

samarind

complete **NETWORK** and **SOFTWARE** solutions

GO BUG FREE! a wipe a day keeps bacteria at bay



Did you know that an office desk contains 400 times more bacteria than an average toilet seat? Scientific studies have shown that hidden bacteria such as Ecoli, Salmonella and MRSA can be found lurking on our computer equipment – a scary thought when we sit at our desks all day.

The reassuring fact is that the bacteria count can be reduced by 99.9% with regular cleaning.

Durable, a leading manufacturer of cleaning products, recognise how important it is to clean your computer equipment regularly and have launched Computer Cleaning Week, a new initiative that will run from 18-23 September 2006.

There are a number of radio interviews planned which will coincide with Computer Cleaning Week and are designed to get the message across and get our desks and working areas clean!

To register your interest visit www.computercleaningweek.com Durable are offering a free goody bag to anyone who registers which contains product samples, handy sticky notes, information stickers, posters for the office and a guide to making life cleaner, so what are you waiting for? Stick the poster up in the office and keep colleagues informed and aware of the harmful effects that a dirty workstation can have on their health.

Did you know?

Dirty screens can cause headaches, migraines and nausea and 75% of us have dirty screens?

87% of office workers eat their lunch at their desks?

22% of us do not wash our hands before preparing food at the office?

72% of us pick our noses at work?

Computer cleaning products are available to buy from Samarind, please give us a call on 01244 288281 for more information.

The consequence of this is that many websites that display and function correctly in Internet Explorer look and behave very differently in Firefox, which can ultimately mean you losing prospective customers!

If you haven't already done so, why not download a copy of Firefox from www.mozilla.com, and explore your own website?

All websites developed by Samarind are designed to work consistently in Internet Explorer, Firefox and other commonly used browsers.

Of course, if you already have a website, but are experiencing problems with Firefox, Samarind will be happy to help!

Please call Matt Worrall or Phil Turner on 01244 288281 to discuss any problems you find.



Firefox

Is your website Firefox-ready?

The Mozilla Firefox web browser has been around for nearly two years now, and has been slowly eating into Microsoft Internet Explorer's share of the market place. It's estimated that it's now used by around 10% of the visitors to your website.

However, have you tested your website in Firefox? Many sites are designed without a moment's thought for non-Microsoft browsers. This is a problem, as not all web browsers are created equal, and each have their own interpretation of the web "standards". Unfortunately, despite its dominance in the marketplace, Internet Explorer is one of the worst offenders in this respect!

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networks

software

web

consultancy

support

SDSL – out of contention?

When ADSL broadband hit the market it was seen as a revelation – no more painfully slow ISDN dial-up!

However, with more and more businesses (and of course private users) signing up to ADSL services, the contention ratio has increased greatly as a consequence. The contention ratio is simply the number of people likely to be sharing the same ADSL service at any one time. A typical scenario is that you sign up to a 2mb (256k upload) broadband service that has a contention ration of 50:1. This means fifty other people are potentially using the same bandwidth at the same time as you; thus affecting the upload/download speed.

So what is the solution? SDSL (symmetric digital subscriber line) is now becoming readily available in most areas!

ADSL is fine for downloading large files but if you need to send as much data as you receive, SDSL lets you upload as fast as you download. If you need to send large image or video files, or perhaps you have distance workers using remote desktop tools via a VPN (virtual private network), SDSL can help you to maximize your time and resources.

How does it work?

ADSL is high speed internet connectivity that works by essentially 'splitting' or separating off the phone frequency available on the line. This allows the rest of the frequency to be used to carry data at much higher speeds than dial up or ISDN. Upload speed is 256k and download is either 1Mb, 2Mb or up to 8Mb depending on your distance from the BT exchange and type of account you have. SDSL differs in that the service utilizes ALL of the frequency of a dedicated line, meaning the performance is much better and contention is low. As part of the SDSL installation fee, BT install a new line and master socket at your premises to be used for this service. Upload and download speeds are the same and SDSL speeds are available in 512k, 1Mb and 2Mb.



Samarind is able to offer SDSL broadband services through its partnership with leading ISP; Zen Internet. Zen's premium symmetric broadband service is ideal for businesses with high data or bandwidth requirements.

SDSL broadband 2000 lets you upload up to eight times as fast as you can with traditional ADSL

broadband. This service also allows you to utilise a range of complimentary technologies such as Virtual Private Network (VPN), voice-over IP (VoIP) and video conferencing, to name a few.

A typical Zen SDSL account offers:

- Up to 2Mb Upstream and Downstream Speed
- 12 Months Minimum Contract
- Truly Unlimited Broadband
- Connection 24-7
- Fast Installation
- No Call Charges
- POP3 Mailbox
- Up to 1GB free webspace
- E-mail Anti-Virus Protection
- Choice of 1 or 8 IP Addresses
- Back-up Dial-in Account
- Free Access to over 50,000 Newsgroups
- BBC Broadband Access (streaming video and audio features for news, weather sport, entertainment etc)
- Global access to your E-mail with Zen Webmail



Samarind are a Zen Silver Partner and if you are interested in a quotation for SDSL please contact Carly on 01244 288281 or email sales@samarind.co.uk

Employee Profile

Matt Worrall



Travelling the world's highways has an understandable allure for a man whose career is devoted to the internet superhighway and whose passion outside of work is sports cars.

When Senior Web Developer Matt Worrall recently married Sue, his fiancée of eleven years, they agreed their honeymoon should be something out of the ordinary. Matt, 32, met Sue twelve years ago in Corfu, where they were both on holiday, and they became engaged a year later. After such a long engagement, their honeymoon needed to be something really memorable; going back to Corfu just wouldn't do!

The adventurous couple, who live in St Martins, near Oswestry, decided on a road trip round Europe. They booked a week in a farmhouse in Tuscany but made no other plans – they grabbed a map, jumped into Matt's Mazda MX5 convertible and headed south, going where whim dictated. Their odyssey took them to the French Riviera, Monaco, over the Swiss Alps and past the Italian Lakes. They stayed in out-of-the-way hotels in small country towns.

'It was a fantastic experience,' said Matt. 'It was lovely having no set plan, just exploring. We saw some beautiful scenery. It was a bit of a challenge, too. Those winding mountain roads in Italy you see in films seemed very romantic before we got to them – but in 40°C heat and with an overheating sports car, they proved a little too much!' 'The language barrier was another thing. In just one day we crossed so many borders that we needed to try and remember French, German and Italian! It's amazing what comes back to you, though, from your school days.'

At the end of their romantic round trip, the newlywed Worralls had taken in almost 2,900 miles. Matt did all of the driving. But then Matt describes cars as 'a love'.

'At home you'll usually find me tinkering in the garage,' he said. 'I always have at least two cars on the go at once. As well as my Mazda, I currently own a Lotus Elise.'

Matt admits to having been a bit of a boy racer in his youth – 'the big,

noisy exhaust and all that stuff!'. Rallying was something of a passion during his university days.

In his work as senior web developer, Matt has cause to handle all aspects of Samarind's website service, from selling, through design to build. He's also adept in the intricacies of search engine optimisation.

'Search engine optimisation is a very underused marketing tool,' says Matt. 'Efficient SEO will get your business high on search engine listings, enabling it to reach a huge potential market which simply couldn't be achieved through, say, press advertising.'

'At Samarind we design easy to use and efficient database-driven websites, with successful SEO built in. I'm proud of my website designs, which are always bespoke, but it isn't making a home page pretty that wins Samarind business. It's the fact that we recognise a website is first and foremost a tool for enhancing business.'

Talking about driving traffic to websites brings a light of enthusiasm into Matt's eyes almost as bright as when he's talking about driving cars. Almost. The conversation soon strays back to his 'love'. He says his dream car would be a Ferrari 355 GTS but his more realistic ambition right now is to own a TVR Tuscan.

TVR Tuscan? Is it a coincidence the honeymoon included a week in Tuscany? No coincidence, surely, that the road trip just happened to include a visit to the Ferrari factory – and that Matt enjoyed a lap or two on the Monaco circuit! Matt grins sheepishly.

'I know I've got a one track mind. Sue's used to it,' he said. 'She's often been with me by the side of the road getting her hands oily, passing me tools. She's great. Not many men get to marry a girl who knows all the component bits of a Mazda engine.'

Over the moon and far away – from your desk?

Imagine you're 238,857 miles away from your desk and you still need to communicate with your office and your customers! Well in 1969 NASA's Apollo 11 astronaut Neil Armstrong found himself in precisely that situation - as he was taking the first steps on the lunar surface. His customers were the American tax payers, his boss was NASA and his desk was in Cape Canaveral, Florida. So how did Neil communicate? With a Plantronics headset of course!



You too can benefit from this legendary technology with the Plantronics CS60!

The stylish CS60 wireless headset system provides excellent sound quality and hands free wireless freedom up to 100m from your desk (typically 50m in an office). Not quite on the scale of Neil Armstrong; but imagine the benefits of being able to take your desk-phone with you around the office! Never needing to worry about missing those important calls!



The CS60 is a lightweight and stylish headset that can be converted into 3 styles: over the ear; headband; Plantronics' unique behind the neck design. With talk time of up to 9 hours and you can even take calls when you are away from your desk using our optional handset lifter. The IntelliStand™ feature senses when the headset has been removed from the base automatically lifting the handset and directing your call into the headset.

Features:

- Totally wireless solution - no headset cables
- Fully convertible with 3 wearing styles - Unique behind the neck style; Ear-loop style; Over-the-head style
- Up to 100m range – (50m in a typical office)
- Up to 9 hrs talk time
- Fast battery recharge
- IntelliStand senses when the headset is removed or replaced in the base unit to automatically pick-up or end a call (requires HL10 lifter)
- Receive volume control
- Mute button
- Talk button
- HL10 lifter compatible
- DECT technology

If you'd like to find out more about the Plantronics CS60 wireless headset then call us now on 01244 288281 or email sales@samarind.co.uk

Pfaff gets a handle on first class telephone system



Pfaff-Silberblau in Prenton sells lifting equipment that can handle almost anything. The company offers a bewildering

range of hoists and winches, manufactured in Germany. The German parent company ships parts over to Prenton, Merseyside where they are assembled and the equipment sold on.

There is one area of the business Pfaff-Silberblau prefers not to handle itself, however. Wisely, it has put its IT in the safe hands of Samarind.

Tracy Hall, a manager at Pfaff-Silberblau, says they have been delighted with the service they have received from Samarind over the past five years.

'Samarind are the friendliest IT firm I've used,' said Tracy. 'They don't treat us like idiots just because we're not all IT literate. And they're brilliant at explaining things – not many techies are! They also give us lots of good advice. Recently they advised us to take on board the Avaya phone system and I can honestly say this has proved one of the best decisions we've made.'

Samarind expanded its portfolio of services recently to include the Avaya IP telephony range of products. Within six months the company became fully Avaya accredited. Samarind believes the class-leading technology offered by Avaya makes it the ideal telephony system for businesses, an opinion borne out by Pfaff's experience.

'The Avaya phone system is a major improvement on the system we had previously,' confirmed Tracy. 'For one thing, it's got a great phone book which is regularly updated by Samarind. Avaya's number system means that not only can we see the number of the person who has phoned us but also, if that person is in our phone book, we can see the name of the person who

is calling. This means we can give a friendly, first-name response and will also have an idea before we pick up the receiver what the call is likely to be about. It's much more efficient.

'There is a multiple park system which allows you to put several callers on hold at one time, which is very handy if it's a sales call and you need to talk to a couple of suppliers at the same time to answer their query.

'There's also a tip-top answer service and any missed calls can be viewed. We now know when our staff are on calls and what calls are coming in.

'The speed-dial is fantastic – and we have these really swanky headsets which allow us to go all over our facility without having to leave a caller waiting. That's great if, for example, a customer needs to know whether we have such a such an item in stock – I can just walk round to the stockroom and tell them while they're on.'

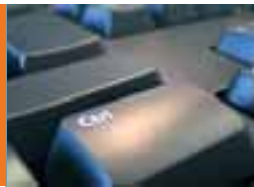
Tracy is equally enthusiastic about the help Pfaff has received from the Samarind support team.

'They have been absolutely perfect,' she said. 'If there's anything we need to know, or one of our operators has made a mistake, it can all be sorted out remotely, quickly and easily. I'd be happy to endorse Samarind at any time.'



To find out how the Avaya phone system can improve your business communications, contact Phil or Sadik on 01244 288281 or e-mail sales@samarind.co.uk to arrange a demonstration.

tips and tricks Publisher



Keyboard shortcuts:	
Ctrl + N	Create a new publication
CTRL+SHIFT+V	Paste formatting
CTRL+SHIFT+C	Copy formatting
F5	Go to page...
F9	Move between the current page view and actual size view
ALT+LEFT ARROW	Nudge to the left
ALT+RIGHT ARROW	Nudge to the right
ALT+UP ARROW	Nudge up
ALT+DOWN ARROW	Nudge Down
CTRL+SPACEBAR	Return character formatting to the current text style
CTRL+K	Insert a hyperlink for the selected object on a Web page
CTRL+A	Selects the entire story in connected text frames
CTRL+Z	Undo
CTRL+S	Save publication

Microsoft Publisher was designed especially with the needs of the small-business user in mind, including business owners, managers, and marketers. If used effectively, it can provide a useful tool to help create professional-quality sales, marketing, and business-communication materials—without the cost of expensive outside agencies.



An example of a publication that has been extensively customised from a template in Publisher 2003.

Did you know...

Page Sizes

You can start a new document or change a current document to any page size you like. Simply go to File/Page Setup and under the option 'Choose a Publication Layout' select Special Size. Under the option "Choose a Publication Size' select Custom. You may then enter in the physical dimensions of your printed piece making sure the orientation is correct. Once complete, click 'OK' and you may begin your design.

The Nudge Option

For a high degree of control over the positioning of objects on the page, use the nudge option. Just select the object you need to move and use Alt+Arrowkey (up, down, right, left) and your object will move one pixel for each keystroke. Use Arrange-->Nudge to change the increment of movement.

Grouping Elements

After you have a section of your layout positioned very precisely it might be a good idea to select all the items (hold down the shift key and click on each one) and then group them together using Arrange-->Group Objects or (Ctrl+Shift+G). This will lock them together in their relative positions. This is especially useful if you need to duplicate this configuration somewhere else in your layout; copy and paste the group to another page and you will have perfect consistency throughout your layout.

Automatic Wrapping

You do not have to press Enter (return) at the end of each line, just at the end of a paragraph. Simply type away and let Publisher wrap the text automatically. This may save you lots of time, especially if you decide to change your type size later—you won't have to go back and take out all those extra Enter commands. If you need to make a line end shorter than a full line, use Shift-Enter, called a soft return.

Use the Design Checker in Publisher to Check for Missing Text

Use the Design Checker under the Tools menu tab to check your publication for missing text. It analyses your publication and stops at every text frame that contains text in the overflow area, and suggests possible solutions.

What's Hot

Targus Ladies Notebook Cases 'specifically designed to meet the needs of the female professional'



Targus have brought out a brand new range of stylish ladies notebook cases, 'specifically designed to meet the needs of the female professional'. The range includes a Notebook Backpack (rucksack style) as well as notebook cases designed to be worn on the shoulder as well as carried by hand. All cases are made with top quality material and carry the lifetime warranty offered on all Targus cases.

For more information call Samarind on 01244 288281 or e-mail sales@samarind.co.uk.

Zebra Label Printers

The direct thermal LP 2844 bar code label printer is ideal for applications requiring a space-saving, desktop-size printer. This user-friendly printer delivers optimal performance in today's on-demand desktop labelling applications. The LP 2844 has a sturdy construction with a double-walled ABS casing.

The LP 2844 integrates easily into a variety of printing applications, including shipping and receiving, inventory control, healthcare, and medical laboratories, transportation and logistics, and e-commerce postage. It has Serial, parallel, and USB interfaces, and an optional internal Ethernet (ZebraNet PrintServer II) for network connectivity, make this flexible, reliable, and affordable printer a smart investment!



For more information, please call Sales on 01244 288281 or e-mail sales@samarind.co.uk