

Monitoring Can Help

By John Cushing

As a business owner, information translates to time and money. Now, imagine all of the information you have floating around, that you thought was safe, wasn't being backed up. Not just for a night, but for a week, or two weeks; maybe even a month. But, as a business owner, you have so many small things going on that making sure information is backed up isn't the first thing that comes to mind each morning when making your to do list.

Tektivity can now remove this worry by alerting you when an issue arises in your system. With monitoring, periodic reporting updates are sent to you about problems that have occurred and alerts you to potentially harmful issues. What exactly does monitoring check?

Round-the-Clock Monitoring will:

- * Check to make sure your back-up ran properly.
- * Check to make sure your anti-virus software is up to date.
- * Check that your server is up and running.
- * Check that you are able to connect to the internet.

- * Check any or all of your Windows® Services, vital components of your server's operating system including services that allow you to logon to your network, access the internet, even print your work.
- * Check to make sure various network devices and remote offices are up and accessible.
- * Check ports on your network, on other network or at your ISP. If any of these ports are failing to respond, you may be unable to connect and do your job.
- * Check disk space to ensure it's within a set threshold.
- * Check to ensure that all disks are functioning correctly and data is safe.

Monitoring is an inexpensive introduction into business continuity and disaster recovery. Checking everything around the clock will help stop issues so they can be fixed before becoming a problem.

Tektips: Phone Systems

Q: When should I use the "do not disturb" option, and how do I use it?

A: "DND" is normally used when you are in a meeting in your office, and you don't want the phone ringing, or you're trying to wrap up something and keep getting interrupted by phone calls. When DND is activated anyone trying to reach your extension will go to voice mail or get a busy signal. DND can be set at any time, and canceled at any time, usually by pressing, or toggling, the DND button.

IC Telco Merge

By Doug Flugum

It is with great pleasure that we bring you some exciting news – IC Telco is now part of Tektivity!

For nearly 30 years IC Telco (Iowa City Telecommunications) has been providing clients with telecommunications equipment and service. They have installed and managed telephone systems and voice mail systems, including voice and data wiring. They have consulted with clients regarding Internet, telecom, data service, and other related issues.

For over a decade, Tektivity has been providing customers throughout the Midwest with data networking and telecom consulting, implementation of computers, networks and phone systems, and a wide array of managed services.

Tektivity and IC Telco complement each other in a number of overlapping areas of expertise. We have formed a partnership to enable us both to widen our areas of service and provide all of our customers with a more comprehensive array of communication services.

What is the big difference? The partnership with Tektivity will enable IC Telco to provide their customers with a full range of IT services and enhanced telecommunication services they were unable to fully provide before.

We are excited to announce the partnership. We are pleased to be able to confidently say that IC Telco and Tektivity share the same customer centered philosophy. We plan to be working together to make sure our convergence is seamless and the changes you experience will all be positive.

Iowa City Telco History: Dave & Claire Hanson

By Claire Hanson

We came to work for IC Telco back in 1981. At that point it was a retail phone shop – housed in a former candy store. We literally built phones in the back room to sell – and we would find parts in the bins labeled “mint creams” or “chocolate truffle” Within the first year we had installed our first electronic phone system. This customer is still an IC Telco customer to this day. We have maintained a very loyal, satisfied customer base.

Our niche market is the small to moderate sized system customer to whom we have been able to provide IC Telco’s unique brand of customer service. If IC Telco provided you with phone system equipment, chances are you’ll find “Dave-the-phone-guy” programmed on your speed dial list. If you have a voice mail system, chances are that Claire recorded your voice mail system prompts. Claire is probably best recognized as the voice you hear greeting you when you call any number of Iowa City businesses.

In our spare time, Dave is a bassist who plays with I.C. string orchestra, and various bands from jazz, to rock, to oldies (from the 20’s and 30’s!), and everything in between. He enjoys NASCAR racing and used to be an avid gardener.

Claire writes occasional book reviews, is an avid film buff, tries to deny loving pop culture... is involved as a parent volunteer with City High School PSTO, show choir and dance team. She does some limited volunteer work at I.C. Hospice and is a member of the Alzheimer’s Association.

Tektivity Now Tweets

By Jim Hauer

It used to be the only way I could contact people was over the phone or writing them a letter; of course that was back in the 70’s. The 80’s brought us fax machines and the 90’s brought us e-mail. Now in the 21st Century, the Internet has created even more ways to communicate: instant messenger, blogs, MySpace, Facebook, Linked-in, and many others. (We won’t even talk about texting.)

As the leading technology company in the Corridor, it is only appropriate that Tektivity embrace the best and most modern methods for communication. That is why Tektivity has created a Twitter account and will start tweeting soon.

Our main focus will be to quickly get information out to our clients. If there is a major issue or a special warning, like an outage from a communication provider, we will tweet our customer base and let you know what is going on. We also hope to use Twitter as a way to stay in touch, provide reminders, give out tips

and helpful hints, and other useful information. We will not barrage you with tweets, but will try to keep you informed as to what is happening in the IT and telecom world.

We have two accounts. First a general information account that is open to the public: **Tektivity**. The other account: **TektivityAlert**, is designed for quickly giving out important information. It will be protected and can only be read by permission; making these tweets an added value available only to our existing clients. Look for the Twitter logo, we’ll put it on our electronic communications; click on it, get permission, and start following us. If appropriate, we want to follow you and keep up on what your business is doing. Please make sure we get your Twitter account name soon.

Public Twitter account name: **Tektivity**

Private Twitter account name: **TektivityAlert**



Twitter Facts

- > 140 characters is the maximum Tweet people can post at one time.
- > Currently there are 106 million accounts on Twitter, and 300,000 are being added every day.
- > On average, there are 55 million Tweets per day.
- > Twitter is an ultra-fast way to get key information quick without having to dig through emails.
- > Not only does Twitter allow people to keep up to date with businesses they work with, but also with friends, family, and even their favorite celebrity or politician.



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