RJ2 TECHNOLOGIES

Newsletter

What's Inside

Better Internet Security: Easy as 1,2,3

TIP 1: USE HTTPS
Short for Hypertext Transfer Protocol Secure, HTTPS indicates that a website has an extra layer of security for its users. This layer encrypts data exchanged between a user's browser and the web server that delivers the data requested by the user. To use a simpler comparison, imagine someone tapping your landline, but instead of getting to listen in on your conversations, they'll hear people speaking in tongues instead.

In August 2014, Google Chrome, the world's most popular browser, announced that having HTTPS makes your website rank higher in its search algorithm. And since October 2017, the browser began flagging non-HTTPS websites as not secure whenever users try to fill out something as simple as a contact form on it. In July 2018, Chrome started showing a "not secure" warning on any website that does not implement HTTPS, whether or not users are filling out a form there.

Because of Google's measures, the security protocol has been widely adopted. Even if your website does not contain or ask for sensitive information, implementing HTTPS engenders trust and a sense of security among internet users, while remaining on HTTP will make web visitors abandon or avoid you sooner or later.

TIP 2: EMBRACE MULTIFACTOR AUTHENTICATION (MFA)
Since account credentials can be easily stolen via phishing attacks, username and password combos are no longer enough to keep bad actors at bay. To ensure that the one accessing an account is truly that account's owner, additional identity authentication steps must be implemented.

These steps can involve the use of the account holder's device — the one logging in must first verify their phone number, receive a one-time password on their smartphone, then enter that code in the access portal before the code's validity lapses. Alternatively, MFA may ask for a face, retina, voice, or fingerprint scan for authentication.

MFA can be a bit of a hassle for your internal and external users, but a little inconvenience is a small price to pay for immensely effective cybersecurity.

TIP 3: UPDATE BROWSERS AND DEVICES
Did you know that dated versions of browsers, operating systems, and even other software packages can create an easy entry point for hackers? Often, new updates are created specifically to fix security holes. However, people tend to procrastinate and leave applying updates for another day. Hackers take advantage of this by searching for outdated devices to infiltrate while their victims watch YouTube on last year's version of Firefox.

Yes, installing an update might take 15 minutes of your time, but this time investment can pay dividends in terms of preventing a security breach that could cost you or your business thousands.

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What's Causing Your Mobile Phone's Slow Internet?

It's normal to expect your mobile device's internet browser to be lightning-fast. When it's not, you might automatically think it's because you haven't updated your device's OS or the browser app. In lots of cases, however, it's due to slow mobile internet speed. Find out the most common causes for sluggish internet connection on your mobile device.

WI-FI NOISE

Did you know that home electronic appliances emit wireless signals at a frequency similar to your router's (2.4 GHz)? So when deciding where to place your router, determine whether there are any electronic devices nearby, as they emit signals that can interfere with your router's signal. For example, even if the ideal location for your router is in the middle of your house, you shouldn't place it there if a cordless phone is nearby.

You can also set your router on a 5 GHz band, as this frequency is less prone to interference from other appliances. But before you start tuning it, make sure your phone supports 5 GHz; otherwise, it won't be able to connect to the router.

ROUTER LOCATION

One simple yet overlooked reason why your Wi-Fi-connected phone may be experiencing internet lag is because of your router's location. Although Wi-Fi has a range of up to 230 feet, the signal gets weaker the farther you are from the router. Large objects like doors and walls situated in between your phone and the router can also weaken the transmission.

It's recommended to place your router in a centralized location, preferably away from concrete and masonry walls or other big objects like a chimney. As the router signal radiates from all sides, blocking any side with big objects will impact your Wi-Fi's signal quality, and consequently impede your phone's internet speed.

SLOW NETWORK

Another reason for your phone's slow internet connection could be fluctuating network speeds. Ask yourself these two questions to discover the cause of this problem:

How many devices are connected to the router?
What are these devices using the internet for?
You should increase your router's internet bandwidth speed if you discover you have many users and all of them are either streaming movies or downloading computer games or software updates. This will allow every phone connected to your network to enjoy faster internet speeds.

If you're outdoors and connected to a public Wi-Fi network, consider using your mobile data instead. You won't have to share your internet when you use mobile data, enabling you to experience faster connectivity at all times as long as you have a high-speed data plan.

TOO MUCH CACHE

Last, check your smartphone's cache if fixing your router, network, and positioning doesn't improve your device's internet speed. Your phone's cache saves data from earlier searches in order to display faster results of similar searches in the future. Although your phone becomes more efficient for that particular search, it also makes your phone much slower when you do other things that require the internet.

You can clear out your cache manually or use a cache cleaner app to get rid of useless cache and optimize your phone's internet speed. If you decide to download a cache cleaner app, make sure that it is trustworthy so you don't accidentally download a malware-infected program.

There are more reasons for your phone's lagging internet speed. If your business relies heavily on a speedy mobile internet connection and you're unable to fix the problem, call our experts today. We're always ready to help you

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Adam Arbuckle
Manager of Client Services

Adam has been working in I.T. since 2010. He started his career working for Geek Squad at Best Buy in both Indiana and California. When he moved to Chicago from California, he continued work in I.T. with local gas station chains on their Help Desk teams.

Adam joined RJ2 in November of 2017 as a full-time Systems Engineer. May of 2019, he transitioned into a Project Engineer role. In January of 2021, he became the Manager of Client Services.

Fun Fact: Adam joined the Army National Guard as Military Police in April of 2020 and went to Basic Training at Fort Leonard Wood. Although still in the National Guard, Adam was injured on duty and returned home to recuperate. In his spare time, he likes to do stunt riding on motorcycles. Obviously, he is someone who loves the thrill.

As your needs grow and change over time, so do our features and capabilities. Endlessly scalable, flexible, and reliable, our cloud communications platform is truly future-proof, so you can focus on your business, and know that your communications solution will always remain relevant and competitive.

Feature Partner Product: SkyCom

Unified Communications

Unified Communications (UC) is the seamless integration of voice, presence, chat, data, applications, and other technologies that help drastically improve your communication processes and business productivity. Our software and services enable you to access your account and seamlessly incorporate our high-value cloud communication services.

Hosted PBX & VoIP

You want a reliable, high-quality phone system that simply works. And so you can focus on your business, and not your communications platform, our system adapts and adjusts to your needs and seamlessly works the way you do. Whether you have five (5) or five hundred (500) employees, we have a solution that meets your needs.

Virtual Auto Attendant & Mobile VoIP

Use auto attendants, cloud extensions and mailboxes to stay connected with your customers and employees—with all the features of a high end phone system. Best of all, you can seamlessly connect mobile and home workers with current or future office locations. It's all the same cloud communications framework, so you can scale up as needed, and connect based on your specific business requirements.

5 Useful Tips for Speeding Up Windows 10 Updates

1. FREE UP STORAGE SPACE AND DEFRAGMENT YOUR HARD DRIVE
Windows 10 updates often take up a lot of hard drive space, so you need to make room for them to speed up the installation. This means deleting old files and uninstalling software you no longer need.

You'll also want to defragment your hard drive, a process that organizes how data is stored on your hard drive so it can create, open, and save files faster. Defragmenting a drive is as easy as pressing the Windows button and typing Defragment and Optimize Drives. From there, just select the hard drive, click Analyze, and if the drive is more than 10% fragmented, press Optimize.

2. RUN WINDOWS UPDATE TROUBLESHOOTER
If faulty software components are causing installation problems, Windows Update Troubleshooter may be able to fix the issue and decrease download and install times. Simply press the Windows button and type Troubleshoot Settings. That will open a new window with an option for Windows Update.

3. DISABLE STARTUP SOFTWARE
Before your update begins, you should also disable third-party applications that might cause disruptions. To do this, press and hold Ctrl + Shift + Escape to access the Task Manager. In the window that opens, click the tab labeled Startup. This will show you all the apps that have permission to open themselves when you log in to Windows 10. Right-click any apps that aren't important and select Disable (don't disable Microsoft tasks) to speed up the update installation process.

4. OPTIMIZE YOUR NETWORK
Sometimes, a faster connection is all you need. Consider upgrading to a fiber optic connection or purchasing more bandwidth from your internet service provider. It's also a good idea to use bandwidth management tools to make sure sufficient network resources are reserved for things like Windows 10 updates, rather than bandwidth hogs like Microsoft Teams or YouTube.

5. SCHEDULE UPDATES FOR LOW-TRAFFIC PERIODS
Massive updates with long installation times are unavoidable sometimes. So instead of installing them during the day, schedule them for after hours when your computers and office network aren't in use. Go to Settings > Update & Security and specify when you prefer updates to be installed.

If you need help with any of the tips above, we're always here to help. Call us today to meet with our Windows specialists.

March

"People often mistake technology for a static picture. It's less like a picture and more like a movie. It's the velocity of technology innovation that matters. It's the acceleration."
-Elon Musk

TIPS OF THE MONTH

5 Fundamental Small Business Tech Tips

1. **Adopt technology solutions, stay current!**
2. **Invest in communications and collaboration to grow your business!**
3. **Be mobile, be capable where every you are!**
4. **Don't under estimate the cloud capability and capacity!**
5. **Improve security, be mindful of how a virus attack can impact your business if you don't take preventative measures to protect. The cost of a ransom a attack can destroy your reputation and bury your business. Make the right choice to be pro-active not reactive, the later costs more!**