



Reboot

Taking Technology a Step Forward

CONTENTS

Reboot is our way of keeping you in touch with technology.

PAGE 2

Service Spotlight

The importance of migration documentation

Microsoft Word Keyboard Shortcuts

Save time while you type

PAGE 3

Fun Fact Time

A technology tidbit

Referral Rewards

Earn a \$25 Visa gift card

PAGE 4

Tech Tips

Steps to prevent a server crash

Welcome to *Reboot*

Welcome to *Reboot*, our way of giving some real and useful IT knowledge to you, the people who live and work in the communities we serve. This is without question a labor of love, because if you've ever had to put together a newsletter before, you know it isn't easy. But neither is understanding all of the changes in technology these days. Technology is moving so fast that even my 10 year old gets a week or two behind on some of the latest things.

All kidding aside, each of us, as leaders in our businesses, is asked to make decisions that may change the direction of our organizations, or save us time and money, or provide platforms for growth and development in areas we couldn't have previously imagined. I am sure you are very well aware that each of those decisions and many more are often complicated or facilitated by technology.

Our objective with *Reboot* is simple: provide business leaders with information they can use or relate to in making those decisions, and have a little bit of fun along the way. I hope you find our first and subsequent issues useful, and I look forward to talking with you more as we get to know each other better.

And remember if all else fails, Reboot!



Best,

Bill Lehmann
President, JTnet, Inc.





SERVICE SPOTLIGHT



Technology Director **Brian McNamara** provides on-site tech support for a JTnet client.

Migration without Documentation, Enough to Start a Revolution!

By Brian McNamara,
Technology Director

It's that time; time to upgrade some old desktop units that have been struggling to keep up for the past two years. It happens every few years or so, and it brings on worries about information transfer, downtime, compatibility with programs, and more. While the technical side of migrating computers to new units does have its own set of unique challenges, there is a longer term benefit that is often overlooked—but invaluable—documentation.

At JTnet, we include detailed documentation of each migration, which provides a framework for many important items. As we work through the migration process, our

SO WHAT ARE THESE BENEFITS THAT I SPEAK OF?

For our clients it boils down to a few simple time-saving and potentially money-saving points.

- (1) Over time you will want to add new users with similar setups. You can reference previous setup documentation to make bringing them online a smooth and quick process.
- (2) The knowledge base that is created allows you to peruse FAQs about your computers/network to quickly answer hardware and software specifications.
- (3) If a problem occurs, you can quickly review the documentation and possibly identify fixes yourself without contacting your service provider, saving you your hard-earned money.

technicians document on each unit: current software running, connectivity to the network, current security levels, connectivity to the Internet, etc. Each piece of information that we document provides our clients and us the opportunity to maximize productivity and efficiency as we move forward.

For our technicians, it provides a great deal of support information to quickly identify solutions to issues that you have encountered. Our remote support staff can review your network infrastructure online and solve issues without having to be at your office. Finally, it will make future migrations happen more smoothly and efficiently, again saving you time and money.

Documentation and migration should go hand in hand. It is an important part of making sure that you get the most out of your network, your employees, and your IT service provider. For JTnet, it's just another part of the process.

CALL US TODAY if you are looking at upgrading computers or servers to see how we can help you.

REFERRAL REWARDS

WE'LL GIVE YOU A \$25 VISA GIFT CARD

for each business colleague* you refer to JTnet! Let them know we'll be calling, so they can get 2 FREE hours of guaranteed, no-strings-attached JTnet tech support to use any way they want!

* The owner or person in charge of IT for a company with 10 or more desktops and at least one server.



JTnet, Inc.
788 North Sunnyside Road
Decatur, IL 62522

Your Name: _____

Your Company: _____

Your Title: _____

My Referral

Name & Title: _____

Company: _____

Phone _____

E-mail: _____



Microsoft Word Keyboard Roundup

Microsoft Word is probably the most widely installed program that is not an operating system. Of Word's many features, keyboard shortcuts are among the most useful. We have rounded up 20 handy keyboard shortcuts for Word and those that also work for all Microsoft programs.

General shortcuts for all Microsoft programs

Ctrl + P: Prints the document, spreadsheet, or presentation. If you have more than one window open, the item currently viewed will be printed.

Ctrl + W: Closes the window you have open.

Ctrl + O: Brings up the "Open" document window.

F12: Opens the "Save As" window.

Ctrl + S: Saves the document.

Ctrl + C: Copies what is selected.

Ctrl + X: Cuts what is selected.

Ctrl + V: Pastes what has been copied or cut.

Ctrl + A: Selects everything.

Specific shortcuts for nearly any version of Word

Ctrl + F: Allows you to search the document for a word or sentence.

Ctrl + Up arrow: Moves up one paragraph from where the cursor (black, blinking line) is.

Ctrl + Down arrow: Moves down one paragraph from where the cursor is.

Ctrl + Page Up: Switches to the top of the previous page.

Ctrl + Page Down: Switches to the top of the next page.

Ctrl + Shift + E: Enables "Track Changes," which will show any changes made to the document. (Pressing it again will turn off "Track Changes.")

Ctrl + Shift + C: Copies the format of the selected text.

Ctrl + Shift + V: Pastes the previously copied format.

Ctrl + B/I/U: Applies bold, italic, or underlined formatting to selected text. If no text is selected, the respective formatting will be enabled.

Tab: Moves to the next selection. If you have a list with numbers or bullets, pressing Tab will indent the number or bullet in once, and change it to a subheading under the previous point. E.g., "2." Will be indented and changed to "a." as a subheading under "1."

Shift + Tab: Moves back or moves one indent back (to the right). For lists, this will move the point up the hierarchy, e.g. "a." will be moved back to "2."

These are some of the most useful keyboard shortcuts for Word.

Visit <http://office.microsoft.com> and search for Keyboard Shortcuts for a complete list.



**FUN FACT
TIME**

More than **75%** of Internet users are from North America; however, **only 5%** of the world's population is from North America!



TECH TIPS

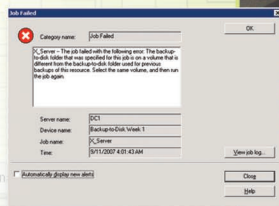


9 STEPS THAT HELP PREVENT A SERVER CRASH

Summer heat waves come and go, but being proactive on preventing your server and IT network from overheating is a year-long necessity. Here are a few simple things you can do to prevent your valuable investment from crashing:

1. Tidy up the server room; a neater room will increase air flow.
2. If you have more than one server, arrange them in a row so that the cold air comes from the front and is expelled out the back.
3. Keep the doors to the server room closed and seal off the space.
4. Make sure cold air reaches all the equipment.
5. Have a redundant A/C that is specifically designed for computers.
6. Buy a rack enclosure where the cooling is built into the bottom of the rack.
7. Keep the temperature at no more than 77° F.
8. Use blanking panels over any empty spaces on your server rack.
9. Consider virtualization or hosting your servers in a cloud environment, so you are generating a lower amount of heat.

The server's full.



The web site's old.



The network's down.

INTERACTIVE • NETWORKS • DISTRIBUTION

Move beyond band-aids, quick fixes, and just-do-its. The future is now, and technology should work hard today and be ready for tomorrow's needs. Find out how **JTnet** can make it work for you, your business, and your customer.

