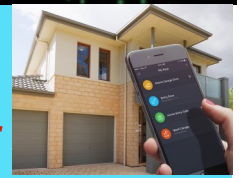
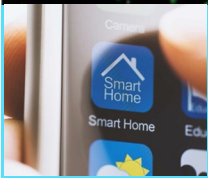




## Ribb "IT" Review

### INSIDE THIS ISSUE:

- Home Smart Home
- How Tickets for your Provider Work
- How Technology Has Changed Society



## Home Smart Home

### What Is a Smart Home?

A smart home is a great place to live, where you can control everything from your lightbulbs and thermostat all over the house remotely from anywhere with an internet connection using a mobile device.

Devices in a smart home are all interconnected through the internet, giving you total control

over every aspect of your property from anywhere at any time. With these innovations, it's possible to enjoy peace of mind and convenience without ever having to be away!



### How Smart Homes Work?

With a smart home, it is easy to forget any worries by looking at a smartphone. Connecting devices and appliances to your house allow them to communicate between one another and you. All electrical devices used in the home are connected to our networks (Wi-Fi). When someone asks a command through the voice, remote, tablet, or phone, their home will react. These advanced appliances not only come with specific self-learning skills that allow them to learn our schedules and make adjustments as needed, but they also give us simple, easy-to-use controls that let us have more control over how we use energy in our homes.



This monthly publication provided courtesy of:  
Alex Blead,  
Owner of Frogworks

### Fun Fact

- Smart heating and cooling systems can save smart home users 50% in energy use.

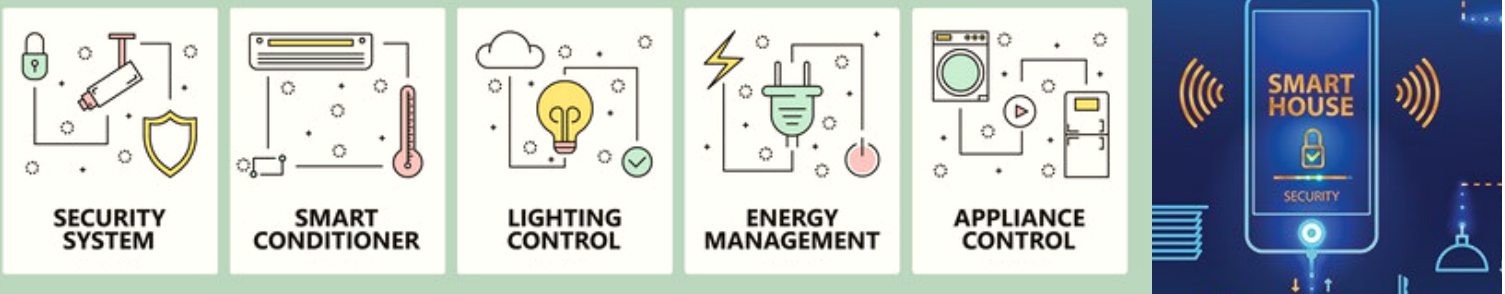
What are examples of Smart Homes?  
Smart Home Benefits & Drawbacks  
**Next Page!**

## What are examples of Smart Homes?

- Ring Smart Home Cameras are versatile wireless indoor/outdoor security cameras with wireless batteries that capture motion-triggered videos from the cloud. At Frogworks we utilize Ring and it allows us to see who is at the door before we answer.
- Smart Fire Alarms. These wonderful devices not only set off one alarm but are all connected to each other to warn everyone sooner. Some incorporate emergency lights made to help see in smoke, which can make finding one's way out easier during emergencies.
- Smart thermostats are used to control your central air more efficiently. This can lead to lowering your electric bill.
- One of my personal favorites is the popular smart robot vacuum device. These smart home device machines can be programmed with Wi-Fi and specific tasks such as picking up dirt from one room.

## Key Takeaways

- A smart home allows you to control your home from remote devices connected to the internet.
- Smart homes do come with trouble security risks and bugs for users.
- Smart homes can provide homeowners with convenience, efficiency, and cost savings.
- The Cost of having smart homes depends on the size of your home and the different features desired.



## Smart Home Benefits

- Smart homes allow you to have greater control of your energy use, all while automating things like adjusting temperature, turning on and off lights and adjusting irrigation based on the weather.
- Control of house from your couch.
- Smart Home can alert you of anything going on and can provide an enormous number of security solutions to help when an emergency arises.
- A smart home is also 54% more likely to sell on the market.
- In some cases, smart homes unlock doors, call the fire department and light the way to safety.
- Smart homes can pinpoint areas where you're using more energy than you need to, allowing you to cut back in those areas and save money.

## Smart Home Drawbacks

- Security risks and bugs continue to curse users of technology. For example, hackers have the possibility to gain access to a smart home through internet-enabled applications.
- Cost of Intelligence & Installation.
- A reliable internet connection is crucial.
- Technology can become outdated and need maintenance.
- Compatibility problems between devices.

**Measures to mitigate the risks of such attacks include protecting smart appliances and devices with a strong password, using encryption, and only connecting trusted devices to one's network.**

# Ticket Process at Frogworks

Submitting a ticket is how you let Frogworks know you need us to look into a technical problem. While managing our client's entire IT infrastructure or just part of it, we face bigger issues than small incident tickets. We are constantly behind the scenes handling incidents, firewalls, projects, and managing your data so you can worry more about your business and less about your technology.

**How do you submit a ticket?** Email us at [Help@getfrogworks.com](mailto:Help@getfrogworks.com) or call if urgent (240)-880-1944

## What information goes in the email to Frogworks?

Now you are thinking, What do I include in that email?

The subject line should be the problem, then in the email you need to include:

- Best way to reach you.
- When can we reach you.
- How long the problem has been going on.
- How many people are affected.
- Computer name (if unsure we will let you know)
- What job function is lost.



The more detail in the email the better we can help you. Including how urgent the problem is will help us prioritize your request and handle the most urgent ones first.

**Resolution Ticket Time** At Frogworks we prioritize customer service requests based on the impact of an issue. But remember not all problems are created equally, this is why there is not a definite time for a ticket to be resolved. At Frogworks we will try to resolve all issues as quickly as possible.

**Can I follow up?** We understand that things change on your end and if you haven't heard back from us in a day or few hours, don't hesitate to follow up! We're always happy when customers let us know they need more information about their problem so it can be resolved as quickly as possible.

**" RUN YOUR BUSINESS  
WITHOUT WORRYING  
ABOUT TECHNOLOGY. "**



Get More Free Tips, Tools, and Services At Our Web Site: [www.GetFrogworks.com](http://www.GetFrogworks.com)

Or call: (240) 880-1944

# How Technology Has Changed Society

## Pros

- Saves time & money
- Better Communication
- Better Education
- More Job Opportunities
- Job Flexibility
- Benefits for Developing World
- Security
- Improved Health Care
- Staying Informed

## Cons

- Easily waste time
- Creates dependency's
- Reduces human effort
- Privacy problem
- Social divide
- Job losses
- Misinformation
- Cyber bullying

The world has not been the same since technology advanced. Over the last fifty years we have made unthinkable progress. It's given us so much more than just a way to keep in touch with friends and family, but also tools that help fight crime or save lives! The benefits of these innovations are endless - they've changed our daily life and made it easier than anything else could have done before...

While these changes have brought many benefits, they have also had some unintended consequences.

In the past, if you wanted to get directions to a specific location, you would go to MapQuest and print off directions. Today, however, you can simply ask Siri for directions, and your phone will provide them for you. This reliance on technology has changed the way we think about communication. We no longer have to memorize phone numbers or addresses, because we can simply store them in our phones. As a result, we have become less reliant on our own memory and more reliant on technology.

In today's society, information is more readily available than ever before. With a few clicks of a button, we can access news from around the world, connect with friends and family, and find out about the latest trends. However, this easy access to information has also made it easier for fake news to spread. With so many different outlets sharing information, it can be difficult to know what is true and what is not. This has caused problems for both individuals and society as a whole. This can lead to arguments and even violence. Fake news also has the power to influence public opinion and sway elections. In order to combat this problem, it is important that we take the time to fact-check claims and investigate the source of the information. Only by doing this can we hope to prevent fake news from further affecting our society.

Technologies, such as handheld tablets, smartphones, and computers, can hold a person's attention for long periods. It is recommended that you take tech breaks and include active activities in your lifestyle. Anyone uncertain about the effects that technology has on them may want to take steps to cut back on their use of devices and screen time and re-evaluate how they feel with and without these devices.

## We Have an E-Newsletter!!!



Do we have your e-mail address??? If you would like to receive our newsletter though email please visit us at:

[www.getfrogworks.com/newsletter](http://www.getfrogworks.com/newsletter)

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Leading Channel Partners Forward

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Or call: (240) 880-1944