, journalists caught wind of the plans. So, the U.S. and Britain moved the date up by a day to May 8th. Russia kept to the original planned date for May 9th. Russia still celebrates V-E Day on May 9th.

May 15 Police Officer's Memorial Day. Honors and remembers police officers who gave their lives while on duty. This Day was created and established as May 15th by an Act of Congress. Public Law 87-726, signed by President John F. Kennedy in 1962, was amended by the 103rd Congress as part of the Violent Crime Control and Law Enforcement Act of 1994. President Bill Clinton signed Public Law 103-322 which directs that the flag of the United States on all Government buildings be displayed at half-staff on May 15, National Peace Officers' Memorial Day.

May 17 Armed Forces Day. This is a day to salute all of the men and women in all branches of the service. Each branch of the military had their own day of celebration. But, on August 31, 1949 then Secretary of Defense Louis Johnson announced the creation of Armed Forces Day. President Harry Truman also announced the holiday in a presidential proclamation on February 20, 1950. All branches of the military were asked to celebrate on this day and they complied on the first Armed Forces Day which was held the following year on May 20, 1950.

May 26 Memorial Day. Officially celebrated on the last Monday during the month of May. Memorial Day is dedicated to service men and women who gave their lives. Memorial Day goes back to

1865 and the end of the Civil War. Memorial Day was traditionally held on the 30th of May. But in 1971, Congress changed it to the last Monday in order to make it a three day holiday weekend. Memorial Day was first called Decoration Day. It was changed to Memorial Day in 1882. Yes there are important Holidays in May...

...."image that"

Andy's "I didn't know that" Cinco de Mayo. On May 5, 1862, the Mexican army defeated the French army at the Battle of Puebla. This single military battle signified defeat of a European colonial power and a victory for the Mexican people. This battle was the roots of Cinco de Mayo. What Cinco de Mayo has come to be is much more than one battle in the colonial history of Mexico. Rather, it has come to signify Hispanic and Mexican pride and a time to celebrate the rich culture and in general a time to be proud to be of Hispanic descent.

Please note that this is not the celebration of Mexican Independence which is celebrated on September 16th."I didn't know that"

"Just like Andy" And the big news for the month of May: Thomas Crapper was a plumber who founded Thomas Crapper & Co. Ltd. in London. But despite the urban legend, Crapper did not invent the flush toilet as so may think. The good news is however, Crapper did much to increase its popularity and came up with some related inventions. Crapper actually invented the automatic shut-off mechanism used in the modern toilet. He was noted for the quality of his products and received several awards. An important invention used by all (hopefully) was the flush toilet invented, by Sir John Harington. Harington, a British nobleman, who invented a valve that when pulled would release water from a water closet.

Crapper's Valveless Waste Preventer did hold nine patents, three of them for water closet improvements such as the floating ballcock, but none were for the flush toilet itself. Thomas Crapper's advertisements implied the syphonic flush was his invention — one having the text "Crapper's Valveless Water Waste Preventer (Patent #4,990) One moveable part only" — but patent 4990 (for a minor improvement to the water waste preventer) was not his, but that of Albert Giblin in 1898.

You should also be aware **the word crap has nothing to do with Crapper's name. It was used long before he was born. It is just a coincidence that a man who manufactured toilets was called Crapper** And rumor has it that, during the days of Robin Hood, King Arthur - angry with how his brother ruled the country while the King was gone, named "fair toilette", 'the john' - aka as 'the jon'. For those interested Thomas Crapper was born in September 1836 and died January 27, 1910. AND now you have the facts! And not just a bit of crap!!

YET MORE important useless information –

Avoid cutting yourself when slicing vegetables by getting someone else to hold the item while you chop.

A mouse trap placed on the snooze button of your alarm clock will prevent you from rolling over and going back to sleep after you have hit the snooze button

Bad cough? Take a large dose of laxatives, then you'll be afraid to cough

If you cant fix it with a hammer, you have got an electrical problem.

Remember - everyone seems normal until you get to know them.

It's not whether you win or lose, but how you place the blame.

We have enough youth. How about a fountain of "smart"?

Money isn't everything, but it sure keeps the kids in touch.

We are born naked, wet and hungry. Then things get worse.

The latest survey shows that three out of four people make up 75% of the population

Artificial Intelligence is no match for natural stupidity

You only need 2 tools in life - WD-40 and Duct Tape. IF it doesn't move and should, use the WD-40. If it shouldn't move and it does use the duct tape

Quotes

"Depend on the rabbit's foot if you will, but remember it didn't work for the rabbit." -R.E.Shay

"If your dreams turn to dust....vacuum." --Unknown

"Let every nation know, whether it wishes us well or ill, that we shall pay any price, bear any burden, meet any hardship, support any friend, oppose any foe to assure the survival and the success of liberty"

.....John F. Kennedy Inaugural Address January 20, 1961

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4 Community Update

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RB Balch is proud member of:

Arizona Small Business Association (ASBA) - Chamber of Commerce - National Federation of Independent Business (NFIB) - Better Business Bureau (BBB).

Rochelle will be speaking for at a two day financial conference in Denver, in September - on Technology and Boosting Your Business.

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5 RB Balch. WHY do we issue this and WHO are we?

WHY: Purpose of this newsletter?

To help you learn more about technology and computers

To be informal and informative

To answer specific questions asked by readers

....To continue our commitment of keeping you informed

Reflections of Better Business (published since 1994) is for employees, clients, friends and associates of RB Balch.

WHO ARE WE: RB Balch. IT Computer Consulting firm. Established 02/93. Experienced. Reliable. Ethical. Good. Revenues since 1993 are over \$23 million. Our mission is to be your one source solution for all of your computer needs. Consider us your “computer guy”, your IT department. We’re only an email or phone call away.

SERVICES: PC Field Support - IT Consulting, Software Development Projects, Business/Marketing Consulting, Seminars & Keynotes.

PC Field Support – IT Consulting: PC troubleshooting, network installation and maintenance, server and workstation setup/support, hardware and software upgrades, virus and spyware detection & repair, data recovery, backup/restore, programming, web design, web and email hosting, more. Troubleshooting is our specialty. Contact us as needed, or set-up recurring GOLD maintenance appointments (discounted, no contracts, no pre-paid bundle of hours required). We come to you.

Software Development Projects: PC development, no job too small. We specialize in projects 1 to 500 hours (longer projects also accepted). New or maintenance. Simple changes or complex systems. Programming, Databases, Web design, Contingency plans/strategy plans, etc. Available nationally.

Business Consulting: Utilize technology to help you grow your business - we’re here to help. IT strategies, Disaster/recovery planning, IT security audits. Marketing and promotional plans.

Seminars, Keynotes: Technology and Motivational workshops, keynotes and lunch programs for your staff or association. As a successful entrepreneur and award winning business owner, Rochelle Balch, president RB Balch and international professional speaker (member of the National Speakers Association), is available for programs for technology, team building, marketing and business, and personal development. Get everyone on the same page to understand technology in your company. Mention this newsletter for discount off speaking fees. For sample topics see <http://www.rochellebalch.com>

Appointments: We offer, and highly recommend, regularly scheduled GOLD maintenance appointments. We offer on call/as needed service and emergency service. We are available weekends/evenings/holidays, and on special retainer, if required. No pre-pays, change frequency or cancel maintenance appointments at any time. Contact us at help@rbbalch.com, at 623-561-9366, or visit our web site at www.rbbalch.com for on-line scheduling. Contact Rochelle Balch directly at rb@rbbalch.com or contact Andy Karpel directly at andy@rbbalch.com if you like.

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RB Balch Computer Consultants

PO BOX 10007

Glendale, AZ 85318

<mailto:help@rbbalch.com>

623-561-9366

1-800-922-5249 (1-800-9-BALCH-9)

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