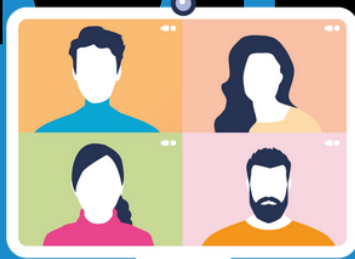


MARCH 2022

# TECHNOLOGY INSIDER



*Your monthly newsletter,  
written for decision-makers*

## HOW'S YOUR VIDEO CALL ETIQUETTE?

**Two years in, we're all Video Call Champions now. Bet that's a skill you never thought you'd master. 😊**

It's so convenient to hop on a video chat with a colleague to discuss a problem or clear up details on a project. You don't really think twice about it anymore, do you?

There's always room for improvement. So here are our suggested rules for good video call etiquette:

**1) Create and share a meeting agenda.** If you schedule a meeting with several others, let everyone know what the meeting is about and give them a chance to prepare. If you use Teams, there's a text box at the bottom of the New Meeting invitation where you can add in details.

**2) Make sure your background is suitable.** Cameras on, everyone. Seeing people is the big benefit of video calls. While people may be intrigued about where you are, blurring your background or working in front of a plain wall will make sure the focus is on you and not your house.

**3) Don't overshare.** Ever been caught when screen sharing? Maybe you've received a notification for a personal message, or even forgotten to close down a website before joining your meeting? You can share only the application you want to show by clicking 'Share' and choosing the thumbnail shown in the 'Window' category.

**4) Stand up.** Want to keep your video calls focused and productive? Then get everyone to stand up for them. This might seem strange, but it works really well in real life as well.

### DID YOU KNOW?



#### ...about keyboard shortcuts?

Of course you know they exist. But what you might not know is that each time you use your mouse for a minor task you waste 2 seconds. That might not seem like a lot of time to waste, but add it up for every task, every day – and for the average person it becomes 8 days a year.

8 days! Lost to click click clicking.

#### Here are some universal shortcuts that work on Windows machines and Macs:

- The most obvious: Copy is Ctrl/Command C and Paste is Ctrl/Command V
- Make text size bigger or smaller. Hold down Ctrl/Command and Shift and then press the full stop key to increase the font size by one point. Or the comma key to decrease it one size
- Switch between open programs with Alt/Command + Tab



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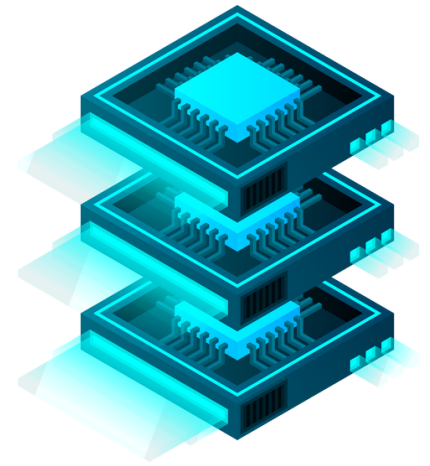
<https://www.linkedin.com/company/the-fulcrum-group-inc.>



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# Technology update

You probably already know about the ongoing global chip shortage. It's been a hot topic (at least in our world) for well over a year now, affecting the manufacture of everything from computers to cars.



## And now it's affecting printer ink cartridges.

Many companies put chips in their cartridges to detect toner levels, and sometimes to stop you using fake cartridges.

Canon has recently been shipping cartridges without

chips. Its put instructions on its website to help you clear error messages on the printer.

They plan to return to normal chipped cartridges as soon as they can.

We're still seeing supplies of some hardware limited.

## Have you noticed any effects of the chip shortage?



## FUN TECH QUIZ

Time to learn something new...  
Or show of your tech knowledge!

1. How did Adele's album '30' change Spotify?
  2. Who is Parag Agrawal?
  3. What was Apple's estimated market value as of January?
  4. Who was the first person in history to take off in their own spacecraft?
  5. What is the second biggest cryptocurrency, after Bitcoin?
- The answers are below.

1) Spotify removed the shuffle option on all of Adele's albums at her request  
2) Twitter's CEO (since Nov 2021)  
3) \$3 trillion  
4) Richard Branson, beating Jeff Bezos by 9 days  
5) Ethereum

**“ INSPIRATIONAL QUOTE  
OF THE MONTH**

*When you come visit me in  
my office, remember the 3 Bs  
- Be Brief, Be Bright, Be Gone. ”*

David Johnson, VP Sales & Marketing  
The Fulcrum group

# FULCRUM

fun facts

The Fulcrum Group is celebrating **20 years** this month! We want to thank our clients, vendors and strategic partners for trusting us to assist with your business and IT goals.



#1

Did you know Fulcrum Group was started as a virtual company with no offices all the way back in 2002?

#2

Did you know that Fulcrum Group's SPoT Managed IT Services was first offered in 2008?

#3

Did you know that Fulcrum Group founders Steve Meek and David Johnson have worked together for more than 25 years?

## FULCRUM FACTS

## NEW TO MICROSOFT 365



### Syncing SharePoint libraries to Windows File Manager

Using SharePoint file libraries through a browser can be a difficult user experience if you're used to using mapped drives and Windows File Manager to access files on the network.

To make things feel more like the old way, you can open up your SharePoint Libraries list in a browser, click on a Library name, and then click Sync in the Toolbar, which will sync the Library to Windows File Manager. Now you can access your files right in Windows File Manager, just like the good ol' days!





## Should you monitor your remote workers?



At the end of last year, Microsoft announced it would be adding increased employee surveillance to Microsoft Edge.

The changes mean admins can access compliance monitoring through the browser, such as seeing which files have been printed or copied to USB devices.

Machine learning is being used to increase this visibility of what's happening to sensitive files.

But how will this impact employees? Will they feel that their privacy is being invaded? Will it cause trust issues?

And do you think this is an appropriate level of monitoring when people have proved that remote work can be just as productive – if not more – than working from the office?

Our advice would be not to buy into this increased employee surveillance, unless you

want to damage the delicate trust you've no doubt worked hard to build with your team.

There are other, more open ways to help your people get their work done.

For example, there are plenty of tools that help limit distractions like notifications, and that can temporarily block apps and websites to allow better focus. Your employees can choose to activate these to aid their productivity when they need a boost.

You'll find some within your Microsoft 365 subscription – that means more tools at no extra cost.

**If you want some suggestions personalized to your business, give us a call.**



### QUESTION

**Do I need a second monitor?**

### ANSWER

That's personal preference. A second monitor has the potential to save each person more than 2 hours a day. When set up correctly it allows you to seamlessly use multiple applications and keep several documents open at once.



### QUESTION

**How can I use my calendar more effectively?**

### ANSWER

Start by sharing it with your team, so they know when you're free and when you shouldn't be disturbed. It also makes it much easier to schedule meetings if everyone can see your availability. Save time by using a voice assistant to add tasks to your calendar and to invite people to meetings.



### QUESTION

**Is a password manager really a good idea?**

### ANSWER

Yes yes yes yes yes! The average person wastes 12 days of their lives searching for passwords. That's not to mention the huge extra levels of security you get from a password manager.

## Business gadget of the month

While a paperless office is the dream, some of us still prefer to do things the old fashioned way - like making notes using a real pen and paper.

Here's your solution: the Rocketbook Smart Reusable Notebook. It has 32 pages that feel like a normal notepad, yet can be wiped clean when using a Pilot Frixion pen. Better still, it can connect to an app that lets you scan and save your notes to the cloud.



**THE FULCRUM GROUP**  
*One Technology Solution: Yours*



**This is how you can get in touch with us:**

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**WEBSITE: [www.fulcrum.pro](http://www.fulcrum.pro)**