Technology News, Tips & Tricks
In this issue…
• Choose the Tablet that Suits Your Needs
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• Did You Know... You Can Help Employees Grow Into Leaders

Client Spotlight:

Williams
Physical Therapy

Williams Physical Therapy has two convenient locations in Galax and Hillsville to serve your physical therapy needs. Clark Williams and his trained and experienced staff have provided the Twin Counties and surrounding areas with physical therapy services for over 15 years.

They hold certifications with the CSCS, the McKenzie Institute and the Pedorthic Association. Williams Physical Therapy also offers comprehensive services for wellness, sports programs, vestibular rehabilitation to improve inner ear issues, TMJ therapy and therapy for work related injuries.

Visit them for your retail and diabetic shoe and durable medical equipment needs.

Williams Physical Therapy

**108 West Stuart Drive
Galax VA 24333
276-238-8900**

**5390 Floyd Pike
Hillsville, VA 24343
276-728-7280**

www.williamspt.com

5 Reasons to Buy a Windows Tablet

Tablets, tablets, tablets; it seems everyone either has one or wants one. Those considering bringing one home often first think of the iPad or a Samsung tablet. Those are fine tablets but with the push Microsoft is making to ensure Windows 8 a good fit for tablets, they should also be considered. These 5 reasons may be enough to push some shoppers in the direction of Windows.

It's All About Choice: Having options available is always a good thing for tablet shoppers, and Windows has them. While other platforms running tablets have only one (Apple) or a few brands (Samsung, Google, etc.) to choose from, that's not the case with Windows tablets. Nearly every major PC maker now has one or more tablets in its line. All of the major PC brands are on store shelves: HP, Lenovo, Dell, Asus, Sony, Samsung, and Acer, to name a few.

Plug It In: Windows tablets are full PCs with a thin slate form. Most can do anything that their bigger siblings can do, and that includes letting owners plug peripherals in to do stuff. These include (but aren't limited to) keyboards, mice, external hard drives, and DVD drives. If you can plug something into your PC, you can almost certainly plug it into your Windows tablet. You can also plug external monitors into the tablet to form a desktop system, and in most cases plug it into that big-screen TV in the living room.

Double Duty: Many tablets are available in hybrid form, a slate (screen) that plugs into a dock that turns it into a laptop. Windows is great at instantly sensing when the screen is docked and undocked, so the systems always work with the hardware at hand. They are solid, albeit small, laptops, and often surprisingly good tablets. Road warriors can really benefit from a portable computer with this dual personality.

Multi-Tasking on the Screen: Those who do two things at once on an iPad or most Android tablets are all too familiar with having to swap between the two app screens. Bouncing back and forth is OK, but it would be much better to have the two apps displayed side-by-side on the tablet screen. Windows tablets have you covered in this regard, as snap view lets you put two apps up at once.

Then There's Office: A lot has been said about the need for Microsoft Office on tablets, and while there are decent alternatives to Office on the other tablet platforms, there's no solution as complete as the genuine article.

- *Adapted from ZDNet – 10 reasons to buy a Windows tablet instead of the iPad or Android by James Kendrick (see full article at zdnet.com)*

"*Acknowledging the good that you already have in your life is the foundation for all abundance.*" Eckhart Tolle

Did you know…

You can help your employees grow into leaders and ambitious high performers with these tips from Entrepreneur contributor, Tracy Maylett the CEO of DecisionWise. (tinyurl.com/jvlwogb)

1. **Instigate positive stress – not all stress is bad.** Positive, or Eustress, can release adrenaline and increase blood flow, prompting action. As a manager, you can activate that positive stress by holding employees to higher standards.
2. **Use Positive Framing.** The simple act of how you frame a challenge could be the difference between a perceived insurmountable task versus an exciting chance to do something new.
3. **Set and agree upon goals.** Goals should be clear and challenging, require a commitment, have a process for feedback and involve task complexity.
4. **Encourage self-evaluation.** The vast majority of employees tend to overestimate their own skills, however, those who are self-critical are often the most competent.
5. **Provide mentors.** Mentoring benefits not only the protégée but also the mentor and the organization. Those relationships foster job satisfaction, company loyalty and positive socialization.
6. **Create a build-the-resume culture.** Helping employees add bullets to their resumes not only benefits the organization but also helps employees avoid the stagnation that comes with lack of continual progress.

Believing in your people and supporting their best work doesn't cost more, but the payoff can change everything.

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Gratitude is a quality similar to electricity: it must be produced and discharged and used up in order to exist at all. - William Faulkner
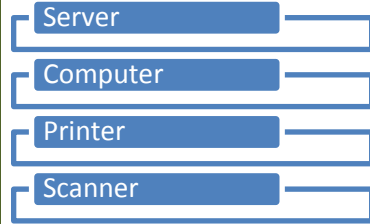
Microsoft Office 2010 Tips & Tricks

Make an Excel spreadsheet more readable by alternating the row & column colors

Column1	Column2	Column3

1. Select the cells you would like to format
2. On the "Home" tab, go to "Format as Table"
3. Select from the many styles available

How to make a bulleted list more interesting

- Server
- Computer
- Printer
- Scanner

1. Highlight your list
2. Click the "Insert" tab
3. Click "SmartArt"
4. Select a format you like
5. Click the arrows on the left of the new list format
6. Paste your list
7. Resize the graphic by dragging the bottom right corner

New Help Desk Operator Service

As many of our clients know, we have adopted a new way of handling our incoming calls so that technicians can spend more time repairing issues. Below is a list of things to guide you in making the system work to your advantage.

- Please be prepared to provide your name, company name, phone number, email address & computer name (where applicable)
- Be as thorough as possible with the description of your issue.
  - Example: My computer is slow when I try to access files on the company drive

During business hours (M-F; 7:30 – 5:00) you will receive an email within 60 minutes letting you know when your issue has been scheduled. Some issues like password resets will happen in less than 60 minutes.

Other options for submitting issues to our Help Desk
1. Via email: Simply email your issue to **ticket@pronetsinc.com**
2. Via the Client Portal at: https://cw.pronetsinc.com/Support?company=Pronetsinc or the home page of our website at www.pronetsinc.com (Use Client Login box midway down the page)
   - If you do not have a username or password, please email us and we will set one up for you

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For IT & Computer Networking Solutions: **pronetsinc.com**
For Website Solutions: **pronetsweb.com**

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