



Seminars

Our first seminar was very well received by those that attended.

We will be offering the next seminar on Sunday March 26th and Tuesday March 28th . The topic will be Internet basics and safety.

I am allowing 90 minutes for the seminar as I anticipate a lot of questions and want to get as

many answered as we can.

There will be 2 classes:

Sunday March 26th 1:00 – 2:30

and

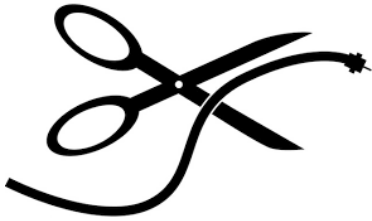
Tuesday March 28th 6:00-7:30

Space is limited. Please signup using the links below.

[Sunday March 26th 1:00-2:30](#)

[Tuesday March 28th 6:00-7:30](#)

Call the office at 717-334-0181 or email training@totaltechdesk.com if you have any questions.



Cutting the cord?

We live in a time where many of us no longer have home phones and instead use our cell phones.

Many of us have the same complaints about our cable service, too expensive, I only watch 2 or 3 channels, there has to be a better way.

If you don't record much on a DVR or only watch a few channels, there might be an option for you.

There are several products on the market that make it easier to cut the cord, Roku, Amazon Fire Stick, Apple TV and Google Chrome Cast. While all 4 work a little differently the basic concept is the same. Most, if not all, content providers allow you to watch their programming online.

For years now smart TV's have included a limited selection of "apps" that allow you to use Netflix, HULU, Pandora, etc. However, there is usually not a way to add options to the built in selections. This is where the stick adds functionality. It plugs into an HDMI port on your TV and links to an account that allows you to choose from up to 7,000 "channels". Some are free while some require a subscription, but you get to pick and choose what you add. They access the internet through your wireless network.

If you are a heavy user of the DVR and you record hours of TV to watch later then this may not be a good option for you, but for those of you that really want to cut the cord there is a choice.

If you would like to stop by the office we can show you more about how it works.



Telephone service now available

For the past few years Total Tech has been offering phone systems to our business customers, it can be a tough sell primarily due to the expense of the hardware.

We have added a hosted option to our phone system which eliminates the need for costly equipment in your location, allowing us to offer the same great service to everyone, home and business.

All you need is an internet connection and we can provide phone service for both home and business users.

Service for home users starts at \$35 per line (plus taxes) and includes many features. In many cases you can use your existing telephones.

Business users can customize the number of lines and extensions to suit their needs. It has all the features of a standard phone system and no large upfront hardware cost.

A few of the many options are:

- Auto Attendant
- Caller ID
- Voicemail to Email/Text
- Incoming Caller ID
- Outgoing Call Blocking
- Caller ID Blocking
- Call Recording
- 3-way Conference
- Music on Hold

Please call for more information.



Home Tech Support Options

Ever wish you had a tech expert on speed dial?

Now you can! With a home service contract from Total Tech you will have access to a special number that will be manned from Monday thru Friday 8AM - 9PM and 9AM - 7PM on weekends. We will be here to answer any questions you may have.

You will also get a block of time of remote support that allows us to fix many issues that may arise remotely, preventing costly trips to the shop.

We would like to hear from you!

If we have been able to help you in the past we would like to here about your experience. Please take a few minutes to review us on Google [HERE](#) (preferred) or visit our [facebook](#) page and leave us a review.. If you prefer to review us privately please visit our [website](#) to tell us how we did!

Hopefully you have good things to say, but we welcome all forms of feedback so please let us know how we are doing.

Thank You,
from the
Total Tech Solutions Staff

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