

# TECH NEWS



## What's Inside

Who Should Pay  
Page 1

Do You Love Your  
Computer TOO much?  
Page 2

Check Out Sophie's  
Corner  
Page 3

Who Wants To Win  
\$25 Starbucks Card  
Page 4

**Microsoft**  
GOLD CERTIFIED  
Partner

## When An Employee Loses A Laptop, Phone Or Other Device, Who Should Pay?

Here's a little quandary for you to consider: If you have employees using company-owned laptops, phones or other devices, who's responsible for replacing them if they get lost, stolen or damaged? This is a sticky question and one that needs to be addressed BEFORE Joe walks into your office to sheepishly admit he's left his laptop at Starbucks last night.

Under federal law, an employer has the right to deduct the costs of a lost or damaged device from their employee's paycheck PROVIDED that deduction doesn't drop the employee's compensation below minimum wage. However, California considers the loss and damage of electronic devices to be a cost of doing business and will only allow you to charge back your employees if they were negligent. Other states may have similar laws - so the first thing you should do is check with an attorney who specializes in employment law for your state to know what you can and can't do.

Next, decide what your policy is going to be on this topic and communicate that in writing to your employees. It should outline what care they should take with company-owned mobile devices as well as the consequences of losing or damaging them. Yes, the term "policy" makes us all cringe, but it's important to make sure you and your employees

have a written understanding of what your expectations are, as well as what their responsibility is.

### A BIGGER Loss To Consider

The cost of replacing a lost device is actually insignificant compared to the bigger cost and risk of the data it contains. Of course this opens up another can of worms all employers need to think about - security on mobile devices. And since some employees are using their OWN devices, you'll need to think through what the rules are for company owned AND employee owned devices. (Aside, putting your data in the cloud can help).

But one thing is for sure: if you and your employees are storing sensitive information like passwords, credit card information, client or patient data on mobile devices, extra care MUST be taken to ensure the security of that data if the device is stolen. As always, if you need help in determining what your policy should be and how to secure mobile devices, give us a call—630-236-6625 ext 225 for John Martin

## 3 Easy Steps To Get 7 Years Of Hassle-Free Service Out Of Your Laser Printer

Printers - the necessary evil of every office. From paper jams and error messages, to problems like smearing, misfeeds, and ghosting, printers can really make your blood pressure rise.

Plus, it's easy to sink thousands of dollars into maintenance and repairs. If you want to avoid common printer problems AND save yourself a small fortune on replacements and repairs, follow these 3 easy steps:

### Keep It Clean

There is no faster way to gunk up a laser printer and cause printing problems than by letting it get dirty.

On a monthly basis, use compressed air to blow out the inside of the printer. Remove the toner cartridge for better access, and don't forget to do the back if it is accessible. It also helps to take a vacuum to the outside. If you print labels or use any other type of specialty media like transparencies, use rubbing alcohol to clean the rollers inside the printer.

### Do Your Maintenance

You can almost infinitely extend your printers lifespan by doing the regular maintenance suggested by the manufacturer.

This includes replacing rollers, filters, and occasionally replacing

the fuser (the printer's internal furnace.) Here's a little money-saving secret: you only need to do this type of maintenance at 1.5 to 2 times the manufacturer's usage recommendation. In other words, if your printer's manufacturer says to replace rollers every 100,000 pages, you really only need to do so every 150,000 to 200,000 pages.

### Use a Surge Protector

Nothing will send your printer to the bone yard faster than an electrical surge caused by lightning or other issues on the power grid.

When internal components are fried, it is often cheaper to buy a new printer than it is to fix the existing one. It is easy to protect yourself with a \$25 surge protector. DO NOT plug a laser printer into a UPS or other battery backup system. The printer's power draw is too much for a battery to handle.

## Do You Love Your Computer A Little *Too* Much?



It's the relationship you spend more time on than any other. It deepens every year. And when things go wrong, you become afraid, tearful, and in some cases so enraged that you lash out by throwing things—but you're willing to go right back into the relationship no matter what happens.

What are we talking about? The bond you have with your computer. If you work in an office, chances are you spend more time staring into your computer screen than having conversations with real live human beings. And you probably spend more time at your PC than you do with your significant other, best friend, and even your kids.

According to research conducted by SupportSoft Inc., a firm in Redwood City, California, that makes software for computer help desks, people are spending an increasing amount of time at their computer. This survey also revealed how computer problems can unleash powerful—even dangerous emotions. When confronted with a dead computer, 19% admitted to wanting to hurl it out the nearest window, 9% felt stranded and alone, 11% used language normally reserved for special occasions, 7% did so loudly, 3% did so tearfully and another 3% vented their wrath on inanimate objects.

With these results it should come as no surprise that 48% said they would rather help a friend move than deal with a computer problem, and 30% said they felt more frustration with their computer now than in previous years.

Want to have a healthy relationship with your computer? We'll make your computer "behave," which will lower your stress and anxiety, reduce computer problems to zero, and give you more time to spend with REAL human beings. Call Today, 630-236-6625 Ext 225 for John Martin

## The Lighter Side...

### Funny Love Quotes

There is a place you can touch a woman that will drive her crazy. Her heart. ~ Melanie Griffith

Love is grand; divorce is a hundred grand.  
~Anonymous

I was nauseous and tingly all over. I was either in love or I had smallpox. ~Woody Allen

Forget love, I'd rather fall in chocolate.  
~Anonymous

The great question... which I have not been able to answer...is, "What... does a woman want?"  
~Freud

Marriage is the triumph of imagination over intelligence. Second marriage is the triumph of hope over experience. ~Samuel Johnson

An archeologist is the best husband any woman can have; the older she gets, the more interested he is in her. ~Agatha Christie

Gravitation cannot be held responsible for people falling in love. ~ Albert Einstein



## New Digs

**Outsource Solutions Group**  
1730 Park Street,  
Suite 225  
Naperville, IL 60563

We have a new office! Inside this lovely building we are setting up shop. Very happy the weather cooperated and as luck would have it we happen to be our own tech support team to make sure the move went smoothly!

Are you planning a move anytime soon? I'll send you my move check list and "The Top 3 Budget Busting, Stress-Inducing Mistakes When Moving Your Office!" Call me, Allison at 630-236-6625 ext. 228 or email [anorton@osgusa.com](mailto:anorton@osgusa.com)

### SOPHIE'S CORNER

This is Sophie T. my two year old Boston Terrier.

The T. stands for trouble. She is a sassy little dog! Her favorite things are eating chicken and playing squeaky. One day Sophie aspires to be well trained and leave dryer sheets alone.

We would like to see YOUR pet's picture here in Sophie's Corner! Please send to [anorton@osgusa.com](mailto:anorton@osgusa.com) and include a short little bio.

I will feature a new pet every month. Looking forward to meeting all your little creatures.

From one animal lover to another,  
Allison



## Outsource Solutions Group, Inc.

1730 Park Street, Suite 225  
Naperville, IL 60563  
www.osgusa.com

### Need Tech Support?

Email: support@osgusa.com

Phone: 630-236-6625

Fax: 630-428-0524

Toll Free: 1-888-236-6625

Microsoft  
Small Business  
Specialist

Microsoft  
GOLD CERTIFIED  
Partner

CISCO  
PARTNER  
Select  
Certified

### Services We Offer:

- Managed IT Services
- Network Design
- LAN/WAN
- On-Site Support
- Remote Connectivity
- Microsoft Exchange Email
- Server Virtualization
- Hardware and Software Sales
- Internet Bandwidth Security
- Cloud Computing
- Virus Detection and Removal

For a complete list of services please visit:

<http://www.osgusa.com/network-support.html>

### Monthly Contest

Win a \$25 Starbucks gift card! First person to submit the correct answers by email to [anorton@osgusa.com](mailto:anorton@osgusa.com) wins. Entries are judged by date/time received and correctness. Include your name and phone number, the question number and the answer.

1. The Super Bowl began in what decade?  
a) 40s b) 50s c) 60s d) 70s
2. In the closest Super Bowl ever, who did the New York Giants beat by a point?  
a) Buffalo Bills b) Bears c) Packers d) Colts
3. Whose Super Bowl ring was the biggest ever made?  
a) William Perry b) Jim Brown c) Reggie White  
d) Barry Sanders
4. What team recorded a rap song named The Super Bowl Shuffle?  
a) Lions b) Steelers c) Ravens d) Bears

Congrats to last month's winner Brian Nichols!

## I'd Love To Hear From YOU!

Is there an article you would like to comment on? Is there a topic you want me to research? Have a funny story or a resource you want to share with the other subscribers? Send it to me! We are always looking for new and useful content to add to Tech News.

Allison Norton  
630-236-6625 ext. 228  
[anorton@osgusa.com](mailto:anorton@osgusa.com)

