



In this issue:

- Those darn Robocalls!
- Keep your laptop cool
- Printer maintenance
- How to get tech support
- Visit us on social media!

What to do about robocalls?

From the FCC Guide for Consumers -

- Don't answer calls from unknown numbers. If you answer such a call, hang up immediately.
- You may not be able to tell right away if an incoming call is spoofed. Be aware: Caller ID showing a "local" number does not necessarily mean it is a local caller.
- If you answer the phone and the caller - or a recording - asks you to hit a button to stop getting the calls, you should just hang up. Scammers often use this trick to identify potential targets.
- Do not respond to any questions, especially those that can be answered with "Yes."
- Never give out personal information such as account numbers, Social Security numbers, mother's maiden names, passwords or other identifying information in response to unexpected calls or if you are at all suspicious.
- If you get an inquiry from someone who says they represent a company or a government agency, hang up and call the phone number on your account statement, in the phone book, or on the company's or government agency's website to verify the authenticity of the request. You will usually get a written statement in the mail before you get a phone call from a legitimate source, particularly if the caller is asking for a payment.
- Use caution if you are being pressured for information immediately.
- If you have a voice mail account with your phone service, be sure to set a password for it. Some voicemail services are preset to allow access if you call in from your own phone number. A hacker could spoof your home phone number and gain access to your voice mail if you do not set a password.

For more information, go to — <https://www.fcc.gov/consumers/guides/stop-unwanted-robocalls-and-texts>

Keep your laptop cool!

As the days get colder, it's inviting to curl up with the laptop and catch up on email or watch a video. Be careful though—overheating is a leading cause of laptop damage, and can even burn the user. Make sure to never use on soft, fluffy surfaces such as blankets. Soft surfaces can block the air vents and trap hot air and dust inside. Get the inside of the laptop blown out every year or so to remove accumulated dust and pet hair.

Printer Maintenance -

Did you know we can also perform routine maintenance on your printer fleet? Our techs can install maintenance components like fusers, paper feed rollers, and transfer rollers. We can diagnose jam situations and print quality issues.

If your printer is acting funky—give us a call!

“Hope smiles from the threshold of the year to come, whispering, 'It will be happier.'”

- Alfred Lord Tennyson

“And now we welcome the new year. Full of things that have never been.”

- Rainer Maria Rilke

On Social Media? Leave us a review!

Yelp: <https://www.yelp.com/biz/ivscomm-saline-2>

Twitter: @IVSComm

Instagram: IVSComm

Facebook: <https://www.facebook.com/IVSComm/>

IVSComm

Your Tools of Business, Simplified

1020 E Michigan Ave, Suite J

Saline MI 48176

734-369-9800

Service Requests: <https://www.ivscomm.com/service-request-1>