

November 2009

Volume 4, Issue 9

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*"As a business owner myself, I know you don't have time to waste on technical and operational issues. **That's where we shine!** Call us and put an end to your IT problems finally and forever!"*

~ David Snell
ACTSmart, Inc



Leland Dental of Hanover, MA. is our Client of the Month!

Pam and David are proud to have a long history with this elite cosmetic dental practice having worked for Dr. Barry Brodil and Dr. Rob Leland for a combined 40+ years

Leland Dental's use of dental and computer technology has grown dramatically during this time period. They are a state-of-the-art practice utilizing voice recognition charting systems, integrated digital radiography, as well as intraoral cameras, to help their patients better understand their oral health. Each treatment room features amenities such as a color television, movies and CD Audio players to help patients relax as well as neck pillows and blankets.



Both Doctors are very excited about their new CEREC unit. CEREC is a high tech dental restoration system that enables Dr. Leland and Dr. Brodil to restore teeth in a single sitting with the patient, rather than the multiple sittings required with earlier techniques. Additionally, crowns, onlays and inlays can be prepared, using different types of ceramic material.

You can see that their computer network is of prime importance! Dr Leland recently said: **"We wanted to let you know how much we appreciate your technical services and support. You always provide prompt service with a personal touch, so much so, that your personal "touch" makes us feel like you're team is sitting there waiting for us to call.**

Your Intelligent IT service keeps us up to date with those things we need to "keep up" with. We can continue doing our jobs, which is catering to the dental needs of our clients, because you do your job, monitoring and managing our technology and keeping everything up and running. You folks are always there for us. Thank You, we wouldn't have it any other way!"

This dental practice offers superior cosmetic and aesthetic dentistry in addition to comprehensive oral healthcare. They strive to provide our patients with the most comprehensive dental care. Dr. Leland and Dr. Brodil are dedicated to providing you with the most up to date procedures in a warm and caring atmosphere.

Leland Dental, as a practice, is centered around prevention and health. Their goals are to provide a health-centered environment in which patients may achieve "wellness", to help people become aware of their potential, to develop caring relationships and to allow people to achieve a level of health which is appropriate for each of them. After their new patient "experience," many patients tell them that it was the most thorough dental appointment they have ever had!

They've even got a product now to reverse the effects of a local anesthetic – no more hours of numbness after your dental visit. You can read about this and other dental topics on Dr. Leland's blog and check out their latest newsletter "Smile Lines" at LelandDental.com.

We're ALWAYS here for you!

Have an **EMERGENCY** and need to reach us outside of our normal business hours?

Technical Support:
David—781-838-0556
Devin—339-793-3754
Henri—339-793-3755

Web Design
Pam—781-838-0557
George—339-793-3756

Emergencies Only Please

For regular support and web design questions call 781-834-9208
M-F 8:30–5:00

We are Thankful!

We have wonderful clients and are able to employ good, hardworking people.

Because of your support, we have continued to grow and expand, offer new technologies and services and have been able to give back to the community.

We are truly thankful for your business and appreciate the fact that we are closely tied to each other and to the success of our community as a whole.

"ACTSmart surpassed any other computer services company we have ever had. They provided wonderful service and I would recommend them to anyone!"

~ Nicole Blanchard
not simply BEADS

Tech Tip Newsletter

THANKSGIVING FACTS

- The male turkey is called a tom or gobbler. The female turkey is called a hen. Baby turkeys are called poults.
- There was no milk, cheese, bread, butter or pumpkin pie at the original Thanksgiving Day feast.
- Contrary to popular belief, the Pilgrims did not have big buckles on their clothing, shoes, or hats, since buckles did not come into fashion until the late 1600's
- The average person consumes 4,500 calories on Thanksgiving Day. (Now that's a lot of turkey!)
- The cranberry got its name because the pale pink blossoms on the plant resembled a crane's head and neck. The name craneberry stuck, eventually becoming cranberry.
- Congress did not declare Thanksgiving a national holiday until 1941.



HAPPY THANKSGIVING!

Win a Digital Video Camera

Do You know your Thanksgiving Day Trivia? Go to our website and answer these 4 questions. We'll randomly choose a winner from the correct entries and announce it in our December newsletter. **Good Luck!**

www.GoAmerican.com/thanksgiving

1. What was the name of the leader of the pilgrims?
2. What was the name of the Native American Chief?
3. How many Pilgrims attended the 3 day feast?
4. How many Native Americans attended the feast?



We Support Our Clients With Free Advertising

In our upcoming December Tech Tip Newsletter, we'll be including an insert of advertising specials for our retail clients. Our newsletter goes out to about 1,000 clients and local businesses so here's your chance to find a few new customers!

We'll have 12 ad spaces available on a first come, first served basis so ACT NOW! Call or email Pam@GoAmerican.com (781-9834-9208 Ext 202) and tell her that you want to participate. Even if you have benefited from our advertising before, we are opening this to all our retail clients. All we ask is for a few kind words in return!

You can offer a special price, a free gift with purchase or just promote your retail website and/or storefront location—we just want to help! Here is an example of an actual offer to get your ideas flowing: (Pam is going to take advantage of this offer for sure!)

In January, we will make the same offer available to our "service" providing clients so watch for the information in our upcoming December issue.



at Village Landing Marketplace
170 Water Street
Plymouth, MA 02360
508-747-9222

NotSimplyBeads.com

Offer good through 12/31/2009
One per customer, please

30% Off Any One Item

not simply BEADS is a full service, family owned bead and jewelry studio in Plymouth, MA. Carrying Natural Gemstone Beads, Vintage Glass, Vintage Swarovski Crystal, Natural Wood and Nut Beads as well as solid sterling, vermeil and 14K gold.

Classes are available in Beadwork, Metal Clay, Silver Fusing, Wirework, Sheetmetal, Cold Connections, Lampwork Bead Making, Kumihimo, Painting and many other techniques.

Open 7 Days a Week.

Friday thru Wednesday 10am-6pm.

Thursdays 10am-8pm.



By: Devin Spencer
Lead Technician

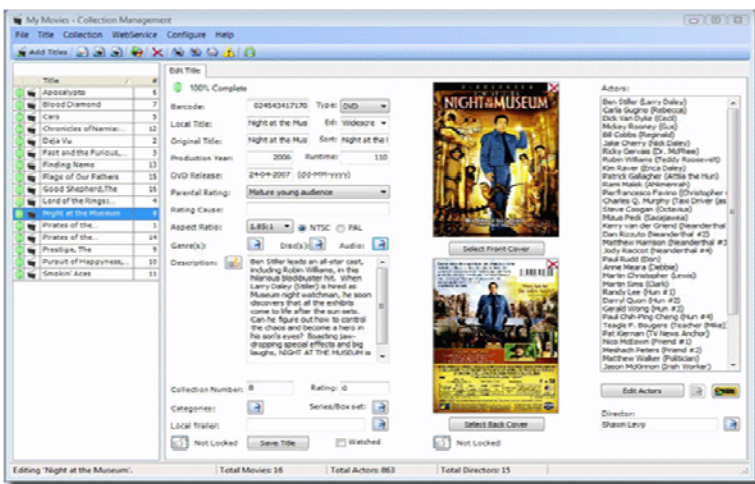
After a long hard day at the office it's nice to go home and relax! Whether you are a TV watcher, a Movie watcher or both, Media Center is for you! Media Center enables you to start enjoying broadcast TV, Internet, music, pictures, and more with the touch of a button.

A few years back I started playing around with Windows Media Center, after I had seen it on a customer's computer and was intrigued by the idea of having all of my multimedia on one computer and displayed on your TV. I went online and bought a copy of Media Center 2005 and installed it on a computer I had laying around so I could test it and make sure that it would do all I hoped. Unfortunately, like many things Microsoft, it was still in the infant stages, a lot of the things I wished it could do were not available or would not work correctly. I continued to tinker with it and finally got it to a point where I could play all of my music through my surround sound and even put my personal pictures up on the TV in slide-show mode while the music was playing. I was relatively happy with what I had working and left it at that.

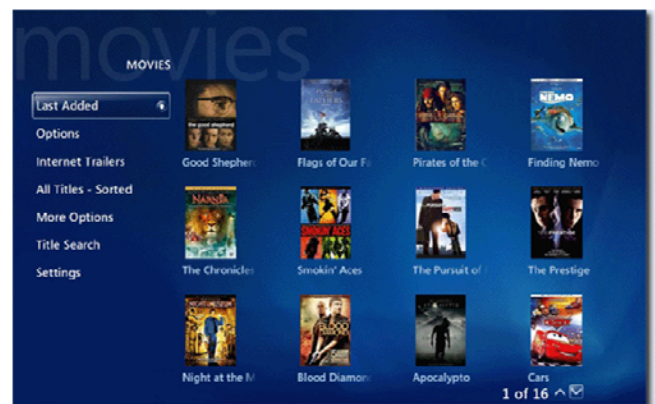
Well, since that time, Media Center has grown by leaps and bounds. I have used every version since 2005 and every upgrade has allowed me to do more and more. I am currently using Vista Ultimate to run Media Center on my main TV and have two Linksys DMA 2200 Extenders that allow me to run it wirelessly on two other TV's in my house. Now, there are still glitches and I have had to use a few 3rd party programs to get it up and running to the point it is now, but all in all it works really well.

Over the next few months I will go over a few of the really cool features of Media Center and give you the ups and downs of some of the 3rd party programs I use.

In this month's newsletter I am going to talk about DVD'S. If you are anything like me you either have a media cabinet or a book full of your favorite movies that you keep around just gathering dust. How bad is it when you have someone over and you sit down to watch a movie, popcorn on lap, and the DVD skips all over the board or you can't find the DVD at all? I wanted a way to have all of my DVD's (legally purchased mind you) backed up and ready to go whenever I wanted to watch them, of course Media Center does not have that built in so I had to do some research. I found a program called My Movies that is actually a plug-in for Media Center (<http://www.mymovies.dk>). I had looked at tons of other programs and tried a few but this one had the most features and the best reviews, and best of all... IT'S FREE!! (Donations are welcomed and well worth it!) There are 3 parts of the program:



1. Collection Management: This is where you add your DVD's and create the database used to run Media Center (don't get nervous!! It's VERY easy!)



2. The actual interface you will see when you boot up "My Movies" under Media Center. This is where you will choose what movie to watch.



3. The final screen you will use is the online database. This is where you can save your movie list so that you or others can look at your movie collection and see what you have available from anywhere in the world!

This was the major thing I really wanted from Windows Media Center and with the help of the great guys at My Movies, I can now enjoy all my movies with a few clicks of the remote!

Stay tuned for more information next month.

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At ActSmart, American Computer Technologies, we work to help people and businesses throughout New England eliminate their technology challenges and attain their business goals.

This is our mission. Everything we do reflects this mission and the values that make it possible.

Our values:

As a company, and as individuals, we value:

- Integrity and honesty
- Passion for our customers, our partners and for technology
- Openness and respectfulness
- Taking on challenges and seeing them through
- Constructive self criticism, self improvement and personal excellence
- Accountability and commitment to customers, team members and technology partners for exceptional results and quality

Our First “Lunch & Learn”

In case you missed it, our first “Lunch & Learn” seminar held in conjunction with U. S. Office Solutions, Rebus Document Management and Formax high security shredders went off without a hitch!

Vijay Rangarajan spoke about **Recollect**, an easy way to manage all your paper and electronic documents so they’re easily found. You can simply search using a word included in the document and, better than a Google search, every document fitting that criteria is listed. No more head banging after saving a document to ...somewhere!



David spoke about Data Storage, Security and Disaster Recovery, and introduced our new ACTSmart Data Vault solution as well as our low cost, enterprise class Ironclad Backup solutions—Data Guardian and ACTSmart ARCA.

ACTSmart Data Guardian is our fully managed Business Continuity & Disaster Recovery Solution offering automated real time backups at 15 minute intervals. This is housed on an in office NAS (network attached storage) unit as well as remotely, with the data replicated to 2 offsite storage facilities located on both coasts.

ACTSmart ARCA (Advanced Recovery & Continuity Appliance) is our “do it yourself” business continuity appliance with a network attached storage device for Windows servers.

ACTSmart Data Vault is our newest backup solution for the daily offsite or onsite back up of your Servers, Workstations and Laptops, even your home PC’s or MAC’s.

With these three cost effective solutions, we’re able to fulfill the data security, backup, business continuity and disaster recovery requirements of all our clients. **Please call us to request a free trial.**