



ACORNUCOPIA

AN ABUNDANCE OF IDEAS

CEO Corner

No In-House IT

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September 21, 2009, The San Diego Business Journal reported that the City of San Diego was putting its information technology services out to bid. For 30 years the City has been using a nonprofit service provider at an annual cost of \$45.0 million. The RFP reads:

“The City of San Diego is seeking Requests for Proposals (RFP) for the services of qualified firms to provide Information Technology Infrastructure Library (ITIL) compliant Help Desk and Desktop Support Services to support approximately ten thousand (10,000) City staff and approximately eleven thousand (11,000) laptop and desktop PC systems located at various sites throughout the City.”

“During the 2009 fiscal year, the current City Helpdesk received approximately forty-seven thousand (47,000) incident calls resulting in forty-two thousand (42,000) trouble tickets being created. Approximately 73% of the trouble tickets were resolved via the telephone by the help desk with the remaining 27% forwarded to Desktop Support Services or City departmental IT staff for resolution.”

Why would California's second largest and United States ninth largest city outsource its IT?

For several years, it has been my belief and the premise for Acorn Technology's business model, that no (that's right—NO) business should have in-house IT. Much as a lawyer that represents himself/herself as a fool for a client, any company that has an in-house IT department is engaged in a fool's folly. The reasons generally given for having IT in-house are (1) costs are reduced; (2) greater security is achieved; (3) greater control of data is maintained; and, (4) the technology can be

better adapted to the company's needs. In my opinion, in-house IT actually prevents attaining the above goals.

Internal IT departments are rarely properly staffed. They are generally over staffed from the point of view of the CEO or under staffed from the point of view of the CIO. Furthermore, they spend much of their time reacting to problems rather than strategic planning and preventative maintenance. IT should be an essential aspect of any business' success. However, many CEOs feel captive to their IT departments and do not include them in overall business planning; do not set out performance criteria and do not hold their IT departments accountable. Furthermore, in-house IT departments, if permitted, will seek to develop very good, cutting-edge, highly efficient IT departments.

This latter phenomena, while on the surface seems admirable, illustrates the very problem with in-house IT departments. In a prior business setting, Bruce (the head of sales) and John (the head of manufacturing) were engaged in a discussion about shipping policies. Product shipping fell within John's responsibility and generally worked well. However, it was inefficient. John asked Bruce if a small policy change could be made that would greatly enhance the efficiency of shipping. The current policy was to permit a customer to change its order up until the actual shipment. John wanted to prevent the customer from changing the order during the week before the scheduled shipping. By doing so the efficiency of the shipping department would be greatly improved. Bruce responded that the company's business was not to have an efficient shipping department but to provide great customer service. The requested change in policy was not made.

The point of this anecdote should be obvious. In-house IT departments rarely understand the

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Respectfully Managing the Dearly Departed

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"REMEMBER WHEN I TOLD YOU HOW INDISPENSABLE I WAS DOWN AT THE OFFICE?... I WAS WRONG!"

search ID: cza0837

A sad consequence of the current economic climate is that companies find themselves having to cut back in order to survive. Unfortunately, many are forced to lay off employees. When dealing with the inevitable confusion that follows terminations and departures, IT issues might be overlooked, revealing unexpected vulnerabilities to the network and equipment. One of the advantages of using Managed IT Services is that several of those issues can be dealt with quickly and confidentially.

Acorn Technology Corporation is here to help you manage the IT side of employee departures and terminations. Acorn can:

- Forward emails and calendar appointments to designated staff members to ensure critical emails are received and answered
- Archive data and set a deletion date for unnecessary data
- Restrict the former employee's access to files, folders, and computer systems
- Restrict access to programs that are both hosted and local
- Disable VPNs and Remote Desktop Protocol, where appropriate
- Change permissions so pertinent files can be accessed by relevant remaining employees
- Clean and reset systems that are no longer being used
- Accurately account for software licensing
- Assess your monthly recurring charges to ensure you are not being over-charged

In the event of theft or damage, Acorn can help with that, too. Acorn's asset management system maintains an inventory of the hardware connected to your network. This can help expedite insurance claims. In addition to hardware, the asset management system preserves a record of the software and licensing installed on systems. Many times, the software on a computer is more expensive to replace than the hardware. Acorn's record of the software can be very useful

when proving ownership for insurance claims and police reports.

Contact Acorn today to see how we can help you successfully manager terminations and departures.

Rachel Helwich
Purchasing Manager
Acorn Technology Corporation

Acorn Technology's VIC*



* - Very Important Customer

For this issue of the Acornucopia, Acorn Technology Corporation is pleased to highlight Arrowhead Alarms and Patrol. Arrowhead Alarms has been a client of Acorn's for almost 2 years and like most of Acorn's customers, Arrowhead Alarms was introduced to us by a referral source. Below is what Arrowhead Alarms had to say about their business.

Who We Are

Arrowhead Alarms & Patrol, Inc. specializes in the design, installation, service and monitoring of security and fire alarm systems, as well as access control and CCTV for both residential and commercial markets. We also maintain our own 24 hour central station located in Lake Arrowhead, Ca.

We have been in business for over thirty years serving the mountain communities and greater Inland Empire areas. Our foundation was built with this mission in mind: 100% customer satisfaction. Our motto has always been that your security is our #1 concern. We attain this goal by providing the highest quality products and services at an affordable price, backed by an excellent monitoring service and a friendly staff of experts.

Arrowhead Alarms & Patrol, Inc. began as a small family business that has grown over the past thirty years into

one of the finest security companies in the Inland Empire, but what really sets us apart is our pursuit of excellence and the drive for unparalleled customer service. We are large enough to serve your needs but small enough to know each customer by name.

What We Can Do For You!

Arrowhead Alarms & Patrol, Inc. is security and a whole lot more! We offer advantages you simply can't get anywhere else. See our wide range of products and services:

Security Systems and Services:

- Home Intrusion and Fire Alarm Systems
- Commercial Fire Alarm Systems
- Commercial Burglar Alarm Systems
- Medical Alert Systems
- Vacation Security Services
- Commercial Video Surveillance Systems
- 24-Hour Central Station Monitoring
- 24-Hour Radio Dispatched Alarm Response
- 24-Hour Private Patrol Services

And a Whole Lot More:

- Long Range Radio Back-up for Residential & Commercial Fire
- Where Long Range Radio won't work, we offer GSM Backup, Home Automation

Commercial Security

Arrowhead Alarms & Patrol, Inc. has been offering innovative solutions for a wide range of security needs since 1974. We attribute our success to our dedication to service and customer satisfaction.

We pride ourselves on taking the time to get to know your unique needs and expectations. Then we design a system that matches those requirements. We believe a security system should be personalized, not stamped from a mold and sold as if "one size fits all."

Arrowhead Alarms & Patrol, Inc. personalized service and attention to detail will provide you with a customized and user friendly product. We have a system that will fit your budget and level of security. Have one of our professionally trained security analysts help you determine which system is best for you.

Security systems are more than just burglar alarms!

Security systems offer more than security. They can be set to monitor doors and windows, but they can also detect smoke, heat, carbon monoxide, freezing temperatures, and rising water.

Systems commonly include alarm verification technology that greatly reduces the chance of false alarms. Before authorities are dispatched, operators use audio verification (via telephone call to the premises) to be in voice contact at the alarm location. If the alarm is accidental, the user can cancel the alarm by providing an authorized user code.

Security systems reduce crime in commercial settings. Businesses without alarm systems are 4.5 times more likely to be burglarized than those that have an alarm system. Of all uncompleted burglaries, 74% can be credited to an audible alarm. A burglary or fire does not go unnoticed when the business is unoccupied. A monitored system provides automatic notification of authorities in the event of intrusion or fire whether the premises are occupied or not.

Call us today at (909) 337-1512 to schedule your no obligation consultation. At Arrowhead Alarms & Patrol, Inc. your security is our #1 concern!

Arrowhead Alarms & Patrols, Inc

CEO Corner

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real business of the company they serve but seek to have a well run and efficient IT department. A company that provides outsourced IT, like Acorn, understands that IT must be a servant to the customer's goals and not an end in itself. The City of San Diego understands this also.

When will Acorn be in a position to compete for San Diego's business? I believe the answer is "soon." More importantly, San Diego's IT business represents only the "tip of the iceberg" in outsourced IT opportunity. On a recent trip to Dallas to install a new customer, Mickey McGuire and I had a chance to interview companies that provide the same type of services as Acorn. All of them were of the view that the need for outsourced IT was so great and the supply of quality services so small that there is essentially no limitation to the opportunity for new business. There are easily 50,000 small to medium sized businesses in the Inland Empire that need outsourced IT. There are probably 250,000+ businesses within 50 miles of Riverside that need the service. Acorn can provide its services any place in the United States. Accordingly, there is essentially no limit to our opportunity. Given the rate of our growth and enhanced capabilities, I think Acorn will be ready for San Diego before Rio is ready for the 2016 Olympics. Stay tuned.



Donald H. Dye
President & CEO
Acorn Technology Corporation

I Can Lose My Luggage but Not My Notebook!

Hello all! My name is Lyle Jones and I've been building and maintaining Small Business networks for nearly a decade. My first "computer" was a dummy terminal connected to a Mini-VAX-VMS mainframe at the local newspaper. The technology has come a long way since then, but it still breaks from time to time. Being the most recent addition to the Technical Team at Acorn, that's where I come in!

As a hardware humanitarian, I'm often astounded by the number of lifeless computers that cross my path. I've seen them backed-over, dropped off balconies, crushed in car accidents, and inundated with all manner of foul liquids. And yet, in each of these instances, the computer was brought to me because it contained something important to the user.

Here are some safe care reminders for your notebook while traveling:

1. Use Online Storage

Keep a second copy of your important documents with an online storage service where you can get to them as needed while on the go. This may not be suitable for security-sensitive documents, but online storage is your friend. Mail that backup copy to your Gmail account where it can live in perpetuity until deleted.



2. Backup before you leave!



So that when your computer implodes in a Murphy's Law-Singularity, someone back home can send you the rough draft of the presentation you spent the last 14 hours perfecting for the meeting that starts in 5...4...3...2...

perfecting for the meeting that starts in 5...4...3...2...

3. Shut Down Properly

Shut-Down your computer when not in use and traveling. It takes longer to boot, but it doesn't drain your battery and it poses the least risk to your hardware. You may want



leave it in suspend or hibernate while at the airport to show that that Homeland Security fellow it's not going to blow up.

As Acorn customers, to ensure your work is being backed up to the server, please store files in redirected locations such as "My Desktop," "My Documents," or specified mapped drives on the server (like the "S" or "U" drives). However, laptop users should only store data that needs to be backed up on the server, therefore mapped drives since their "My Desktop" and "My Documents" are not redirected.

While it is important to backup your local documents, Acorn takes it a step further to ensure your company data is always safe. First, there are multiple Hard Drives located in the server to duplicate data. This is essential, because the hard drive is the most likely piece of equipment to fail in a computer and its not a question of if, but when. Second, Acorn has your data backed up into "the cloud" also known as our Data Center. This is where you can find incremental backups of the company's entire server as a fundamental step to disaster recovery. All of these steps are automated, because it is our belief at Acorn that automated off-site backup is essential to the long term stability of a company

In short, have backup and make it independent of your computer! So the next time your computer commits digital suicide: by fire, flood, or food... it should be a simple matter to replace without losing your data.

Lyle Jones
TSR II

Acorn Technology Corporation

How to Backup and Restore Your BlackBerry

With the rapid progression of technology and cellular devices, we are being given the opportunity to increase work productivity on the road. Research in Motion, the maker of BlackBerry smart phones, revolutionized personal data assistants by allowing access to e-mail, documents, and contacts at your fingertips.

The increased amount of data stored on these devices makes it very important to frequently back up the information. By following the steps outlined below, you can use the BlackBerry Desktop Manager to walk you through a back up. If you experience any issues following these steps, feel free to contact Acorn Technology Corporation for assistance.

How to Backup

1. Run the BlackBerry Desktop Manager
2. Connect your BlackBerry to your computer using USB cable provided with your Blackberry.
3. Wait for it to recognize your BlackBerry and then click on "Backup and Restore"

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The Promise of Electronic Medical Records (EMR)

You have probably read about the different view points regarding electronic medical records (EMR) in your local paper, you may have even heard it on the radio, you most likely watched Obama discussing it's value on television, and most certainly you've talked with your friends about it...so what's all the hype about EMR? Why should we as tax payers be spending nearly \$50 billion on the roll-



out of EMR and other health information technology?

No matter what side of the political aisle you are on, it's hard to debate the key promises being made by most stakeholders, that EMR will reduce the cost of health care and at the same time produce better outcomes for patients.

In August 2009, the Obama Administration rolled out a program to make \$1.2 billion in grants available to help the nation's health care system transition to electronic medical records

(EMR). The grants are part of a \$48.8 billion chunk of the economic stimulus bill devoted to health information technology, including grants for individual doctors to help cover the costs of converting from paper records.

Estimates of the potential savings from a transition to electronic medical records vary widely. The Obama Administration says that increasing the adoption of health information technology will save the federal government more than \$12 billion over the next 10 years. The left-leaning Center for American Progress estimates that investments in health information technology could lead to federal savings of \$196 billion during roughly the same period. The RAND Corporation projects savings of about \$80 billion a year for the entire health-care sector. The variance among these estimates is caused in part by different assumptions about what a transition to electronic medical records really means.

At this point nobody really knows what savings will be had, as only time will tell if the estimated efficiencies can truly be realized. However, technology has a proven track record. If you look at the role technology has played in other industries, logistics, manufacturing, retail, and even agriculture, we can see how technology has improved the products, their distribution, and yes, even the reduction of their costs! Cost savings are important, but most people believe the true promise of EMR systems is the idea that every time a doctor or nurse sees a patient, a whole database of information is instantly available: that individual's medical history including any allergies, underlying conditions like diabetes, or tests that other specialists have already run, as well as public

health data on what treatments have been proven to be most effective for patients with this person's history and symptoms.

An EMR is not only a record of past medical history. EMR has been shown to streamline the clinician's workflow. According to a University of California report prepared for the California Healthcare Foundation that surveyed small physician practices that had implemented EMR, "Almost all users reported increased patient care quality due to such improvements as better data legibility, accessibility and organization, prescription ordering, and prevention and disease management care decision support"

We may have problems as a country agreeing as to whether or not we care enough about our fellow humans to expand coverage to everyone... but one thing is for certain; technology will play a much larger role than ever in tomorrow's health care solutions and at the same time provide a vast improvement to the old fashion paper and pencil health care.

The promise that technology offers health care and almost every industry is a major reason why I am involved with Acorn Technology. I believe that the correct implementation of technology will be in the forefront of emerging and growth industries throughout the world and I believe that Acorn will participate in some of these opportunities.

Mickey McGuire
Director of Managed IT Services
Acorn Technology Corporation

"Obama Pledges New Data System for Veterans"

David Brown
Published: April 10, 2009
The Washington Post

President Obama said yesterday that his administration will create an electronic record for veterans that will "contain their administrative and medical information from the day they first enlist to the day that they are laid to rest."

Research has shown that the handoff of medical information -- between individuals and hospital systems -- can be dangerous. Incomplete, incomprehensible or misunderstood data can contribute to medical error or substandard care.

While the Defense Department's hospitals and the Veterans Affairs medical system have electronic records, they are not seamlessly connected -- a problem Obama said he is determined to solve.

"Currently, there is no comprehensive system in place that allows for a streamlined transition of health records between DOD and the VA," the president said during a briefing at the Eisenhower Executive Office Building that was attended by the secretaries of those two departments as well as patients and practitioners from Washington area hospitals and military

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and VA facilities.

"I can't tell you how many stories that I heard during the course of the last several years . . . about veterans who were finding it almost impossible to get the benefits that they had earned despite the fact that their disabilities or their needs were evident for all to see," he said.

Obama has made electronic record-keeping a key feature of his health-care reform effort. There is evidence that electronic medical records reduce errors and waste.

A problem, however, is how the military and VA hospital systems, which use different software, will be able to communicate with each other. While the White House gave no details about how that will be accomplished, integration is the goal.

"I'm asking both departments to work together to define and build a seamless system . . . with a simple goal: When a member of the armed forces separates from the military, he or she will no longer have to walk paperwork from a DOD duty station to a local VA health center. Their electronic records will transition with them," Obama said.

The VA has a highly regarded system that allows a practitioner in any veterans hospital to retrieve data, look at X-rays and even review diagnostic videos. VA hospitals are officially "paperless." Military hospitals, however, use paper and electronic records.

"This new approach incorporates a transition strategy by maintaining a seamless access to all clinically relevant data from both systems, while concurrently building 'common services' between the two," said Cynthia Smith, a Pentagon spokeswoman.

In his remarks, Obama noted the toll of traumatic brain injury and post-traumatic stress disorder on veterans of the wars in Iraq and Afghanistan. He said his 2010 budget contained the largest single-year increase in VA funding in 30 years, with substantial increases for mental health screening and treatment.

Source: The Washington Post

http://www.washingtonpost.com/wp-dyn/content/article/2009/04/09/AR2009040904385_pf.html

Introducing Windows 7

Windows 7 has been garnering a lot of buzz in the industry and now it's a major operating system release from Microsoft. After the misstep of Windows Vista, which was widely panned by critics and consumers, the word in tech circles was that Windows 7 might actually be a worthy successor to the venerable Windows XP. In short, it might actually be *good*.

Microsoft put a lot of effort into fixing some of the glaring flaws of Vista like the random slowdowns and the constant annoying user prompts. They took past criticism to heart and delivered a fast, stable operating system. General

consensus is that it runs as fast or faster than Windows XP on modern hardware. Additionally Windows 7 has some of the largest user interface changes since Windows 95. The Quick Launch toolbar on the taskbar is gone, having been replaced by the ability to "pin" applications to the taskbar, Mac OSX dock style. Applications are now identified by their icons on the taskbar, and hovering over them shows thumbnails of the application Windows. Additionally Office 11 style "ribbon" menus make appearances in several places throughout the OS.



While Microsoft aimed for 100% compatibility with Windows Vista, it's not perfect and critical applications should be checked to make sure they'll work with Windows 7 before upgrading. Applications that are particularly susceptible to problems are apps

that interface at a low level with the operating system, such as VPN clients. Microsoft has mitigated some application compatibility problems with the introduction of a Windows XP mode, which uses their Virtual PC application to run an actual instance of Windows XP on the computer that applications can be installed into. Application windows are then displayed seamlessly on the desktop. While not perfect, this solution works very well for most applications.

In summation it looks like Windows 7 delivers on the promise of actually being good. It's fast, stable, and packs in some powerful new features. All these features are not without a cost, however. Due to the interface changes there's going to be some time spent relearning the operating system. Users who customize their operating system extensively may find that their changes don't migrate very well into Windows 7. Additionally some critical applications may need updates to work in the new OS or simply may not work at all. These issues surround all OS upgrades however, and if they can be worked through, users will find an operating system that picked up where Windows XP left off.



Andrew Motel
Chief Technology Officer
Acorn Technology Corporation

BlackBerry vs iPhone

In today's society, cell phones have become an indispensable item. They are our lifelines, allowing people to remain in contact with each other, whether for play, work or emergency situations. Amongst this transformation as luxury devices into an item of necessity, the devices themselves have evolved into more than just a means of making a phone call. Dubbed "smart phones," this new generation of technical wizardry allows the user to not only make calls, but to e-mail, text message, surf the web, listen to music and play games. Today's smartphones are more powerful than desktop computers of just a few years back.

Businesses have taken notice, with some mandating and/or supplying their employees with these devices. If you're shopping for a smart phone, RIM's BlackBerry and Apple's iPhones have no doubt topped the list of products you have looked at. So the question becomes, "Which one is right for me?" The answer isn't so simple.

"Most people in the industry would credit the BlackBerry with starting the smart phone craze," or at least popularizing it. Those same pundits would more than likely say that the iPhone has taken it a step further, bringing these devices to the mainstream and making them "hip." The two devices are about as different in implementation as they are in similar functionality.



The BlackBerry, often referred to as the "CrackBerry," due to the often addictive nature that the device creates for the end user, is generally seen as a business first product. Proponents cite the ease of usability of the keyboard and trackball in allowing them to fire off e-mails and text messages often times faster than they can on a computer keyboard. Others cite the straightfor-

ward interface. Some, however, complain about the very same keyboard and the lack of features the device provides. Most, who continue to use the BlackBerry, say they can't live without it.

The iPhone, once thought of as just a toy, has gone through a few revisions in both software and hardware, garnering many of the features that the BlackBerry once laid sole claim to. When the iPhone first came out, one of the biggest features missing from its repertoire was the ability to sync directly with Microsoft Exchange e-mail systems. That single item alone eliminated it from most business users' shopping list, as Exchange had become one of their most common and relied upon means of communication. Recent software updates have given the iPhone new features, including Micro-



soft Exchange support and copy and paste functionality, two of the biggest user and industry-cited flaws of the original iPhone. One feature that continues to receive both great acclaim and simultaneous criticism is its use of a touch screen virtual keyboard. The iPhone lacks a tactile keyboard that many users cannot adjust to or just can't live without. Many users, however, say

that the "multi-touch" interface is worlds above that of the keyboard and trackball only input of the BlackBerry. Beyond business communication, one of the other features that the iPhone provides is the ability to double as an iPod. While the BlackBerry can also play music, the iPod has become the most popular of all music playing devices and it's ability to sync with Apple's iTunes is yet another feature that the BlackBerry lacks. Apple is also touting the iPhone as a gaming platform and such major players in the industry as EA Games and Activision have come on board and have released games for the device. Apple's Application Store, where users can download software for "almost anything" is yet another big draw for iPhone users.

In the end, however, the choice between the BlackBerry and the iPhone boils down to the needs and preferences of the individual. The interface between the two devices are the most striking differences, although Research In Motion recently came out with the BlackBerry Storm, which sports a touch screen that's also clickable. That brings us to another point. In the US, the Apple iPhone is only available to AT&T Customers. BlackBerry devices are available for all of the four major cell phone service providers, including Apple, Sprint, T-Mobile and Verizon. If you're tied to your provider, you may not have a choice between the two. The BlackBerry comes in many different models with various shapes and functionality, some exclusive to certain providers, such as the aforementioned Verizon only Storm. Apple currently only offers the iPhone 3GS and cheaper iPhone 3G and while the former sports upgraded hardware and functionality, they share the same exterior looks and dimensions.

So which one is best for you? The only way to find out is to weigh the pros and cons of both relative to your personal preferences and needs. Going down to your local providers and trying them both out is a start. Meanwhile, the debate between which device is best continues to rage on.

John Vo
TSR II
Acorn Technology Corporation

Green Tips for Businesses

Over 375 million empty toner cartridges and ink cartridges are thrown into the trash every year in the US. Most of these printer cartridges end up in landfill sites or in incinerators. If you put all these cartridges end to end they would cover a distance encircling the earth over three times.



This mountain of waste can be reduced through reuse and recycling. Yet approximately 70% of all ink cartridges and 50% of all toner cartridges are still not recycled. Things are continuously changing for the better with pressure from legislation, environmental awareness among consumers and a more mature recycling industry.

Up to 97 percent of the materials that make up a printer cartridge can be recycled or reused. Printer cartridges can, in extreme cases, be refilled up to 15 times before reaching the end of their life. Most, though, average between 5-7 refills.

Cartridge recycling is perfect for organizations that want to raise funds for a specific cause or for businesses and home owners that want to cut costs on printer cartridges. The compensation you get for a printer cartridge varies and is dependent upon factors such as:

- cartridge type (ink/toner)
- printer brand
- cartridge model
- amount of returned cartridges
- recycling company

Compensation levels vary a lot between cartridge models but are often in the span of \$0.01 to \$15. There are many websites and retail stores that accept and give compensation for recycling your old printer cartridges:

- <http://www.envirosolutionsllc.com/>
- <http://www.freerecycling.com/>
- <http://www.recycle4charity.org/>

Recycling print cartridges is not the only way to decrease a company's environmental impact. Replacing older computers with more energy efficient models is a green step in the right direction. Acorn Technology Corporation is here to help tackling your company's eWaste. We will recycle your company's non-working and/or obsolete eWaste, including: Computers, Monitors, UPS Back Up Batteries, Servers, Cell phones, Fax Machines, Copiers, Telephones,

Cables and more. Guaranteed Data Destruction: We will ensure that your hard drives data is truly and properly disposed off. To schedule a pickup please call (951) 784-3500.

Alfred Gonzales
TSR 1 (In Training)
Acorn Technology Corporation

Welcoming the TSR 1 Program

Here at Acorn, we strive to provide our customers with excellent technical support. As we acquire new customers, the demand for skilled technicians grows. In response to this growing demand we have been internally educating and training some of our employees who did not have previous technical experience, giving them the tools and experience necessary to provide the excellent support that our customers expect. Those who complete the training are granted the title of Technical Service Representative Level 1 (TSR1.)

As the first graduate of the TSR1 training program, I can attest to the abundance of knowledge that is required to understand each of our customer's individual needs. During the several months of training, potential TSR1s are given the opportunity to familiarize themselves with the internal workings of Acorn, as well as the internal IT systems of our customers, and their users. This is accomplished through training in remote support over the phone, and on-site support.



One of the best ways for a trainee to become familiar with a customer's IT system and users is to spend time at the customer's place of business. Trainees are often given the responsibility of providing on-site support, traveling to

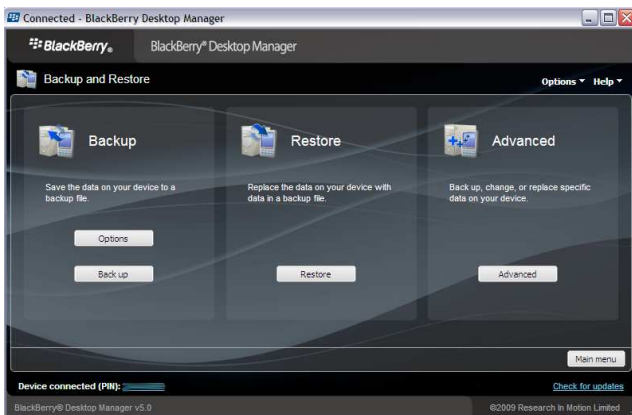
the customer's location to troubleshoot hardware and software issues, giving them face-to-face time with individual users. This bolsters the trainee's knowledge and confidence, and strengthens the relationship between Acorn's technical support team and the end user.

Our two current trainees, Alfred Gonzales and Elias Guzman, are nearing the latter portion of their training. If you are a customer of Acorn you may see either of them at your location in the near future. Be sure to wish them luck in their quest to learn the ins and outs of providing excellent technical support.

Thomas Dye
TSR I
Acorn Technology Corporation

How to Backup and Restore Your BlackBerry Continued from Page 4

4. In the next window you will have three options Backup, Restore and Advanced. For the moment we will work with the Backup option
5. Underneath the Backup option you will see “Options” and “Backup”
6. First click on Options and the recommended selections are to: check the “Back up on-board device memory”, or check “Back up my device automatically every _ days” enter 7 under the days portion.
7. Select the “Back up all device application data”



8. Once you are done selecting your options click OK and then click Backup
9. You will be prompted to select a destination for saving to save your files and a chance to select a name for the backup file.
10. Once you have selected your file destination and file name (or left it as default) click on Save
11. Your backup will now be created.
12. You can watch the transfer progress to make sure what you want to have backed up is actually being backed up.
13. After the progress bar has finished you may unplug your device and continue with normal use.

How to Restore

1. Run the BlackBerry Desktop Manager
2. Connect your BlackBerry to your computer using the provided USB Cable.
3. Wait for it to recognize your BlackBerry and then click on “Backup and Restore”
4. Click on the “Restore” Option
5. Locate the Backup .IPD file that was saved during the Back up Process.

6. You may be asked to verify the database you are wishing to restore. Check and then continue.
7. It may take a bit longer to restore than it did to backup so keep that in mind.
8. After the progress bar has finished you may unplug your device and continue with normal use.

Source Link: <http://blackberryrocks.com/how-to-backup-restore-blackberry>

Elias Guzman
TSR 1 (In Training)
Acorn Technology Corporation

iPhone Apps

Whether you are a supporter or an adversary of the iPhone, we have highlighted a few of the famous applications out there and we are sure you will all enjoy taking a quick peek at them. If you are interested in downloading these applications, please visit the iTunes store.

Bump:



This cool application lets you share contacts, email, or even pictures by simply opening up the client on two phones and bumping the phones against one another to transfer the item you choose. Download this free application and check out how much fun it is to share information with friends!

Photoshop:

For all of you photo lovers out there, Photoshop is accessible with a simple touch on your iPhone. You can crop pictures, use special effects and even change the settings on the exposure, saturations and tint. Can it get any better? Probably not.



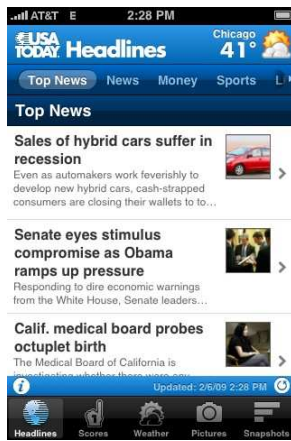


Scrabble:

Need a break from it all? Then take some time off and relax by playing Scrabble. This application is very user friendly: drag and drop to spell out a word, use the hint button when you are stuck, zoom in, and shake to shuffle out the tiles. Go ahead and try it, you'll love it!

News:

Need to stay tuned with the News? Whether you are looking for the local stories, the weather, world news, or even entertainment announcements, then there are several applications you can download such as the LA Times, NY Times, the Associated Press, CNN, USA Today, NPR, People and many more!



Danitza Lopez
Installation Coordinator
Acorn Technology Corporation

Go Go USB Gadgets !!!



Take a look at the latest USB Gadgets!



Darth Vader USB Hub:

Any Star Wars fans out there? Technology brings you the latest in Star Wars memorabilia. This USB hub shaped Darth Vader is a great addition to your work place!

<http://www.thinkgeek.com/computing/usb-gadgets/aec4/>



USBCell:

No more spending hundreds of dollars on alkaline batteries! Save your wallet and get these eco-friendly USB batteries. Just connect them to any USB port, wait a few hours, and viola, charged to go!

<http://www.thinkgeek.com/computing/usb-gadgets/8e82/>

Swiss Flash USB Knife:

The Swiss Flash USB Knife is the ultimate tool for all technicians! It allows you cut through wires, disassemble computers, and transfer data with a built in USB flash drive (Available in 1GB, 2GB, or 4GB).

<http://www.thinkgeek.com/computing/usb-gadgets/ad41/>



USB LED Beverage Cooler:

Too busy at work that you can't even get up for a drink? Worry no more! This USB LED Beverage Cooler allows you to keep a nice cold drink at your desk and gives your desk that retro look that you are looking for!

<http://www.thinkgeek.com/computing/accessories/96b3>



USB Plasma Ball:

Need to decorate your work area? Well... why not a USB Plasma Ball? This updated Eighties toy can be powered on just by plugging the item into any USB port! Enjoy the light show!

<http://www.thinkgeek.com/geektoys/science/964e/>



USB Memory Brick:

Need to entertain your kids while they are at work with you? Well this USB Memory Brick Thumb-drive device will be handy not just for you but your little ones too!

<http://www.thinkgeek.com/computing/thumb-drives-storage/b387/>



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