

## RB Balch PC Tips Newsletter, JULY 08 – VACATION ? Will your office survive?

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Reflections of **Better Business**

Your guide to technology and an error-free computer environment

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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!

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**JULY – GAS SAVER.** How high will gas prices go? We're still holding – no gas charges, no fuel charges, no extra fees for on-site visits. BUT....here's your opportunity to save money.

Did you know....we offer remote support service? We can do many, many tasks remotely - for example: apply updates, perform backups, clean up your desktop, setup email, change permissions, and more. AND..REMOTE SERVICE is a .5 hour (1/2 hr) minimum (vs. 1 hour minimum when onsite). SO, if you've a few little, annoying issues to address, contact us for remote service. **FIRST .25 hr (1/4 hr) FREE!** So contact us and mention the JULY newsletter special for fast results.

**GIFTS.** Ask your computer technician – at your next appointment – for your FREE gift....RB Balch red staplers! (while they last).

**DELL.** We are a registered Dell Partner and can assist you with “building” your new computer online – same pricing ordering with us or from Dell directly. We can order for you (no fee to order when we bring and setup for you).

**COMPUTER DONATIONS.** Our computer donation drive was such a success that we've decided to keep it going. If you have computers (Windows XP please) that you'd like to donate...please contact us. Yes,

they need to be running (bootable) and we need the CDs. We'll clear off the data prior to donating. If you have monitors, keyboards and mice, even better.

## GENERAL INFORMATION

Contact us at 623-561-9366 OR at [help@rbbalch.com](mailto:help@rbbalch.com) OR online from our website [www.rbbalch.com](http://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](mailto:rb@rbbalch.com).

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## 2 TECHNOLOGY/COMPUTER TIP

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### THIS MONTH: VACATION – Will your office survive without you?

**By: ROCHEIIE BALCH, RB BALCH**

More important, can you survive being away from your office?

Planning a vacation? All set to have a great time to relax? But can you? Or will you be on the phone with the office all day – or wondering, worrying, about what is going on at the office.

Many times it seems that "not knowing" is what makes it stressful to be gone. If this is you (this is definitely me), let's reduce the stress.

First, consider a laptop and/or a PDA with email capability. Of course, a cell phone is a must (or a PDA with cell phone features).

#### TIPS TO KEEP YOU INFORMED

- ◆ Setup remote access to your desktop at your office. With remote desktop (RDP), a feature built into Windows XP Pro, once connected it would be as if you are sitting in front of your own computer. You can use your laptop (that you take with you), or another computer to gain access.
- ◆ Consider an air card for your laptop. It will allow you to have internet access from just about from any location that has cell phone coverage. And, most importantly, you won't have to be changing the settings on your laptop (based on the ISP at that location).
- ◆ Email, of course, is just about a must. If you can get email (on your laptop, PDA, Blackberry, phone, etc.) you'll be in touch. Being "in touch" is one of the best stress reducers for some. (for me, as long as I know "I'm reachable", I'm good; not reachable, I'm nuts). There are many options available to receive and to check your email.

- ◆ Phone logs. Consider a system where you can see, or receive a copy of, a phone log of client related verbal correspondence.
- ◆ Invoices – client activity. Consider a system (or methodology) to see invoices generated.
- ◆ Bank activity. If you're not doing on-line banking, consider it. Many on-line bank services are free (check with your bank). You can get "Alerts" for deposits or withdrawals to your bank account. Setup bills to pay, in advance. Setup bank tax deposits, in advance. Then monitor the activity via email.
- ◆ Payroll. If you run payroll, and it's due while you're gone, set it up, in advance – if you have that facility. With direct deposit you can generally tell the processor the dates to process your payroll, in advance.
- ◆ Office functions. Make sure your backups are being checked regularly while you're gone; if you have an IT company, see if they can check for you (if no one in your office can take on that responsibility). If you can go on vacation and not worry about the office, then that is great. But if you like many and need to be "in touch"...let technology work for you – and then relax and enjoy yourself.

Any questions on options? Contact us at [help@rbbalch.com](mailto:help@rbbalch.com) 623-561-9366 or Rochelle directly at [rb@rbbalch.com](mailto:rb@rbbalch.com) OR schedule on-line at [www.rbbalch.com](http://www.rbbalch.com)

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

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### **3 Andy's Did You Know?**

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*By Andy Karpel, the "A lot about nothing" expert*

**MONTH: JULY**

**Birthstone:** Ruby Meaning: Contentment

**Color:** Red to deep red

Rubies arouse the senses, stir the imagination, and are said to guarantee health, wisdom, wealth and success in love. The word ruby is derived from the Latin 'ruber', meaning red. This name was once used to describe all red stones, including red spinel, red tourmaline and red garnet.

A ruby is durable enough for everyday wear. Fine-quality ruby is extremely rare, and the color of the gem is most important to its value. The most prized color is a medium or medium dark vivid red or slightly purplish red. If the gem is too light or has too much purple or orange, it will be called a fancy-color sapphire.

Large rubies are harder to find than large diamonds, emeralds and sapphires. As a result, rubies value increases with size more than any other gemstone. In the Orient, rubies were once believed to contain the spark of life – According to legends "a deep drop of the heart's blood of Mother Earth" Some believed the ruby was self-luminous and called it the lamp or glowing stone. As its close relative, the sapphire, the ruby is a form of the mineral corundum, which is normally drab and gray in color. Red

gemstone corundum is called ruby. All other gemstone corundum colors; orange, yellow, brown, green, blue, purple, violet, black, and colorless are called sapphires. Upper Burma is a good source for the finest and rarest rubies of all, known as "pigeon's blood" for the stones' intense red color. Another source of rubies is Thailand.

**Flower:** Larkspur, Water Lily

**Astrological Sign(s):** Cancer - The Crab June 22 - July 22

Leo - The Lion July 23 - Aug. 22

**Moon Phases:** July 2 New – July 9 1<sup>st</sup> Qtr – July 18 Full – July 25 Last

Tuesday, July 1 Canada Day (Dominion Day)

Tuesday, July 1 NY City bus fare rises to 10 cents equal to subway fare, combo fare at 15 cents (1950)

### **Friday, July 4 Independence Day**

Monday, July 7 US annexes California (1846)

Monday, July 7 US annexes Hawaii. (1898)

Tuesday, July 8 US State Department issues the first passport. (1796)

Thursday, July 10 Rolling Stones score their 1st #1, "I Can't Get No Satisfaction" (1965)

Friday, July 11 Former VP Aaron Burr kills Secretary of the Treasury Alexander Hamilton in a duel. (1804)

Thursday, July 17 Walt Disney's Disneyland opens in Anaheim, Ca. (1955)

Sunday, July 20 "One small step for man, one giant step for mankind" Neil Armstrong becomes the 1st person to walk on the moon. (1969)

Sunday, July 27 North Korea and United Nations sign armistice ending Korean War (1953)

Sunday, July 27 North Korean War Veterans Armistice day (1999)

Saturday, July 26 Ben Franklin is the first Postmaster General. (1775)

Monday, July 28 World War I began. (1914)

**Andy's "Image That" Actual Korean war battles not just movies!!!** The Battle of Pork Chop Hill comprises a pair of related Korean War infantry fights during the spring and summer of 1953. These were fought while the U.S. and the Communist Chinese and Koreans negotiated an armistice. This battle is shown in the film "Pork Chop Hill".

The Battle of Heartbreak Ridge was a month-long battle in between **September 13** and **October 15, 1951**. The Battle of Heartbreak Ridge was one of several major engagements in an area known as "The Punchbowl", which served as an important **Communist** staging area. The battle site is located in the hills of North Korea a few miles north of the **38th parallel north** (the prewar boundary between **North** and **South Korea**). Heartbreak Ridge is also a movie. ....**"image that"**....

**Andy's "I didn't know that"** Proclamation 7213 - National Korean War Veterans Armistice Day, 1999. Pres Bill Clinton officially declared Jul 27, 1999 as the National Korean War Veterans Armistice Day and enjoined the citizenry to conduct the appropriate activities and ceremonies to honor and give thanks to all Korean War veterans. He noted that more than 54,000 American soldiers died during that war for the cause of freedom between 1950 and 1953. Although it became for a time the "forgotten war".....**"I didn't know that"**

**"Just like Andy" Independence Day, isn't that a movie??** July 4<sup>th</sup> Independence Day (commonly known as the Fourth of July) commemorating the adoption of the **Declaration of Independence on July 4, 1776**, declaring independence from the **Kingdom of Great Britain**. In 1777, thirteen guns were fired, once at morning and again as evening fell, on July 4 in **Bristol, Rhode Island**.

Philadelphia celebrated the first anniversary with an official dinner for the Continental Congress, toasts, 13-gun salutes, speeches, prayers, music, parades, troop reviews, and fireworks. Ships were decked with red, white, and blue. Then in 1791 it was first recorded as using the name "Independence Day".

In 1870, the **U.S. Congress** made Independence Day an unpaid holiday for federal employees. But don't worry in 1941, Congress changed Independence Day to a paid federal holiday. Oh yeah in **1996** there was a movie with the same name Independence Day **..AND now you have the facts!**

#### **YET MORE important useless information**

Looks like someone either has too much spare time or is deadly at Scrabble. When you rearrange the letters here is what you get

DORMITORY: DIRTY ROOM

ASTRONOMER: MOON STARER

THE EYES: THEY SEE

THE MORSE CODE: HERE COME DOTS

SLOT MACHINES: CASH LOST IN ME

ELECTION RESULTS: LIES - LET'S RECOUNT

SNOOZE ALARMS: ALAS! NO MORE Z 'S

A DECIMAL POINT: IM A DOT IN PLACE

THE EARTHQUAKES: THAT QUEER SHAKE

ELEVEN PLUS TWO: TWELVE PLUS ONE

#### **Quotes**

"Those who desire to give up freedom in order to gain security will not have, nor do they deserve, either one".....Benjamin Franklin

“We hold these truths to be self-evident, that all men are created equal, that they are endowed by their Creator with certain unalienable Rights, that among these are Life, Liberty and the pursuit of Happiness” .....The Declaration of Independence

“America will never be destroyed from the outside. If we falter and lose our freedoms, it will be because we destroyed ourselves”.....Abraham Lincoln

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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).

RB Balch is a Dell register partner.

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?

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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](mailto:help@rbbalch.com), at 623-561-9366, or visit our web site at [www.rbbalch.com](http://www.rbbalch.com) for on-line scheduling. Contact Rochelle Balch directly at [rb@rbbalch.com](mailto:rb@rbbalch.com) or contact Andy Karpel directly at [andy@rbbalch.com](mailto:andy@rbbalch.com) if you like.

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## MAINTENANCE

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To be added or removed from our newsletter, go to: <http://www.rbbalch.com> and click on the Newsletter box on the right. OR call us OR simply reply to this email and write remove in the message or subject.

Your email address is absolutely only used by us at RB Balch.

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