

Welcome to the Winter Edition of the BTP Newsletter!

What's new?

Where to find us?

Have you met our newest technicians?

Have you visited us at our office?



If you are in the area, drop in. We are located at Unit 1/459 North East Road, Hillcrest, SA, 5086.

Post Covid: We are back to our normal operating of 8:30am – 5:00pm Monday to Friday.

[Luke Stephans](#)

Luke is one of our new 3CX telephony technician and an IT Specialist. He brings fresh views to the team and has great networking skills and understanding of high-level concepts.

Since starting at BTP Luke has upgraded his skills to version 18 and is now 3CX Advanced Certified.

[Brock Pearson](#)

Brock is here to help. He is likely the first person to pick up the phone and make sure anyone's IT needs are met.

Brock is a member of our helpdesk team and since starting at BTP has become 3CX Basic Certified. He is now working on becoming Advanced Certified. Brock is able to assist with not only normal IT problems but also with 3CX issues from the helpdesk.



Quick Tip:

Windows + L locks your windows device (e.g., your PC or laptop)

*Have you seen our latest
social media videos?*

Join us on Facebook and watch our live videos or leave us a review. We would love to hear from you! We would also like to follow your business on Facebook and see what you are up to!

<https://www.facebook.com/bustechpartners/>

There are some quick videos you can watch on our YouTube channel during your 'Coffee Break' to keep you informed on important information.



Check out our latest video:

“Client alert: Follina Security Risk.”

Follina is a security risk in Microsoft Office 2013 and newer that has been targeting Australians. If you run Office (Word, Excel, etc) 2013 onward you are at risk.

It allows hackers to add accounts to your PC, install applications and make changes. It gets into your system through malicious Office documents.

To reduce the risk of Follina do not open word files from websites, emails or USB sticks that you do not know.

Apple Devices do not use the tool from within Office that exploits this. These devices are safe from this specific threat.



<https://www.youtube.com/watch?v=gAyJIYQO2B>

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3CX phone systems

Is your phone system nimble?

Technology and the way people work is ever evolving. With people on the go and working from home, it is important to have a phone system that can adapt. With 3CX you go from an office phone system to a virtual system linking your mobile phones at a moment's notice - while continuing to do your work as though you were at the office. Are you able to be cloud based, yet still take physical handsets?

If you haven't heard about 3CX phone systems and how they can improve your business, talk to us about 3CX.

Call our 3CX technician Don on 7324 2795 for more information.



Quick Tip:

Windows 10 window-snapping options lets you snap to fill half of the screen on a side, or a screen quadrant. Just hold the Windows Key and hit the Right Arrow then Up Arrow, your programme will move to the top right quadrant of the screen.



Quick Tip:

Windows Key-C gets Cortana listening for your voice input, and Windows Key-S opens her Daily Glance showing your weather, sports, and news.

BTP can reach you anywhere!

The BTP Group works throughout South Australia and to some extent, nationally.

We're constantly out and about and BTP don't only work locally. We are able to travel to give personal assistance in your regional offices.

You may have seen our cars on the road, and if you follow us on Facebook, you may have seen some of our travels. If you do see us out and about, we would love it if you snapped a photo of us and sent it to our page!



Tech Update:

Are your passwords as safe as you think?

1 million passwords are stolen every week. It is recommended that passwords need to be a minimum of 14 characters long. Most passwords containing 9 characters or less can be brute-force cracked in less than a day, and shorter passwords can be cracked in minutes. Having a password with a minimum of 14 characters may take years to crack.

Can we assist you with monthly reports showing if your business email addresses or stolen credentials are being used on the Dark Web?

3CX v18 Update 4

- Drastically improved app audio quality
- Options for users to set up their own personal schedules – i.e., specific users can set their own individual office and break hours
- Improvements to the live chat

Microsoft 365 (Formerly Office 365)

Have you made the cloud change? BTP can support your move to the cloud or, alternatively, we can setup local servers. We support a whole range of solutions from cloud and virtual to local and hosted. We Build your solution tailed to meet your needs.



How can BTP help you?

BTP offers many services including:

- Remote & Onsite Support
- Emergency Support
- System Monitoring & Maintenance
- Hardware Supply & Installation
- Software Implementation & Supply
- Virus Protection & Security Audits
- Systems Analysis

Dark web monitoring

BTP have many parts to our security offerings. One of these is Dark Web monitoring. Dark Web monitoring is a tool that monthly audits stolen documents and credentials on the “Dark Web” (Where all the criminals hide) looking for anything containing details about a company.

These can be stolen passwords, birthdays, emails, documents and more.

Would you be interested in this and many of our other security products?

If you are interested or would like a full list of services contact us at helpdesk@btponline.com.au



Quick Tip:

To create a new virtual desktop, there's Windows Key-Ctrl-D.

BTP Training

BTP keep our staff up to date with training to give your business the best service, and BTP can also provide training for your company, including Anti-Malware training.

We have capacity for 10 in our purpose-built conference room for training, with complimentary tea, coffee and biscuits. We can also come to your office if it is more convenient for you and your staff.

As Covid-19 is still affecting us in South Australia we follow best practices during training and masks must be worn if you are not fully vaccinated.

Contact BTP to discuss what training we can provide your business.



Would you like to save money on BTP IT support?

Did you know that you can purchase BTP Block Hours in blocks of 20 for a cheaper hourly rate?

If you are interested on going on a Block Hour Agreement you can contact us for a Schedule of Rates.

Block hours also come with benefits only available to our block hour agreement holders such as System Health Monitoring and Preventative Maintenance!

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BTP Email contacts

helpdesk@btponline.com.au (It Support)
solutions@btponline.com.au (For all quoting etc.)

remit@btponline.com.au (Payments, accounts questions)
sales@btponline.com.au (Any phone questions / quotes)

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editor@btponline.com.au (Newsletter submissions)
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