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3 Ways to Recover a Corrupted Excel Workbook

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It's your worst Excel nightmare: a damaged or corrupted workbook. This can happen for a variety of reasons -- and the good news is that there is a variety of ways to retrieve your damaged file.



If a file is corrupted, Excel should normally perform an automated recovery. However, if that doesn't work, there are a few other options you can try.

1. Recover or repair the file manually with Excel
The steps for manually recovering a workbook are quite simple.

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5 Steps to a Trouble-free Windows 7 Upgrade

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Upgrading to the new Windows® 7 operating system can make your PC faster and easier to use. Many users fear that the upgrade process itself will be stressful and difficult -- but fear not! Following these five simple steps will help you have a smooth and stress-free transition.



1. Check to ensure you meet system requirements
Before you upgrade to Windows 7, your PC will need to have:

- 1 gigahertz (GHz) or faster 32-bit (x86) or 64-bit (x64) processor
- 1 gigabyte (GB) RAM (32-bit) or 2 GB RAM (64-bit)
- 16 GB available hard disk space (32-bit) or 20 GB (64-bit)
- DirectX 9 graphics device with WDDM 1.0 or higher driver

For an easy way to ensure you've got what it takes, move on to Step 2.

2. Download and run the Upgrade Advisor

Generally speaking, if you're currently running the Windows Vista operating system, you'll be able to run Windows 7. But if you're not using Vista or just aren't sure if your system is ready for Windows 7, there is an easy way to check.

Once downloaded and installed, the Windows 7 Upgrade Advisor Beta will run a diagnostic test to see if your PC can run Windows 7 and if there are any known compatibility issues. It can also give you insight into other potential issues, like whether you'll need to upgrade certain drivers or applications.

3. Upgrading from Windows XP? Do it the right way

The upgrade from Windows XP to Windows 7 is different than upgrading from Vista, because it requires a "clean" or "custom" install, which means you will have to completely clear out the PC's hard disk. You'll need to back up your current files and settings, perform a custom (clean) installation, and then reinstall all your files, settings, and programs. If you don't have a lot of technical expertise, Microsoft® doesn't recommend doing this yourself -- instead, seek help from your local IT service provider. Another option is to purchase updated hardware with Windows 7 preinstalled.

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Smile - You're on the Phone

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Forget the research evidence, the dozens of pages of documentation and the years of prodding by communications consultants. Do your own survey right now. Pick up your telephone and call ten companies or businesses in your area that provide some sort of customer service, such as banks, brokerage firms, business equipment or insurance companies. Ask to speak to "a manager." If you get through, explain that you called to evaluate their telephone techniques. Then give the manager a brief report, hang up, and record your findings.



Chances are your research will prove that the most common errors you encounter in telephone answering are among the "dirty dozen." Here they are:

Do You Know the ROI for Your IT Spend?

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Quote of the Month

Opportunity is missed by most people because it is dressed in overalls and looks like work.

Thomas Edison

LOL



1. Letting the phone ring too long.
2. Not identifying the company name or department.
3. Inability to transfer calls properly.
4. Disconnecting calls.
5. Asking the caller to repeat requests more than once.
6. Leaving the line without an explanation.
7. Not using the caller's name.
8. Leaving someone on hold too long.
9. Sounding like the caller is being screened.
10. Getting angry at irate callers.
11. Irritated or annoyed tone of voice.
12. Anything that wastes the caller's time.

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The Future of Computing is in the Clouds

By Shane Robison, Chief Technology Officer, HP
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Technology is in the early stages of a big shift, one that will transform how companies and individuals access information, share content and communicate. This next wave will be driven by a new model of computing: people and businesses will use their Web browsers to access a wide range of "cloud services"--computing services available on demand, over the Internet.



Imagine services that are intelligent enough to anticipate your needs, based on a real-time understanding of your location, time of day and preferences. In this next phase of computing, the search for information will be done for you, not by you. You will have a seamless, consistent experience across all the devices you own, and all the on-demand services you care about.

What's needed: New core building blocks

Think about the cloud as a platform for creating new services and experiences. It requires a new set of core building blocks - smarter devices and more intelligent networks with software as the critical element that powers these new services and shapes the quality of the user experience.

At HP, we call this "everything as a service." Individuals and businesses will have full control to customize their computing environments and shape their experiences.

The true power of the cloud happens when there is continuous interaction between your device -- your smart phone, notebook computer, TV -- and the network, and they jointly act on your behalf.

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