

**DTS**

# DanTech Services

Computers under control!™

## Technology Times August 2017 Issue



**Dan Foote**  
Owner/President

"As a business owner, I know you don't have time to waste on technical and operational issues. That's where we *shine!* Call us and put an end to your IT problems finally and forever!"

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Do you serve on a nonprofit's board or as a volunteer?

**Help your group to success!**



## Amazon CEO Jeff Bezos' Secret To Avoiding Email Overwhelm

Do you look at your inbox and want to cry? If so, you're not alone. According to widely cited Radicati Group research, the average person gets 120 business emails every day. If you don't manage your emails, you could end up in another statistical majority. People spend at least 14 percent of their workday on email alone. Is it any wonder that a recent Harris Poll found that only 45 percent of our workdays are spent on actual work? If you're looking for the solution to your email woes, start with some of Silicon Valley greats.

**BEZOS DELEGATES** If you want to watch a corporate team start to sweat, see what happens when they get a "?" email from Jeff Bezos. Business Insider reports that the notoriously easy-to-contact Amazon CEO will forward customer complaints to his people and add only a question mark to the original query. Getting that dreaded mark is a little like getting the black spot from Blind Pew the pirate. You know that a day of reckoning is at hand. Follow Bezos' lead. Instead of answering all emails yourself, ask, "Can this be better handled by someone else?" Forward it to your team and save yourself the time.

**USE AUTO REPLIES** You can also use auto-reply tools to manage the flood. Tommy John CEO Tom Patterson did just that after his emails skyrocketed from 150 to 400 a day.

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## Business Briefings:

### How a University Campus Is Using This New Technology to Keep Its Students Safe.

Remember when you got locked out of your dorm building back in college and had to wait for someone to go in or out? Those days may be gone, if new technology out of China has anything to say about it. Dorms at Beijing Normal University are being fitted with face recognition software, which will let residents in — and keep intruders and other unwanted people out. *Mashable.com*

### This Genius Debit Card Lets Parents Control Their Teenagers' Spending.

If you feel like your teen views you as a walking ATM machine, startup company Current might be able to help. Their new app — also called Current — allows you to track and control your teen's spending through the company's debit card. Current offers a series of robust services designed to teach your child financial responsibility while still letting them have some say over how and when they spend their money. You can set up daily spending and withdrawal limits, but you can also set up contingencies — money that's freed up, say, when chores or tasks are completed. *Techcrunch.com*

### You Won't BELIEVE Where Hackers Are Hiding Malware Now.

If you use Popcorn Time or VLC, listen up: Hackers are targeting your subtitles. Yes, that's right — from bad kung fu movie dubs to the latest and greatest European cinema, this technique hides malware in the downloaded subtitle information for a movie. Once it's in your computer it takes root and communicates with the attacker. By the intermission, your machine belongs to them! If you're a Popcorn Time user, you can download the patch online. VLC and other media players should have the problem patched by the time of printing. Or, you know, you could just not download movies from the internet ... but we all know how likely that is. *Techcrunch.com*

## Geoff Smart: The 3 Hardest Questions About Your Career Turning Your Job Into a Business

By Geoff Smart

I love helping people strategize about their career. A recently retired governor just contacted me to schedule a career strategy chat. I'm guessing he has a sense of what he wants to do next, but needs a sounding board in order to come up with a plan.

I hope that my approach (described below) will not only be useful for him, but also for you. It starts with answering these three hard questions:

**1 . What is my skill-will bull's-eye?** Your skills (what you can do) and your will (what you want to do) line up in what Randy Street and I call the "skill-will bull's-eye." I recently helped a Fortune 500 VP find hers when she struggled to put her finger on her core talents and interests. Was it head hunting? "No." What about coaching? "I don't think so?" What about designing the process that businesses use to recruit? "YES! That is what I get to do only part of the time in my current job. That is what I want to do with more of my time." Presto — a skill-will bull's-eye!

**2 . What are three career paths?** Force yourself outside the box by outlining three different career options. Following from the previous example, that VP had only previously focused on a corporate path. That was Path 1, so I asked what were two other paths she could consider. "Well, I guess Path 2 would be to try to join an existing consulting firm ... and Path 3 could be that I hang out my own shingle and do that kind of work solo." We discussed the pros and cons of each path, and she eventually chose Path 2.

**3 . Who are 10 people who can help me get my dream job?** Do you know "hundreds of people?" Great, but let's prioritize the 10 most likely to get you your dream job. Start by listing past bosses who know your work and are well-connected. Now list clients or customers who respect you. Next, add a college friend or two with connections. Then a good recruiter, followed by any powerful family friends you may have. Once you have your 10, write out a half-page message summarizing the career path you're looking for and the reasons you'd be a good fit for that path. End by asking for a few minutes of their time to pick their brain — minutes that will hopefully end in referrals to your dream job.

If you think these tactics are useful, please download our other free career strategy tools at [geoffsmart.com/smarttools](https://geoffsmart.com/smarttools).

**Just Bracket: A graceful, secure method to send encrypted email.**



It used to be that email encryption was a painful challenge, requiring a personal certificate or a special program.

MailProtector, our email services partner, has changed that in a big way. This month they've introduced "Bracket", an email encryption service that's as easy sending an email.

Once your email services includes Bracket, you and your users are set to send AES256 encrypted, safe & secure emails. All is handled automagically by putting [Brackets] around the Subject line of your email.

"Yeah, but then the recipient has to deal with this, right?" The recipient of the email will receive a notification that they've got a secure email with a link that takes them directly to the portal and their encrypted email. Here, they can read and reply to the email they've received in the secure portal.

We will have more details on this service soon. As a partner, we've been able to use this service for the last few weeks. It's allowed us to safely send protected data to our customers, such as passwords, and other proprietary info.

**Keep your business safe!  
[Just Bracket!]**

For more info on this valuable service, give us a call us at 907-885-0500



**DanTech Services provides knowledgeable management, support & sales of SonicWALL UTM's. 907-885-0500**

**Top 10 Common Computer Problems**

It goes like that: You're right in the middle of something and your computer starts acting up. Is it the app you're working in or your device that's the problem? How can you tell?

Most problems are software problems. Some are definitely hardware problems. And some can be caused by one of the other. This chart lists 16 of the most common problems — knowing where to start troubleshooting can save you lots of time.

**And if you need to call in the cavalry, call DanTech Services at 907-885-0500!**

Problem	SOFTWARE	HARDWARE
Computer is slow	Could be malware, too many start-up items (Windows) or build up of temporary files	Could be hard drive is fragmented or starting to fail, not enough RAM or an old CPU
Computer keeps restarting	Could be automatic OS update problem, adware, virus or other malware	Could be graphics card, motherboard or network card drivers
Keyboard, mouse, printer or other peripherals aren't working properly	Could be driver issues	Could be computer port issues or peripheral component issues
Internet is slow	Could be an app in background is consuming the bandwidth	Could be hard disk failing
Downloads take forever		✓
Computer freezes	✓	
Attachments won't open	✓	
PC blue screen of death		✓ (although it could be your drivers)
Google performing oddly	✓	
Sudden shut off...or sudden anything weird, noises		✓

## Shiny New Gadget Of The Month:



### The Feeder of the Future

Petnet is looking to upgrade pet care with their new automated SmartFeeder, targeted toward pet owners who frequently travel or those with packed, variable schedules.

After you install the SmartFeeder app on your phone, it'll ask a few questions to get to know your animal, including their age, weight, activity level, and food type. This last feature is particularly interesting, as the feeder will recommend feeding amounts for dozens and dozens of common cat and dog foods, though users report it can be a little finicky.

After it gathers the information, you can set up regular, automatic feeding schedules for your furry friend. After that, it's an almost entirely hands-free process, until you need to reload the feeder with your animal's preferred food.

Its \$150 price tag may be a little steep for most pet owners, but for the busiest and laziest of us, it could be the perfect addition to your already-automated home.

## SEO OPTIMIZATION

DanTech Services is offering you Search Engine Optimization for your web-site.

In 30 days we will put your web-site to the Top 3 Searches on Google.

**Call today at 907-885-0500 to start your optimization.**

- "Amazon CEO Jeff Bezos' Secret To Avoiding Email Overwhelm"  
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He tells Inc.com that "there weren't enough minutes in a day to answer all of them." So he didn't; he set up an auto-reply to tell people that he only checked email before 9 and after 5 — and to please call or text if it was urgent. The result? "It forced me to delegate and empower others to respond," he says. Suddenly the flow slowed to a trickle.

**DO YOU GET MORE EMAILS THAN BILL GATES?** And it really should only be a trickle; Bill Gates reports that he only gets 40–50 emails a day. Ask yourself, "Should I really be getting more emails than Bill Gates?" One possible cause for email inundation, according to LinkedIn CEO Jeff Weiner, is other employees sending too much email of their own. He writes, "Two of the people I worked most closely with ended up leaving the organization within the span of several weeks. After they left I realized my inbox traffic had been reduced by roughly 20–30 percent." If you have over-communicators in your ranks, ask them to tone back the digital flood.

**SET BOUNDARIES** Creating a hard buffer between your email and your life is another CEO tactic. Arianna Huffington doesn't check her email for a half hour after waking or before going to bed, and she never touches it around her kids. That space to breathe is essential to maintaining a work-life balance. And if it gets bad enough? Etsy's Chad Dickerson has a solution: email bankruptcy! He tells Fast Company that every few years, he just deletes everything and starts fresh!

Not all Silicon Valley gurus have it figured out, however. Apple CEO Tim Cook doesn't get 120 business emails a day. No, according to an ABC interview, he gets closer to 700. He just gets up at the crack of dawn every morning and starts reading. Hint Water CEO Kara Goldin does the same thing, preparing for a 12-hour workday with a marathon email session. But as you can tell from the other people we've discussed, this is an exception, not the rule. Emulate Jeff Bezos or Arianna Huffington instead and watch your email stress melt away.

**Do you serve on a nonprofit's board or as a volunteer?  
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