

Are You Struggling With New Technology?

I got an ipod for Christmas this year. And at first my reaction was,

"Me? An ipod for ME?"

You see, I never really thought that I could figure out an ipod. It's small and I wouldn't know how to put music onto it, let alone be able to make that music play. I've always thought that they were really neat and cool but **would I be able to use it and enjoy it??**



My realization was that YES, I could figure out this ipod. **I just needed to stop procrastinating and actually try it out.** At first I found it a bit difficult but after getting some **help and instruction** on how to use it, I really like having it. I've actually been skating around my community lake listening to some of my favorite artists.

Are You Struggling With Technical Self-Doubt?

When I think about my experience with my ipod, I know that a lot of you can relate. There is a lot of new technology out in the world that is supposed to make our lives easier and more enjoyable. **But the thought of using some of this technology leads to self doubt and excuses.**

Am I **tech savvy** enough to be able to use this thing?

Will they **laugh at me** if call customer support and ask a question?

It'll take **too long for me to learn** this.

I'm **too busy to figure this out** right now.

Sound familiar?

I Love To Hate It



I think a lot of us have a **love/hate relationship with technology**. We love it because it does make life easier, but we hate how complicated learning new technology can be and we get frustrated easily.

When you're considering incorporating new technology into your company the scariest question you ask yourself is,

"How am I going to show other people how to use this?"

When there's A Will, There's a Way

That's why I really think that **customer support and training is so important** when introducing new technology into a company. Technology can be frustrating but it's soooo much easier to sort out when you can ask questions and experiment.



Pilots are an excellent opportunity to experiment and test out new technology before you completely commit to it. A pilot gives you the opportunity to get a feel for the equipment and the software that you will be using and **learn at your own pace** rather than feeling like everything is depending on you understanding this new technology right away.

Jane's Tech Advice

I suggest that the next time you're interested in taking on a new piece of technology that you **create your own personal pilot program.** Whether it's an ipod or our HotButton handheld software, I advise you to jump in and really sort things out. Give it a try and seek the help you need along the way. You'll be thrilled with the result!

Yours in Technology,

Jane Glendon

P.S. Start a **30 day pilot** with HotButton Solutions for **FREE!** We'll make sure that you have **full customer support and training** behind you. Plus, if you really get frustrated, you can throw the handheld against a wall! (It's ruggedized after all!)

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