

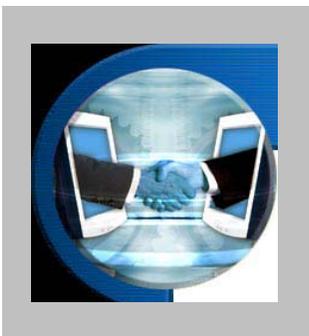
NEW!

Two full days of training on the tips, tricks and techniques used by handheld experts to repair and maximize performance of standalone and networked devices

ADVANCED **Troubleshooting, Maintaining & Repairing Handheld Computers**

*A comprehensive 2-day
workshop for Technical Staff
Supporting Palm Handhelds*

*Learn how to quickly and effectively diagnose and fix
hardware and software problems – plus how to replace
components on out of warranty devices*



**Presented by:
Midwest Computing
Solutions, L.L.C.**

Workshop Agenda



Day 1 (8:30 a.m. to 4:00 p.m.)

SESSION 1: _____

Tips, Tricks and Troubleshooting

Understanding the multitude of settings and options is a must when it comes to advanced troubleshooting. In this session, we'll start by showing you the most common and some not-so-common ways to reset, hotsync and use hidden shortcuts to optimize the use of your handheld.



After you discover how to use the settings, you'll then learn how to make sense of the various tools that appear before you like the Hot Sync log. You'll discover how to conserve power and how the proper settings will extend the daily use of handheld resources

In addition, you'll learn:

- How to determine the correct settings for features and peripherals.
- How to configure multiple handhelds.
- How to use the Emulator/simulator as a training tool.
- How to upgrade to a new handheld.
- Where Palm Desktop stores its files on your computer based on version of desktop you are running.

SESSION 2: _____

Hardware tools

Supporting the deployment of handhelds presents a number of challenges given the variety of devices and connectors available. In this section we will present and review some of the hardware options that will provide a valuable resource for provisioning and supporting handhelds within the organization.

We will review products in each of the following areas:

- Charging
- Printing
- Presentation Tools
- External Keyboards
- Scanners
- Wireless Options
- Card Readers
- Cameras
- GPS

A few new products will also be reviewed to help you become aware of options that your user community may be considering.

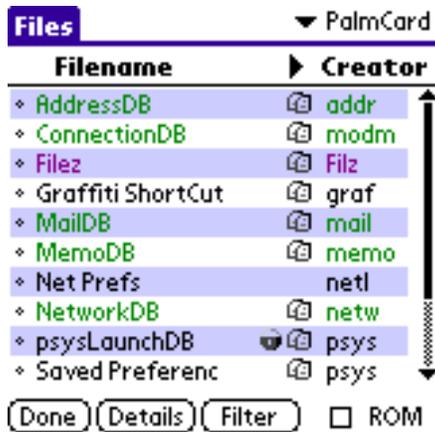
SESSION 3: _____

Software support tools



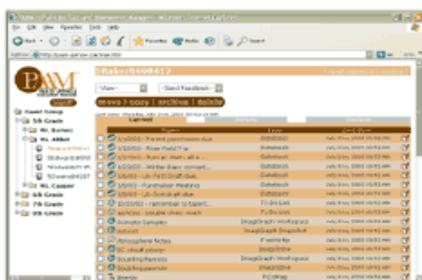
Many technicians and network administrators have set up handhelds for users that work well when installed, but as a result of something the user changes, the device ceases to function properly. Having the right

tools to analyze and probe files on the handheld is of vital importance to the person responsible for troubleshooting and maintaining handhelds. This session will show you some of the Top 25 software tools available and provide the application or an evaluation copy of these applications to you on a CD. You'll learn about software deployment tools, backup tools for the handheld and expansion card, uninstall utilities to remove all hidden files, file management and maintaining the latest handheld updates.



We'll show you how you can stop end user mistakes. You'll also learn:

- How to create, manage and deploy software on the handheld.
- How to support MAC users.
- How to access and maximize use of RAM.
- How to create and manage hacks.



Day 2 (8:30 a.m. to 4:00 p.m.)

SESSION 4: _____

A step-by-step guide to options in the TOP 10 Application Categories

PIM APPS ARE PIMS APPS... *NOT!*
 This session will review the top application areas for handheld computers. We will also present the top available solutions in each category. Areas covered include:

- Launchers
- Database
- Email
- Instant Messaging
- Backup
- PIM
- Ebook
- Security
- Office apps
- Development



SESSION 5: _____

A guide to effective networking handheld hardware



This session begins with a review of PANs, WANs and LANs and which handhelds have the capabilities

built in. We'll also show you how to select a wireless handheld to fit your needs.

In addition, you'll learn:

- How to connect to a cell phone via IR.
- How to connect your handheld to the web using QNC.
- How to connect to Bluetooth devices.

SESSION 6: _____

Securing your handhelds data



As more and more information is stored on handheld computers it becomes increasingly important to secure that data

When extending enterprise applications to handhelds, it is important to maintain the same levels of performance, privacy, and reliability that users have become accustomed to within the walls of the corporate office. Organizations must craft a security policy that balances protection of sensitive data and communications with usability and cost.

This sections explores in more detail the elements of a successful enterprise mobile security program, including authentication, encryption, malicious code protection, monitoring, security for local wireless networks and disaster recovery. To protect their valuable data, most organizations will choose to implement multiple layers of security. We will review the following in more detail:

- Some of the 802.11b handheld programs that can be used inside your firewall and place you at risk.
- Backup and recovery of data

- Review new features included in the latest version of the handhelds preferences.
- Intrusion protection solutions.

SESSION 7: _____

How to troubleshoot and repair hardware problems.



Ok, so you have had your handhelds long enough for the warranty to expire and now it won't turn on, or it has

black patches on the screen, or you touch one spot and nothing happens. Resist your first impulse.



In this section we will work on a number of different devices. If you have some that are out of warranty and not working, bring them to the workshop and you can get some hands on experience.

Others in the workshop can also help.

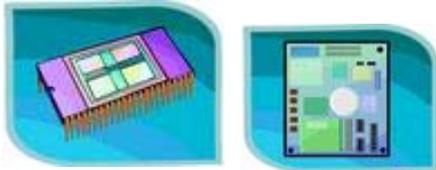
This session covers:

- Using the proper tools for each device. You will receive a set in the workshop.
- How to check connectors as the first item to troubleshoot.
- Removal and replacement of batteries, screens, digitizers and motherboards.



- Alternative companies that provide repair services.
- Where to get a discount on replacement parts.

Note: Attempt to hot sync or back up any data on devices that you want to work on. You will lose all data when you disconnect the battery.



SESSION 8: _____

Where to start looking for back up resources.



You can spend a lot of your valuable time looking for resource information on third party vendors and other reference information. In this section you will find:

- Contact names and numbers for some of the more common third party solutions covered in the workshop.
- A chronological history of the manufacturer's products to give you a better idea of the age of the product and its development cycle and why certain products have limits.
- A Glossary of Terms to provide a reference of terms used in the handheld computer market.
- The ability to sign up for email notification of new software updates from handheld manufacturers and other pertinent information on new products to support handhelds.
- You will also receive a CD with full freeware or evaluation copies of the software that is reviewed in the workshop.

Registration Information:

To enroll in a workshop go to www.mwcomputing.com and download the registration form for the workshop closest to you. Complete and fax it to the number on the form.

Enrollment Fee:

\$499/person for this two-day workshop

Education Discounts Available

Locations and dates are currently being developed. Go to www.mwcomputing.com for the current schedule and locations.

To set up a workshop at your organization or for information on other workshops and services provided please contact:

David Rafferty @ (248) 644-5951
or
drafferty@mwcomputing.com



Midwest Computing Solutions L.L.C. is the complete solution for all technical development needs when implementing handheld computers into education, healthcare and enterprise programs. Our team has unparalleled experience to ensure your project is a success.

With over 45 years staff experience in the IT and handheld markets, Midwest Computing Solutions L.L.C. also has the solutions background, technical and software resources to effectively improve planning, implementation and support.

Available Services:

Project scope review

Site Survey

Solution design

Third party hardware and software integration

Acquisition source recommendations

Provisioning recommendations

Technical workshops

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