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Your monthly newsletter, written for humans not geeks.

blueb X

PULSE



Could social engineering bring down your business?

One phone call could be all it takes to bring your business to its knees.

That's the chilling reality of social engineering. It's a type of cyber attack that doesn't rely on clever coding or fancy tech. Instead, it targets your people. And it's becoming one of the biggest threats to businesses of all sizes.

Social engineering is when a criminal manipulates someone into giving up sensitive information or access to systems. It often starts with a phone call or email from someone pretending to be a colleague, a supplier, or even a senior manager. They might sound friendly, urgent, or frustrated... anything to get the response they want.

And if your staff aren't on high alert, that one conversation could open the door to your entire network. A favourite target for these attacks?

Your help desk or service team. They're trained to be helpful and solve problems quickly. But if someone calls pretending to be locked out of their account and urgently needs a password reset, it's easy to see how a well-meaning team member could be tricked into handing over access.

From there, it's game over. Attackers can install ransomware, steal customer data, or snoop around in your systems undetected.

The worst part is this kind of attack is simple to pull off. And highly effective. That's why even small businesses need to take it seriously. So, what can you do?

Start by training your team to be cautious of unusual requests, even if they sound legitimate. And don't rely on memory or gut instinct. Put strong identity verification procedures in place that everyone follows, every time. Technology can help with this, by adding extra checks before any sensitive action is taken.

Remember, cyber criminals don't need to break in when someone will open the door for them. But with the right awareness and safeguards, you can make sure your team knows how to keep it firmly shut.

Need help keeping your team on top of cyber security best practice? Get in touch.

DID YOU KNOW...

not all password managers are genuine?



Cyber criminals are creating fake websites that look exactly like the real thing, offering downloads of password manager software that's secretly been tampered with. These lookalike sites often appear in search engine ads, making them hard to spot. Even for experts. Once installed, the software works normally on the surface, but behind the scenes it can steal your data or install ransomware.

Always double check the web address before downloading anything, and only get software from trusted, official sources.

This is how you can get in touch with us:

CALL: 0120 4 221101 - EMAIL: hello@bluebox-i.co.uk - WEBSITE: www.bluebox-i.co.uk

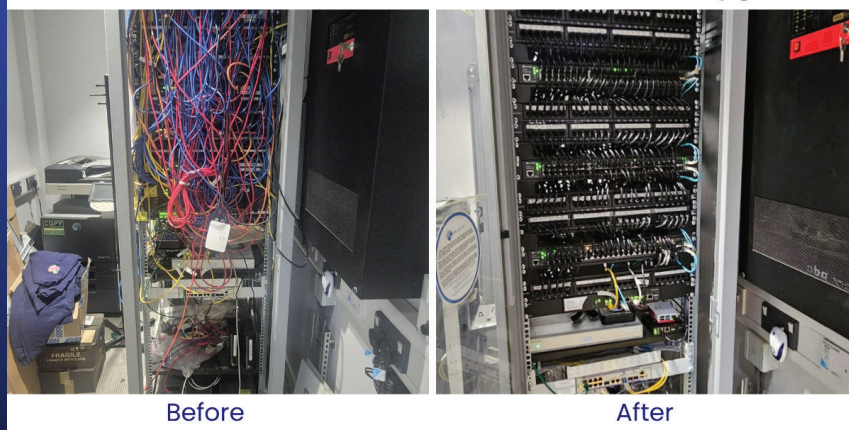
TechFacts

- 1 Think AI is a new concept? Not really. The first computer program to have AI was Christopher Strachey's draughts (checkers) program, developed between 1951 and 1952.
- 2 In 2007 an estimated 10.8 trillion spam emails were sent, surpassing the 10.5 trillion legitimate messages. Spam traffic peaked in 2008, when it accounted for approximately 92% of all email traffic.
- 3 The term "Vaporware" was created by a Microsoft engineer when asked about the status of the company's Xenix operating system. It's often used to describe products that are announced with great fanfare but are either indefinitely delayed or never released at all.

Tech



When we say we simplify telecoms & IT - we mean it!
Take a look at the internet cabinet before & after our upgrade



Before

After

THE CHALLENGE

Our client, a busy public venue hosting multiple businesses, was struggling with a patchy and underpowered network setup. While we'd already delivered a robust 1Gbps leased line to the building, the internal infrastructure hadn't kept pace. Outdated switches, ageing Wi-Fi access points, and a neglected comms cabinet were all contributing to sluggish performance and growing frustration among tenants and staff.

THE SOLUTION

We carried out a full internal network refresh, designed to meet the venues' demands for today and the years ahead. Here's what we delivered:

- **Replaced legacy switches** with high-speed, gigabit-ready equipment
- **Upgraded router and Wi-Fi access points** for seamless site-wide coverage
- **Refreshed and reorganised the comms cabinet** for improved airflow, easier access, and better performance

THE RESULT

The entire site is now running on a fast, secure, and fully future-proofed network. No more bottlenecks. No more downtime. Just a stable system that supports productivity, whether it's the businesses renting space, the visitors passing through, or the behind-the-scenes team keeping everything running smoothly.

FUTURE-PROOF YOUR BUILDING

Is your network equipment in need of a review? We can help. Whether it's a simple upgrade or a complete infrastructure overhaul, Bluebox Integration has the experience and solutions to bring your setup up to speed.

Get in touch to find out how we can future-proof your connectivity. You can give us a call on 01204 221101

Yes, you'll be able to open a PDF in Edge document in your chosen browser. It will support over 70 languages

From Slow and Outdated to Fast and Future-Ready

A complete network overhaul for a high-demand public venue

At Bluebox Integration, we don't just install broadband - we engineer connectivity that works. And our latest project is a prime example of how the right infrastructure can transform performance, reliability and day-to-day operations.

INSPIRATIONAL QUOTE OF THE MONTH

*"I have not failed.
I've just found
10,000 ways that
won't work."*

Thomas Eddison, inventor.

Technology update

Full PDF translation comes to Edge

...e, click the Translate icon, and instantly see the entire
...n language. No more copying and pasting line by line.
...s and be a real time saver for understanding manuals,
... contracts or reports written in another language.
The rollout is already happening right now.

Loser gets the coffees - it's time for a fun tech quiz...

1. What was the most downloaded app of 2024?
2. A blue wavy line in Microsoft Word indicates which error?
3. What does the acronym URL stand for?
4. Where are the headquarters of Microsoft located?
5. During its earliest days in development in the 1980s, what name was Windows 1.0 known by?

The answers are below.

1. TikTok, with over 825.5 million downloads worldwide
2. A formatting error such as bad grammar
3. Uniform Resource Locator. It tells your browser the address to find a website or other content online
4. Redmond, Washington
5. Interface Manager

NEW TO

MICROSOFT



Pick up where you left off in Android

Microsoft's working on a new feature for Windows 11 called Cross Device Resume. It will let you pick up exactly where you left off in an app, across different devices.

For example, if you're using an app on your phone, you'll soon be able to switch to your Windows PC and carry on seamlessly, without having to start over. It's like Apple's Handoff feature and will rely on app developers enabling it.

This could make switching between your devices even smoother, especially for communication, media, and productivity apps.

Your fingerprint is your password... so what happens if it gets stolen?

Biometrics are changing the way we log in.

Whether it's a fingerprint, a facial scan or even an iris pattern, more and more businesses are using this tech to access systems, files and customer records. It's fast, it's convenient. And it feels more secure than a password.

But there's a catch: If someone gets hold of your biometric data, you can't change it. You can't just "reset" your face, right?

That's why biometric data is quickly becoming one of the most valuable – and vulnerable – types of information your business holds. And if your systems contain sensitive data about your employees or customers, using biometrics without proper protection is a bit like fitting a high-tech lock on your front door... then leaving the key under the mat.

Hackers are already targeting businesses that use biometrics for logins, because they know how powerful that data is. A stolen password can be cancelled. A stolen fingerprint? That's forever.

On the dark web, biometric credentials are now being sold for high prices to criminals who know how to use them to bypass identity checks. What can you do?

Start by making sure biometric data is stored locally on devices wherever possible, not in a central database that could become a target. If it *must* be stored centrally, it should be encrypted to a high level and separated from other data to limit the damage of any breach. Access controls are also essential.

Lock down who can manage or view biometric settings, and track every login attempt or change. And if you're using third-party tools or devices, choose vendors who take biometric security seriously, with strong privacy policies and a clear track record of data protection. Biometrics can be a huge asset to your business.

But with great convenience comes great responsibility. If you're going to use a fingerprint or a face as the key to your digital world, make sure you're the only one who can open the door.



Q: Is it really that risky to let staff use their own devices for work?

A: Yes, if it's not managed properly. Personal devices are often less secure. And if they're lost or compromised, your business data could go with them.



Q: How often should we change our passwords?

A: Actually, it's better to focus on using strong, unique randomly generated passwords with multi-factor authentication, than changing them all the time. A good password manager can help.



Q: Do we really need to back up data if we're using cloud services?

A: Yes! Most cloud services protect their systems, but not your data. Accidental deletion, user error, or cyber attacks can still result in loss.

609 business owners trust us to keep their businesses running every day, and you should join them.

We specialise in Business IT Solutions & Telecoms tailored to your specific needs. Our services are flexible, straightforward, and free from jargon, designed to evolve seamlessly with your business. We pride ourselves on a no-hard-selling approach, no long-term contracts, just the right advice without the unnecessary hassle.

- Stay connected with the latest Cloud Telephone systems from 3CX & NEC
- Have IT Problems? We provide support for your computer systems (We are Cyber Essentials Certified).
- Access fast and reliable internet connections with our Fibre Broadband and High Speed Leased Lines.
- Enhance your online security with our Cyber Security Services, including email protection, network monitoring, antivirus, ransomware, and malware protection. (Ask about our FREE no obligation Cyber Security Report).
- Prepare for and obtain Cyber Essentials Certification with our assistance.
- Utilise Office 365 for email, Sharing files and Office software on your PCs and laptops.
- Experience the flexibility of working from anywhere with our Cloud Services.
- Ensure the safety of your data with automatic backups for servers, PCs, and laptops.
- Upgrade your wireless network with the latest WIFI 6 & 7 access points for high-speed WIFI throughout your premises.
- Get reliable data cabling for computers, phones, and CCTV, including CAT5, CAT6 and Fibre.
- Source your IT hardware, including Servers, PCs, Laptops, and Peripherals.
- Optimise your office printing with our Managed Print Services, featuring multifunction printers. (Print, Copy, Scan & Email).
- Secure your premises with the latest digital IP CCTV systems.
- Enhance your online presence with our website services, covering design, hosting, and SEO optimisation.

One important thing, we don't have any sales people so we'll only ever focus on how we can actually help your business, not on commission rates or sales targets, there's no pressured sales tactics, just no fuff.

Get in touch, our advice is free.

bluebox
I N T E G R A T I O N

Simplified Telecoms & IT

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CALL: 01204 221101 – **EMAIL** hello@bluebox-i.co.uk

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