

JUNE 2025

Your monthly newsletter, **written for humans not geeks.**

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PULSE

How to use **AI** responsibly in your business

Have you ever stopped to think about how much your business relies on AI already?

Maybe it's without you even noticing? AI is quietly becoming part of everyday work life. From the smart tools that help with emails or customer support, to apps that analyse trends or boost productivity. But with great power comes great responsibility.

Using AI isn't just about getting tasks done faster. It's about making smart, ethical choices that protect your people, your customers, and your reputation. That means being clear on how AI is being used in your business. And making sure it's being used the right way.

Responsible AI starts with understanding. Not everyone on your team needs to be a tech expert, but they should know the basics. Like how to protect data, share sensitive information, and spot when

something doesn't seem right. Good training is key, especially as AI becomes more involved in decision making.

It also means thinking about fairness and accountability. If an AI tool is helping to make decisions – perhaps sorting CVs or recommending products – you need to be confident it's not introducing bias or making errors. Someone in your business should always be responsible for double checking its work. AI can assist, but it shouldn't replace human judgement. Creating simple, clear guidelines for your team is a great place to start.

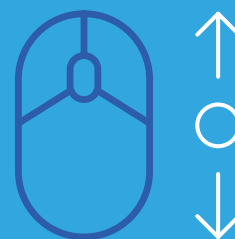
Be open about how you're using AI and why. Make sure people know what's okay and what's not, especially when it comes to data. And regularly review how your AI tools are performing, so you can catch any problems early.

Done well, AI can give your business a real edge. But only if it's used thoughtfully, transparently, and with care.

If you want to explore how AI can help your business (and how to manage it responsibly), we'd love to help. Get in touch.

DID YOU KNOW...

you can change your mouse scrolling settings?



Want to tweak how your mouse scrolls in Windows 11?

It's simple.

Head over to **Settings > Bluetooth & devices > Mouse.**

Here, you can adjust how many lines the wheel scrolls or opt to scroll a full screen at a time. You can also enable scrolling in inactive windows by hovering over them. Perfect for multitasking. And if the scroll direction feels off, there's an option to reverse it to your preference. Smoother navigation in no time.

This is how you can get in touch with us:

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

TechFacts

- 1 In 2014, hackers used a fridge to send spam emails. Yes, a fridge. It was part of a botnet made up of smart devices like TVs and thermostats that were online but poorly protected. Even toothbrushes aren't safe these days. It just shows that as more gadgets get "smart," they also need to get secure.
- 2 The computers that sent astronauts to the moon had just 64KB of memory. That's less than a basic calculator today. Now, every time you Google something, it uses more computing power than NASA had for the entire Apollo mission. We've gone from rocket science to rocket-speed search results in just one click.
- 3 Scientists have found a wild new way to store data: DNA. Yep, the same stuff that makes you. You could one day hold all the world's digital info. Just one gram of DNA can store 215 million gigabytes. In theory, we could fit the entire internet in a shoebox... made of science.

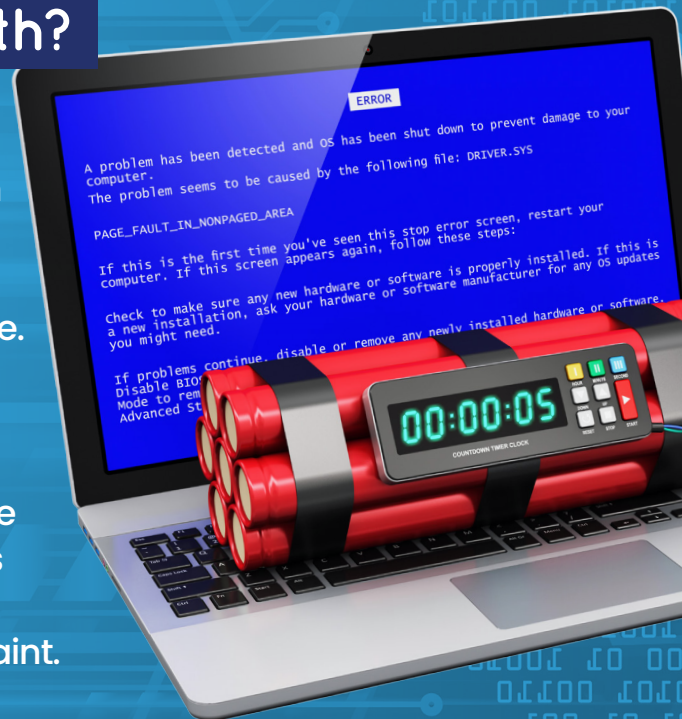
Technology update

No more Blue Screen of Death?

Heard of the Blue Screen of Death?

Of course you have. It's the screen you see when your PC crashes. Well, it's getting a makeover. It used to be blue (hence the name), then green for testers. But now it might be black for everyone.

Microsoft's changing the colour to match the sleeker look of Windows 11. But some people say it's confusing because it looks like normal update screens. Either way, if your screen suddenly goes black with an error message, don't panic, it's still doing the same thing... just with a new coat of paint.



Private Connections: When Your Business Grows Up, So Should Your Internet

Private Connections: When Your Business Grows Up, So Should Your Internet

Here's the thing – standard broadband is fine when you're a small team checking email and Googling suppliers.

But when your business starts running:

- Cloud systems
- VoIP phones
- Teams/Zoom calls
- Online ordering
- Remote staff

... that shared broadband line starts waving the white flag.

Private connections are different. They're built just for you. No sharing. No traffic jams. Just consistent, fast, reliable internet with proper SLAs and business-grade support.

We've upgraded companies that didn't even realise how much time and stress they were wasting... everything suddenly... worked.

If you've outgrown your broadband, we should talk.

NEW TO

MICROSOFT



Keep your Windows 11 Start menu tidy

Windows 11 just made it easier to tidy up your Start menu.

Now, when you right click a pinned app, you can move it left or right without dragging it around. It's handy if you're fussy about your layout. You can also create folders or move apps between them right from the menu.

It's a small update, but it makes organising your apps quicker and less fiddly. If you like your Start menu neat, this update's for you.

INSPIRATIONAL QUOTE OF THE MONTH

"The most important thing you should do is to go find and surround yourself with people who make you think bigger."

Dylan Field, co-founder of Figma.

A new month means a new fun tech quiz...

1. Which popular video-sharing platform was originally created as a dating site?
2. Which company created the Android operating system?
3. What is the name of a type of malware that locks your files and demands money to unlock them?
4. What was the most used emoji in 2024?
5. What does "incognito mode" do in a browser?

The answers are below.

1. YouTube
2. Google (after acquiring it in 2005)
3. Ransomware
4. 😭 or Loudly Crying Face
5. Stops your browsing history from being saved on your device

Think paying the ransom will fix everything? Think again

Imagine logging into your system one morning and finding everything locked down.

A message demands thousands to get your data back. The pressure is intense. The temptation to just pay up and move on is real. But here's the hard truth: Paying the ransom doesn't guarantee anything. And it often makes things worse. Ransomware attacks are on the rise, and they're only getting smarter. These days, it's not just about locking up your files. Attackers also steal your data and threaten to leak it unless you pay. They'll even go after your backups, so you can't just restore and carry on.

Many business owners think paying the ransom is the quickest way to get back to normal. But it's rarely that simple. Studies show that the true cost of recovering from a ransomware attack is ten times higher than the ransom itself. That's because even after you pay, there's no guarantee you'll get all your data back. Or that it hasn't been tampered with. You could still face weeks of downtime, lose customer trust, or get hit with regulatory fines if sensitive information is leaked.

And then there's the bigger picture. Every ransom paid helps fund the next attack. It's a vicious cycle. The more profitable ransomware becomes, the more motivated cyber criminals are to keep

going... and keep improving their techniques. So, is there a better approach? Yes. Focus on recovery, not ransom. That means investing in strong, secure backups that can't be touched by ransomware. It means regularly testing your recovery plans. Training your team to respond quickly. And making sure your systems can be restored safely if disaster strikes.

You can't always stop ransomware from getting in. But you can make sure it doesn't stop your business.



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
INTEGRATION

Simplified Telecoms & IT

This is how you can get in touch with us:

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Q: Do we need cyber insurance?

A: It's a good safety net, especially if you handle sensitive data. But please remember that it's not a replacement for good security practices.



Q: Is storing files in the cloud safe?

A: Yes, if it's a trusted provider and you use strong security settings like multi-factor authentication. If you want advice on the best cloud solution for your business, get in touch.



Q: How often should we review our IT security?

A: Regular reviews are essential – that's at least once a year. But do it sooner if your business changes or if new threats appear.