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Fall 2006

The Legal Connection

ADDRESSING THE NEEDS OF LAW FIRM MANAGEMENT
ONE FIRM AT A TIME

Bringing technology to the masses.

Telephone Technology

Telephones have been a law firm staple almost since their creation and patenting by Mr. Bell in 1876.

Along with office and secretarial assignment, telephones are usually part of the administrative new hire process and therefore not considered legal "technology".

Gaining recognition by legal technology consultants and legal IT departments, however, telephones are not just for speaking to clients, courts and the media anymore.

Forward thinking firms are setting up processes to take advantage of today's telephone technology – including exploring VoIP, issuing cell phones and partnering with legal vendors with technology that lends itself to integration by telephone, including digital dictation,

virtual assistance and even payment processing.

Caution should be taken of any free calling service and end users truly need to beware of peer to peer networks for their issues with overall collection of data, security and call quality. Even large and slickly marketed VoIP services have growing reports of poor customer service and call quality. Remember, VoIP is an alternative to a traditional land line telephone, not an equal!

Continued research into mobile technology means much of what you can see on the internet will be viewable on the small size screens of cell phones. Therefore, in the not too distant future, look for advertisers and "push" technology to capitalize on millions of trapped cell phone users!



[See: What Can I Do With My Phone? Page 2](#)

**SMARTER
TECHNOLOGY**
Experience
Counts



BE SECURE!

When conducting business on line, use common sense and keep safety and security in the forefront of your mind. Two quick tips:

Do not provide any financial information to any website not displaying the lock box icon in the lower right corner.

Always close out your Internet browser window (use the red "x" in the far upper right) after logging out of any bank and other confidential connections.

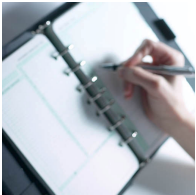
TECHNOLOGY COMMON SENSE

Today's "legal" technology is touted as the end all and be all to every firm ailment.

Over-exaggerated claims of incredible return on investments for products which are barely out of development stage – the e-mail management software; electronic discovery applications and even some law firm management tools with slick advertising and great marketing behind them but truly very little practical application.

Before shelling out your IT dollars, make sure to ask about maintenance costs, training materials and for a few referrals to satisfied clients and customers.

Beware of any company without a long list of satisfied and vocal clients!



UPCOMING EVENTS

Mark Your Calendars

Free Technology Teleconference Series presented by Master Virtual Assistant, Andrea Cannavina. Join **Andrea Thursdays at 4:00 pm EST** via telephone for 20 minutes of practical technology tips, followed by 30 minutes of Q&A.

LEGALTYPIST

Date	Topic
October 19	E-Mail Basics
October 26	Website Basics
November 2	Digital Dictation
November 9	Working Virtually
November 16	Marketing 101

Class size is limited. All classes recorded.

Telephone Technology con't

What Can I Do With My Phone?

COMMUNICATION MANAGEMENT

Pairing unified messaging with a cell phone gives unlimited flexibility for controlling the deluge of information received each day. Unified messaging provides a digital number which can be forwarded to a cell, home or other existing line or phone. From incoming call management, sophisticated voicemail and fax management, unified messaging is a great option for any mobile professional. Items to watch: available forwarding minutes and per page limits on incoming faxes.

DIAL IN DICTATION

For over a decade doctors and hospitals have used simple dial in dictation to process critical patient reports and administrative/insurance forms. Establish an account with services such as LegalTypist or contract with a reputable Virtual Assistant to compliment the digital dictation process with initial drafts transcription.

CREDIT CARD PROCESSING

Recently to hit the legal market, a company called Accept By Phone allows attorneys to accept and process credit card payments with nothing but a phone!

Using a telephone to check, route or forward communications and conduct "work" means more flexibility for the staff.

Using a telephone also removes the need to be "webby" or "techie" as most end users are quite comfortable with this piece of equipment.

Productive uses for any telephone include,

LONG DISTANCE LEARNING

Long distance learning is a great option for those who work from home offices or those in remote locations who do not wish to travel hours to get to a "live" class. In many instances, classes offered through established associations provide CLE credit, making for an easy process for you to keep your practice **and** CLE credits up to date. ;)

Considerations – If you are part of a firm, take your "conference" to the "conference room" and ask others to attend and learn with you. They may not get the CLE credit but will still get an education.

Make the most of your membership!

EVENTS VIA TELECONFERENCE
courtesy of:

THE AMERICAN BAR ASSOCIATION

Date	Topic
10/16/2006	Monthly Update on Privacy and Information Security
10/17/2006 - 10/17/2006	Practical Tax Considerations for the Real Estate Practitioner
10/19/2006 - 10/19/2006	E-Learning for Law Firms
10/25/2006 - 10/25/2006	Liability Allocation in Information Technology Contracts
10/31/2006 - 10/31/2006	The New E-Discovery Amendments to the Federal Rules of Civil Procedure

Registration required. Click on individual class links to register.

Technology2go...

because mobility is key

I have been carrying around a Treo 600 for several years touting it as the productivity tool to every professional who wants to be mobile. Why? It all started because back then, a Treo was the only "smart" phone which provided access to e-mail. Actually, there was also the hard cased, flip top Treo 270 but you can think *Beam Me Up Scotty!* with that design! ;)

Gains in personal productivity, increased flexibility and ability to react when necessary are some reasons I use a Treo.

Unlike smartphones or even RIM products, those who use a Treo also get:

TREO



Better Access -

- Telephone access through several different carriers
- The Internet
- Word, Excel and other Microsoft file attachments
- Picture files
- Palm and now Windows Operating System

Plan for the inevitable: Protect your Treo (or any phone) with a case or cover. At some point it will be dropped.

More Applications -

- Specialized software including most software created for Palm operating systems
- Palm Desktop software for contacts, calendaring and syncing information with your Treo (similar to Outlook)
- Games - what's life without a little fun once in a while? Popular titles and great graphics make a Treo a great device to "play"

More Utilities -

- Back up your Outlook Contacts and Calendar directly to your Treo
- Listen to mp3s through the amazing speaker or use headphones
- Watch DVDs



SAVE TIME & MONEY

Long known to provide cost and time savings for all businesses, recorded dictation has been used by corporate America for over 20 years.

Upgrading to digital removes the physical tape from the process so attorneys are no longer required to be in the same location as their secretary in order to process work. With tapes, even if an attorney dictates away from the office, s/he still needs to get that tape in for transcription – whether that is courier, mail or driving in on the weekend or before court.

Profit From the Evolution & Get Your Work Done!

How upgrading to digital dictation helps any size law practice

TREAT IT LIKE ANY OTHER FILE

With digital dictation, an electronic file is created, rather than a tape. This sound or audio file can be manipulated much the same as any other computer file: saved in client directories, transferred over networks and even stored indefinitely.

TRACK THE PROCESS

Hold up a tape and ask any attorney what is on it? Chances are you will get a puzzled look and a question about which file it was taped, banded or otherwise connected to. With analog tapes there simply is no easy way to measure and track the document generation process.

Not so with digital! The second the attorney is done dictating, administrators and secretaries have, at a minimum, the length of the file, if not the case or other firm data collected when the file was created.

In the end there are several reasons your firm should be upgrading to digital dictation – ease of integration, immediate return on investment and reporting capabilities. The most compelling reason of all, however, is simply to make life and work easier for everyone at the firm!

Quick FACTS

DIGITAL DICTATION

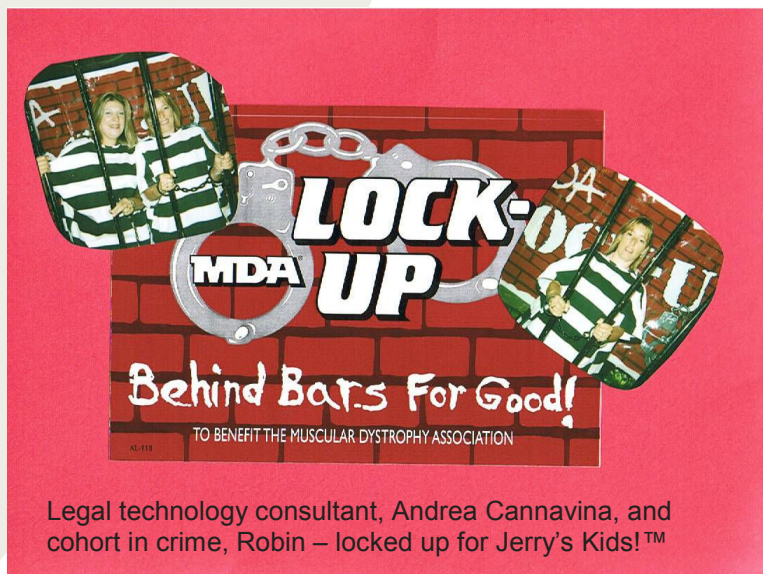
- provides the ability for lawyers to work remotely with nothing more than a phone or portable recorder and internet connection
- centralizes document workflow in multiple user, multiple site operations
- work in progress and firm productivity reporting and metrics are inherent
- *smartsourcing* initial drafts transcription reduces stress and after hours, overflow and overtime costs and administration

THE MDA SHOWED LIENENCY!

In my first attempt to raise money for the local chapter of Muscular Dystrophy Association and Jerry's Kids™, I was only able to raise \$520 of my bail set at \$750. However, the MDA showed mercy and sent me on my way to thank those who generously opened their hearts to this worthwhile cause, including my largest single contributor, friend and attorney, [David L. Martin](#).

Thanks also go out to many of you, my subscribers, for your donations. The on line collection certainly eased the process for us both! Thanks also go out to Robin (shown in the picture), my cohort in crime most of the time, along with attorney Jon and friends Pricilla and Jen for joining me that evening to personally post bail!

Kudos again to the ladies running the show, which was beautifully hosted by the [Milleridge Inn](#) right here in Hicksville. The food delicious, the drinks cold and the whole event extremely rewarding!



Legal technology consultant, Andrea Cannavina, and cohort in crime, Robin – locked up for Jerry's Kids!™



LegalTypist, Inc.
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Process payments from clients and contacts with nothing more than your phone! www.accept-by-phone.com

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Solutions of **j2 Global**

Your complete web based control center for calls, faxes and e-mails. Easy to set up and use. Make yourself virtual with/without a website using your existing cell/telephone. www.onebox.com

NOVUSCRIPT™
Digital Dictation & Transcription Experts

For all your digital dictation related equipment; Authorized Olympus Dealer; personal service and FREE installation assistance for all sole practitioners: www.novuscript.com

A happy person is not a person in a certain set of circumstances, but rather a person with a certain set of attitudes.