

## Office Automation

### Office Automation

#### Fax

The Fax machine is without a doubt one of today's most important business machines. Surprisingly, many offices only use them as an incoming device or for short and single transmissions. This stems from the time consuming nature of the fax machine. Because of this, users will only employ it to fax one to three pages to a single phone number and never explore the fax machine's full potential.

Today you can purchase software or fax machines with built in broadcasting capabilities that allow you to send dozens of pages to hundreds of people with a single, one-minute, visit to the machine.

#### *Fax Wizard*

The Fax Wizard is a simple faxing application that allows you to send a fax directly from your computer. This eliminates the need to print the document before sending. Depending on the version of Microsoft Office your computer runs, you may or may not have the Fax Wizard installed on your system. This Fax Wizard can be accessed via | File | Send to fax recipient | from most Windows applications including WORD. In order to use the Fax Wizard, your computer must have a modem plugged into a telephone line.

#### *Winfax by symantec.com*

Winfax is a Fax Wizard on steroids! It allows you to send and receive documents directly from your computer, as well as allowing you to:

- broadcast a single document to thousands of people
- document and catalog your incoming and outgoing faxes
- share contact books and fax lists with other staff members
- share data with other software such as Outlook and ACT
- create a document using your favorite applications, such as WORD, Excel, Publisher, etc. and fax it to anyone in the world with a few clicks of the mouse.

#### *BitWare by Computer Associates international, Inc.*

If Winfax has more features than what you need or it costs more than what you are willing to spend, take a look at BitWare. BitWare is an excellent compromise between a simple fax machine and Winfax. BitWare will do nearly everything Winfax does but on a smaller scale and at less cost to the consumer. United Internet Services, Inc. has used BitWare Version 3.30.20 (as well as earlier versions) successfully for over 8 years.

#### Phone

#### *Voice mail*

Remote message retrieval is an option that a small company cannot live without. There are times when work will call you away from the office for the entire day. With remote retrieval you can call the office, press a secret PIN (Personal Identification Number), and listen to your messages from the mall...I mean...from your client's office!

I would suggest purchasing a good digital voice mail system (a.k.a. answering machine) that allows you to give each staff-member a separate voice mailbox. Multiple mailboxes will prevent you from filtering through other people's messages before retrieving yours.

If you would like to implement all of your communication features into one computerized system, look into the BitWare system from Computer Associates international, Inc. or TalkWorks Pro by symantec.com.

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#### *Hunt feature / Rollover feature*

Nothing is more annoying than calling a company and getting a busy signal. I recently had the unfortunate experience of calling an insurance company and receiving 30 minutes worth of busy signals. Once my call was put through I asked the receptionist how many telephone lines they had and she replied, "Three." She also gave me the number for the second line in case the first one was busy. I explained to her that the telephone company offers a feature called "rollover" (which is also known as "hunt") which will automatically bounce a call to the second line if the first one is busy. Once I told her this, she thought I was a genius and thanked me a thousand times for telling her about it. This encounter inspired the topic of this month's newsletter.

If you have more than one telephone line (excluding your fax line), call your local telephone company and tell them that you want the "rollover" feature. This additional feature will not only keep you from having to publish more than one phone number and keep your clients from getting a busy signal, it will also allow multiple staff members to use the phone simultaneously. If purchasing two individual phone lines is something you cannot afford, look into "call waiting"

#### *Forwarding*

Call forwarding...the client saver. If, for some reason, your entire staff needs to be out of the office (hopefully in Hawaii) for a few days, you can still take care of business by having your calls automatically bounce to any phone number you choose, including cell phone numbers. So, when your clients call your office at 2:00 pm on a Monday afternoon, the call will bounce to your beach house and will be answered by a staff member. Call Forwarding is a feature available from your local telephone company. If it is available in your area, you can also look into "ultra call-forwarding." The ultra feature allows you to change your forwarding number remotely. You can send the bounced calls to your house one day and program them to bounce to another staff member's location the next day without stepping foot in the office.

#### **Networking**

If you have two or more computers in your office, a computer network is something you need to consider implementing.

A computer network will allow you to use each computer as a workstation, and will also allow you to share files with others.

#### *File Sharing*

A network will allow you to save documents on any hard drive and access those documents from any other computer. This type of file sharing will eliminate the need for saving files on floppy disks and making copies for staff members who may lose the disk.

#### *Printer Sharing*

Having a network in place will allow you to do away with having a printer on each desk. Using the windows "print-sharing option" you can allow anyone on your network to print to your printer as long as your computer is on. If you do not want to leave your computer on all the time, you can utilize a print-server. A print-server will act as the traffic cop for all print jobs between the network and the printer.

#### **Software**

##### *Calendar*

Simply stated, a computerized calendar will allow you to enter recurring events and set alerts for scheduled events. Your oversized day planner won't beep if you forget about an event, but your calendar will!

##### *Phone Book*

Forget the roller deck on your desk; with a computer you have the power to store all your contact information electronically and retrieve it in seconds. Storing contact information electronically also allows you to share the information with others and cross-reference the information.

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#### **NEXT ISSUE:**

#### ***Information Storage and Sharing***

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### *Instant Messages*

By now you've seen the television commercial that tells you how close you are to your friends and family if you use instant messenger. The ads are 100% true. You can also use this technology to talk to co-workers and clients using text or your voice. Instant messengers will save you money on phone calls, and will free up time to take care of business when time is crucial.

To learn more about instant messengers, free or paid, take a look at:

- messenger.yahoo.com
- messenger.msn.com
- AOL.com
- ICQ.com

### *Outlook*

If you have one choice for a software package, choose Microsoft Office. This application is so easy to use that the manual can be tossed out the window, and Office comes with enough punches to make a boxer stand clear. It includes the tools we've discussed, such as a calendar and phone book as well as, notes, email, email organizer, task schedulers, journal, forms, and much more.

### *ACT*

For a complete package with all the tools we've discussed and a simple way to keep a log file of every phone call, site visit, and job you do for clients, choose ACT.

ACT is easily combined with other applications such as Winfax, Word, Excel, or File Maker, to give your computer an entire arsenal against the competition.

### **Internet**

In case you haven't heard, there is a new universe called Cyberspace! Believe it or not, there are millions of people who have yet to send an email or browse a web page. If you were "Taken" and have been living on a planet without Internet access, make sure you read our September 2001 newsletter "Connecting to the Internet". Once you read the "Connecting to the Internet" newsletter, IMMEDIATELY. Then logon and get a free email account. Then you will be able to send the message to anyone around the world that you just got off the UFO!

If you are on a budget and cannot spend \$10 to \$40 dollars per month for Internet access, ask a friend to download software for free Internet services such as Juno.com and NetZero.com. If you are computer literate, prepare your home and office computers for telecommuting (working

from home). This is easily accomplished by using the Internet and special remote-access software like PCAnywhere. The next time there is talk of a transit strike; your company will be so automated that no one but you will know that you are working from home.

### **Remote access**

PCAnywhere is produced by symantec.com and is one of hundreds of software programs that allow you to logon from one computer (remote) to another (host) and control it as if you were sitting in front of the host computer (since your computer will be setup as a host and setup to use the Internet, review the "Firewall" article in our June 2001 newsletter to protect yourself from hackers).

### **Yahoo.com**

Yes, I LOVE Yahoo, Yahoo gives me all of the on-line features that I once had to pay hundreds of dollars for. On-line features such as email, calendars, instant messengers, group information-sharing, address books, notepad, internet document storage, news, maps, yellow pages, shopping, stock quotes, financial management, and so much more that we'd have to write a year of newsletters to cover them all!

This is the best part, it costs NOTHING, ZILCH, ZERO, NADA. How do they do this? Companies pay for advertising space on Yahoo. In turn, Yahoo makes a commission on items users purchase through their shopping site. So, Have you "YAHOOOooooo'd today?"

### **News**

Microsoft security alert MS02-069: Microsoft announced that there are eight security holes in their Microsoft VMs which will allow hackers to gain control of your computer (see our June 2001 newsletter to learn more about hacking, cracking and other attacks). Once a hacker has control of your computer, he/she can do anything they like to your computer as if they were sitting in front of it. This control includes the ability read all files (including cookies) on your hard drives and network. If a person views your cookies, that person will know which websites you have visited and when.

Microsoft VM is used to the run Java applications that are in almost every machine running the Windows Operating System. The aforementioned holes allow a hacker to control your computer by simply sending you a coded email or if you browse a coded web page. It is recommended that you install build 3809 or later of the Microsoft VM in order to fix these holes. Patches are available at: <http://windowsupdate.microsoft.com/> and <http://www.microsoft.com/technet/treeview/default.asp?url=/technet/security/bulletin/MS02-069.asp>

## Internal News

### ***Grants: free websites, email accounts and Service:***

United Internet Services, Inc. in conjunction with LightHead.com is giving away one thousand grants to Lawyers, Politicians, and non-profit organizations. These grants include free websites, email accounts, and services for an entire year. The total worth of each grant is equal to five hundred dollars. If you would like to apply for this grant visit us at: [www.LightHead.com/grants.htm](http://www.LightHead.com/grants.htm).

### ***Technical writer opportunity:***

United Internet Services, Inc. is looking for a contributing technical writer for our newsletter. If you are a journalist, computer scientist or a technical geek who would like to contribute twelve, half-page, articles per year in exchange for writing credits, promotion, and publication, we would like to hear from you. For more information on this opportunity visit [LightHead.com/jobs.htm](http://LightHead.com/jobs.htm)

If you are a publisher or if your company would like to reprint part of our newsletter, please contact us in writing via U.S. postal service. For our address visit: [LightHead.com/contact.htm](http://LightHead.com/contact.htm). For more information on this opportunity visit [LightHead.com/jobs.htm](http://LightHead.com/jobs.htm).

### ***Entrepreneur opportunity:***

United Internet Services, Inc. is looking for highly qualified, self-starters, who are willing to work a minimum of two days per week, four hours per day, for two years, in exchange for part ownership of United Internet Services, Inc. These individuals must have a proven record of being entrepreneurs, motivators, and leaders, with a diverse knowledge of subjects. The following positions are in highest demand: marketing person, Advertising specialist, technical proposal writer, and Investors. For more info visit: [www.LightHead.com/jobs.htm](http://www.LightHead.com/jobs.htm).

## **United Internet Services Inc. is looking for Outsourcing Partners and Consultants across the United States.**

- Outsourcing partners are those who already have an established company within their state and have been in the computer industry for over five years with a proven track record.
- In order to provide each other's services to a wider area than what we can cover individually, we will call upon each other to handle the surplus work while insuring the clients that the work is being handled by a professional partnership.
- Consultants are individuals who do not yet have an established company with five plus years of experience but are looking to break into the industry and have the talent to do so.
- Individuals should have a college degree and five years of hands-on experience with every aspect of a computer. This includes, Software, Hardware, troubleshooting, technical support, training, networking, and more.

**For More information, please visit: [LightHead.com/Partners](http://LightHead.com/Partners)**

### **Summary:**

Office automation will not only save you time and money, it will also allow you to increase your clients list. Some of the most important tools to automating your office are:

- a fax machine with broadcasting features.
- a phone system with voice mail, auto retrieval, hunt feature, and forwarding.
- a computer network with file and printer sharing.
- software such Outlook or ACT with calendar, phone book, notes, email, task, journal and database functions.
- Internet access with remote control software and online services.

# Liberty Computing Center

## Services

### Grants:

#### Free websites, email accounts and Service:

We would like to inform you of the new and exciting opportunities and changes taking place at United Internet Services, Inc.

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If you would like to apply for this grant visit us at:  
[LightHead.com/grants.htm](http://LightHead.com/grants.htm)

### Consulting

• *Technical Assessment:*  
Record the technology you have in place and evaluate your needs based on your operation.

• *Recommendation:*  
Research the best hardware and software for your needs based on our assessment and

your budget then provide you with a recommendation report.

• *Implementation:*  
Purchase hardware and software and install, setup, and customize new equipment.

• *Maintenance:*  
Regular assessment of hardware/software; replacement non-working equipment; upgrades of old equipment

• *Technical Liaison:*  
Act as a liaison between you and your vendors | Handle all technical questions for your organization. | Sit in on technical meetings

### Training

• Train your staff on the usage of the new technology:  
At your location or at our location

• *Software:*  
Customized and Packaged software including: Word, Excel, Access, Publisher, and more.

• *Hardware:*  
Trouble shooting including upgrades and repair.

### Networking

- Wiring, Setup, Configuration
- Trouble shooting
- Telecommuting and regular evaluations of network performance.
- Development and Internet Presence
- Website and email Creation, Publishing, Maintenance, Updates

### Plans

We can customize a yearly plan to fit your needs or you can select from one of our packages  
Plan A: Up to 120 hours per year.  
Plan B: Up to 260 hours per year.  
Plan C: Up to 460 hours per year.

### Contact

718-788-1086  
Info@LightHead.com

[LightHead.com/Contact.htm](http://LightHead.com/Contact.htm)

For more info, visit:  
[LightHead.com/Outsourcing.htm](http://LightHead.com/Outsourcing.htm)

### Remove

If you would like to remove yourself from our mailing list, please do one of the following:

Visit: [LightHead.com/remove](http://LightHead.com/remove)  
Call: 718-788-1086