



Evolution of the Handheld in the Workplace

Steve Stryhalaleck

Since Palm came on the scene in 1997 and took the Personal Digital Assistant (PDA) market place by storm much has changed. When the first Palm came out it was a stylish computerized notebook, calendar, calculator and phonebook. It used a monochrome screen and looked much like a calculator. Well the PDA has come a long way the past year 12 years and we see no end to the possibilities in the future. Today these devices are your cell phone, email device, calendar, phone book, and much more. They are miniature computers that you can take anywhere with you.

In 2002, the first Blackberry came out that let you have e-mail, mobile telephone, text messaging, internet faxing, and web browsing all from one device. Blackberry has remained the dominant force in the marketplace since then, but that does not mean that others have not tried to capture some of the marketplace from them. Many other phone makers and cell phone providers have been offering “smartphones” to compete with Blackberry, but Blackberry has remained the king in this area due to its ease of integration into corporate networks through their Blackberry Enterprise Server product.

One of the most popular smartphones available is Apple’s iPhone. The iPhone of course is sleek and very clean looking and it has an easy to use interface. For

this reason it became quite the rage and was added to many wish-lists. However the original version of the iPhone did not have the corporate user in mind. What Apple originally didn’t think of was corporate email support. The original iPhone was unable to use Exchange. However with the newest version of the iPhone you will be able to sync e-mail from Exchange. You can also access email from almost any IMAP or POP3 account. When purchasing a new Smartphone make sure it will be compatible with your company’s network, as many consumers were disappointed with the original iPhones’ limitations.



Today’s phones can also do so much more than just email and browse the web. Many of today’s handheld devices allow you to open Office documents, however editing some documents may be difficult due to the size of the screen and keyboard layouts. You can also view almost any document type that you might use. One of the newest functions is using your phone as a GPS device. This just adds to the almost endless abilities of these devices.

Every few months new phones hit the market and you may be wondering which one should you get. These devices include the iPhone 2.0, Blackberry Storm, and the Nokia N96, and the HTC Touch Diamond. Palm also has re-invented itself and is coming out with a new model called Palm Pre. This phone uses a different method of syncing with computers. Current smartphones need to physically connect to computers in order to transfer data between computer and phone. The Palm Pre will instead do this through web based software that would install onto the computer. This is nice because the updated information is available to both devices without having to physically connect them in the office. The main thing to watch out for is that not all of these services are included in every contract and to enable them often requires an extra monthly fee. So it pays to shop around and compare phones and plans for the one that best meets your needs.

If you have questions about purchasing smartphones for yourself or your company you can reach us at 866-9MH-TECH or email us at [support@mhconsults.com](mailto:support@mhconsults.com).

Inside the Numbers

Employed Americans own more gadgets than the non-working population, with the starkest differences emerging among those who own a laptop, Blackberry or PDA. There is a type of hierarchy to gadgets; while even the majority (65%) of non-working Americans own cell phones, fewer Americans own desktops, only one in four own laptops, and about one in twenty own a Blackberry or PDA. About 1 in 5 employed Americans own a PDA. Do you?

Gadgets Overview						
Gadget type	2006 Total	2006 Employed	2006 Non-working	2008 Total	2008 Employed	2008 Non-working
Cell phone	73%	82%	58%	78%	89%	65%
Desktop	68	77	52	65	77	52
Laptop	30	38	18	39	50	27
PDA, Blackberry	11	14	4	13	19	6

Source: Pew Internet & American Life Project Surveys. For 2006 data: February-April 2006. N= 4,001 total sample. Margin of error is ±2%. N= 2,367 total employed. Margin of error is ±2%. For 2008 data: March-April 2008. N= 2,134 total sample. Margin of error is ±3%. N=1,000 total employed. Margin of error is ±4%.



## Macs Get Sick Too

Robert Demers

A commonly held misconception about Macintosh computers these days is that they are immune to viruses. This is certainly false, technologically speaking; however has some credibility, logically speaking. The main reason they have been so free and clear of viruses and other types of malware is this: the creators of these programs write them to cause havoc and disrupt business. 90% of businesses use Windows based systems. Therefore, they write the malicious programs for the systems most people use so they can cause the most havoc and disruption of business.

The most important thing a Mac user should know is that they are not invulnerable. Since Macintosh computers had such a low market share of machines in use, there was no real benefit to hackers and crackers to try and compromise those systems. However, Apple's market share is growing, and now there is incentive for hackers and crackers to write programs to compromise a Mac. The methods of

spreading these viruses are the same as on a Windows machine – you can get it from an infected website that prompts you to download a bogus Safari or OS X update, via an email attachment, through an instant messaging program, etc. Recently, there was a virus that many caught through a pirated version of Apple's iWork '09 software. According to Internet security firm Intego, as of January 15th, over 22,000 infections were detected.



The Trojan horse opened a back door to the system, letting a remote entity possibly install other programs that could cause even greater security risks, and compromise information such as online website usernames and passwords, important local data, etc.

Like Windows computers, there are antivirus programs out there

which can help to protect against these attacks. Anti-virus software is not going to prevent everything from coming through, since it can only know about existing viruses and possibly try and detect virus like behavior, but it is a very good measure of helping to prevent an infection. Symantec has Norton Antivirus 11 (\$50), as well as Intego's Virus Barrier X5 (\$70). Macs and PCs alike each have their own pros and cons concerning virus probability and compatibility with 3rd party software. We at M&H can help you with a decision to choose what is best suited for your business.

If you would like more information regarding choosing the right virus protection to ensure your Mac is protected, or choosing the right PC for your needs do not hesitate to call M&H Consulting at 866-964-8324.

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