

# MTC TECH TALK

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## What You Need To Do Before Committing To A New VoIP System



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How To Choose The Best Phone System For Your Business

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There comes a time when every business needs to invest in a phone system: they're buying a new phone system for their new location or they're upgrading from an older system. Regardless of the reason, they're ready to make the commitment.

Your phone connects you to your customers, so you need it to be reliable. You want it to have a specific set of features (like voicemail, call waiting, call forwarding, conferencing, recording, etc.) and you want your investment to be supported for years to come. The question you have is, "Where do I begin?"

First and foremost, finding the right phone system can be a pain. Doing research online leaves you sifting through site after site as you look for answers only to find way too much information - and most of it isn't worth your time.

As a business, you're about to drop serious money on a new phone system, so you want to know you're getting what you pay for. Unfortunately, the phone system business is a competitive one, which means it's hard to find websites, reviews and data that isn't biased or skewed in some way. There are countless websites featuring deals that aren't really deals, or websites hosting reviews sponsored by a phone service provider. This isn't helpful.

**So, what is helpful? Here's what you need to know.**

Most phone systems are essentially the same. There may be a few features that vary from system to system, but most VoIP systems will all have the most important features demanded by businesses. Your best bet is to define your phone needs before you start searching for a system. Chances are it

won't take long to find what you're looking for – if you ignore the clutter.

What you really want to find is a stellar service provider. You might get caught up in trying to find the best phone with the best features, but none of that matters if you don't get good service to go along with it. You need someone who will be with you every step of the way, from setup and installation to configuration and the all-important support.

You need someone you can rely on. That way, if anything goes wrong or you have questions, you have someone you can call. The fact of the matter is that most people aren't and never will be VoIP or phone system experts. Business owners have too much on their plates to learn – from scratch – about a new phone system.

**“Your best bet is to define your phone needs before you start searching for a system.”**

This leads to the questions you should be asking before you commit and buy a new system:

- Who is setting up my new phone system?
- Will they customize it for my specific needs?
- How do I get help if my phone system stops working?
- Who do I call if I have additional questions?

As you vet potential vendors, get exact and direct answers. If they beat around the bush, that's a red flag. They should be able to answer all of your

questions in a language you understand. If they don't answer your questions, or you aren't happy with the answers, find a different vendor.

There are many vendors who will send you a system and leave the rest up to you. If you know what you're doing and have the time to set it up, it's no big deal. But that isn't most of us. And forget about support. If anything goes wrong, you're on your own.

The best thing you can do when searching for a new VoIP phone system is to find an honest, reputable, local phone system reseller that you can verify will do the following:

- Set up the system.
- Customize the system for your business's specific needs.
- Offer personalized and continuous support and training.

In most cases, the answer lies with a dedicated and experienced IT services firm that knows technology. This is the kind of company that not only checks the boxes but can also ensure that your system works with your network without any hiccups.

The bottom is this: Do your research. Ask questions, get answers and be confident in your decision before handing over the credit card and signing on the dotted line. You'll be much happier that you did!

Looking for a new phone system is a daunting task, that's why we've put together this simple report, "How To Choose The Best Phone System For Your Business," see page 4 for more details.

## Your Tech Tip of the Month

## 4 Spring Cleaning Tips for Outlook



If you feel as if keeping your inbox clean is an on-going battle, you are not alone. Maybe you are getting close to reaching the limit of your mailbox storage quota or you simply have too much clutter in your inbox.

By doing some quick and easy cleanup tasks, the entire performance of your email could be greatly improved, and you may enjoy feeling more organized. With spring in full swing, it's the perfect time for some spring cleaning, Microsoft Outlook style!

Here are 4 simple tips to keeping your Outlook mailbox fresh and clean:

<https://www.meetingtreecomputer.com/tech-tip-54-4-spring-cleaning-tips-for-outlook/>

# Guess How Much A Data Breach Could Cost You?

Hackers are creating ways to bypass defenses faster than they can be put up. Falling victim to a data breach can be devastating for a company's reputation as well as to its bottom line.

\$500,000.

Yep, you read that correctly. The average estimated cost of a data breach to a business is \$500,000.

Could you afford to lose that kind of money? Few businesses could. And even if they could, recovering from a cyber-attack is probably not their ideal way to spend hundreds of thousands.

So, how do you avoid this kind of expense? You need to get planning. Literally. You need a plan to prevent a cyber-attack; and respond to it if you're hit. If you don't already have one in place, move this to the top of your agenda.

Cyber-attacks are on the rise. They're costing the world economy more than \$1 trillion a year right now. And thanks to Coronavirus, that figure is set to rise, as cyber-

criminals take advantage of the confusion caused by changing technology for the pandemic.

56% of businesses don't have a cyber security prevention and recovery plan in place. If you're one of those businesses, we'd love to help you.

Call us at 845-237-2117. Together we can make sure that you are prepared.



## Did You Know... Windows 10 Can Protect You From Distractions?

It's easy to get distracted when you're working, isn't it? Notifications pinging up, emails popping in, files being updated. It can be endless. Fortunately, Windows 10 has a feature called **Focus Assist** that has your back:

**Go to Settings > System > Focus Assist and it'll block all notifications and alerts when you need it to.**

It can even be set to turn on automatically during certain hours. Better still, you can select certain contacts to be priorities, so that their notifications always get through even in Focus mode - so you'll never miss a message from your other half.

This is also a great tool if you're giving a presentation and don't want to be interrupted. Or if you're sharing your screen for any reason.

Try it out and let us know how much you love it.



# Three Trillion Minutes On Zoom (Is that just this week?)

Zoom calls... Teams meetings... Google Meets... whichever tech platform your business uses \*, do you ever get to a Friday evening and feel a bit “over Zoomed”? (especially if you then have ANOTHER Zoom arranged with friends or family?)

According to estimates, over three trillion minutes will be spent on Zoom this year. That’s about 5.5 million years!

As much as they’re a pain when you have them all day, video calls really do help us be productive and get things done while we’re working remotely. 76% of all employees use video calling for remote work, according to some stats we’ve been reading. And three quarters of those say it makes them more productive. 41% of employers believe video calls lead to better engaged teams.

How to feel less “over Zoomed” then... here are the top three suggested rules that have worked well for us.

1. Do a tech test before every meeting: Check your video and sound are working. Zoom has a test call facility at [www.zoom.us/test](http://www.zoom.us/test)
2. Never meet unless you have a written agenda: And put the agenda on screen using screen share. This stops meetings from dragging on
3. Stand up, especially if you’re the organizer: This is a good one for real life meetings, too. When you stand for a meeting, your body will give you plenty of feedback when the meeting’s dragging. Standing desks are a great idea for productivity and keeping energy levels high, anyway.

Help! I’ve just closed a document without saving.

If you have auto-recover options enabled in Office 365, all is not lost. Search for Word backup files by clicking ‘open’, ‘computer’ and then browsing the folder where the file was last saved. Good luck!

My computer isn’t recognizing my USB device, what now?

Let’s try a couple of things. First, try it in a different USB port. Does that help? If it’s still not working, try a different USB device in the ports. If that works, it looks like your USB device is broken. If it doesn’t work, you need IT support.

Why can’t I log in?

This one is common and very frustrating. Make sure you don’t accidentally have caps lock on. If that doesn’t work, you’ll probably need to go for a password reset. We recommend you use a password manager. That way, you can be sure an unrecognized password isn’t just your mistake.

Submit Your Question Here:  
[mduci@meetingtreecomputer.com](mailto:mduci@meetingtreecomputer.com)

## How To Choose The Best Phone System For Your Business



Are you ready to make a move to a new phone system? Curious if you could save money on your phone and Internet bills? Do you HATE your current VoIP system?

Read our definitive guide for:

- Critical questions to ask before you buy new phones.
- How to avoid hidden fees, onerous contracts and bad sound quality.
- The most important feature(s) to look for.

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<http://bit.ly/MTC-VoIP-PDF>

This is how you can get in touch with us:



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