



2006 is here!

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Make a resolution to visit our website on a regular basis:
www.endcomputerproblems.com

ELECTRONIC BRAIN SOLUTIONS

“Brain Waves”

I Can See Clearly Now!

We have all seen them. Some of us drool at the sight of them. I am talking about those cool looking flat panel monitors.

You may know someone who owns one of them or you may even use one, but before you buy your first one or purchase an additional flat panel, you should know some facts about them and what to look for.

It can be difficult when trying to decide on a flat panel monitor.

Stores offer so many choices and the prices on the monitors can vary drastically.

What is the first thing to look for? Pay attention to the size of the monitor. I would recommend not purchasing anything less than 17". The larger the monitor, the



more room you have to work. However many people don't like to be overwhelmed by the monitor. Take a look at the different sizes and see what works for you.

The next thing to look at is the response rate, which is sometimes also referred to as "response time" or "latency". Response rate is the amount of time that it takes a black pixel or dot on your monitor to go white and then back to black again.

Why is response time so important? Well, it tells you how fast a monitor refreshes the image you are looking at. The slower the response time, the more moving objects will smear on your screen.

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Thumb Drives Are Handy.

A thumb drive or USB drive is a small hard drive that plugs into your USB port, and allows you to carry data all over the place!

Now you can do even more with your thumb drive by utilizing special new programs written specifically to run off of your drive.

You can load your favorite web-browser, an office suite, virus scan, picture viewer and many other programs.

Most of these programs are free, and many are easy to load and run on your thumb drive.

This is the ultimate in portability! Next time you are on vacation or at a friend's computer, you don't have to worry if they have certain programs. With your thumbdrive at your fingertips, you'll have already brought yours along with you!

To see a list of software available, visit the "links" section of our website.

PHISHING

"Phishing" is a term used to describe fraudulent e-mails sent out with files or links to websites that look official but are in fact fake sites used to gather your personal and private information.

Your credit card company and any legit business will not send you any type of e-mail requesting your password, social security number or any other private information.

If you receive an e-mail requesting private information or asking you to go to a webpage and update your information, delete the e-mail and make sure your virus scan is updated!

Thank you for all your support in the last year!

I Can See Clearly Now (cont.)!

"What is a good response time?" you ask? Well if you are watching a DVD movie, generally 16ms (milliseconds) is adequate. However, newer technology offers even speedier options.



rates for intense video work.

This brings up another decision you will have to make as a consumer. What are you going to use the monitor for? If it is just for business applications like word processing or even watching a DVD you will be fine with a 16ms or below refresh rate.

If you are using the monitor for playing the latest and greatest video

games, then you would probably want to look into the fastest refresh rate that your wallet can handle!

Keep in mind that your video card works hand in hand with your flat panel so if you are buying the latest monitor, make sure that you have an updated video card as well!

Using these steps and visiting different store displays should help you make an informed decision and keep your eyes happy for years to come!



"If it is just for business applications like word processing or even watching a DVD you will be fine with a 16ms or below refresh rate."

The Password Is....

While you may keep your virus and anti-spyware programs up to date and your internet company uses the latest technology to maintain a high level of security on your computer, the responsibility of keeping your computer secure falls on you.

One of the greatest vulnerabilities is the improper or ineffective use of passwords. Some people just don't think when setting up their passwords, and that can allow someone easy access to their computer.

A weak password is a password

that contains fewer than six characters, is a word found in the dictionary (English or Foreign), is a commonly used word (your user id, a pet or family name), or any of the previous examples spelled backwards or followed by a number.

It's not impossible to have a strong password to keep your data protected. A strong password contains digits, symbols and uppercase and lowercase letters, is at least 8 characters long,

isn't based on any language or personal information.

A good way to set up a password is to use a sentence that you can remember. For example:

Ebsls4me! (EBS is for me!)

Don't ever give your password out over the phone, or in e-mail or instant messages. No company should be asking for that information (see phishing article on front).

Using a complex password will protect you and your data!



Gooooooo Team!

Thanks to you, our loyal customers, we are growing by leaps and bounds.

To help keep our commitment to superior customer service, quick response times and fair pricing, we have added to our already incredible staff.

Joining us this year is none other than Jan Paulun! Jan brings with her a vast amount of knowledge and hands-on experience in the computer field. She has worked as a technician and excelled at her positions within many of the major companies in Michigan.

Several of you may have already met Jan, as she has helped us out in the past on several service calls.

Jan's official title is Lead Technician for Customer Support. That's our fancy way of saying she's here to help! If you haven't met her yet, you will soon!

If you need to get in contact with her, Jan's e-mail address is jan@electronicbrainsolutions.com.

Undoubtedly you will be hearing and seeing more of Jan over the course of

the year!

We're proud to welcome Jan to our team. We're confident that you'll agree that she'll be a great resource as we work to reach our company's goal...



total customer satisfaction!