

LANsultants Times

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TELEPHONE SERVICE ANALYSIS

Recently, we reviewed the telephone service of one of our clients and discovered that their firm can save between 15% and 40% on their telephone bills by updating their service plan. 15% savings could be realized by simply eliminating unused phone line services such as legacy white page listings and selecting a different long distance plan from their current vendor. 40% savings could be realized by changing telephone service providers.

Similar savings may be achievable with your telephone service. For a Free analysis we simply need a copy of a typical month's telephone service bill. Your telephone service may be provided from one vendor or a combination of vendors.

COST REDUCTION TIP

An easy way to reduce the cost of servicing your computer system is to have a phone installed near your server. We can often provide technical support via telephone if a problem cannot be resolved via remote access.

WE SELL DELLS

Dell has recently started to offer their workstations for sale through resellers such as LANsultants. The cases are gray instead of Dell's standard black and carry our logo instead of Dell's; otherwise they are the same workstations Dell sells direct.

Unlike with Dell's branded PCs, we do not need to contact Dell technical support prior to replacing parts (which we will stock) or run time consuming diagnostics. This allows us to provide the quality and cost advantages of Dell with the no hassle warranty servicing you have come to expect with LANsultants' PCs.

WORDPERFECT & MS-WORD BACKUP TIPS

Do you use QuickWords in WordPerfect or AutoText in MS-Word? If you do, you should be aware that these features generally are NOT backed up by your network tape drive because QuickWords and AutoText are saved on your workstation's hard drive. In the event of hard drive failure you may lose this data. LANsultants recommends that you copy the appropriate data files to your server weekly.

WordPerfect 9 users need to copy the QW9EN.WPT file from your local hard drive to a directory on your server. In WordPerfect 8 the file is QW8EN.WPT. In Microsoft Word copy the Normal.DOT file from your local hard drive to the server. Once on the server, the file will be backed up by the server's tape backup drive.

On most systems these files can be located by clicking on Start, Search, File or Folders and enter the file name. If you're not sure what to do and you wish to protect your AutoText or QuickWords lists against loss, call us.

WORD USERS NOTICE

If you use MS-Word97, Word2000 or WordXP please be aware that a security flaw has recently been discovered that could allow a hacker to gain access to specific Word files on your computer system. At this time Microsoft has not posted a specific fix. Our recommendation is to delete any unsolicited e-mail which includes an MS-Word attachment. For more information visit

<http://www.cnn.com/2002/TECH/ptech/09/13/microsoft.word.bug.ap/index.html>

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