



Download Our Free Technical Guides

Conquest Wildman are now offering our customers FREE Technical advice guides on a range of IT topics. The guides are downloadable from our website, just visit conquestwildman.co.uk, go to the links section and scroll down to the Technical Guides heading.

The guides are simple step by step walkthroughs on a range of IT topics useful to your business. The current list is as follows:

- **No.1** How to configure a VPN connection to your office network
- **No.2** Managing junk mail
- **No.3** Checking your backups are working properly
- **No.4** Email address spoofing
- **No.5** Using Spam Inspector
- **No.6** Looking after your Brother HL12xx or HL14xx printer
- **No.7** The responsible use of email marketing
- **No.8** Keeping your Windows operating system updated
- **No.9** How to start Windows in safe mode
- **No.10** What to do when Symantec Antivirus Corporate Edition or Norton Antivirus Corporate Edition detects a virus

We are regularly adding to the list, so check back for updates frequently. Our Technical Guides are fully downloadable in PDF (portable document format), and can be read using Adobe Acrobat Reader, which if not installed on your machine already, is available free for download at Adobe.com. If you have any suggestions on any topic you would like a FREE Technical Guide about, email us at feedback@conquestwildman.co.uk.

Health Check Ups For Your IT

Just as all complex mechanical devices benefit from regular services so too can your IT. An IT system review or Healthcheck Service is an annual or bi-annual review designed to help you protect, future proof and fulfil the potential of your IT system.

If your business depends on your computer system, you should already have a support package that enables a speedy response to any day-to-day hardware or software problems. However, there are certain responsibilities that must be undertaken on a regular basis (such as running and checking backups and making sure that antivirus and firewall systems are updating properly) in order to comply with the agreement. Over time your business can change, and so will

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your IT system. It may hold more information, be accessed by more users, or the staff that look after the backups and security may change. Within a busy company, these things can often get over looked, which can lead to potentially disastrous consequences.

An IT Healthcheck is a way in which you can highlight any potential problems in advance. A good IT Healthcheck, such as Conquest Wildmans, will look at and discuss your system capacity with you, and help you forward plan the growth of your computer system. In effect future proofing it from the unexpected sting of discovering that your IT system is overloaded and no longer able to cope with the demands of your business. Examples of this are limited future storage capacity, security risks introduced by using



older versions of application programs and operating systems, or equipment that is "showing its age" and may be difficult to repair in the event of a failure.

Other features of an IT Healthcheck are checking backup logs are complete and antivirus definition dates to make sure that these have been regularly updated. This prevents any damaging data loss or security breaches. A good IT review will also advise you of new technologies that could improve your current system and help you to ensure you stay up to date with current software developments. With a Conquest Wildman IT Healthcheck, we will contact the client at pre-arranged intervals of either 6 or 12 months to alert them that its time for their next system review.

All in all, combined with a good IT support package, a regular IT review is an effective way of keeping your IT system running smoothly and efficiently on a regular basis.

If you want to know more about a Conquest Wildman IT Healthcheck you can download a detailed Specification sheet from our website www.conquestwildman.co.uk in the products section, or call us on 01234 301133 to discuss it further.

Set Yourself Free... *With Wireless*

Until recently there hasn't been any option but to have seemingly endless amounts of cable when networking PC's. Although wireless technology has been around for sometime now, it is only recently that the technology has become both affordable and stable enough for use within smaller organisations.

Simply adding a wireless access point to your network means that your mobile users (or any additional desktop users that do not have convenient LAN sockets nearby) can connect up to your network at a sufficient speed to run all the normal networked applications and access the internet.

Not only this, but any laptop users will have total flexibility over where they work in the office, meaning that a smaller office can now comfortably accommodate a team that spends most of their time on the road – by offering perhaps one of two working locations where any of the mobile laptop workers can simply come in, sit down and start work.

A wireless network, combined with the latest PDA's (Personal Digital Assistant) also gives the means of accessing the internet or synchronising your mail and

contacts wirelessly from anywhere in the office, or in some cases even from the car park outside!

So with all this information flying about in the air, is it secure? The implementation of wireless encryption and MAC address filtering now provide a good level of security as well, so that it is almost impossible for other people to hook up to your network wirelessly.

It's not just in the office, however, where wireless LAN (standing for local area network) is becoming useful.

For example, a wireless access point connected to your home broadband connection would mean no cables between your phone point and your computer, meaning you could use a laptop from anywhere in the house without trailing wires cluttering up your home! You can also add as many computers to the network as you like, with no need to have



wires turning your home into an office, which can then benefit other members of your family.

Wireless also makes working from home a breeze. Imagine sitting in your garden remotely accessing your work network and answering emails and saving files to the server just as if you were there, beats coming into the office on a sunny day!

To find out more about how Wireless LAN could benefit you or your business, you can download a detailed specification sheet from our website at www.conquestwildman.co.uk or email us on info@conquestwildman.co.uk for more information.

Digital Dictation Has Arrived

Today Information Technology is benefiting more and more industries. It's replacing traditional ways of working, with new time efficient and easy to use methods, allowing businesses to work more productively whilst giving them the competitive edge. Digital Dictation is one of these new methods.

Traditionally dictation is carried out manually, recorded sequentially onto tapes which then have to be swapped over when full or on a particular subject. Whoever is typing up the transcript will then have to forward the tape in order to try and find the most urgent letter to type, or instead type up less important transcripts until they reach the more right one.

Digital dictation is different. You can have many transcripts on the go and go directly to each one just like tracks on a CD. Transcripts can be marked as important so it gets typed up first. You do not have to send all of the transcripts from your

recorder, you just pick and choose which ones to send and when.

Other advantages over the old analogue system are that you no longer have to physically give someone a tape and get another blank to use. With a digital system and internet connection you can send the transcriptions into your office remotely, there is no need for tapes. Also, once received by your works network server, your transcript will be saved on its hard disk and you can delete from your recorder to reclaim the space.

You can archive the recordings permanently as each transcription will be relatively small. This makes it feasible to use digital recorders for other uses where analogue recorders would be inadequate, such as recording meetings for later reference (or even to be emailed to all attendees afterwards), or for making 'notes to self' throughout the day. All of which will be

stored separately allowing access to whichever recording is needed first.

For very busy work environments where dictation is a necessary part of working life, the potential for saving time and improving efficiency is enormous. Where, with an old analogue system, only one person could type up transcripts from a tape, using the digital system dictations sent from the one person can be typed up by more than one person at the same time.

With Digital Dictation making it easy to work remotely, plus other advantages of extra storage, archiving and time efficiency, it surely won't be long before this new method of working becomes the industry standard.

Why not ask conquest about our Digital Dictation Solutions by calling 01234 301133 or emailing us at info@conquestwildman.co.uk.