



# README.TXT

A Newsletter from *KPEnterprises*  
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## Pick a Professional!

Sometimes we are saddened by the state of the industry we're in.

Forbes.com recently posted an article on new careers you can jump into with little training or money. Here's what they posted:


### Computer Troubleshooting And Repair

All you need to sell yourself as a computer technician is, well, a good handle on computers.

(Think Best Buy's "Geek Squad.") No licenses are needed, most of the work is on-site (no office necessary) and most of the training comes on the job.


## Notes From The Field


By Karl W. Palachuk

 **VOIP:** You may see the term VOIP more and more. This is Voice Over IP: telephone service over the Internet.



VOIP has some cool technology, but I think most people aren't ready to "play with" their phone service. But fear not! KPEnterprises has been using VOIP since last Summer. We know it, we love it, and we use it. So if you have questions, let us know.

 **Annual Tune-Ups.** If you do (or want to do) an annual tune-up of your desktop computers, give us a call. Most folks do this after New Years, but time slips away. If you still want tune-ups, we can accommodate.

 **Manuel Vacation Update.** Manuel is leaving for a six-week vacation starting May 30th. Which means he'll be useless for a few days before that. If you want to buy him lunch, you'll need to contact him soon.

Please be assured that KPEnterprises has much higher standards than that.

Because you deserve better than that.

## Relax Focus Succeed®

### Book Released

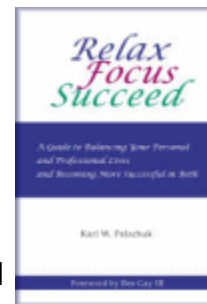
My latest book — Relax Focus Succeed® — was officially launched in New York on May 3rd.

This is a totally non-technical book, intended for everyone who wants a happier, less stressful, and more meaningful life.

The subtitle is "A Guide to Balancing Your Personal and Professional Lives and Becoming More Successful in Both."

Please check it out on the Relax Focus Succeed® web site.

For more information, and to download a free chapter on, visit [www.relaxfocussucceed.com](http://www.relaxfocussucceed.com).



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Networking Infrastructure Solutions

## Word 2007 Compatibility Questions

**Bottom Line: Don't be concerned!**

Every time there's a new version of MS Office, the same problem arises: How do I run this version and the old version in the same office?

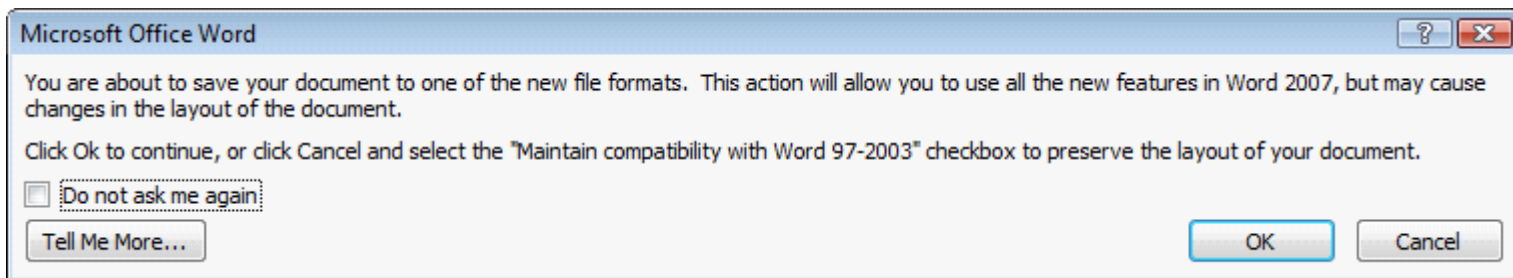
Fear Not!

When you open an older format with Word 2007 (for example, a file that started out as an Office 2003 document, it will automatically be saved in the older format. You will also see the dialog box below.

There are two important things going on here. First, it is happy to save the document in the older format. Just click OK. Second, you can check the little box on the left that says "Do not ask me again." Then your Word program will automatically just keep older format files in the older format.

We can also set up your computer so that the older (2003) format is the default format for all files.

Just remember to start using the new format after you're done upgrading! If you have questions, give us a call.



## Can Your Own Spam

A few years ago Congress passed a completely useless act to reduce SPAM email. It was called the "Can Spam" Act. Among other things, it requires that legitimate email advertisers must provide a simple way for you to get yourself off their lists.

Soooooo . . . The good news is that you can remove yourself from these lists.

More good news: You can reduce the number of lists you're on.

When you buy something online, or subscribe to an email list, you may be offered the opportunity to sign up for that company's mailing list.

You will frequently be given the opportunity to receive email opportunities from their "partners." Make a habit of NOT checking these boxes and you'll get a lot less junk mail.

While you might be able to do some research and find out who these partners are, I doubt you'll get very far. Checking that box simply means you give permission for them to sell you name to other companies.

Legitimate companies buy these names. But so do spammers. Once one spammer buys a list, it will be sold again and again.

Bottom line: Do yourself a big favor and do not check these boxes.

## HaaS and SaaS: Hardware as a Service / Software as a Service

By Karl W. Palachuk



KPEnterprises is happy to provide excellent technical support.

But we're also happy to play a "larger role" in the Small and Medium size business support community. In addition to running the local Small Business consultants' user group, we participate in forums, conferences, and other activities that help predict and mold the future of technical support in this "space."

Blah blah blah. Why do you care?

Right now we are exploring the concept of Hardware as a Service and Software as a Service. Here's a rough outline of what that means:

- You won't buy computers any more. You won't buy software anymore.
- You'll pay us a monthly fee.
- We'll provide you with a computer, monitor, battery backup, and Microsoft Office.
- You'll never have an old computer. You'll never have old software.
- When new MS Office is released, we'll install it (or provide you with a new machine that has it).
- When you no longer need the computer, we take it away and your bill goes down.
- When you need another computer, it shows up fully configured.
- The hardware is always under warranty and KPE is responsible for maintaining it.
- We also cover maintenance of all software issues on that machine.

Why would you want something like this?

The main advantage to you is **cash flow**. If you buy a new machine with monitor, UPS, and Office, it will cost you about \$1,500 all at once. After three years, you throw it away and get another. Then you buy labor to install and maintain that machine. At five hours a year, that could be \$750.

The goal will be to price this service so that you have a nice, steady cost for services and don't have a big bump when you hire people. If you buy two new PCs with six hours labor to set them up, you'd have to pay about \$3,900 all at once. We want to take the pain out of that.

If you are interested in helping us defined this service, please contact us at 916-928-0888. Charlie is x107. Karl is x101.

## Employee Solicitation

Just a reminder: Your service agreement with KPEnterprises forbids us from soliciting each others' employees.

KPEnterprises will not attempt to hire your employees, and we will not hire any of your employees who inquire about employment with us.

You might want to make sure your folks are aware of this policy. Thanks.

Be More Productive Today

## We LOVE making PDF Documents In Office 2007



Do you ever need to create PDF documents from Microsoft Office?

If you do, you've probably purchased Adobe Acrobat in the past — at a very steep price. Or perhaps you've used some other brand of “pdf maker” that never quite looked right.

Well, if all you need to do is to create basic pdf documents, the tool you need is Microsoft Office 2007. All you have to do is to download a tiny file and run it. After that, you simply go to **File / Save As . . .** and choose the pdf format.

Where do you find the file to download? In Office, go to **Help** and enter “pdf format.” That will bring up a help document with the link. Click it and you're on your way.

In many ways the pdf function in Office 2007 is easier than Adobe Acrobat.

Please Note: This will not allow you to create forms that can be filled out online with Acrobat. For that you still need the Adobe product. But if all you need is to turn a Word document into a pdf, this functionality is great.

Give it a try. If you need any help, please give us a call. 916-928-0888.



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