

THE HAWK I VIEW



Hawk iSolutions Group, Inc.

What's
Inside

Fix It *Fast* With Remote Support!



**Confused With
All The Hype
Surrounding
VoIP?**

**We'll help clear
things up!**

See Page 2

**This Common
Thing Could
Make or Break
You...Can You
Solve This
Riddle?**

Find out on page 2...

**3 Steps To Fixing
Any Problem
You Have With
Your iPod**

Story on Page 3

The Microsoft Bus is
coming our way
soon!

Mark your
calendar for

Friday,

August 24, 2007

More info coming..

Is there anything more frustrating than having your computer, printer, or other vital piece of technology break down and stop working?

Of course, it never fails to happen without warning and at the most inconvenient time.

But what *really* makes your blood pressure rise is having to wait hours or even days for a technician to show up to repair it. Not only is it frustrating, but it can negatively impact your business in more ways than one.

Our Remote Support Gets You Fixed FAST

Now, thanks to our **Hawk iLAN** we can access your computer from a secure broadband connection to diagnose and troubleshoot your computer or other device via the Internet while you watch.

Gone are the days when you had to lug your computer to a repair shop or wait for a technician to show up. Almost every type of problem you experience with your computer can be fixed remotely without having to wait. But the benefit of this service doesn't stop there.



Here's An Even BETTER Benefit of Remote Support That You Probably Didn't Think Of...

Since most computer problems can be prevented with proper PC maintenance, this **Hawk iLAN** allows us to monitor your computer network for problems and address them BEFORE they turn into downtime, data loss, and other issues.

Many of our clients are already using this service and love it!

Free Network Health Check Gets You Started

If you want to finally kiss your computer problems and worries goodbye, then call us during the month of June and we'll schedule a **FREE Network Health Check** to...

- Check your network's current security against hacker attacks, theft, worms, viruses, and even employee sabotage.
- Scan and remove spyware that is secretly stealing your company's bandwidth, jeopardizing the speed of your computer system, and embezzling confidential information about you, your employees, and your business.

Continued on back page...

A RIDDLE: THIS COMMON THING COULD MAKE OR BREAK YOU

I am your constant companion.
I am your greatest helper or your heaviest burden.
I will push you onward or drag you down to failure.
I am completely at your command.
Half of the things you do in any given day, are driven by me.
I am easily managed, but you must be firm with me.
I often go unnoticed.
Show me exactly how you want something done, and after a few lessons, I will do it automatically.

I am the servant of all great men who have accomplished extraordinary success.
I am the master of those who are failures.
I am not a machine, but I work with the precision of one.
You can use me to secure great profit, or run me for utter ruin; it makes no difference to me.
Leave me to my own devices, and I will destroy you.

Who or what am I?

Answer on back page.

Notable Quotes On Being Thankful...

"Let us be thankful for the fools. But for them, the rest of us could not succeed."
- *Mark Twain*

"I had the blues because I had no shoes; until upon the street, I met a man who had no feet." - *Denis Waitely*

"If more of us valued food and cheer and song above hoarded gold, it would be a merrier world." - *J.R.R. Tolkien*

"My mother is such a lousy cook that Thanksgiving at her house is a time of mourning."
- *Rita Rudner*



Confused With All The Hype Surrounding VoIP? This Should Clear Things Up...

VoIP (or Voice over Internet Protocol) is a way of routing your telephone calls over the Internet instead of using standard telephone lines.

Currently, the biggest reason people are switching to VoIP is to save money. In almost every case, VoIP service is considerably cheaper than traditional phone service. Most providers will allow you to make unlimited calls anywhere in the US and Canada for one low, flat rate, and international calls for a low per minute rate. For companies who make a lot of long-distance calls to customers or to other office locations, this can be a considerable cost savings.

Just like all other phone services, VoIP providers can offer voice mail, caller ID, and 3-way calling, but prices and features will vary with different providers so make sure you shop around. And some VoIP providers will allow you to check your voice mail over the Internet; something not offered by traditional phone service.

So what are the downsides to VoIP? Some providers—notably Skype—may require you to purchase special phones to use with their service. Although VoIP providers promote the fact that you can keep your ex-

isting phone number, it may be a slow and difficult process for a VoIP provider to make the transfer. If you are lucky, it will only take a couple of days; but in many cases it will take weeks, a month or sometimes even longer.

Using a VoIP service for a fax machine can cause transmission errors. You will also need an Internet connection with a minimum of 128K upstream speed in order to get acceptable call quality. Before switching to VoIP, be sure to test your Internet connection for not only up-speed, but also for packet loss, latency and other factors that can negatively impact call quality (www.testyourvoip.com).

But even if you have a fast upstream connection, your call quality can suffer when you start uploading big files or sending big e-mail attachments because your VoIP traffic has to compete with those applications. There are add-on applications you can purchase to ensure your phone calls take first priority of the Internet resources available.



Troubleshooting Your iPod

Seems like everyone has an iPod these days. And why not? They're a great (skip-free) way to listen to music when you workout, an easy way to listen to audio books, and they give you access to radio Podcasts for free. Plus you have complete control over your playlists.

But, they aren't without their share of problems. It's not uncommon for an iPod to suddenly stop working or have problems. When this happens, Apple recommends that you do three things:

Start by resetting your iPod. First, toggle the hold switch by sliding it to hold and then off again. Then simultaneously hold the "Menu" and "Select" buttons until the Apple logo appears on the screen.

If that doesn't help, you'll need to reinstall an updated version of the iTunes and iPod software to your computer. This can be accessed through Apple's web site, www.apple.com. Then connect

your iPod to the computer and sync it. If that still doesn't fix the problem, you'll need to run the iPod Updater, which again, can be downloaded from Apple's web site.

Unfortunately, the iPod Updater will erase everything that is on your iPod, so make certain you've backed up your music and playlists before doing this. Then connect your iPod to your computer and wait for iTunes to open. Then click Start>>All Programs>>iPod. Click the iPod Updater listing with the most recent date.

When the iPod Updater opens, simply follow the on-screen instructions. The upgrade may take some time to complete. Once you've updated the iPod, sync it with iTunes again to restore your music and playlists.

If that still doesn't fix the problem, you'll have to take your iPod to an Apple store or ship it back for repair. Again, make sure you back up your music files. Apple will NOT replace music that is lost, even if it WAS a problem with the iPod that caused it in the first place.

Microsoft Across America

Hawk iSolutions Group will be hosting the Microsoft Across America van on
Friday, August 24, 2007 from 12:00—4:00 p.m.

Watch our newsletters for registration and further details.

Hot Dogs—Snow Cones, Popcorn
Lemonade—Ice tea—Soda



New look. New products. New opportunities.

**Microsoft Across
America!**

**Friday
August 24, 2007
12:00-4:00 p.m.
Our place!**



Hawk iSolutions Group, Inc.

Hawk iSolutions Group, Inc.
6439 Plymouth, Suite 112
St. Louis, MO 63133

Phone: (314) 727-1174
Fax: (636) 230-9905
www.hawkisg.com

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- Wireless networking
- Consulting & support
- One-on-one computer training
- Hardware Sales

ATTENTION SMALL BUSINESSES:

Get all of the computer support you need without the expense of hiring a full time IT staff. Ask about our Small Business Computer Support Program.

Continued from page 1 . . .

- ♦ Check your network's backup system to ensure it is working properly and accurately backing up all of the critical files and information you never want to lose.
- ♦ Diagnose slow, unstable PCs.
- ♦ Review your company's firewall settings.

After we're done, you'll receive a free network report card that will reveal where your network is strong and secure, and where it's vulnerable to data loss and corruption, viruses, hackers, and other threats.

We'll also show you how our **Hawk iLAN** will off-load the worry of maintaining the security of your data and the time-consuming burden of dealing with computer problems in your office.

To secure your FREE Network Health Check:
call me at 314-727-1174
or e-mail me at john.ilan@hawkisg.com



I'd Love To Hear From YOU!

Is there an article or a feature you would like me to include in this newsletter? Do you just want to sound off about something or share your opinion with my other subscribers? Let me know!

Michele Antone
michele.0706@hawkisg.com
314-727-1174

Answer to riddle on page 2: A habit