

NORBROOK DIRECT LTD
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SPECIAL
POINTS
OF INTER-
EST:

- Norbrook
Launches
affordable IP
phone system
the BritTrix
SOHO PBX
- Acer PC's
from £255 +
VAT
- Easy Home
Networking
the Home-
plug way!.
- The end of
Office 2003!

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Direct Focus

SEPTEMBER 2007

Norbrook take lead in PBX Market

After several months of research, training and testing we have launched our BritTrix range of IP based PBX phone systems. This uses the worlds top "Open Source" PBX application — Trixbox.

We believe we are the first in the North West (if not the UK) to offer such a flexible and affordable phone system to the small and medium sized business sector.

Our version of Trixbox is specifically pre-configured for small UK based businesses just like yours. We know that every call counts. Which is why the Trixbox software delivers a phone system with powerful, flexible features. It'll make

your company sound professional and help you stay fully connected with customers, partners and suppliers.



The Trixbox Feature List Is Simply Bursting At The Seams With Good Stuff! Take A Look At This...

- Unlimited Extensions
- Remote Extensions (home workers)
- Receptionist Operator Panel
- Digital Receptionist (also known as an Auto Attendant or IVR)
- Time Scheduling
- Extension based Voicemail

- Route calls over the internet (Voice over IP – VoIP)
- Least Cost Routing
- Retain your existing numbers
- Link Multiple offices together with free calls
- Easily set up to handle Multi-tenanted buildings
- Music on Hold
- Call Blocking
- Call Return
- Caller ID
- Blacklists
- Call Transfer
- DISA (Direct Inwards System Access)
- Speed Dial
- Audio recordings of calls
- Distinctive Ringing
- Do Not Disturb
- Call Waiting
- Three-way Calling
- **We could go on.....**

We have put together a **FREE PDF report** on IP PBX phone systems . To get your report visit our website at www.norbrookdirect.co.uk

Acer PC's from £255 + VAT

empowering technology



During summer PC sales are traditionally flat. As Autumn approaches manufacturers are keen to increase their sales. This means there are some fantastic price reductions at the moment.

As Acer Partners we have some great deals this month. So, if your looking to upgrade your office PC's there's never been a better time to buy. Remember

the closer we get to Christmas the higher the price as demand is sure to increase.

The new Acer Power FH range is ideal for Business use, the entry level Intel Celeron version is perfect for general office use including Word , Excel, Sage.

The Intel P4 Version is ideal for the power user, who has lots of apps and graphical work. Both

models now come standard with DVD Re -Writers and Windows XP Pro Operating system.

- **Acer Power FH Celeron 3.4Gz.**
80Gb HD, 512Mb RAM, DVDRW, XP Pro **£255 + VAT**
(Model PS.PFHC6.U02)
- **Acer Power FH Pentium4 3.0Gz.**
80Gb HD, 1Gb RAM, DVDRW, XP Pro **£289 + VAT**
(Model PS.PFHC6.U05)
- Monitor not included



Homeplug Twin Pack
£43.50 + VAT
Homeplug Single



Homeplug Wireless
£38.61 + VAT

Home Networking without Wires!

Home networking is a core technology in the digital home. While all eyes are turned to wireless, there's another viable technology in home networking that's attracting less attention. It works by using the network that's already built into your home: your mains power cables. It's an incredibly simple solution to put in place.

The problem with wireless technology is that you often need a degree in physics to get it working! And while the "theoretical" data through-

puts stamped on the boxes look impressive, the figures by and large are utter cobblers! The volume of Wireless kit returned to stores by consumers (who can't get it working) is acknowledged by even the manufacturers as depressingly large!

The Plug & Go (no setup required) units from Solwise are well worth considering as an alternative to a wireless home network. They work by sending packets of data through your home's existing electrical wires (at different

frequencies to the power).

You can quickly connect up say an Xbox in one room by having a plug near your router and one in the kids room...plug in and go, it's that easy.

There's also a wireless plug which you can move around to each room just in case you want to roam the house with your laptop. Remember you need a pair of plugs to make a network.

"The main applications all have a radical new look and new file formats."

**Office Pro
 2007
 £194 + VAT
 (OEM)**



The end of Office 2003

September also sees the end of Microsoft's Office 2003 suite. Stocks have finally dried up and we shipped our last copies in the first week of the month.

The new Office 2007 now takes its place. Our initial findings indicate the software is a little slower than the older version but the benefits of some of the new features seem to outweigh this.

Four years in the making, Office 2007 is nothing short of a revolution in the way we interact with software. The main applications all have a

radical new look and new file formats. And, while the changes to the minor applications may be less obvious, they've all been updated with new features and capabilities.

The most obvious change, which hits you as soon as you

start Word, Excel, PowerPoint or Access, is the revolution in the user interface. (In Outlook, the shock is delayed until you open a mail message, task or appointment.) Out go menus and toolbars, and in comes the Ribbon.

The Ribbon aims to be the one place you look for commands to do things to your documents. It takes up the top part of the application's window, and all the commands for the application are logically arranged in different tabs, grouped according to their function.

One change that may cause more hair-tearing in the first few days of using Office 2007 is the loss of the File menu, replaced by a big round Office Button in the top-left corner. This is the home for all the commands for doing things with your document. Save, Print, Send by Email and so on are all here, as are New, Open, Publish and Close.

We found that the new user interface is bold and exciting and, because all the commands that are relevant are visible to you, it's much easier to get the job done rather than playing hunt the command. Control-freaks and stick-in-the-muds may not immediately enjoy it so much, but if you spend a little time getting used to it it's easy to make good-looking documents quickly. We really don't think you'll want to go back.

Just remember there is a learning curve with this new software, so when implementing this in the office your staff will need to get used to it before they are as productive as they were with the old office suite.

It's also worth considering purchasing office software with any new PC (this is known as an OEM version), as it's cheaper than buying the retail product later.

Vista Flavors



There's lots of confusion over the different versions of Microsoft's new Vista Operating system. We thought it might be worthwhile explaining them and **what not to buy!**

Microsoft versions for the UK are:

- Vista Business
- Vista Enterprise
- Vista Home Basic
- Vista Home Premium
- Vista Ultimate

Vista Business is the version for companies of all sizes and includes

the networking clients to connect to an office domain. ***This is the version you need if you're purchasing a PC for your business.*** (You may also need to download some patches for the server to allow the PC to join the domain).

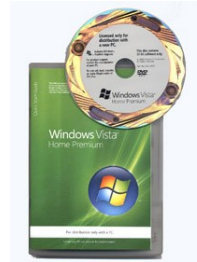
The Enterprise version of Vista is an enhanced version of the above with improved encryption including a BitLocker system that stops confidential data being viewed if a computer is lost or stolen. We don't recommend you purchase this at present.

The Home Basic version is intended for those who only want to

use their PC to browse the net, use e-mail and create and edit basic documents. It also includes desktop search and security tools. We've found this very basic and we don't advise you purchase this even for home use.

Vista Home Premium includes everything in the Basic version and adds the new graphical interface called Aero. ***This is the one to use for your home PC.***

Vista Ultimate combines the features of Vista Business and Vista Home Premium. Definitely for the serious geek only!



“Skype glitch that left many subscribers without Internet phone service for two days”



Skype Worm virus infects computers

The Skype Internet phone service, which broke down for two days last month, has now also reported problems with a fake virus infected chat message.

The "w32/Ramex.A" virus is affecting users of Skype for Windows, Skype said. Customers with infected computers

may send a chat message to other subscribers asking them to click on a link that will infect their computers.

Skype, with more than 196 million subscribers in July, has asked anti-virus software companies to update their protection systems to stop the spread of the virus. The alert follows

an August software glitch that left many subscribers without Internet phone service for two days. We have seen two case of this infection in the last week so it is worth ensuring you have the latest virus definitions installed. Also don't open or reply to any chat messages that you weren't expecting. As always be vigilant!

Wireless Link for Bolton's Landmark Store

We recently installed a Wireless Network link for one of Bolton's oldest department stores.

Whitakers contacted us to replace an ageing link across the rooftops to their main warehouse located about 1/4 of a mile away from the main store. The warehouse needed the PC based stock inventory and booking-in system linking back to the main store. The soft-

ware was the easy part. The hard part was installing two wireless antenna links and making sure they worked correctly!

We chose to use an American product (Repeatit) which is fully waterproof, and enclosed in an external mountable case.

A quick test in our office proved the hardware worked. Braving the heavy rain we had the units up and



running within three hours. The speed proved very impressive and goods were being booked in before we had cleared our tools!



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A message from the David Lloyd
(Managing Director)



I hope you have enjoyed this issue of Direct Focus. We have lots more information and topics to cover in future issues. To ensure you receive a priority copy and to help the environment why not subscribe to this newsletter via email. You can sign-up on our website at :-www.norbrookdirect.co.uk

If any of the topics covered have raised any questions or if you would like to know more about any featured product or service then please call our office on:-
FREE PHONE 08000 669900

Kind Regards
David Lloyd.

Our new “Web2.0” Website Launched

Monday September the 17th saw the launch of our revamped company website, www.norbrookdirect.co.uk.

We've completely overhauled the site and although it may look basic to some (no flash graphics etc) it's highly optimized for search engine traffic and very effective to navigate.

We have taken the knowledge acquired in another sphere of business, where we've done a lot of internet marketing work, and introduced some elements of that into Norbrook's main online presence.

Things change fast in the world of IT and the Internet is often the driving force. You may have heard the term Web 2.0 being hyped. For those that don't fully understand the concept, Web2.0 is really just the new face of the web. These days to get the most out of your web presence sites have

to be interactive and frequently updated with meaningful content.

The days of static “brochure” type sites attracting internet traffic is long gone. We've now a frequently updated blog on our site along with Video guides and other resources. In time this will help give the site a higher ranking within the Google search results. To keep yourself up-to-date its worth adding the blog link to your RSS feed in Outlook and Internet explorer.

We will be adding more content, videos and Jargon free guides over the next few weeks so keep checking back.

We have also added a new Technical Bulletin service. This will email out any urgent technical information to

those customers where we look after your systems.

We'll detail such things as service packs that need to be applied, virus warnings, notices about changes to our domain hosting services etc. Basically letting you know we're on top of any issues! We urge you to sign up to this free service via the website, www.norbrookdirect.co.uk

Remember for help and advice you can always give us a call in the office on 08000 669900