



# Supporting Personal Phones

Or:

“Can I get my Email on this thing?”

# About Me:

- Jerry Gamblin
  - Missouri House of Representatives
  - Security Specialist
  - [Jerry.Gamblin@house.mo.gov](mailto:Jerry.Gamblin@house.mo.gov)
  - 573.522.3110

# Smart Phones We Support

- Windows Mobile Based Phones
- RIM Blackberries
- Everything Else (iPhone, Palm, Nokia, ETC)

# Smart Phones We Don't Support

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# **Our Email Infrastructure**

- Exchange 2003 Front-End Server
- Exchange 2003 Back-End Server
- Blackberry Enterprise Server

Supporting:

**WINDOWS MOBILE PHONES**

## **Things We Like About WM Phones**

- Easy to configure.
- No “special” data plan required.
- Outlook look and feel.
- Wide variety of devices for every need and budget.

## **Things We Don't Like About WM Phones**

- 802.11 is not easy to support or troubleshoot.
- No easy access internal web applications.





Supporting:

**RIM BLACKBERRIES**

## **Things We Like About Blackberries**

- Centralized management.
- Internal web application access through BES.

## Things We Don't Like About Blackberries

- Setup issues with correct data plan.
- Cost :
  - AT&T charges \$180 a year for Enterprise Service.
  - RIM BES License's cost \$100 per device.
- Separate server to keep updated and secured.
- Folder management isn't intuitive.



Supporting:

**“OTHER PHONES”**

## **Things We Like About “Other Phones”**

- iPhone 2.0 firmware has built in ActiveSync.
- Most Palm OS Phones have built-in support for Exchange.

## **Things We Don't Like Other Phones**

- Local Syncing Issues
- Outlook duplicates
- Special Software



**QUESTIONS?**

# Thank You For You Time

- Contact Info

Jerry Gamblin

Security Specialist

Missouri House of Representatives

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