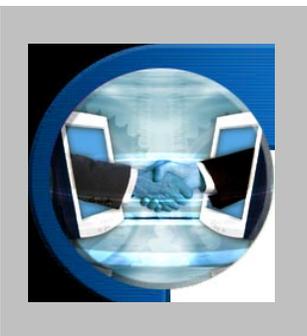*NEW!*
Two full days of training on the tips, tricks and techniques used by handheld experts to repair and maximize performance of your Treo SmartPhone devices

ADVANCED
Troubleshooting, Maintaining & Repairing Handheld Computers

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

Learn how to quickly and effectively diagnose and fix hardware and software problems – plus hardware, software , netwroking options and security

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 Treo.

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.
- Working with Non Volatile File Structure
- Memory and battery management

- Working with conduits and varying Palm upgrades
- Where Palm Desktop stores its files on your computer based on version of desktop you are running.

SESSION 2: _____

A guide to effective networking handheld hardware

CDMA, GSM/GPRS 3G NETWORKS

This session begins with a review of PANs, WANs and LANs and which Smart Phones 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 smart phone via Bluetooth
- How to configure Bluetooth
- How to connect to WiFi .
- How to use your Treo 650 as a PC modem

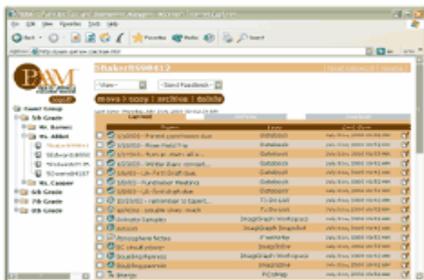## SESSION 3: _____

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 Treo.
- How to support MAC users.
- How to access and maximize use of RAM.
- How to create and manage hacks.
- Software upgrades

SESSION 4: _____

A step-by-step guide to options in the Top Application Categories to expand your smartphone and make your support job easier

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

Launchers
Database
Email
Instant Messaging
Backup
PIM
Ebook
Device Security
Office Apps
Development
GPS Options
Mobile Applications

SESSION 5: _____

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
- Handsfree Options

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

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: _____

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 manufacture'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.

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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 or contact us directly for detials of workshops coming to your area.
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Custom workshops can also be delivered.

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