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Are you thinking about upgrading your MS Office? Do you have questions about what version to buy? Along with answers to these questions, Ken shares some MS office keyboard shortcuts.

Printers can be costly to repair and owners are often faced with the decisions on whether or not to have them regularly maintained. Brian also has some advice for owners in this situation.

Printers. To service or not to service.

I am often asked whether printers should be serviced or not. Customers are concerned, of course, about the cost of regular maintenance but often forget about the cost of a breakdown.



If a machine is regularly maintained the cost to service the machine is minimal, often around a half hour per machine (under \$50.00). When the machine goes down the lost time and priority service

cost to the company is typically far more than the cost of maintenance. This does not suggest that maintenance will prevent all breakdowns, however...

??Click [here](#) to finish reading the article.

- Brian S, Senior Print Technician

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Phone Scam



Phone scam - Fraudulent protection software for your computer. See the full story on castanet. <http://t.co/po25eqc>

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MS Office 2010 - Different Versions, Different Uses & Shortcuts

Now that Microsoft has had its Office 2010 versions out for several months, a lot of people are asking if they should make the change. The move from office 2003 to 2007 changed the look and feel of all the office products.



The chart displays four columns of Office 2010 products: Office Home and Student, Office Home and Business, Office Professional, and Office Professional Academic. Each column lists the product name, release date, and end date. The Office Home and Student column includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, and Outlook 2010. The Office Home and Business column includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, Outlook 2010, Publisher 2010, and Access 2010. The Office Professional column includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, Outlook 2010, Publisher 2010, and Access 2010. The Office Professional Academic column includes Word 2010, Excel 2010, PowerPoint 2010, OneNote 2010, Outlook 2010, Publisher 2010, and Access 2010.

Outlook 2010 has many new features and the most useful feature that I use, is the conversation tool. This tool takes all the emails from one conversation and groups them together, eliminating all that time it takes to go back looking for old emails from several different people.

Click [here](#) to finish article.

- Ken H, Account Manager

Tips and Tricks

Time to Toss Your Old Computer - What About the Data?

Are you thinking about recycling or reselling your old computer? If so, your first step should be to delete the



data on it. Having data stolen, lost, or misplaced contributes to the ever growing number of people who are affected by identity theft. It can also cause corporations to lose more than data and money.

So how do you get rid of that data? Simply deleting your files and emptying your recycle bin only deletes the record of your file, but not the data that it points to. It's like removing the labels from the folders in your filing cabinet. The folders and information still exist, but retrieving the data now takes more time and effort.

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Remote Support

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or

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Home Networking Quiz



Take the home networking quiz. Click [here](#) for the quiz.

The same is also true if you...

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