



3rd Quarter 2008

Inside This Issue

We've Moved!

Reliable Technologies
Strengthens
Corporate
Partnerships

Scam Alert

The Technical
Corner

Putting Technology To Work: LaserWatch 2.0

Reliable Technologies' software program is found to be a real help by those who use it.

Most IT managers can't answer these questions:

- How many print devices are on and off the network?
- What is the cost per page for each printer?
- When will maintenance need to be performed for optimal print quality?
- What is the error log on any specific machine?

Not knowing could be hurting their organizations bottom line. Reliable Technologies can help. Our innovative print management system- LaserWatch 2.0, monitors and helps manage an organization's print fleet. This web-based service reduces costs and waste. This technology also reduces the burden on IT staff.

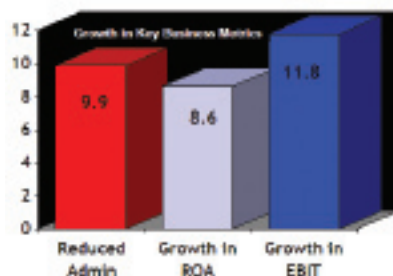
Here's How...

LaserWatch 2.0 collects valuable data from the print devices on your network and displays it all in one easy to manage web-based application. For technical information about security features, system requirements and to see the program in action, check out the informational video at: <http://www.youtube.com/watch?v=W6Datd6jzjs>

Benefits

Some benefits of LaserWatch 2.0 are immediately apparent. Storage and toner ordering poses a problem for some organizations. Space is limited, so supplies might get lost in messy storage closets. Many people use the same printer and may duplicate supply orders, order the wrong supplies altogether, or forget to order because they are too busy with more important things. By using LaserWatch 2.0 and just in time delivery many customers find they no longer need to keep spare supplies on hand. Just in time delivery saves users a lot of time because users don't need to remember to order supplies, or dig through closets to find what they need.

Another nuisance that customers notice disappear is printer down time. Printer problems such as frequent jams, routine maintenance, and networking issues can be resolved before anyone notices them. LaserWatch 2.0 will notify Reliable Technologies and/or your organization with reports and email alerts.



The latent benefits are numerous. With reports generated by LaserWatch 2.0 we can help companies re-deploy their print fleet. By doing this we save them money on energy, supplies, employee time, and can free up some floor space. Plus, studies show that organizations that outsource even just a portion of their IT functions outperform their peers in key business metrics. (see graph)

The bottom line is this; LaserWatch 2.0 helps organizations manage printers as an asset. This benefits an organization in two ways, they receive optimal print quality at the lowest cost, and their printers work longer.

And The Best Part...

LaserWatch 2.0 won't ever cost you more than what you are paying now! This program is no additional cost to our supplies purchasing customers. LaserWatch 2.0 is completely customizable to suit any industries needs.

Want To See And Learn More?

Experience LaserWatch 2.0 first hand by logging into our demo site at <http://www.laserwatch2.com/> . Use "demo" as the email address and password, and feel free to look around. If you would like more information or an install, please call our customer service team at 800-346-7890, or email: info@reliablenh.com.

Are you one of our LaserWatch 2.0 customers already? We would love to hear from you! Please email any comments to info@reliablenh.com.

The results are in!

Thank you to everyone who participated in our email survey. We are very proud to announce-

100% of those who participated agree with the statement that Reliable Technologies saves their organization money, provides a great value, and helps them be more environmentally responsible.

"Our partnership with Reliable has been very successful"

"Ordering & delivery are quick and easy - makes it less of a chore!"

"We've always had a pleasant experience with Reliable Technologies and look forward to our continued relationship. Thanks!"

"Very satisfied!"

WE'VE MOVED! (BUT JUST DOWN THE HALL...)

Reliable Technologies has been in the Langer Place mill building since September of 1995. We have recently remodeled our corporate office on the 3rd floor South side of the building and moved there from the 2nd floor East side. We still have some work to do, but we are all settled in and loving our new space and the view!

As all moves usually do, this one did pose some issues. We had a few networking snags to work out. You may have noticed our phone system sporadically not working. We thank everyone for their patience and understanding, and hope the issue is now resolved!

The next project is to create a cozy customer reception area. We are creating an entrance into customer service instead of the shipping area. The reception area is to accommodate our local customers who prefer pick up and drop off supplies and services.

We couldn't have done any of this without Mario- he is our beloved do-it-all guy! Mario helps shipping and quality control most of the time, but he put everything he had into painting, stripping floors, moving lots of stuff, building cubicles and reorganizing. Thanks Mario from all of us!

SPECIALS

Reliable Certified Printers

\$599

HP LJ 4350N
Low page count

HP LJ 2430
New in box

Every Reliable Certified Printer comes with a 90 day warranty. Quantities are limited. Installation is available. Call customer service today! 1-800-346-7890

Welcome to our newest customers!

Audubon Society of MA

Bosch Thermotechnology Corp.

Ahura Scientific

Amherst NH School District

North Shore Bank

Managed Technology Partners

Reliable Technologies Strengthens Corporate Partnerships



XEROX

Reliable Technologies earns prestigious credentials from HP and Xerox.

July was a very exciting month for us at Reliable- we were awarded higher partner status' from both our major corporate alliances- HP and Xerox. These improvements have several advantages for our customers:

- Faster warranty claims- with a stronger partnership we have even more access to parts and service support.
- Diversified line of products and warranties to suit our customer's needs
- We now offer the full line of Xerox products and continue to offer all HP print devices.
- Even more HP & Xerox training for our service technicians to perform repairs and maintenance
- Ability to offer cost per print programs directly from Xerox, as well as the traditional buy and leasing options.

In November of 2007 when HP announced new guidelines for Authorized Support Partner relationships many businesses in the area began to sweat. When the gavel fell, only a handful of businesses in the New England area were awarded the prestigious ASP status. Reliable Technologies is one of only a few providers in the New Hampshire, Vermont and Maine states who can provide warranty repairs on HP laser printers, multifunction devices and fax machines.

Reliable Technologies was also awarded the Xerox Channel Alliance IT Advantage partnership. This program sets Reliable Technologies apart from "the copier guy" by providing us with tools to fully manage the flow of data and its physical output. Xerox helps make this option a cost effective way for organizations to get all their needs met by few machines.

"Your participation is a testament to the impressive commitment you have demonstrated to your customers and to your partnership with HP."

Gordon Drummond
Area General Manager of HPS
Americas Technology Service,
Channels + Mid-Market division of
HP in his introductory letter

SCAM ALERT- PLEASE BE AWARE!



Occasionally we come across a business that was contacted by a company using the name Reliable Printing Solutions. This company offers “free toners”, outrageously low cost toners, and claims that they make toner cartridges for HP. We are usually contacted by a business somewhere in the mid or south eastern states. If someone calls your organization pressuring you to buy toner, and it sounds too good to be true- it’s a scam. There are many companies who do this, not just Reliable Printing Solutions. What normally happens is the duped company is shipped some toners and then receives an outlandish charge on their credit card. There is no way to get in touch with the sellers to return the products. The best way to eliminate them all together is to ask for their manager, or a phone number to contact them back at. The real Reliable will never call you and use pressure tactics to sell you toners!

THE TECHNICAL CORNER

On the go... Moving Hardware

Company needs change, and sometimes that requires re-deploying a piece of hardware to a new location. Whether a machine is moving across the room— or across the country— there are procedures that should be done prior.

The following are some generic steps for most printers. As always, check your printer’s user’s guide or contact your authorized printer service provider for detailed information about moving your specific printer model.

- If needed, print a Configuration Page and EIO page to assist in setting up the printer on the network after being moved.
- Remove and mark all cables from the printer.
- Open all paper trays and remove all media from the trays.
- Remove print cartridge and return it to the original box, if available, or wrap in protective material.
- Remove all accessory devices and move separately.
- Remove all paper input and receiving trays.
- Tape doors and covers closed.
- Transport the printer sitting flat. Do not

- place it on its side, back, front, or top
- Printers are heavier than they look, so use proper lifting procedures to protect your self from injuries.

Some customers without an onsite warranty choose to bring their smaller printers to us for the repair. If that is your case, we ask that you bring the printer along with the toner cartridge currently in it. If the problem is with an accessory such as an envelope feeder, be sure to include the accessory. Include samples of print defect to assist our technician in diagnosing quality problems. Please do not bring spare toners or any cables- we have plenty available here. Also, please be aware that our in house repairs typically take longer- 5 to 7 business days- as long as parts are not back-ordered.

If you have a difficult printer move coming up feel free to contact us for some help. Printer moves are also a great time to inspect and clean the printer and make sure it is in tip-top shape for its new assignment!

Events Recap-

thanks to all these organizations for letting us participate in their events!

New Hampshire Credit Union League Annual Meeting and Convention

June 6-8 2008
Mt. Washington Resort,
Bretton Woods NH
Winner of the 22” LCD HD TV-
Kathy K. of Manchester

The Granite State Chapter Association of Legal Administrators Twelfth Annual Vendor Expo

May 14th 2008
The Grappone Conference Center,
Concord NH

M.A.S.S. Executive Institute

July 16-18 2008
Mashpee High School,
Mashpee MA
Winner of the 26” LCD TV-
Stephen H. of M.A.R.S.

Upcoming events- we are looking forward to participating in...

22nd Annual New England Christa McAuliffe Technology Conference-2008

December 2-4 2008
The Radisson Hotel, Nashua NH

Last year we gave away Patriots tickets, visit our booth to see what we do this year!

Got an event you want us to participate in? Let us know at info@reliablenh.com.





55 South Commercial Street
Manchester, NH 03101

Phone: 800 346 7890
Fax: 603 627 5553
Email: sales@reliablenh.com

HP and Xerox dealers repair certified

Reliable Technologies has been the leading provider in Managed Print Services since 1991. We currently have over 10,000 printers under our management.

Visit us at
reliablenh.com

A NOTE FROM OUR PRESIDENT

Welcome to the fall edition of The ReliableTimes. Summer has come to an end and the leaves are changing color. We are living through uncertain economic times and everyone needs to look at areas to cut back and conserve.

Have you ever been working a big project or presentation and you finished it just before the deadline and send the document to the printer, only to find out that the printer is not working? Well, with our new Managed Print Services program LaserWatch 2.0, we make sure that never happens!

LaserWatch 2.0 is a state of the art software program that allows Reliable Technologies to monitor all of your networked printers 24 hours a day 365 days of the year.

How is this important you? First, we are able to provide your toner cartridges on a "just in time" basis eliminating the need to have an inventory of toner. Second, we can provide service on a proactive basis eliminating down time waiting for the service technician to arrive. And we will provide you with information on your printers so that you can make better choices about when it makes sense to repair a particular printer or replace it.

The best part of the LaserWatch 2.0 monitoring software is that it is FREE! Our goal is to help you spend less on toner and better manage your printing assets.

If you have any questions, I can be reached at 800-346-7890, or wjustason@reliablenh.com.

Sincerely,

Wayne Justason



HP Issue Statement HP Customer Information

July 2008

As the worldwide leader in imaging and printing, HP is committed to driving the development of user-friendly printing technologies and products. Vigorous tests under standardized operating conditions are an integral part of HP's R&D efforts and strict quality control procedures.

Statement Situation

Recently, we discovered that some cartridges for the HP Color LaserJet CP1515n/CP1518ni Printer series, HP Color LaserJet CP1215 and HP Color LaserJet CM1312 MFP series were experiencing issues with their internal cartridge components that caused unacceptable print quality (e.g. full page printed in color from defective cartridge) and, in some instances, toner leaking into the printer. The HP engineering team is actively working to resolve this issue and expects to have a solution for affected customers in the near future. In the meantime, customers can return problem cartridges under their existing warranty.

Customer Response

If you experience this issue HP will replace the impacted cartridge as a warranty return. If there is toner in the printer that can not be easily be cleaned, the printer can be returned to where it was purchased or through HP's warranty systems.