I'm not a Geek

I'm not a Geek but I want to be able to use my phone and computer with ease



- This class is a collection of software, cloud services, and iPhone apps for business management.
- This full presentation is available at berrypiano.com/cloud
- By Ron Berry 317.255.8213
 ron@berrypiano.com
 berrypiano.com



Do any of these apply to you?

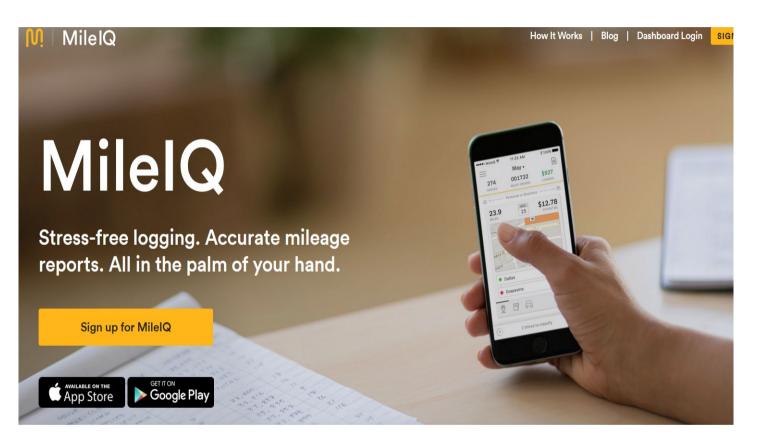
- 1) I downloaded a file, where did it go.
- 2) Is there a better way to organize my files?
- 3) I can't remember my passwords
- 4) Why do I need to change my passwords.
- 5) Can I do banking online?
- 6) How can I manage my calendar?
- 7) Can I schedule appointments online?
- 8) Can a phone help with my shopping list?
- 9) Can the computer help with travel arrangements
- **10)** I keep losing my phone, keys or ipad
- 11) I can't find customers' addresses
- **12)** My receipts are out of control.
- **13)** My customer wants to pay with a credit card!
- **14)** Customers are looking to buy/sell a piano.
- 15) I can't find apps on my phone

- **16)** My phone battery dies
- 17) I need a web site
- I'm drowning in paper, is there some way to keep digital receipts
- **19)** I have no backup for my computer.
- 20) What if my phone gets lost or stolen?
- 21) I don't keep any records of my customers.
- 22) I'm unsure about purchasing online.
- 23) Can I send invoices online?
- 24) How do I used podcasts in the car.
- **25)** I always forget to write down my mileage
- 26) I need to connect my email and calendar among my devices
- 27) How do I solve a Rubiks Cube?
- 28) How do I put music on my phone

Things we'll talk about today

- MileIQ GPS Mileage tracker
- Click2Mail sending postcards
- Square taking credit cards, invoicing
- Carbonite Backup
- ScannerPro capturing receipts
- LastPass Password management
- Computer Security

MileIQ Track your miles painlessly





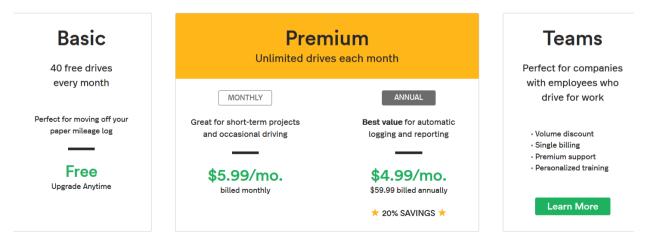
⁴⁴ This app has made my independent contractor life so much easier! One less thing to worry about! Thank you @MileIQ ⁹⁹

-Cisco A., Twitter Review

4.5 ★ ★ ★ ★ ↓ average rating in Apple App Store & Google Play

MileIQ Not free but a great bargain

To get a complete record of every trip without doing anything is worth a lot. I tracks where your phone goes so you need to remember if you rode in a different car. But it can keep track of mileage in more than one car. You categorize the trips and some categorization can be automated if you make the same trip often.



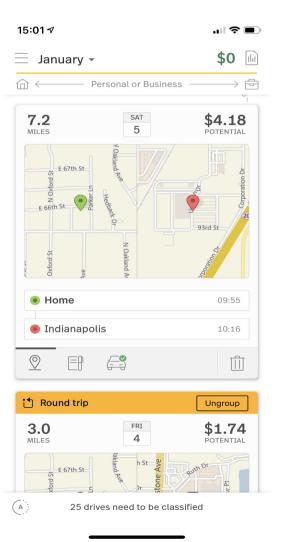
Choose Your Subscription Plan

Demember your MileIO subscription is tay deductible

MileIQ

iPhone app

Just swipe left for personal and right for business to categorize the drive.

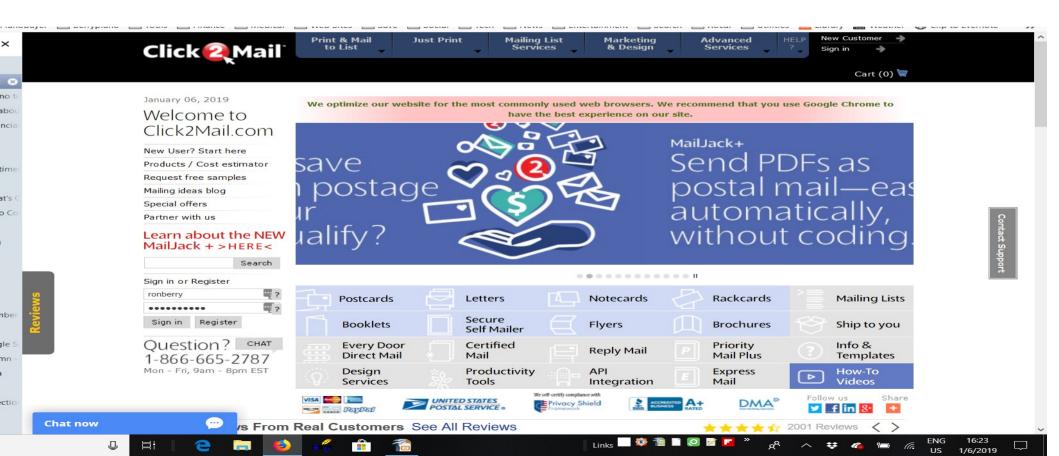


What gender is your computer?



Click2Mail

- Send reminder cards to your customers
- https://click2mail.com/



Click2Mail

- This service at click2mail.com is a printing service that prints an mails my reminder cards. Sending cards for the month now only takes about 10 minutes. No more printer, cutting cards, printing labels, sticking labels and stamps!
- They do much more than postcards
- Even 4 color brochures.
- This is a great hybrid solution of online and print media.

Click2Mail

DearPiano,

It was on {DATE} that you and I were last together for a tuning. I was thinking about you today and wondering if you have slipped out of shape since your last tuning. I wouldn't want you to be embarrassed by the sounds you would make if someone sat down to tickle your ivories.

Don't despair, little piano, for your sweet harmonies can be restored. I can come back to visit you with my bag of tools. We can put you back In tune so you will sound the way a piano is meant to sound. Just have your people give me a call.

I now have on online booking system where you can select your own appointment time that is convenient to you. Just send me an email at ron@berrypiano.com and ask for a email link to this new system.

Or CALL 255-8213 ron@berrypiano.com www.berrypiano.com

Ronald Berry, Registered Piano Technician

Square Credit Card processing squareup.com/









Start accepting credit cards today.

Sign up and we'll mail you a free Mobile Card Reader.

Email address

Password

Confirm password

Get Free Card Reader

2 750/ per swipe, no additional fees,

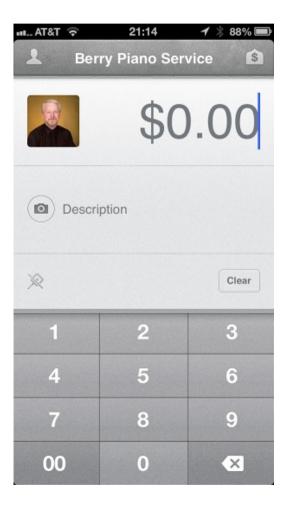


Square

Enter amount of Sale

Type in description with customer's name

Click camera icon to take picture of your paper receipt to make it a permanent part of the electronic transaction.



Square

Set up your account.

Do you charge sales tax?

AT&T 🛜	21:16	1 🖇 88% 🔳
Done	Account	Sign Out
	G	
	erry Piano Se	
b	perrypiano@gmail.	com
A		
Sale	s History	>
	es History	>
		> Off >
% Tax + Tipp	ving	> Off > ays Required >

Square

Sales history can be seen on the phone or at the Squareup.com web site.

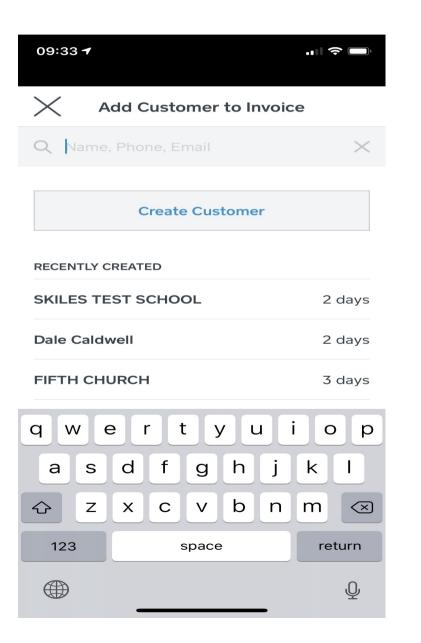
Square has just recently added invoicing to their services. You can send an invoice they can pay with credit card using Square.

So far the invoicing on Square is less complete than invoice to go for sending invoices by email.

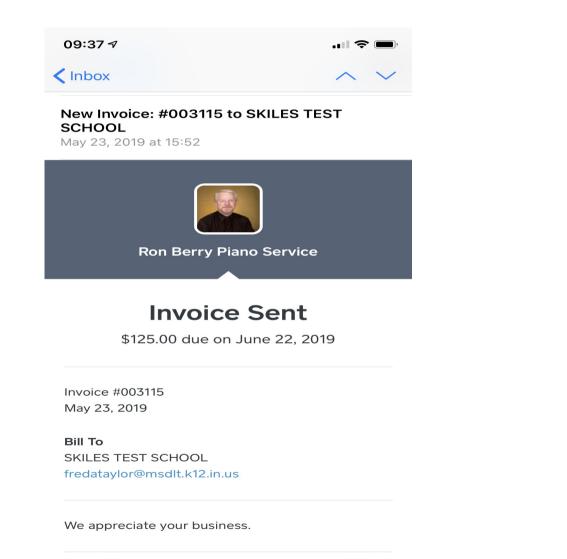
AT	& र 🗢 21:1	6 1 🕺 88%	6
Acc	ount Sales H	istory	
	eceipt, Card Numbe	er, or Swipe	
	\$115.00 Lemke	1/18/13	3 >
VISA	\$110.00 Tim waz	1/2/13	³ >
VISA	\$110.00 Ed Greene	11/29/12	2 >
VISA	\$75.00	9/19/12	2 >
VISA	\$125.00 STICKLE	9/7/12	2 >
VISA	\$110.00 Yates	8/21/12	2 >
	\$198.00 Lilly house	7/17/12	2 >
VISA	\$115.00 Jeff miller	7/2/12	2 >
VISA	\$155.00 Linda Lucas	6/18/12	2 >
VISA	\$115.00 Burks	5/31/12	2 >
101	AA AA	E /20 / / /	

Square has a invoicing system where you can send invoices from your phone. Customers have the option of paying right from that invoice using a credit card or paypal.

09:32 1 Press Butto	on on Reader -	🔐 🗢 🗖
<u>-</u> 3	Invoices	
Q Search		Filter: All Sent
\$4,892.5		
Paid — Last 30 days		
\$1,050.00 Outstanding	\$0.00 Drafts	
THURSDAY, MAY 23		\$405 00
#003115	CHOOL	\$125.00 > Unpaid
Dale Caldwell #003114		\$125.00 Unpaid
	22 2010	
WEDNESDAY, MAY David & Cathlee		\$225.00
#003113		Paid
TUESDAY, MAY 21,	2019	
Gary Jeriha #003112		\$225.00 > Unpaid
Susan Hacker		\$125.00



09:34 1 ?				
\times	Add Item or Discount			
QS	earch			
\$	Custom Amount			
Ар	Appraisal/Estimate	\$75.00		
CI	Cleaning	\$30.00		
Ea	Ease Keys	Variable		
Hu	Humidity Control System	\$209.00		
\bigcirc	Multi Piano	10%		
\bigcirc	North Church	20%		
Re	Replace Bass String	\$45.00		
Re	Replace Flange	\$5.00		
Re	Replace Grand Shank	\$15.00		
Re	Replace String	\$10.00		
-		÷		



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1

09:38 7	
< Inbox	~ ~

Invoice Paid: #003113 to David & Cathleen Perry May 22, 2019 at 11:30



Ron Berry Piano Service

Invoice Paid

Paid \$225.00 on May 22, 2019

Invoice #003113 May 22, 2019

Bill To David & Cathleen Perry cathleenperry@sbcglobal.net

We appreciate your business.



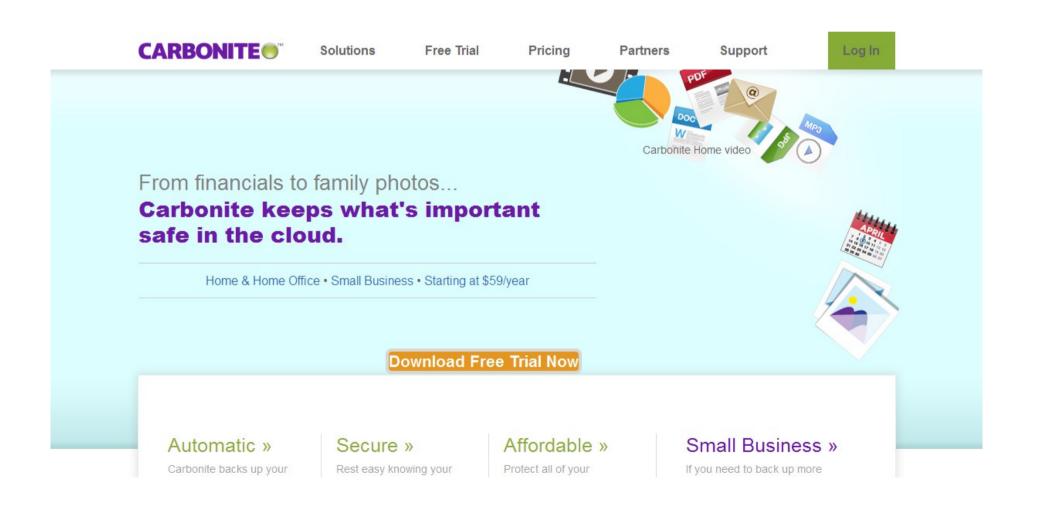
There is a dashboard on you computer as well to manage payments and invoices.

📃 Invoices			o		Setup Guide Q	⑦ Ronald Berry
Invoices Recurring Estimates Reports Settings ~	\$4,892 PAID (33) (LAS			\$1,050.00 outstanding (7) >		\$0.00 DRAFTS (0) >
	Q Search invoid	ces All I	nvoices 🗸 🛛 All T	ïme ~	Export	Create Invoice
	Date	Customer	ID	Title	Statu	us Amount
	05/23/2019	SKILES TEST SCHOOL	003115 Not viewed		Unpa Due in 28 day	\$125.00
	05/23/2019	Dale Caldwell	003114 Viewed		Unpa Due in 28 day	\$125.00
	05/22/2019	David & Cathleen Perry	003113 Not viewed		Pa On 05/22/20.	\$225.00
	05/21/2019	Gary Jeriha	003112 Viewed		Unpa Due in 26 day	\$225.00
	05/21/2019	Susan Hacker	003111 Not viewed		Pa On 05/21/20.	\$125.00
	05/20/2019	Jason Quick	003110		Pa	id \$125.00

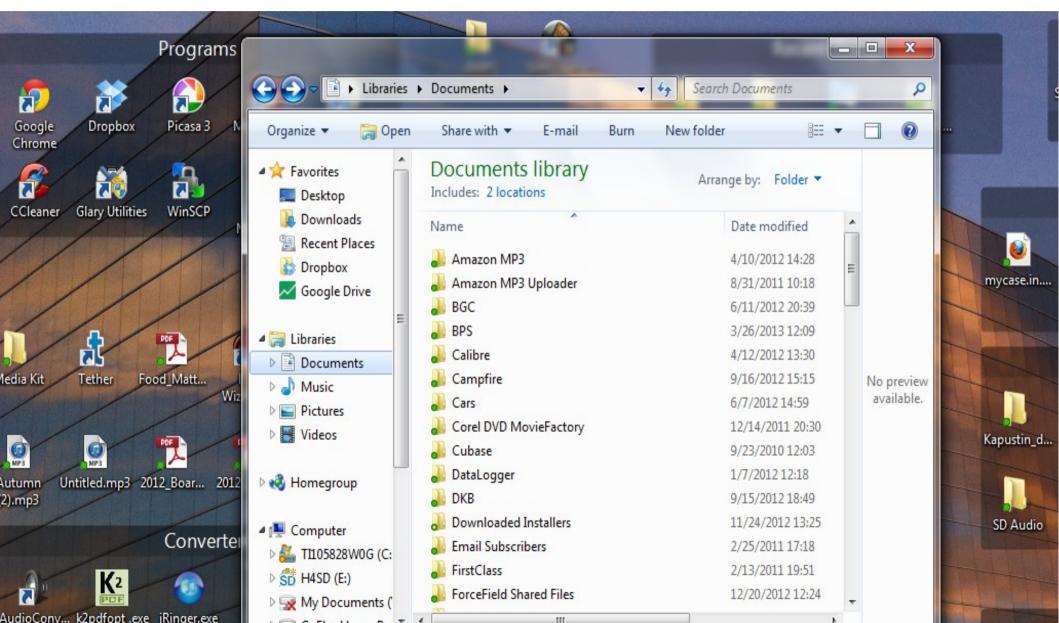
Backup

- You should have 3 copies of any important file
- The original, one copy on an external drive, one copy in the cloud in case your house burns down. You can set up a NAS (Network attached storage) drive on your router that all the computers in your office can access This can be your first level of backup
- BACKUP SHOULD BE AUTOMATIC so you don't have to remember to do it.
- You don't need to back up Windows and your program files, just the files that you create (Documents and settings)

Backup starting at \$6/mo. Carbonite



Backs up most common files You select anything else to backup



Scanner Pro Pdf Scanner

Lets you take pictures with your phone and turn documents into PDF files, even multipage. Then has a good management system for those files including automatically sending them to a Google Drive folder for permanent storage. Great for capturing receipts on the road. Reduce paper by storing a digital version of business or medical bills.

It automatically finds the frame and triggers the camera when a page is in the camera frame.



Managing Password

Ellen DeGeneres has this 3 minute video to show her "Password Minder" solution to this problem. This adds humor but gets to the root of the issue.

How to help others manage passwords



Last Pass – simplify your passwords LastPass.com



Last Pass

- A Password management system
- Remember one good password and let Last Pass do the rest
- Stores passwords securely in the cloud so all your devices can access the password vault
- Generates secure passwords for you
- Logs you in to your sites in the browser on your computer
- Stores Secure Notes like credit card numbers
- Can access information from your smart phone
- Noisy at first as it check the security of your passwords then get quieter as you use it.

Top 25 most common passwords

- 1 123456
- 2 password
- 3 ¹2345678
- 4 qwerty
- 5 abc123
- 6 123456789
- 7 111111
- 8 1234567
- 9 iloveyou
- 10 adobe123
- 11 123123
- 12 admin

- 13 1234567890
- 14 letmein
- 15 photoshop
- 16 1234
- 17 monkey
- 18 shadow
- 19 sunshine
- 20 12345
- 21 password1
- 22 princess
- 23 azerty
- 24 trustno1
- 25 000000

Computer Security



First Rule of Security

- Never click a link to download a file that you didn't ask for. If the browser says you need to load a new app to continue, make sure you need it and then go find it yourself in your app store.
- Apple App Store Apps a vetted and very unlikely to contain malware. Apple is a closed system so it limits what you get get and do. This is a good trade-off for security.
- Android Apps It is always safer to get them from the Google Play store. They have similar security to Apple. Apps loaded from random web sites have no security. You must know that you trust that site.

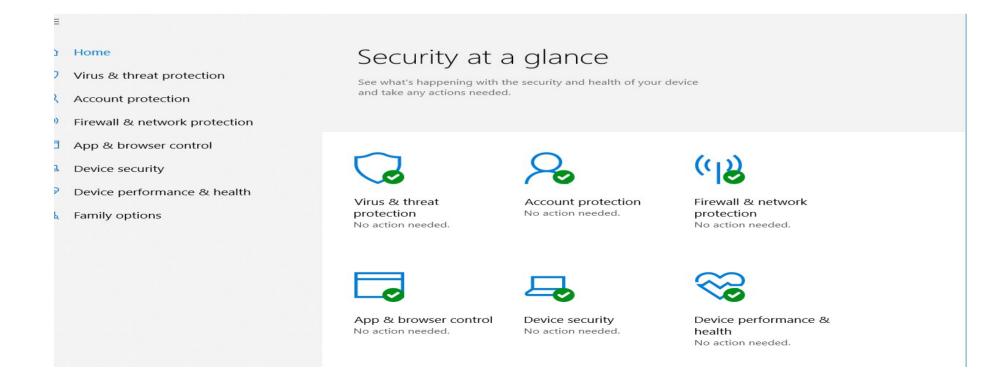
Antivirus



Do I need Antivirus?

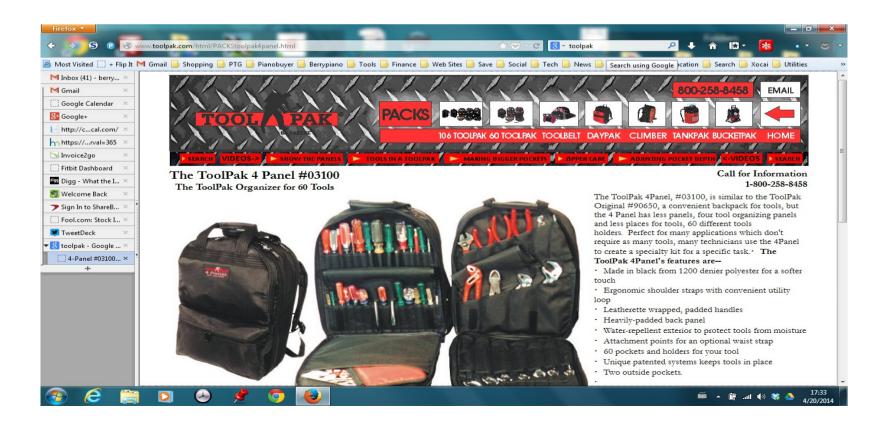
Current Security people feel that you should not use 3rd party Antivirus products. They become an irresistible target to bad guys and have to compromise the security of you computer in order to function.

Windows has Windows Defender that is available to you. You have to trust Microsoft because you are using windows so it make sense to use security software that is part of the operating system.

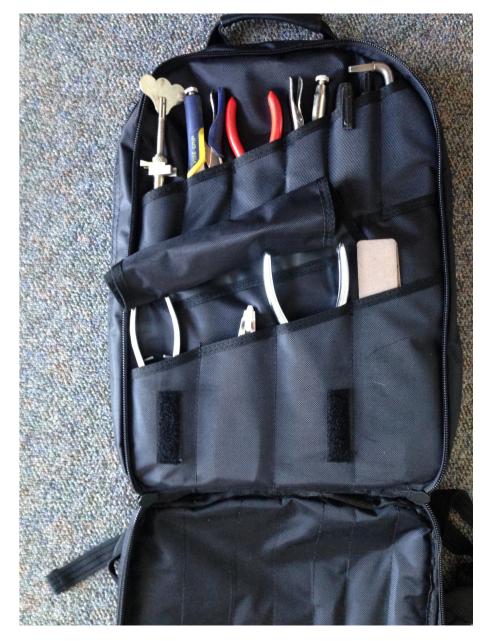


Tool Backpack

- A backpack to carry all your piano tools
- Purchase from ToolPak here

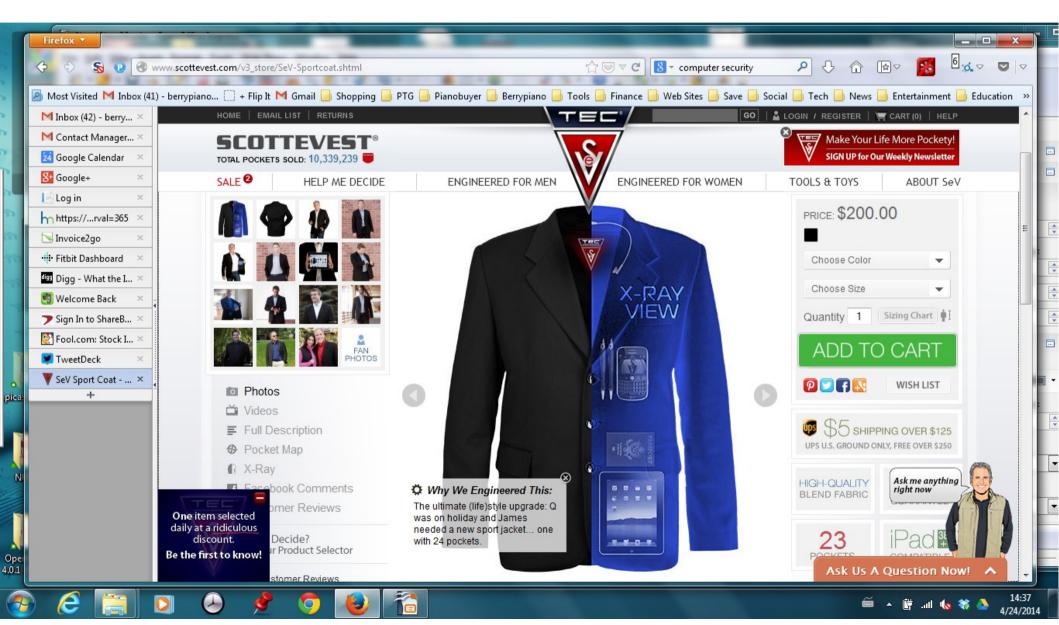


ToolPak





Scottevest.com Technical Clothing





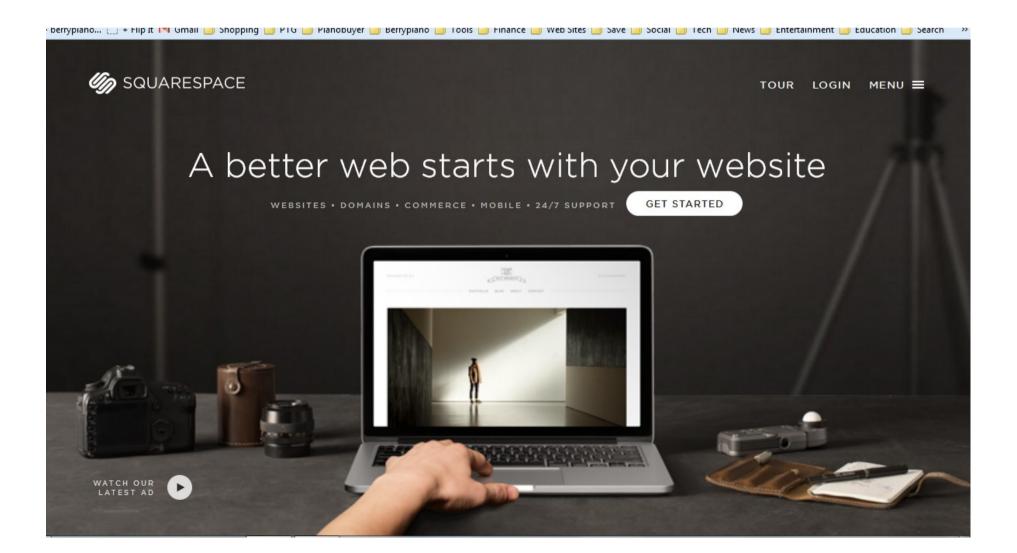
Promoting your Business

Back window perf or full wraps



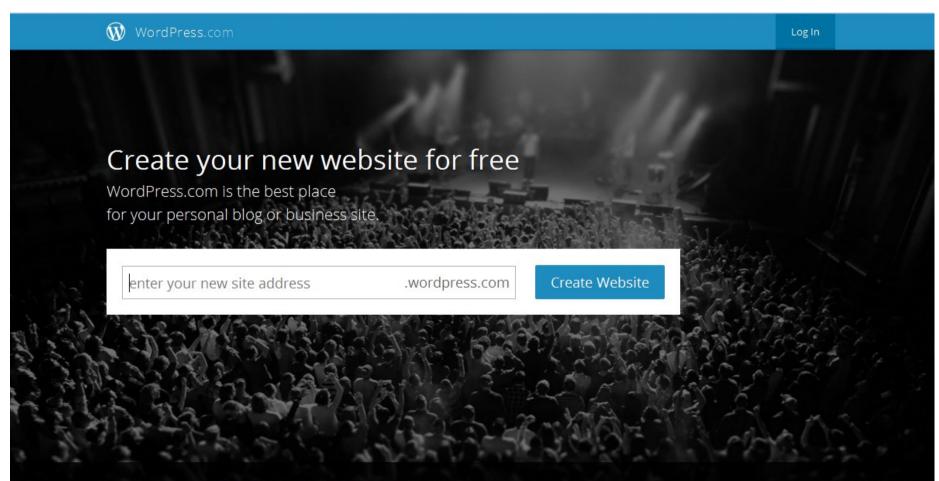
Squarespace.com Build your website

Use the code TNT to get a 10% discount



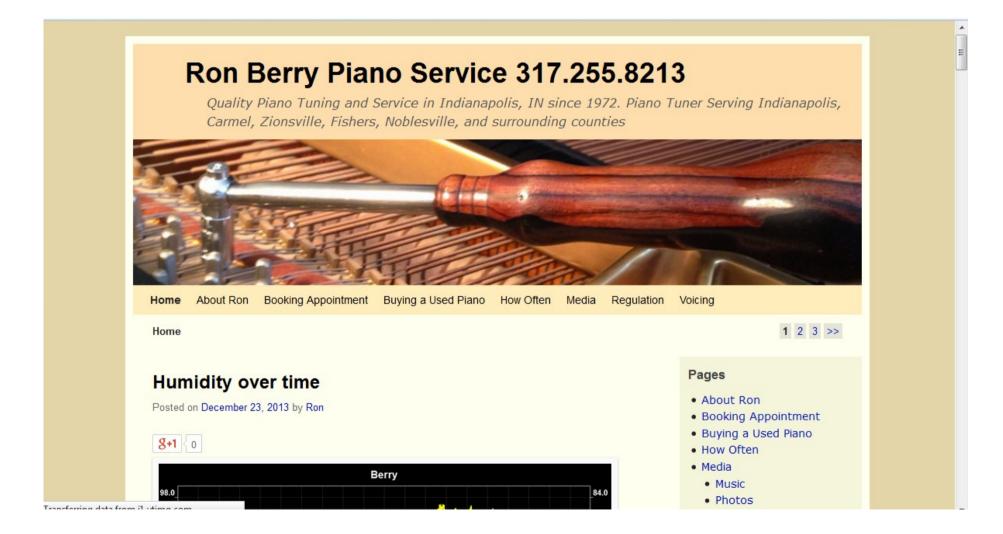
Wordpress.com

Host with them or install it on your own website This is blogging software that makes it very easy post and change content on your web site. Creates both static pages and information posts.



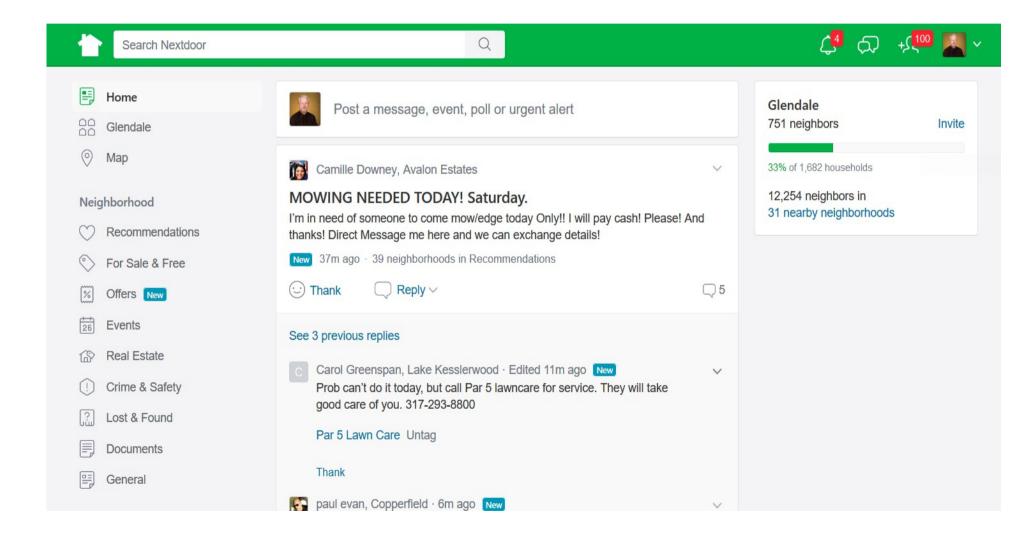
Your web site

By using Blog software you can easily change and add to your site and create information that creates a community around your site.



Nextdoor.com

Know what is going on in your neighborhood and make connections to potential customers





iPhone apps for business



Talk to your phone

Voice recognition has gotten pretty reasonable for texting and finding things on your phone.





Talk to your phone

- Hey Siri, Driving directions to home.
- Hey Siri, tell Julie Berry I will be home at 5:30.
- Hey Siri, set a reminder to check the laundry when I get home.
- Dictate the punctuation.

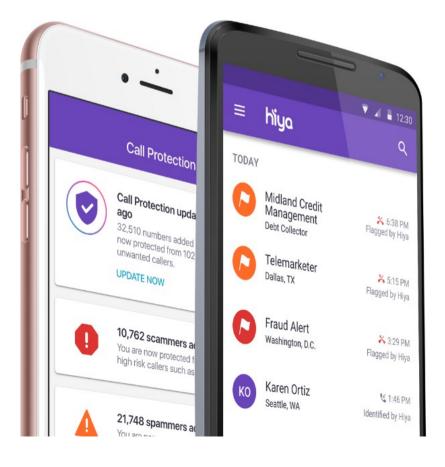
Hiya.com

Manage spam phone calls

hiya

About Download Partners For Businesses Careers Privacy

United St Robocall Ra





Hiya for Android & iOS

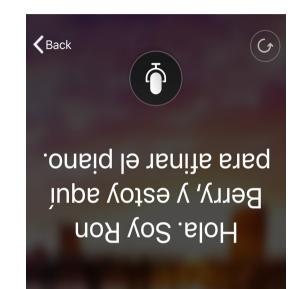
Hiya Caller ID & Block identifies calls you want to take and blocks the numbers you want to avoid. Users benefit from caller ID, call management options like auto-blocking, and reverse phone lookup capabilities.

DOWNLOAD

Translator App



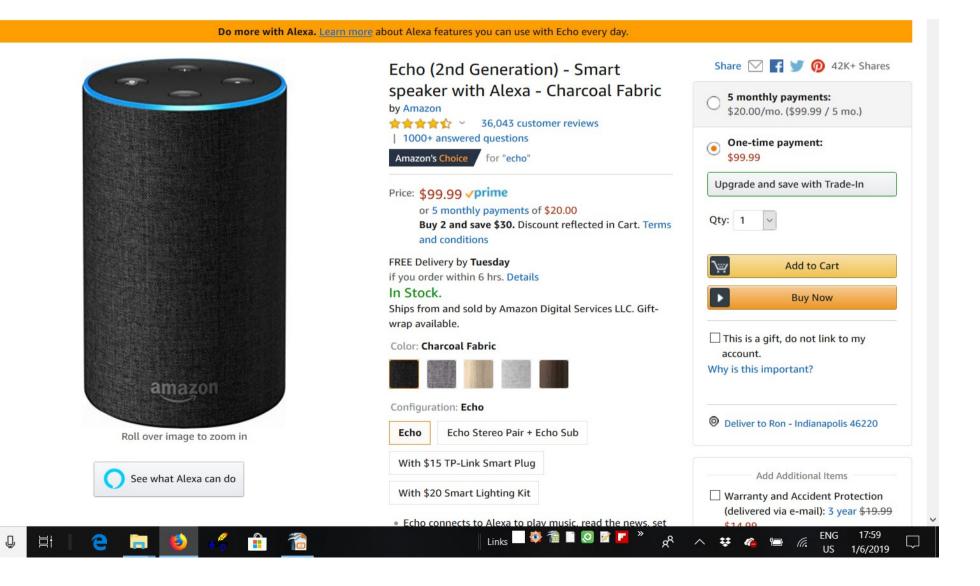
This app translates your spoken work to another language and can operate in dual mode where each person can tap the microphone icon and talk in their own language. It then translates and speaks as well as the written translation. Works in many languages.



Hello. I am Ron Berry, and I'm here to tune the piano.



Amazon Echo Alexa



1

Alexa

- Alexa, add milk to my shopping list
- Alexa, play my Pandora stations
- Alexa set a timer for 10 minutes.
- Alexa turn on the lights.
- Alexa, play my flash briefing.
- Alexa, tell me a joke
- Alexa, Play "Stairway to Heaven"
- Alexa, Play WFYI on TuneIn
- Alexa, Good night

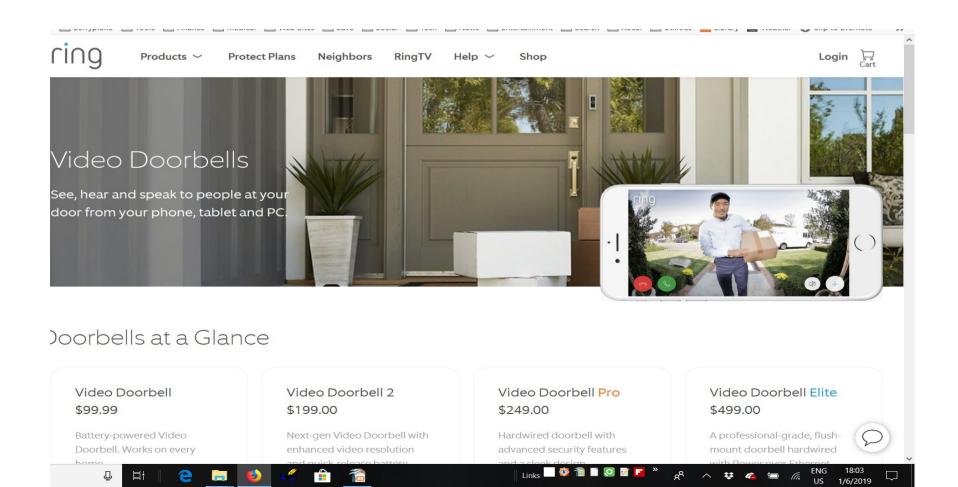
Echo Clock

Alexa timers show on clock. This shows 55 minute, 20 minute and 10 minute timers.



Ring.com Video Doorbell

Call ID for you home. Motion sensors start when someone walk up and notifies you on your phone. You can talk to them from anywhere.



Wireless charging Qi (Chi)

Many new phones have wireless charging capablity built it. There are add on cases that add the wireless charging to older phones.





Holds phone in car and charges it.

Wireless charging is not a necessity but is very convenient

Wireless Charging



Extra battery pack to carry with you for emergency charging. This one charges wirelessly.



An example of a Qi charging case for an older iPhone.

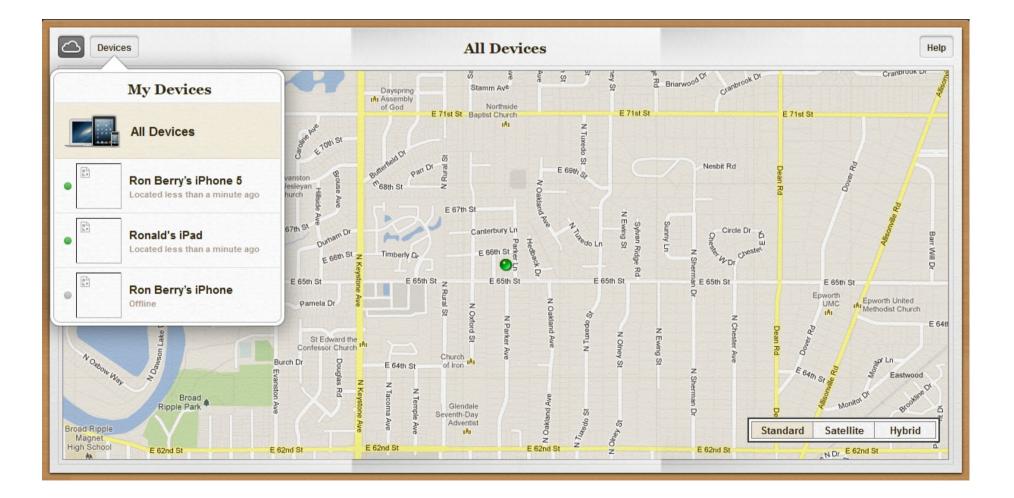
Find my Phone icloud.com



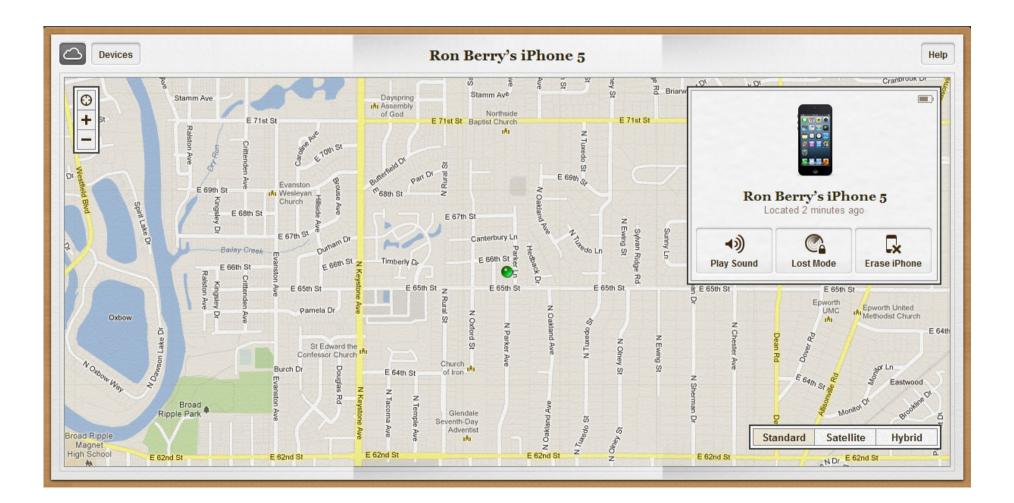
Find my Phone

iCloud				🔲 Ronald Berry Sign Out 🧿
			Tuesday	
	Mail	Contacts	Calendar	Notes
	Reminders	Find My iPhone	iWork	

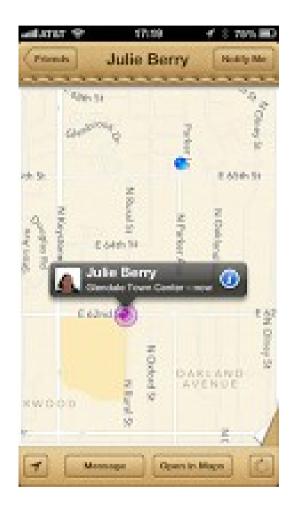
Find my Phone



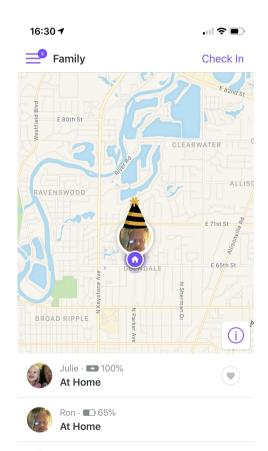
Find or erase your phone



Find your wife

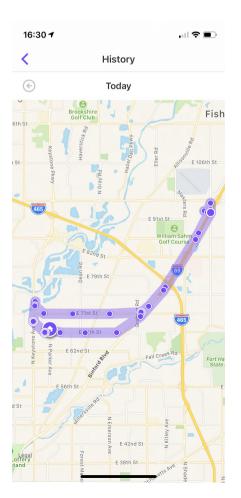


Life360 Find my friends for non Apple people



Life360 tracks your family and friends. It keeps track of where they are, where they have been and their battery status. This is a Microsoft product that works for all smart phones.

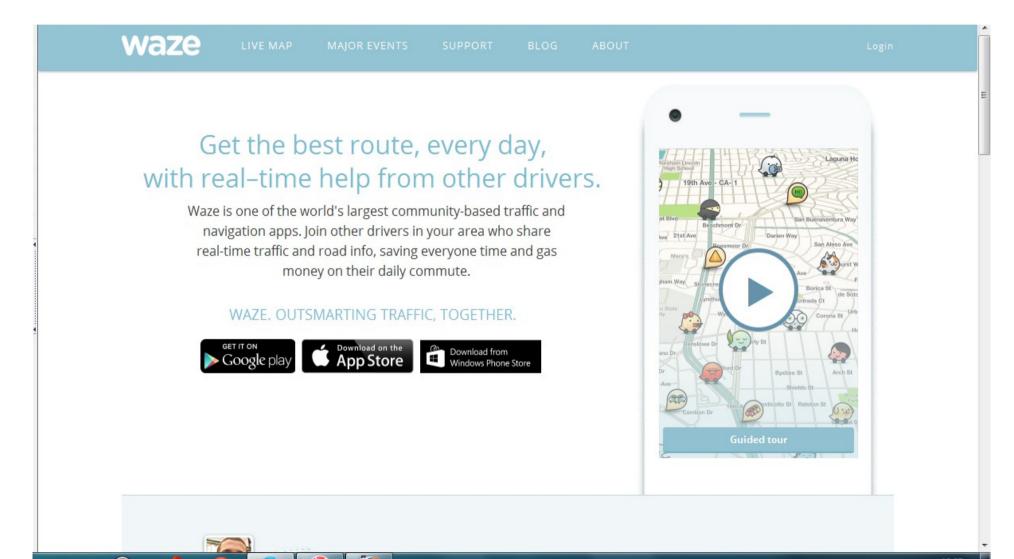
Free with in app purchases for additional features.



Invite New Members

Waze

Real time driving conditions from data from other cars. Especially good to show you where roadblocks are.

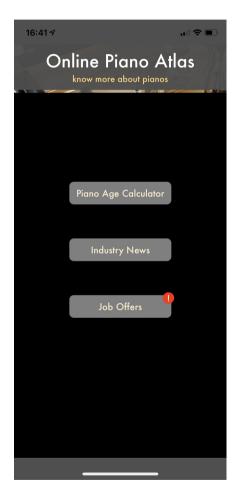


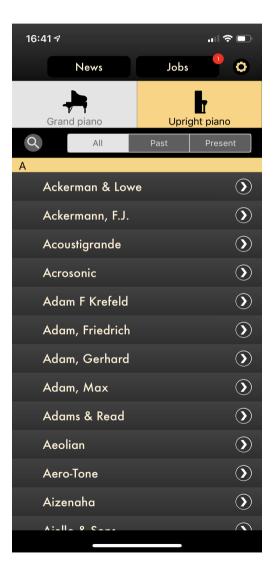
Google Calendar

Can sync to phone and manage other technicians. Set up your phone as a Google account and it can sync all your mail, contacts, and calendar with any other device. You can also view, and/or edit other people's calendars.

≡ 31 Calendar	Toda	y < >	November 20	018 Week 46		Q	Week 🔻	
		SUN	MON	TUE	WED	THU	FRI	SAT
+ Create		11	12	13	14	15	16	17
November 2018 <	> ^ GMT-05	Veterans Day	Veterans Day obse			First quarter 09:54		
	0001-03	ADOPTION SUND/	blood work Chaud			That quarter 09.04		
SMTWTF	S	noor non conor	biood from ondud			Recycling		
44 28 29 30 31 1 2	3 08:00 -					07:00 - 08:00		
45 4 5 6 7 8 9 1	0							
46 11 12 13 14 15 16 1	09:00 -							
47 18 19 20 21 22 23 2		BChurch 09:00 - 13:00				June Popplewell	Phil MacVean	
48 25 26 27 28 29 30	1 10:00 -	Sunday school		Catherine 09:30 - 10:40	BILLIE PORTER 09:30 - 10:40	09:15 - 10:25 1142 N Harbison	09:15 - 10:25 3171 N	
49 2 3 4 5 6 7	8	09:45 - 10:45		7950 Meridian Hills	4666 RADNOR RD ,		5 1 ·	
	11:00 -		CHRISTINA	FIFTH CHURCH, X			David Berry	
Add calendar	:		10:50 - 12:00 13495 SALAMONE	11:00 - 12:10	Mary DeGroot 11:10 - 12:20	Alyce Puckett 11:05 - 12:15	11:00 - 12:10	
	12:00 -		WAY WEATER S	655 E 62ND ,	4932 Plantation Dr ,	14079 Old Mill Cir,	11181 Desert Glen,	
My calendars	`		JOHN HAYES	LAUREL		EDWIN SCHOWE		
Ron Berry	13:00 -		12:30 - 13:40 1947 CAMARGUE	12:30 - 13:40 4453 CENTRAL ,		12:30 - 14:00 14524 TWIN OAKS	Barb Weber	
	14:00 -		DD TIONOUTLE N	NISHAN BOLIO NI	JAN HIRSCHMAN	DR, CAR Writing	13:00 - 14:10 4927 Common	
Birthdays	14.00				13:30 - 14:40 8140 Township	13:30 - 1	NP 1 141	
Reminders	15:00 -		Indianapolis Opera,		1. 01401100	Sandra N 14:20 - 1		
🔽 Tasks			14:45 – 15:55 4011 N		Linda Grube	13829		
ToDo	16:00				15:15 - 16:25 9780 Wild Cherry,			
			Gary Linard 16:10 - 17:20		NIDIANA DOLLO NI			
Other calendars	17:00 -		5242 N Central Ave					

Piano Age App





16:42 /	,,∥ ╤ ■,
Back	Share this page
Bösendorfer, L	udwig
Enter the serial number	
33567	ОК
Age: 39 years	
Manufactured: between 1 Made in: Austria Founded: Austria, Wien 1	
Current status: Still manuf	actured

PianoCal.com Customers can set their own appointments

manage your business from anywhere, on any device

+use any combination of phone, postcards, or email "eBookings" to make contact with, and book, your clients

+store and track multiple pianos per client with disparate symmetrical or asymmetrical service schedules

+optimize routes and schedules on the fly with our powerful geo-coded booking system

+send emails empowering your clients to book themselves online into optimal slots with their smartphones, tablets, or computers

+reduce fuel consumption, downtime, and phonetag

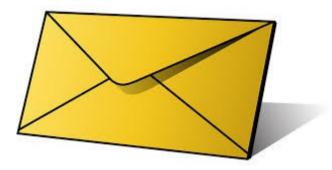
+upsell your clients through automated "ebookings"

+complete data (csv) download and calendar support:



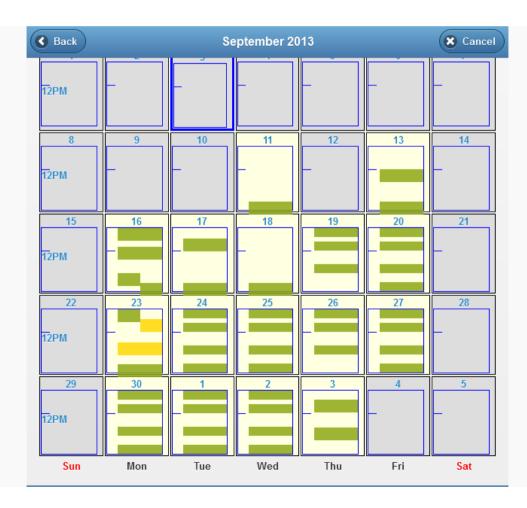
Start collecting emails from Customers

We will show a couple of customer management programs. All of this requires getting email addresses from your customers. It is much easier to set up appointments with email than by phone.



PiANOcal Pick a geolocated time slot

Your customers get an email with a link to your calendar. They see this view and can choose a time slot convenient to them, but geolocated so it will be convenient to you also.



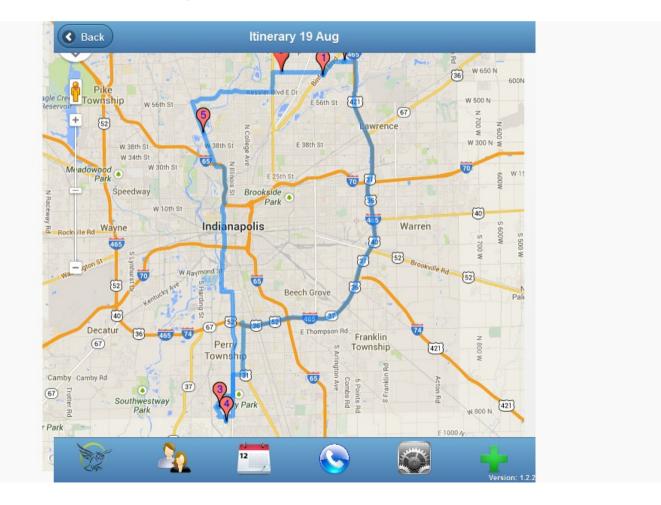
PiANOcal Your schedule for the day

Shows your appointments along with piano information. Notice the drive time and buffer time calculated in. Can export your calendar to Google Calendar

	45		
	00	Drive time: 11 min (4.1 mi)	
11 AM		11:00 AM INDIANAPOLIS, 4935 N Park Ave Ray Howard	
	15	STARCK	
	30	- Tuning	
	45		
12 PM	00		
	15	Buffer time (15 min)	
	30	Drive time: 0 min (2.2 mi) 12:30 PM INDIANAPOLIS, 1660 KESSLER BLVD E DR	
	45	NORTHMINSTER PRES., JOHN Wright EVERETT 11	
1 PM	00	- Tuning	
	15	STEINWAY M - Tuning	
	30	YAMAHA C7 - Tuning	
	45		
2 PM	00		
	15		
	30		
	45		
3 PM	00		
	15		

PiANOcal groups appointment into a sensible route

Even when you go to the other side of town it helps group appointments near there. It show appointment times near your other appointment.



PiANOcal Appointment details

View the details of the current appointment.

Appointment	
Eric Applegate	O
5314 Deer Creek Drive INDIANAPOLIS IN	
BOSTON Model: UP-118S SN: B148709 Every 12 months.	
Service Tuning 1 hr 10 min	
On Friday 11 October 2013 3:30 PM	
View Day in Calendar	•
Edit Appointment	٢
Delete Anneintment	Version: 1.2.2

PiANOcal Piano records and service history

Shows the pianos for that customer and past service records.

	Service every 12 months.		-	
	Last service: 4 Sep 2013 Service due: 4 Sep 2014		0	
	₩History			
A	KIMBALL			
11	Last service: 2 Sep 1992 Service due: n/a		0	
	₩History			
A	STEINWAY M (GR)			
	Room: Choir Service every 12 months. Last service: 4 Sep 2013 Service due: 4 Sep 2014		0	
	₩History			
4	ACROSONIC (SP)			
	Room: Office Service every 12 months. Last service: 7 Jan 2009 Service due: 7 Jan 2010		0	
	₩History			

PiANOcal Callback information

Controls for seeing who is due for an appointment. You can export callback information to a print service such as Click2Mail

C Today	y (0)	
C Due v	within 30 days (5)	
G Sent	emails within last 30 days (17)	
C Servi	ce due October 2013 (10)	
C Servi	ce due November 2013 (8)	
C Servi	ce due December 2013 (20)	

PiANOcal configure your calendar

I can block off Thursday afternoon for taking the granddaughter to piano lessons. This keeps anyone from scheduling during that time.

PW	15	M	Т	W	Т	F	 _	
	15	М	Т	W	Т	F		
	30	М	Т	w	т	F		
	45	M	Т	W	т	F		
PM	00	М	Т	w	т	F		
	15	М	Т	w	т	F	-	
	30	М	т	w	т	F		
	45	м	Т	w	т	F		
PM	00	м	т	w	т	F	-	
	15	м	т	w	т	F	-	
	30	м	т	w	т	F		
	45	м	т	w	т	F		
PM	00	м	т	w	T	F	-	
	15	м	т	w	т	F		
	30	м	т	w	т	F		
	45	M	T	w	Т	F		
							 -	

PiANOcal

- Telephone is a convenient way to set up appointments but you play phone tag and can never get them on the phone to talk.
- Email is a difficult way to set up an appointment, takes many emails back and forth and setting up contingent appointments in your calendar.
- PiANOcal gives you the convenience of email without the phone tag!
- To sign up go to http://pianocal.com
- For a \$50 coupon toward the service, use the login code GEOCAL2020

Form on my website for customer to request an appointment link

	h a link to the calendar. It only takes a minute, an	
	be you will find this useful. Of course, you can	• Photos
always call on the phone a	t (317) 255.8213.	Regulation
		Voicing
•		Categories
I would like to set u	p an appointment	News
		Technical
Name *		Uncategorized
Name		Interesting Sites
Street Address *		
		• Fun Resources for
City *		Students
Zip Code *		 Piano Puzzler Piano Technicians Guild
Zip Code		Plano Technicians Guild
Your Email Address *		Tags
		Bridge Buy piano Cleaning Dampe
Phone		Hammers Humidity ivory
Other Comments/Instructions		keytops Pedal Regulation
Other Comments/Instructions		string Tuning Videos
		Voicing
		tooling .
	Submit	
	0.1-1	

Here is a screenshot of the calendar. It's easy to use. You just click on a time.

Gazelle



home features pricing contact blog login

FREE TRIAL >

Welcome to the all-in-one business management software for piano technicians

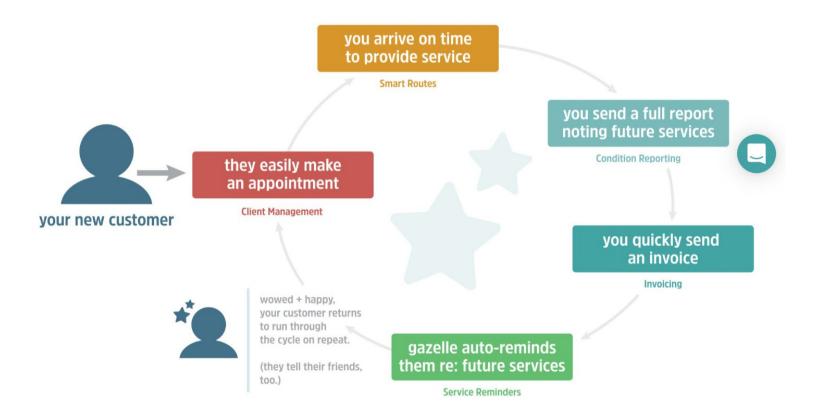
START YOUR FREE TRIAL >

VIEW FEATURES

Gazelle Network

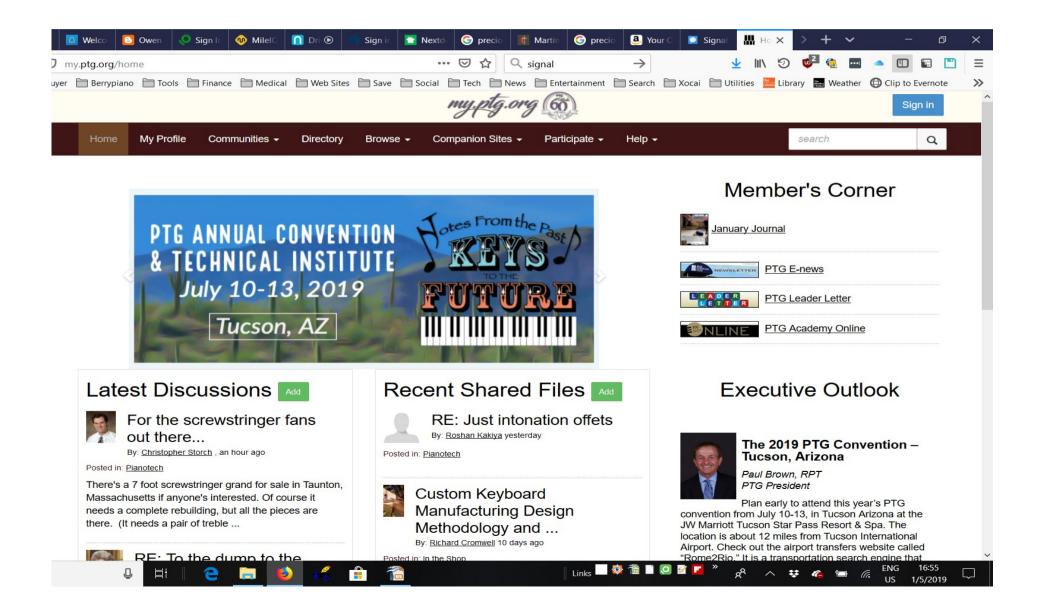
- Has a very complete database for record keeping.
- Contacts customers for future appointments.
- Has very good marketing tools to generate new and additional business.
- Includes invoicing
- Plans your route

Gazelle



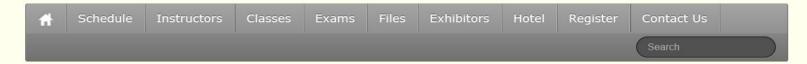
my.ptg.org

Pianotech and a lot of other discussion groups, Plus libraries of documents.



Come to Kansas City (Overland Park) in Sept 24-27, 2020 for MRCO midwestptg.com

Piano Technicians Guild Midwest Regional Conference — Overland Park, KS September 24-26, 2020





Hit the bricks to Indy. From basic tuning to high level voicing, we have a fully packed schedule of piano technology classes.



We have a seminar planned with classes for every technician at every level. This is the second seminar for the combined Central East and Central West Regions, now called the Midwest Regional Conference Organization.



Indy welcomes you. A great place for hospitality and fun. Come learn from our experts.

Thank you for listening Once a Nerd, always a Nerd



A computer lets you make more mistakes faster than any invention in human history with the possible exceptions of handguns and tequila.

Mitch Ratcliffe



