

FEBRUARY 2021

# TECHNOLOGY INSIDER



Your monthly newsletter,  
written for humans not geeks

Everyone in your team  
needs cyber security  
training. Including you 😊

**Every good business leader knows that training is essential for a highly productive team.**

But have you ever considered giving your staff cyber security training? You really should.

What is it?

It's about increasing their awareness of the ways that criminals try to break into your IT system. And the devastating consequences if they do.

**So they'd learn:**

- How to spot the different types of fake emails and messages, and what to do with them
- The risk of social engineering by email, phone, or text message
- Why we use basic security tools such as password managers and multi factor authentication (where you generate a code on another device)

By holding regular cyber security training sessions, you can keep everyone up to date. And develop a really great culture of security awareness.

It's another layer of protection to help ensure that your business doesn't become part of a scary statistic (one small business is hacked every 19 seconds).

PS as the leader it's critical you do the training, too. You'll be one of the most targeted people in the business, as you probably have access to all the systems, including the bank account.

*If you don't already have cyber security training in place, we'd love to help. Give us a call or drop us an email.*

**Latest Tech Alert**

**5G is a major upgrade in speed**

**Sure there's been a lot of controversy about 5G.**

But one thing's for sure – depending on which network you're on, it can be incredibly fast. Up to 10x faster than 4G.

What will make 5G feel faster to us is not just the speed increase. It's also the reduced latency. That's the time it takes for data from your device to be uploaded and reach its target.

With 4G the average latency is 50 milliseconds. With 5G it will be about 10 milliseconds. That lack of delay is what we will interpret as "wow 5G is really fast".

5G phones are now for sale. When you get your next mobile, consider getting a 5G one. Even if it's not rolled out to your area yet, you're future-proofing your device.



# GOT A SCARY NEW FRIEND?

**It's not as rare as you might hope.**

Ransomware is the fastest growing cyber-crime in the world right now (it's where all your data is encrypted, and you must pay a ransom to get it back).

And those delightful cyber criminals are using our new work from home culture to find their way into your network.

There are many different ways



for them to do this. Once they're in, it can be very difficult to detect them until they launch an attack. And that can take up to 10 weeks.

That's 10 weeks of them lurking in your network, seeing all your private data, installing suspicious programs on your devices... and just waiting to make their move.

**Scary.** It's not always easy to spot if you've been compromised.

*If you think someone's done something like click on a bad link in an email, let us take a look and see if hackers are already in your system. Give us a call.*



## QUESTION

**How can I make my Wi-Fi faster?**

## ANSWER

Try moving your device closer to the router. If that works you may need to install some access points to extend your range. Connect directly to the router with a cable. If it's still slow, call your provider to see if they can work some magic at their end.

**QUESTION**  
**Why can't I print?**

## ANSWER

Is your printer connected to your Wi-Fi? Are all the cables plugged in firmly? Is there sufficient paper and ink? If you've checked these and it's still not working, try restarting your router.

## QUESTION

**My computer keeps crashing. What do I do?**

## ANSWER

Annoying. There can be many reasons why your computer has crashed. First, give it a couple of minutes to see if it fixes itself. If not, open your task manager, see what program is not responding and close it. If that doesn't work, restart the device, and try again. If it happens repeatedly, call for help!

 **Let's chat on a video call**  
**Three BIG questions for you:**

1. Do you currently have an IT support company?
2. How happy are you with them?
3. If the answer isn't "they're so amazing I want to hug them and send them gifts", let's jump on a video call

**2020 taught businesses round here just how important proactive, responsive IT support is.**

*The good news is, we're now taking on new clients again.  
Set up a 15 minute exploratory video call at*

[www.pcparamedics.it](http://www.pcparamedics.it)

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**This is how you can get in touch with us:**

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