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"TAG specializes in providing management level responsibility for all the technology in your business. This includes support for your network and working with other hardware & software vendors who's technology you use."

We do this with friendly, proactive & responsive service!

Joe Stoll, President
Technical Action
Group (TAG)



A Backup Plan You're Sure To Fall In Love With

In today's fast-paced, data-driven world, backups are mission critical to your company's survival and success.

Yet your data may be just one damaged drive, lost laptop, natural disaster, accidental deletion, malware attack, equipment failure, power spike or petty theft away from a profit-sucking, heartbreaking disaster.

So what measures must you take to keep your data safe, secure and where you need it, when you need it? While there's no one-size-fits-all-guns silver bullet, there are some general principles to be aware of.

Image-Based Backups

An image-based backup or "clone" serves like the spare tire for your car. If you get a flat, the spare will get you to a tire shop.

If the hard drive on any device in the network goes kablooey and its user is in a time crunch to complete a project, an image-based backup allows them to get right back to where they were. It saves all files, apps and settings that were on that device, exactly the way were at the time of the last backup. And generally, that means the user can get right back to work with no need to re-configure everything all over again.

Keep in mind that an image-based backup will be useful only to the extent that it has backed up data recently. For servers, daily or even multiple backups per day are recommended.



Archive Backups

Archive backups don't replace image-based backups, but are an efficient way to reduce the size of these backups because they take less-frequently-used data off the main computer or server.

Unlike an image based backup, you can't reboot from an archive, but if you've accidentally deleted a file, you can retrieve it from an archive. If any device on the network goes down, you can simply plug the external hard drive into another computer and regain access to the archived files.

Cloud Backup

Backing up to the cloud can serve as an alternative to a rotating off-site backup and eliminates the human component of having to remember

Shiny New Gadget Of The Month:



Keeps You In Touch, Could Save Your Life

If you fly often for business, a satellite messenger may be just the thing to stay in the cloud when you're above the clouds. And if your travels for fun take you into the wild, it could literally be a lifesaver.

Just ask retired Houston firefighter Michael Herrera. After breaking three ribs and his collarbone in a hard fall from his dual-sport bike in a remote area in Alabama, he hit the SOS button on his messenger. Within 40 minutes an ATV was on hand to transport him to a trauma center.

Features to look for in a satellite messenger include data speed, battery life, coverage areas, size, weight and ease of use.

And of course, an SOS button.

to rotate drives. However, for complete protection, you'll want a cloud backup that makes a nightly copy of the image-based backup files. Should the absolute worst happen, the cloud backup image can be "spun up," allowing access to your applications and data using just about any computer.

Automated cloud backup systems offer a variety of feature sets. Some only back up files, while others back up entire image-based backups and can even spin them up. Select a system that's simple, continual, fast, secure, easy to restore from, inclusive of different devices and operating systems, cost-efficient and, most importantly, provides the kind of protection and redundancy you need for your operation to run even if things go south.

A Fail-Safe System

So, can you rest assured that your company's backup system is built to minimize downtime in the event of data loss or equipment failure?

If you're 100% certain you can answer yes, congratulations – you are one of the few! If not, NOW is the time to take action – rather than after you wish you had.

Not only is our TAGuard Backup and Disaster Recovery service highly affordable, it continuously backs up your entire server – including open files – every 15 minutes, so you'll never lose a whole day's work. Then, every night, it automatically backs up a snapshot of your entire server to an off-site military-grade data center, where your data is held safe and secure until you need it.

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Don't put this off another minute! Contact us right now through the end of February to claim your free Backup System Audit. Let us make sure your backup system never lets you down. We can fix broken computers but a broken heart is another thing entirely... contact Joe Stoll to learn how to prevent a broken heart...JStoll@TechnicalActionGroup.com or 416-489-6312 x 204

Free Report: What Every Small Business Owner Must Know About Protecting And Preserving Their Company's Critical Data And Computer Systems

PROTECT YOUR NETWORK

"What Every Business
Owner Must Know About
Protecting and
Preserving Their
Network"



**Don't Trust Your Company's
Critical Data And
Operations To Just Anyone!**

This report will outline in plain, non-technical English common mistakes that many small business owners make with their computer network that cost them thousands in lost sales, productivity and computer repair bills, as well as providing an easy, proven way to reduce or completely eliminate the financial expense and frustration caused by these oversights.

Download your FREE copy today at
www.TechnicalActionGroup.com/guides or request
a copy at Info@TechnicalActionGroup.com

Think VoIP Is Just An Easy Way To Save Money?

You Might Be Amazed At The Functionality That Will Leave You Asking Why You Haven't Made The Leap....

Or You Might Not Be Capitalizing On Some Great Features in Your Current Cloud Phone Solution

Advantages abound in using a cloud phone system yet a lot of small businesses overlook some of the service's most valuable features when they purchase a system, or don't know they even exist when considering making the leap to VoIP. While they all have the typical features such as call waiting, voicemail, toll free numbers, call forwarding, and ability to operate the system remotely, you'll find a host of other features that can help your small business, with the right provider, and the right guidance.

It's Easy

It's very straightforward adding and changing users, assigning phones, and managing staff extensions and groups. All this can be done from your staff's own computers and smartphones from anywhere at any time. With easy self-administration, you remove the need to pay your IT support or phone technician to make changes.

Employees Can Use Their Personal Phones

For a lot of businesses today, allowing employees to bring their own mobile devices to work is not only a convenience, but a financial necessity. Your staff don't want to lug around 2 phones – 1 for work and one for personal. Yet the security risk in allowing personal mobile devices into your company operations is daunting.

A VoIP / cloud computing mobile app will integrate an employee's mobile device into your business' cloud phone system. With the mobile app, your employees can make company calls using your business phone number (not their personal number), check voicemail, send and receive faxes and text messages, and access your company directory. They can even initiate or join in on conference calls and meetings online. And because they are using their VoIP business number and not their personal number, they maintain a unified business identity.

Customization

A cloud phone system enables you to customize the phone system settings so that all callers have a pleasant and efficient experience contacting you, in a way that reflects your business.

No Tech-Savvy Required

You have complete control over your cloud phone system which can be managed by any computer or smart device across all office locations, and you don't need to be tech-savvy to do it. The interface is extremely user-friendly with dropdown menus, check boxes and text fields.

Flexibility In Call Answering

A cloud phone solution gives your business the flexibility to route incoming calls for your company's main phone number, or any employee's extension and mailbox so that calls can be answered when anyone is out of the office.

Automatic Call Recording

Record incoming and outgoing phone calls for individual staff or entire departments. Easily play back recordings of calls at any time. Easily turn the feature off and back on at any time.

Thinking about a cloud phone solution for your business? Call Joe today to make sure you partner with the right service provider! 416-489-6312 X 204 or Jstoll@TechnicalActionGroup.com

Info@TechnicalActionGroup.com <http://www.TechnicalActionGroup.com> 416-489-6312

Make SURE To Check The Wi-Fi Assist Setting on On Yours (and your kids') iPhones EVERY TIME You Upgrade The iOS!

A few months ago I circulated an email warning all iPhone users of a feature called "Wi-Fi Assist" that automatically switches your phone from Wi-Fi to cellular when the Wi-Fi signal is poor.

While this is helpful when you're doing something like watching a video or using your phone as a GPS, it also means that if you have a data cap, the feature could eat through it in no time because Wi-Fi Assist may switch to cellular when it detects a weak Wi-Fi connection, unbeknownst to you.

How to turn Wi-Fi Assist Off in iOS 9

- ⇒ Go into Settings
- ⇒ Choose Cellular
- ⇒ Scroll down to Wi-Fi Assist
- ⇒ Switch the slider to the "off" position

Carl of our team recently learned the expensive way when his kids ate through most of their data allowance in a few days, that you need to turn the feature off again after each iOS upgrade.

REMIND YOUR KIDS!!!!

Convenience and Improved Productivity

Whether you are using your desk phone, the mobile app, or an IP phone (soft phone), you can show the status of your presence - available, busy, or on-hold.

Flip Calls Between Devices

Seamlessly move an ongoing call between your desk phone, mobile phone or softphone so you can duck out of the boardroom or office and continue your call if you need to leave.

Screen Incoming Calls

Have total control over who can call your company. You can accept calls from particular callers, block out specific phone numbers, and even send calls from certain numbers directly to voicemail.

Shared Lines

Enjoy the flexibility of sharing one phone number across multiple phones, and answer calls from any phone.

Intercom

Make announcements via desk phones to staff across all of your office locations.

Call Logs

Keep detailed records of calls and faxes (inbound and outbound). See the name of caller, caller name, phone number, or extension dialed, as well as the time, date, and duration of the call.

Message alerts

Get instant notifications for voice and fax messages via email, SMS, the desktop or mobile app.

Missed-Call Notifications

Be alerted to the calls you have missed.

....call us today at 416-489-6312 to learn even more ways an innovative business Cloud phone solution can help your business.

Learn How To Motivate And Inspire By Using The RIGHT Words

We are proud to give a shout out to Bart Egnal, President and CEO of The Humphrey Group Inc., a valued TAG client since 2010. We bow to Bart who has managed, in addition to his role as husband and father, while running a successful and growing executive coaching, business communication and leadership training company with 3 offices in Canada, to become a published author of "**Leading Through Language: How to Choose Words That Influence and Inspire**" that draws on Bart's 10+ years coaching executives, his firm's intellectual capital, and 50 hours of interviews with managers, executives, athletes and physicians.

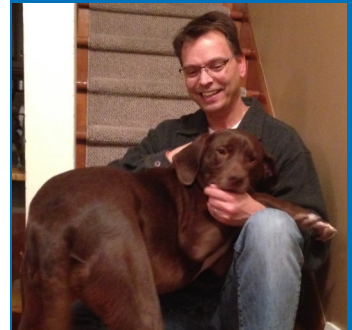
Leveraging. Strategizing. Opening the kimono. Unlocking human capital. Trying to nail that BHAG. These are only a few examples of the jargon-ridden language that is too often the mainstay of business communication. Jargon frustrates, confuses and alienates listeners. Yet it's also everywhere, and using it can seem like a mandatory requirement for anyone who wants to establish credibility in a professional workplace.

To be an effective leader of an organization of any size, you must be brave enough to drop jargon in favour of simple, coherent language. This can be difficult if you've spent years immersed in business culture, but *Leading Through Language* will show just how much you've come to rely on jargon, why it's holding you back, and how to trim it away to more effectively convey information and ideas.

- ◆ Understand why jargon is reviled, yet ubiquitous
- ◆ Learn why "business speak" gets in the way of business
- ◆ Discover what kind of language influences and inspires others
- ◆ Convey ideas with clarity, energy and conviction

TAG is happy to gift one book to the first reader to express interest! Simply send an email to Info@TechnicalActionGroup.com with the subject line "*Leading Through Language Book Offer*".

Our Labrador Retriever Foster #2- COCO!



You might remember our November edition of Bit & Bytes "went to the dogs" as I shared mine and Sandra's exciting (and furry, and slobbery) foray into becoming volunteer foster parents for Labrador Retriever Adoption Service Inc. (LRAS)

www.lab-rescue.ca/

We didn't have long to miss our first foster 4 year old yellow boy Orly, before our first 4 year old chocolate girl Coco needed our help.

Poor Coco was found wandering around the streets of Woodstock looking worse for the wear before being brought into what LRAS referred to as a "dungeon" of a shelter. When Coco was rescued by LRAS she was bloated, had a good dusting of dry skin, and had chewed her feet from sheer boredom. She languished in the shelter for 7 weeks, unadoptable because of her appearance and anxiety from the shelter.

1 bath, 6 days of healthy food, exercise LOTS of love and play, Coco transformed from an anxiety ridden, untrusting girl to a bouncy, waggy loving and playful girl.

News from her adoptive home a week later reported that Coco (now Lucy) was thriving, and it seemed like they had her forever already. Phew...we're still not Foster Fails!