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Are PC problems getting in the way of your business?



RB Balch & Associates, Inc.

PC Tips Newsletter

March 2009

In This Issue

This Month's Special

Technology \$\$\$ Saving Ideas

Technology Trends & Tips

Ask The Computer Guy

PC Support Related Info

Andy's Famous Corner

Our Technical Staff

RB Balch. Who are we?



RB Balch is a proud member Of

→ This Month's Special

Let us maintain your computers while you concentrate on your business. MARCH MONEY SAVER. Uncle Sam is talking about giving you \$13 per week...we'll give you \$13 off your visit ! For all visits in MARCH where we do some cleanup for you on your computers. Slow, sluggish computer? Annoying pop-ups? Clean it up! A "clean" computer - free of spyware - is a happy computer...and it will generally run much better. GOOD FOR UP TO 2 computers (\$13 each), at one visit.

Contact RB Balch at 623-561-9366, help@rbbalch.com or from our website at www.rbbalch.com (for online appointment scheduling). OR simply reply to this email. Mention this special and provide coupon at visit (or with payment if work is done remotely).

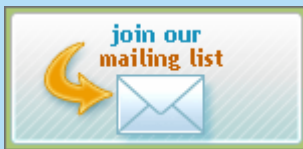
** THIS IS YOUR COUPON **

→ Technology \$\$\$ Saving Ideas

Sort Your email - Before and After You Read It

Do you spend a lot of time sorting through emails? Do you normally get around 100+ emails a day while at the office? If so, you're like everyone else in corporate America that has to deal with a ton of email everyday! Anything that can reduce the time you have to spend in your Inbox is great - and can put money (indirectly perhaps, as it's saves you time) in your pocket.

If you're looking for a quick and easy timesaver for Outlook, check out some of the built in features. You can setup rules to automatically close an original email message after you reply or forward it. You can setup rules to automatically forward emails to another person - or to



put into another "inbox" - to be reviewed later.

Setup folders for specific categories so you can find emails quickly. Perhaps setup up a "client" folder, with sub-folders for your clients beneath it.

Sometimes you dont have to buy more programs - checkout what you're using now to read your email and see what options are available.

Questions? Need help? Contact us today! help@rbbalch.com OR 623-561-9366 OR schedule on-line at www.rbbalch.com.

➔ Technology Trends & Tips

Watch where you click - XP Antivirus 2009 - Antivirus 360

In the past few weeks we have received a lot of calls about a program called XP Antivirus 2009 and Antivirus 360. These program forces themselves onto your computer and can then start causing all kinds of trouble. If you go to an infected Web site, you may be bombarded with pop ups asking you to install the program. It will seem like there's no way to get rid of the pop ups besides installing the program.

First of all, do not install XP Antivirus 2009 or Antivirus 360. NOTE: do not confuse this with a legitimate antivirus software package (like Norton Antivirus 2009 or Norton 360). If you go to a site that is trying to make you install it, you should close your Web browser immediately.

Antivirus 2009 and Antivirus 360 is not only infecting computers, but it's also infecting Web sites. It may gain access to a site and then spread to users who visit that site. It may also change the site so that it gets better search results and appears under searches for antivirus software and virus removal. Keep an eye out for sites that offer it and stay away from them! It will take time before those sites are repaired and back to normal.

If think you're infected, removal may not be too complicated; contact us for information.

And that's this months' Technology Trend & Tips.

➔ Ask the Computer Guy

My ISP offered my an upgrade to my "speed"; should I

take it?

On the surface, upgrading the ISP - say for about \$20 per month - to double the internet connection (from 'up to 9MBPS' to 'up to 20MBPS') sounds like a pretty good deal. However, when you think about it a little, you may realize that you are not getting as big an increase as you think.

This type of offer is to only increase the speed of your connection between the ISP and your house, not between your house and any website that you choose. Years ago, the bottleneck was between the ISP and the customer residence, but today, more bottlenecks are between the ISP and the chosen website.

So increasing the speed of your connection may make a difference of a few minutes a day downloading a few songs, but will not dramatically help your overall website surfing experience.

Have a question? Just email us at help@rbbalch.com.

PC Support Related Info

WIN XP PRO

WINDOWS XP PRO is still available on business series computers from Dell. We are a registered Dell business partner; let us help you order your new/replacement PCs. Consider replacement starting at 4 years + (before they crash). Our equipment pricing is same as you see from Dell; we do not mark up computers/servers. Our business is providing the on-site IT Service.

MOVING OFFICE LOCATION?

Let us help you plan your move. Moving can be nightmare...Let us help you plan your move so you can have a smooth transition. Ask for one of our trained Technical Move Specialists.

REMOTE TECHNICAL SUPPORT

Contact us for remote technical support - it's easy, fast, less interruptions at the office and LESS expensive for you! (. 5 hr minimum vs. 1 hr. minimum when on-site). As simple as going to a web site.

SPAM

Eliminate SPAM and you will eliminate potential virus problems. Filter spam free from Outlook, or enhance with third party products.

WATCH PHISHING (fake emails)

Holidays are always a good time for scammers. Watch emails that look like they are from your bank...but really aren't. Never click on a link to a website embedded in an email - unless you requested it.

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

Andy's Famous Corner

by Andy Karpel, the "A lot about nothing" expert

March Selections

Birthstones: Aquamarine, Bloodstone

Meaning: Courage

Color: Pale Blue to Pale Green

The two birthstones for March are aquamarine and bloodstone. The name aquamarine is derived from the Latin word aqua, meaning water, and marina, meaning the sea. This gemstone was believed to protect sailors, as well as to guarantee a safe voyage. Aquamarine is said to cool the temper, allowing the wearer to remain calm and levelheaded.

The second birthstone is bloodstone, a dark-green jasper with vivid red spots of iron oxide. This ancient stone was used by the Babylonians to make seals and amulets and was believed to have healing powers - especially for blood disorders. Legend tells that it was created when drops of Christ's blood stained some jasper at the foot of the cross.

Flower: Daffodil, Jonquil

Astrological Sign(s): Pisces (The Fish) Feb. 19 - Mar. 20
Aries (The Ram) March 21 - April 19

Moon Phases: March 4 - 1st - March 10 - Full - March 18 - Last - Feb 26 - New

Moon Me: March Full Worm Moon. At this time, the ground begins to soften and earthworm casts reappear, inviting the return of robins. This is also known as the Sap Moon, as it marks the time when maple sap begins to flow and the annual tapping of maple trees begins. Also know as Windy Moon, Anuyi, "First New Moon" of the new seasons.

Calendar

Sunday, March 8 International Women's Day
Sunday, March 8 Daylight Savings Time

(Don't touch that clock in AZ!!!)

Tuesday, March 10 Purim begins at sundown

Thursday, March 12 Happy Birthday SL in Oregon, a faithful reader

Sunday, March 15 Ides of March

Tuesday, March 17 St. Patrick's Day

Friday, March 20 Spring (Vernal) Equinox

Monday, March 23 Patrick Henry "Give me liberty, or give me death!"(1775)

(Note: Patrick Henry has no connection to St Patrick's Day - in case you didn't know that)

Andy's - I Didn't Know That

March 17, St. Patrick's Day, invokes the spirit of St. Patrick, the patron saint of Ireland who is credited with bringing Christianity to the island. Observed as a religious occasion in Ireland, it's more of a American celebration that recognizes the contributions of Irish people to American life. St. Patrick's Day in the U.S. is often marked with festive parades and the wearing of green. The shamrock as a symbol of St. Patrick's Day recognizes the saint's use of the clover to explain the Christian concept of the Trinity - the three leaves representing the Father, Son and Holy Spirit, with the stem representing the Godhead.

March 10, Purim A two day event. Purim is the most festive of the Jewish Holidays. The festive holiday centers around Queen Esther, King Ahasuerus (or Achashverosh), Mordechai and Haman. The event took place in the Persian Empire in the fifth century, B.C. It is a celebration of a major victory against oppression of the Jews at that time.....I didn't know that!

Just like Andy

Spring forward, Fall back - Daylight Saving Time, begins on the second Sunday in March and ends on the first Sunday in November.

The clock goes forward one hour at 2:00 AM on the second Sunday in March and back to normal time at 2:00 AM on the first Sunday in November. These dates were recently modified with the passage of the Energy Policy Act of 2005. Prior to 2007, daylight time in the United States began on the first Sunday in April and ended on the last Sunday in October.

Also called "summer time," is the practice of advancing clocks forward by one hour in the spring to gain additional daylight during the early evening. In the fall, clocks are again turned back an hour. The U.S. federal law that established "daylight time" in this country does not require its observance. Arizona, Hawaii, and the territories of Puerto Rico, Virgin Islands, and American Samoa do not use DST. These areas receive so much sun throughout the year that gaining another hour of sunlight in the summertime is not seen as a benefit. (I see a benefit one hour a day less summer heat or is that one hour more of summer heat?)

...AND now you have the facts!!

Andy's - Image That

March 15 - The Ides of March. The first day of the Roman New Year. It also marks the first day of spring in the Roman calendar. On this day in history, Julius Caesar was warned by soothsayers to "beware of the Ides of March". Apparently, he did not heed the warning strongly enough as he was stabbed in the back by his friend Marcus Brutus on the Ides of March in 44 BC.

Caesar falls and utters his famous last words, "Et tu, Brute?" ("You too, Brutus?") The term Ides comes from the earliest Roman calendar. But in Roman times the expression "Ides of March" did not necessarily mean a dark day it was simply the standard way of saying

"March 15.".....**imagine that**"

Quotes

"What is it that gentlemen wish? What would they have? Is life so dear, or peace so sweet, as to be purchased at the price of chains and slavery? Forbid it, Almighty God! I know not what course others may take; but as for me, give me liberty, or give me death"..... Patrick Henry - March 23, 1775

"Never iron a four-leaf clover, because you don't want to press your luck".....unknown

Our Technical Staff

Andrew: from 2005

Jim: from 1993

Nick: from 2008

Josh: from 2009

Brian: from 2001

Bill: from 2006

Chris: from 1998

And Rochelle, Andy and Edna.

RB Balch. Who are we?

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

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

WHO ARE WE

RB Balch. Full service IT Computer Consulting firm. Established 02/93. Experienced. Reliable. Ethical. Good. Accumulated revenues since 1993, 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 SILVER or 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. 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. Mention this newsletter for discount off speaking fees. For sample topics see www.rochellebalch.com

Appointments: BRONZE, SILVER OR GOLD recurring scheduled maintenance appointments offer reduced rates - and no contracts to sign. 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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