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**Play Tennis!**

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**AXICOM**  
Networks • Computers • Security • Service

Computer Network Solutions and Management Services

# AxiNews

Inside AxiNews

p1: Network Security  
p1: Microsoft Outlook 2010 Tips  
p3: Add-Ins Give Office New Life  
p4: Inquiring Minds

## Fun Tennis Facts

*Did you know that...*

1. Tennis Day is February 23.
2. Tennis started in France in the 12th century with the ball being struck by the hand; rackets came into use around the 16th century.
3. There are three major surfaces on which people play tennis—hardcourt, grass and clay.
4. Kings Henry V and Henry VIII promoted the game of tennis in England while young monarchs.
5. William Shakespeare mentioned “tennis balles” in the play, “Henry V”.
6. There are four major or “Grand Slam” professional tournaments each year: Australian Open (Jan), French Open (May), Wimbledon (July) and the US Open (Sept)
7. USTA (United States Tennis Association) sponsors leagues and tournaments for adults and juniors year-round.



## Tech Briefing by Jake Nonnemaker: Network Security: The Citadel Defense (Pt 2)

*In December’s newsletter, I shared the first part of how AXICOM has created The Citadel Defense for our clients, based on the idea of multiple layers of defense, as was the case in medieval times in terms of defense of a castle or citadel. In this second part, the rest of the AXICOM defense layers and tactics are outlined.*

- Active antivirus is the next defense layer. AXICOM installs fast and lightweight Webroot antivirus on all computers, servers, and laptops. The antivirus Our network operations center (NOC) is notified immediately if a virus is detected or even suspected.
- AXICOM-developed security policies are the next layer in your defense. Our security policies exceed those of the credit card industry and Department of Defense. These policies include stringent password and software installation policies but also data backup systems and two-factor authentication for webmail systems and social networking

platforms.

- AxiBlock is an email security defense system which protects users from phishing scams and virus laden emails. Users receive clean email in their inbox. Each user also receives a daily list of quarantined email for review.
- Desktop PCs, laptops and servers are further protected with the AxiGuard defense system. This lightweight agent ensures that the security patches for Windows, Adobe, Flash, Java and other software is always up to date. Plus, AxiGuard performs daily scans for malicious spyware then gives the PC a performance tune-up each night. The computers health is continuously reported back to AXICOM’s network operation center.



*(Continued on page 2)*

## Tips for Using Microsoft Outlook 2010

*Outlook is still one of the most commonly used email programs by businesses throughout the United States. Here are some handy tips for using Outlook 2010.*

### Insert a Screenshot

If you’d like to insert an image from your desktop, begin writing your message, click on

the Insert tab on the Ribbon then click Screenshot. A tiny dialog box shows you all the current windows open so that you can choose or click on Screen Clipping and click to draw a box on the screen. Press Enter and the contents will be inserted into your message.

*(Continued on page 2)*

GOOGLE APPS  
AUTHORIZED  
RESELLER  
Google

**Microsoft**  
CERTIFIED  
Partner

## Network Security: The Citadel Defense, Pt 2 (cont.)



*(Continued from page 1)*

- We defend your data by backing it up via two distinct methods each day. Data is backed up onsite to local storage and offsite to the cloud. A report is delivered to the AXICOM tech team each day with the backup status. If your data gets encrypted and held ransom, your data can be quickly restored without paying the cyber-criminals a nickel.
- \* User education is the last line of defense. Through printed and email newsletters, blogs, Facebook, and other social media, AXICOM educates our clients about proper computer security practices and cyber dangers. AXICOM will also be adding videos to our website.

Cyber-criminals are continuously developing new methods and tools to breach your defenses. A breach can cause severe downtime, financial loss and damage to your business' reputation. As the defender of your citadel, AXICOM is working continuously to keep the cyber-barbarians at bay.

This is a well-designed and very effective system that has served our clients extremely well over the years. Call AXICOM if you have any questions about your network security at 818.865.9865.



## Microsoft Outlook 2010 Tips (cont.)



*(Continued from page 1)*

### Recall your Message

We've all been there. You just sent an email and wish you hadn't—had the wrong info, sent it to the wrong person, had the wrong tone, etc. Earlier versions of Outlook included the ability to recall an already-sent message only if you and the recipient were connected to a Microsoft Exchange server. Now, Outlook 2010 extends that ability to anyone who uses Outlook. The success of that recall depends on the settings in the recipient's version of Outlook but it's worth a try. To use this feature, open the message in your Sent Items folder, choose File, Info, click the Message Resend and Recall and follow the prompts. Outlook will try to report back to you on the success or failure of the resend or recall.

piled up in your Deleted Items folder. To delete them immediately, click on the File menu, Options, Advanced, and find the Outlook Start and Exit section. Add a checkbox next to Empty Deleted Items folder when exiting Outlook.

### Categorize by Color

To differentiate your emails in order to better prioritize your time, you can rename categories by going to the Home tab. In the Tags group, click Categorize, then click All Categories. In the dialog that appears, select a color name and click Rename.

### Flag Outgoing Messages

Need to follow up on an email? While writing a message you can create a reminder for yourself to follow up on the message later. With the message editor window open, go to the Ribbon's Message tab, and in the Tags group, click Follow Up. From the dropdown menu, select a time for the follow-up.



### Empty Outlook 2010's Trash on Exit

It can be daunting to see hundreds of messages



## Spin Off Sports from Tennis

**Paddle Tennis**—adapted from tennis; smaller court, no doubles lanes, lower net; use solid paddle and depressurized tennis ball

**Pickleball**—combines elements of badminton, tennis and table tennis; same size court as paddle tennis; uses solid paddle and a perforated polymer ball like a wiffle ball

**Beach Tennis**—combines elements of beach volleyball and tennis; uses a beach volleyball court, uses a standard tennis racquet or paddle and a slightly depressurized tennis ball



## Add-Ins Give Microsoft Office a New Life

*Are you looking for a way to change up your Microsoft Office experience? It's actually pretty easy to do thanks to a plethora of add-ins available for your favorite Office application. While these tools aren't exactly reinventing the wheel, they do add a nifty wrinkle to the popular Office suite. Want more information? Read on for everything you need to know about add-ins, including which ones you should consider installing.*

*And, just to note—the terms **Add-in**, **Add-on**, **Plug-In** and **Extension** are all essentially the same thing—a program that runs inside of or augments another program.*

### Using Add-Ins

You probably use Microsoft Office on a daily basis but, if you aren't utilizing plug-ins, you are missing out on a world of cool features that can improve your favorite applications. Microsoft calls them Office Add-ins, and they can be found in the Office Store. Log into your Microsoft account and download the Office Add-ins you want. (See box below for alternative option.) After that, open the Office application the add-in is meant for. Once open, go to **Insert > My Add-ins**, and then pick the one you want. That's it.

Of course, knowing how to do it is just the first step of the equation. You also have to know which add-ins are worth installing. If you are using Office 2013 or later, here are some of the add-ins you might want to check out.

### People Graph

**For:** Excel

**Price:** Free

Excel is a great way to share numbers and vital data. However, your traditional spreadsheet can look a bit boring, and in particular it can fall short if you need certain figures to stand out. Apart from making them bold or larger, there aren't a ton of options at your disposal. This is where People Graph comes in. This add-in lets you take those simple numbers and transform them into an engaging infographic that lets the data really stand out.

### DocuSign

**For:** Word

**Price:** Free Trial (subscription required after trial)

If you need to sign a lot of documents, the process can be a complicated one. DocuSign removes all the hassles by letting you drag and drop your eSignature right there in Word. No longer will you have to print out a document, sign it, and then scan it back onto the computer. DocuSign also meets all legal standards when it comes to eSignatures, so security or validity won't be an issue.

### Translator

**For:** Word

**Price:** Free

If you work with bilingual clients, or simply want to quickly translate some text into another language, it normally involves a lot of copying and pasting from Word to an internet browser and back again. The Translator add-in cuts out the middle man, and lets you perform translations in over 40 languages right there in Word. While we can't always vouch for the accuracy of the translations, it can at least help you get the gist of the message.

Believe it or not, there are tons of tools, tips and tricks out there that will let you and your employees get more out of Microsoft Office. Let our expert team show you how your company can get the most out of them and other Office features.

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**How to add an Add-in for MS Office from open document:**  
Open either Word or Excel and then in the Ribbon, click on Insert tab and then choose "Store" in the Apps box. Search for the add-in and then click on that icon.





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*Make all of my computer problems go away  
without the cost of a full-time I.T. staff*

*Ask us about our fixed price service agreements and kick off  
the new year with computer support at a flat monthly fee you  
can budget for just like rent!*

Play Tennis on February 23!



## AxiGuard

Our printed newsletters are always  
available online! Check it out at  
[www.AXICOM.net](http://www.AXICOM.net).

## Inquiring Minds...

### Tennis: How Technology Has Changed the Sport

As with many sports, technology has impacted tennis. For professional matches, the Hawkeye system has made for much greater accuracy in calling lines and is able to override a linesperson's call. It definitely has helped reduced players' rages. Would John McEnroe have been the same if Hawkeye existed? We can only speculate. There are also racquet sensors that will provide information like the amount of power, spin, impact location, number of shots, ball speed and live



Sony Sensor



Zapp

tracking. Some Babolat racquets have the sensors already integrated in the racquet while others can be purchased separately and added to the bottom of the handle such as the Sony Sensor or the Zepp. Prices for sensors range from \$90 to \$200.

### New Year's Resolutions from a Geek's Perspective

#### Tech New Year's Resolutions

1. Delete all my email and start the year afresh.
2. Install a battery backup as soon as the first winter power outage occurs.
3. Blow out the dust and mouse nest from my PC.
4. Renew my antivirus and Maxim subscriptions.
5. Clean my smartphone and get a fresh case; What the heck, just buy a new iPhone.
6. Review LinkedIn profile and update it with embellished achievements.
7. Organize the cables under my desk; oh, look, a skittle!
8. Tweet something profound for a change.
9. Preemptively unfriend Facebook people who I think are going to complain about the seasonal Starbucks cup design.
10. Sulk and brood about what a failure last years New Year's resolutions were.

"You've got to get to the stage  
in life where going for it is more  
important than winning or  
losing.— Arthur Ashe