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TECHNOLOGY^e REPORT

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Issue Highlights

Welcome to the November 2003 issue of *GPSolo Technology eReport*.

Do you find yourself overwhelmed by e-mail? Tony Vittal provides help in dealing with the e-mail monster.

Are you sure that your firm is doing everything it can to prevent data loss? Nancy DuHon helps us reconsider whether we're really completely prepared for such an emergency.

Tony Vittal tells you about Internet telephony in **TechNotes**. Jeffrey Allen talks about Apple's newest big cat, Panther (OS X 10.3), in **MacNotes**.

Check out **ProductNews** for these new hot products: TotalSearch (Lexis); 80 GB Mercury On-The-Go hard disk drive (Other World Computing); and the 54g/802.11b Wireless Cable/DSL Gateway Router and Wireless Notebook Network Card (Belkin).

Finally, don't miss **SectionNotes** for information about the Section's and the ABA's Midyear Meeting San Antonio's Marriott Rivercenter Hotel and future Section meetings.

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E-mail: Bane or Blessing?

By J. Anthony Vittal

Many of us are familiar with the pleasant voice or tone sequence emanating from our computer's speakers announcing, "You've got mail." Many of us also have come to dread that announcement, signaling that more garbage has arrived in our electronic inbox for us to wade through and delete. With our clients and opposing counsel demanding that we be ever more responsive 24/7, e-mail, which enables written communication without being tied to an office or a fax machine, has become a fact of life for the practicing lawyer. We communicate by e-mail with our clients, our colleagues, our opponents, our staff, and even our families and friends from desktop workstations, from notebook computers, and from handheld devices. I even send letters as graphically or digitally signed PDF files via e-mail, when I want to have a higher degree of formality to the communication than a simple e-mail message. I never have to worry about "rain or snow or dark of night" keeping the postperson from his or her "appointed rounds." I hope this article will help you to manage your share of the estimated four billion e-mail messages coursing through the American business community this year—more than half of which are spam.

Choice of E-mail Client

To manage your e-mail most efficiently, you need to choose the best e-mail client (application). For non-AOL users, the options typically are Eudora®, Microsoft® Outlook®, Microsoft® Outlook Express, Netscape Communicator's included e-mail client, and the rather kitschy Incredimail (which is better suited for kids, with its multimedia sound and graphics elements). Even though I use Outlook at the office and enjoy its workgroup features and functionality, I personally prefer Eudora as an e-mail client and have used it for over a decade to send, receive, and manage my e-mail from my office and personal accounts, except for

workgroup scheduling communications, for which I use Outlook.

Eudora

Eudora 6.0, just recently released, is the current iteration of this e-mail client, a product of Qualcomm, Inc. It is available from www.eudora.com at no charge in a "light" version or a full-featured "sponsored" version (which carries a postage-stamp-sized ad window and a small banner window in the toolbar), or for \$39.95 (upgrade) or \$49.95 (new purchaser) for the no-ads full-featured version, which includes access to person-to-person technical support, 12 months of upgrades, and SpamWatch, Eudora's built-in anti-spam application. Eudora 6 will run on Windows 95 and above, Mac OS 9, and Mac OS X and above. It works with any ISP that uses standard Internet e-mail protocols (POP3 or MAPI) and seamlessly downloads mail from my office Microsoft Exchange server. The previous version, Eudora 5.2, was recognized at the 2003 CeBIT conference as the number-one-rated email software and, in July 2003, received PC World's World Class award. A separate free product, the Eudora Internet Suite 2.1, is available for the Palm OS and allows you to synch your Eudora mail with your Palm OS-driven PDA.

In Eudora, you can establish multiple "personalities," one for each e-mail account you have, as well as additional personalities to accommodate the in-house SMTP (outgoing) mail servers used in hotels and other facilities with their own internal broadband LAN for guests. No matter how many e-mail accounts you may have that Eudora can handle, Eudora's default settings drop all incoming mail from all your e-mail accounts to your one in-box. In addition, Eudora allows you to create different types of "stationery" to use as forms for your outgoing e-mail messages, and different "signatures" to embed at the end of those messages.

I have configured my Eudora to have a plethora of mail files and folders. For example, I have a folder entitled "Clients," with subfolders for each company in my organization, and a mail file in each company subfolder for each matter I am handling. I have another folder entitled "Barstuff," with subfolders for each bar association in which I am active, sub-subfolders for each entity in the association in which I am active, and a mail file in each of those sub-subfolders as needed. The list goes on, with such granularity as you may require.

Eudora allows you to establish filters for your incoming mail—similar to the way Outlook Express uses rules to filter mail on your computer and Outlook uses rules to filter mail on the server. The most obvious application of filtering is to route spam and other junk mail to the trash file. Eudora's filters are very powerful, allowing you to automatically filter incoming and/or outgoing mail, and to manually filter any mail, based on two criteria, and to take five different actions on any item of filtered mail. For example, if you are going to be absent from the office and unable to access to your e-mail (e.g., hiking the John Muir Trail or river rafting on the Colorado River) and are having someone cover a particular matter for you, assuming you leave your computer on and Eudora active, you can set a filter to identify all mail from your opposing counsel [filtered on from field] concerning this matter [filtered on subject field]. You then can set the filter to have a copy forwarded to your covering attorney, to your assistant, and to the covering attorney's assistant [action 1]; redirect a copy to yourself at your

web-based mail account (such as Yahoo or Hotmail) [action 2], have a copy printed on your default printer [action 3] for such further action as you may prescribe; have a copy sent to a pending file for your review on your return [action 4]; and have the original message transferred to the relevant matter mail file in the relevant client mail folder [action 5].

I use filters to sort my incoming mail into the relevant mail files, which Eudora then automatically opens to let me know that I have new mail in those files. Eudora also lets me know that I have unread messages in particular files or folders by bolding the folder and file name in the file list window.

Eudora allows you to sort messages in any mail file by any of the available fields shown in the open file window, including sender (in the inbox), addressee (as to sent mail), date/time, status, priority, and user-assigned label. In addition, Eudora allows you to search all messages in one or more or all your Eudora mail files using as many as five different search criteria, thereby facilitating location of that message you know you sent or received but can't remember where you (mis)filed it.

One of the best features of Eudora is its ease of addressing messages. I use nicknames, entered into Eudora's address book. A nickname is merely a shorthand reference to the data in the address book entry. For example, I use the initials of lawyers I work with as their nicknames. The address book entry for each also has the individual's full name and e-mail address and can include contact and other information about the person. If I am sending a message to three of those lawyers, I simply type their initials, separated by commas (e.g., ABC, DEF, GHI) into the "to" line of the message. Eudora substitutes the addressees' true names and e-mail addresses in the message that is sent. If there is more than one "nickname" starting with that set of initials (e.g. ABC, ABCHome), Eudora opens a dialog box and allows me to select which of them I want to use.

Even better, Eudora allows you to create mailing lists in your address book that will hide the names and addresses of the addressees, saving you from having to enter all of the names into the "bcc" field to avoid the long list of addressees in the messages that are received. For example, I recently handled a complex case involving 37 different lawyers. I created an address entry in my address book "nicknamed" XYZ Lawyers, with the full name "All Counsel in XYZ Litigation." In the e-mail address field in the address book, I listed the names and e-mail addresses of all the lawyers, using the format "John Q. Lawyer" <jql@jqlfirm.com>

When sending a message to that list, I would simply enter "XYZ Lawyers" in the "to" field of the message. A copy of the message would be distributed to each of them by my outgoing mail server. As received, the addressee block of the message only would state "All Counsel in XYZ Litigation:;" because Eudora automatically puts a colon at the beginning, and a semicolon at the end, of the list of addressees, and the outgoing mail server ignores everything between those two punctuation marks when filling in the "to" field of the message it sends out into the Internet, but looks to everything between those two punctuation marks for routing the

message.

New in Eudora 6.0 are an optional junk mail filter; a content concentrator allowing you to trim redundant headers and text in the message window and to view all threaded messages (sent, forwarded, or redirected to you about the same subject or from the same sender) as a single message in the preview pane; an SMTP relay feature, allowing you to specify and select an alternative outgoing mail server to use when you are not connected to your primary ISP; contextual filing, allowing you to highlight a word in any message, right-click on the word, and transfer the message to the mailbox of the same name as the word; and a format painter, allowing you to copy text and paragraph styles from one place to another.

AOL Communicator

If you use AOL, you historically could only use AOL's proprietary e-mail system with all of its idiosyncrasies and limitations until you migrate to or add another ISP (Internet Service Provider). The recent introduction of AOL Communicator, however, may stem the hemorrhage of AOL members to other ISPs by offering AOL members the features traditionally available only in other e-mail clients. AOL Communicator is a standalone advanced communications application that brings together e-mail, instant messaging, a full-featured address book that automatically synchronizes with your AOL Address Book, and personalization into one integrated application. It allows you to unify all your AOL, POP, and IMAP accounts in an easy-to-use yet powerful package. Folders and filters let you organize mail automatically, and it includes a powerful Bayesian spam filter. It also integrates nicely with AOL's enhanced instant messaging client, AIM. Unfortunately, AOL Communicator doesn't mimic the near-perfect email formatting of Mozilla (Netscape Communicator), which it otherwise closely resembles. Instead, the plain text handling in Communicator is as deficient as Outlook's (with misplaced '>' characters and line breaks). AOL Communicator runs on all versions of Windows since Win98 and on Mac OS X.

Spam Control

According to MessageLabs, a UK-based security company, average e-mail traffic contains more spam than computer viruses. Industry sources claim that, by last May, spam had overtaken legitimate e-mail in the workplace, constituting 51 percent of all e-mail received by businesses today. To eliminate the time-sink involved in manually screening your inbox and deleting spam, or in creating filters to automatically divert spam to your trash file, consider adding an anti-spam application to your e-mail client. Remember, however, that anti-spam applications are not perfect, so you still will need to review your spam file to assure that nothing important has been screened out and to thereby fine-tune the application. Here are some of the available anti-spam applications:

Norton AntiSpam™ 2004

Norton AntiSpam™ 2004 (Norton) from Symantec Corporation (www.symantec.com), for Windows 98 and above, works with any standard POP3 and SMTP compatible e-mail client and has just received Editors' Choice Awards from CNET and ZDNet (October 2003). Norton filters incoming mail on multiple levels, detecting and flagging unsolicited messages while

promptly delivering valid mail. The application also blocks intrusive pop-up and banner ads. According to reviewers, Norton is not only one of the simplest anti-spam utilities to set up and use, it's also one of the best, consistently stopping 95 percent of the junk with almost no mistakes (when only operating at its default setting of Moderate), blocking legitimate e-mail less than 3 percent of the time. Unfortunately, as is the case with other Norton applications, AntiSpam™ 2004 reportedly causes crashes in Outlook and Outlook Express.

Norton automatically installs itself inside your e-mail client; you don't have to change server settings or reconfigure your software. If you're using multiple identities, Norton installs itself in each identity, something McAfee's SpamKiller 5.0 won't do. It is the only application that integrates fully into Outlook, Outlook Express, and Eudora without any hassles by adding spam-fighting functions to their toolbars. It even will filter mail from your MSN® and Hotmail® accounts (if you use Outlook 2003 to access them), and the fee-based version of Yahoo Mail (if you use a POP e-mail client to access it).

Within your e-mail client, you'll find a new drop-down menu with four simple commands. When you check mail, Norton sorts messages inside your e-mail client and stashes suspected junk in a separate folder with the phrase "[Norton AntiSpam]" inserted in the subject line. When you encounter spam Norton missed, highlight it and select "This is spam" from the drop-down menu; the messages are shuttled into the junk folder and the sender is sent to your Blocked list. When Norton stops something it shouldn't, you follow the same process, but the menu option changes to "This is not spam," the address is added to your Allowed list, and the message is returned to your inbox. You can process multiple messages at the same time, something you cannot do with SpamKiller.

Norton AntiSpam™ 2004 is available directly from Symantec at \$39.95 for a single-platform license, \$179.95 for a 5-user small-office pack, and \$319.95 for a 10-user small office pack. Other online vendors offer small discounts. The license includes one year of Norton's LiveUpdate™ service, which automatically checks for new protection updates when you're online.

Spam Inspector™ 4.0

Spam Inspector™ 4.0 from Giant Company Software, Inc. (www.giantcompany.com) works with Outlook 2000 and above, Outlook Express 5 and above, Eudora 5.1 and above, Incredimail, and even Hotmail (if accessed via Microsoft's Internet Explorer). Spam Inspector™'s technology includes a peer-to-peer-based artificially intelligent learning platform using statistical, natural language semantics and Bayesian filters. The application claims to remove tracking bugs from e-mail and can be configured to block or delete images from pornographic spam. Unlike the integrated blocking feature built into Norton AntiSpam™ 2004, however, you will need to download and install a copy of the free Spam Inspector Companion to block pop-up and banner ads. Spam Inspector™ was awarded 5 stars and the Best Buy Award from Laptop Magazine earlier this year and was favorably reviewed by Smart Computing Magazine (November 2003). Giant Company Software claims an installed base of over 350,000 users, including the U.S. Supreme Court, Cornell University, the United Nations,

and United Airlines. An evaluation version can be downloaded for free, and the software currently can be purchased online for \$19.95 with a 30-day money-back guarantee.

Other Anti-Spam Applications

SpamKiller 5.0 from McAfee, a business unit of Network Associates, Inc. (www.mcafee.com), runs on Windows 98 and above, integrates directly with Outlook and Outlook Express, and works with POP3, MAPI, or MSN/Hotmail e-mail accounts. It currently does not filter AOL, Yahoo, or other web-based e-mail accounts. It is available for \$34.95 for an annual subscription, \$39.99 for a downloaded copy, \$49.99 plus shipping for a boxed product.

Qurb™ 2.0 from Qurb, Inc. (www.qurb.com) supports Microsoft Outlook Express 5.5 and 6.0, Microsoft Outlook 2000, Microsoft Outlook XP, and Microsoft Outlook 2003. Qurb™ 2.0 received the PC Magazine Editors' Choice award (May 2003). It is available from Qurb at \$29.95 for a single platform, and \$39.95 for a "work and home" license. Volume discounts are available for quantities of five or more licenses.

Outlook 2003, part of the just-released Office 2003 suite, incorporates very powerful anti-spam features of its own. In his October 17, 2003, column, David Coursey, the Executive Editor of ZDNet's Anchor Desk, after using Outlook for 2003 for a month on multiple machines, claims that he is sufficiently satisfied with the incorporated anti-spam features that he has uninstalled the rest of his anti-spam arsenal.

Bane or Blessing?

If you take the time to learn and to use all of the features included in most modern e-mail clients, particularly fully featured versatile e-mail clients like Eudora, you will find that managing your e-mail will be a breeze, and you will come to rely on it for most, if not all, of your written communications. Then you likely will conclude, as I have, that e-mail is not a bane, but a blessing.

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A Few Tips For Better Backup Planning

By Nancy DuHon

All too often when the topic of backing up a firm's data is broached, the discussion quickly devolves into a highly technical exchange focusing on backup hardware and software implementation. While these conversations as to how to implement a backup plan are important and necessary, I've found that the cart sometimes gets ahead of the horse when it comes to backups. First, you have to have a plan; only then can you implement it. So, here I'll try to focus on the planning phase, which everyone can relate to no matter what level of technical expertise.

Quite simply, a backup plan is a form of self-insurance. It is a risk management and avoidance mechanism. It's the process of making an electronic copy of your firm's work product "in case" something should happen to the original.

None of these ideas will be really new or revolutionary, but the high rate of backup failure and data loss that I continue to see in the workplace means that there are still firms with inadequate backup plans that need to be revised. So, take a six-minute increment of nonbillable administrative time to review your own firm's recovery plan, and see if there aren't some ways to improve upon it.

A New Twist on an Old Concept

Law firms have been copying and safekeeping their work product and client secrets for centuries. In the earliest days of our profession, law firm data meant handwritten documents. Lawyers either wrote their own, or hired scribes to write them out for them. Scribes also wrote out any additional copies of a document. The advent of the typewriter ushered in the ability to use carbon paper to create the additional copies at the same time the original was being reduced to paper. However, it was the introduction of the photocopier that really began what has become the entrenched industry custom of redundantly duplicating volumes of work

product. Photocopying made reproducing work product easy and cheap. So, why not make a few extra copies while we're at the machine, just "in case?"

With the advent of computer use, law firms now have to determine how they will safeguard their digital information. This includes not only the traditional documents, but also new forms of information that are now received and stored exclusively in electronic format such as e-mail correspondence, accounting data, and calendaring information. All of this information needs to be digitally copied in some way so as to preserve it. In order to do this effectively, *it is imperative that the data be copied from the place where it is originally stored, and placed on a separate piece of media.*

Understanding Risks to Your Data

It isn't a question of *if* you will lose data, only a question of *when* you will lose it, and *what* you will lose. And the first questions that will be asked when it happens are: When was the last backup? Where is it?

If insurance is a process of risk avoidance, and backups offer the equivalent of data insurance, then it is important to understand both the risks that your data is subject to and methods of avoiding those risks. Electronic data is subject to a wide variety of risks, some shared by traditional paper copies, but others unique to the medium. It is important to provide for all of these risks when designing a backup plan.

I advocate a two-pronged approach. On the one hand, you need to have a plan to recover from any kind of catastrophic, or total, loss of information. The second approach is to protect isolated elements of data from data loss. This can dramatically decrease the amount of time it takes to get the data restored and functioning. A good plan will cover both bases.

The proverbial hard drive "crash" is the first idea that most users think about when developing data backup plan. That's fine, because hard drives are in fact machined parts. They will eventually fail like any other mechanical device. Other risks that are unique to electronic data include data corruption, accidental loss by the actions of users, or malevolent attack by outside sources such as viruses. These losses may be total and catastrophic or, more commonly, affect only some of your electronic data while leaving other elements intact.

Data is also subject to nonmechanical threats such as fire, flood, physical damage, or theft. In my experience, theft of the entire computer is a risk that is frequently underappreciated, and yet the most likely to happen. I've had more clients lose data due to theft of their computers than from failure of a hard drive. All too often, this has also been a situation where there was either no backup system at all, an existing backup system that was not working properly, or where the only form of backup involved copying information to a central "server." Well, if the server is stolen, so is the backup that was stored on it, including the backup tape that was still in it!

Frequency and Redundancy

How often should you backup? The answer is how much are you willing to lose? If you suffered a data loss today, how much of your work would you be able to recapture? For catastrophic backups I suggest a frequency schedule that includes: a daily backup, along with separate and distinct monthly backups, and a year-end backup. The daily backups need to be made separately for each day, and not overwrite each other until the following week. I've seen firms that only have one or two tapes/disks that they just keep overwriting every night. Well, it's better than nothing, but it won't get you too far if you don't notice the problem for a couple of days. You will essentially have overwritten the "good" data with the bad.

In addition to catastrophic backups, you should make backups of your firm's databases on a periodic basis. These separate periodic backups have really saved a firm's bacon on more than one occasion. In these situations, the staff had made some additional database backups and stored them to Zip® drive, CD-ROM, or even locally on their hard drive, and we were able to restore from there. These separate copies are especially beneficial when they are made from within the software application that is designed to read it.

Making these types of separate backups allows you to spread the risk of backup failure, the digital equivalent of not putting all of your backup eggs in one basket. All too often a firm will dismiss the utility of making these additional backups with comments like, "Oh, we have a tape backup on our server—we don't need to make any additional backups." Well, if one copy is good, wouldn't five copies, stored on different media or in different locations, be even better? Why limit your options? Backup jobs themselves can, and do, fail for a variety of reasons, so lay away a few more backup eggs, just "in case." And then put them in all sorts of baskets: Zip® drives, CDRWs, tape, removable hard drives, NSAs, online backup repositories, e-mail yourself a copy, USB storage drives, etc., etc.

Casting a Broad Net

Don't forget about data that isn't stored on the server or central drive. The tendency is to store documents and major databases centrally on a single drive, and run the backups on that data. This is all sound theory, but don't forget about items that are NOT stored there. For example, documents that are stored to a user's default "My Documents" folder, or e-mails, are typically stored locally on the workstation's hard drive. If you're only backing up the server, you won't be preserving these items. One of my clients learned this the hard way when he suffered data loss on his workstation, and lost all of his e-mails from his son, a Navy fighter pilot during the Gulf War.

Ultimately, your firm is responsible for protecting its own information. This responsibility is subsumed in your ethical responsibility to safeguard your client's secrets, and cannot be delegated to your IT professional without adequate supervision. Therefore, it is imperative that you have a firm understanding of where this information is, and how your firm is going to protect it, "just in case."

for over 10 years to law firms using Timeslips®, Amicus Attorney®, and PCLaw®. She can be contacted by phone at 404-325-9779, or via e-mail at duhon@duhon.biz.

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TechNotes

The Future of Internet Telephony

By J. Anthony Vittal

In my last column, I promised to tell you more this month about Voice over Internet Protocol ("VoIP"). People have been using VoIP for enterprise calling for years—i.e., calling around a corporation or a university, typically using leased lines. With 86 percent of U.S. organizations surveyed reporting that they are in various stages of evaluating or deploying this technology, according to a study recently published by Sage Research, Inc., even though some may consider VoIP to be the technology of tomorrow, the cost savings and business economies may warrant your consideration of VoIP when moving your existing organization into new space or starting a new firm.

What Is VoIP and How Does it Work?

VoIP technology enables the real-time transmission of voice signals as packetized data over high-speed broadband networks that employ the same suite of protocols the Internet uses. In VoIP systems, analog voice signals are digitized and transmitted as a stream of packets over a digital data network. Unfortunately, standards for VoIP technology are still in flux. Even VoIP implementations that comply with standards may not necessarily interoperate with the standards-compliant products of other vendors. Variations among VoIP products include the algorithms and implementations used to support various aspects of Internet telephony.

VoIP Gateways

VoIP technology allows voice calls placed from and to standard telephones supported by the PSTN (Public Switched Telephone Network), sometimes referred to as plain old telephone service (POTS), to be conveyed over IP networks. VoIP "gateways" provide the bridge between the local PSTN and the IP network for both the calling and receiving ends of a call. To place a call, the calling party will access the nearest gateway either by a direct connection or by placing a call over the local PSTN and entering the desired destination phone number.

The technology translates the destination telephone number into the data network address ("IP address") associated with a corresponding terminating gateway nearest to the number you called. The terminating gateway then will initiate a call to the destination phone number over the local PSTN to completely establish end-to-end two-way communications. Despite the additional connections required, the overall call set-up time is not significantly longer than with a call fully supported by the PSTN.

For a home or home office user, you will need to insert an Analog Telephone Adapter (ATA) between your telephone and the wall plug for the telephone line. An ATA costs about \$100, but they are often provided at no cost by VoIP providers. For an office with multiple phone and telephone lines, you will need to buy an appropriate gateway, which acts as an ATA for all the phones on your system.

What Will VoIP Mean for You?

After years of providing more "vaporware" than substance, VoIP providers are generating renewed interest in the marketplace with the sharp growth in broadband connections to both homes and offices, improved quality of service, and connections that allow VoIP calls from ordinary telephones to ordinary telephones. VoIP services even now typically promise a smaller phone bill, essentially eliminating toll charges for calls to numbers within the United States and Canada and enabling interoffice videoconferencing.

Services such as Vonage Digital Voice™ by Voinage Holdings Corp. (www.voinage.com) and Packet8 and Centile by 8x8, Inc. (www.8x8.com) offer flat-rate VoIP plans using regular telephones for \$20–\$60/month for local and long-distance calls (including Canada) and deeply discounted international toll rates (e.g., 5¢ per minute to London, Paris, Moscow, Hong Kong, and all of China; 6¢ per minute to Rome, Tokyo, Tel Aviv, Sydney, and Mexico City; rates to cellular phones typically are higher).

Software-driven services such as CommCenterK PC2PhoneK calling software from Net2Phone® (www.net2phone.com) or iConnectHere powered by DeltaThree (www.icconnecthere.com) allow you to place low cost phone calls from your computer (2¢ per minute within the U.S.) to a telephone or free phone calls from your computer to another computer. If calling from computer to computer, both parties to the call will have to have the software installed on their respective computers and a headset plugged into each computer.

Internet telephony offers flexibility not available on the PSTN. For example, you could receive calls wherever you may be online. You could check your voicemail messages from anywhere you may be online, play them back on the media player installed on the computer you are using, save them to your hard drive, or forward them to others. You even can receive e-mail notification that you have received a voicemail message, with or without the voicemail message attached to your e-mail message. The Vonage Digital Voice™ service offers a panoply of free features, including three-way calling, user-programmable call hunt (rollover), call forwarding, call transfer, call waiting, caller ID, caller ID block (*67), repeat dialing

(camp on), and call return (*69). In the longer term, VoIP services eventually could facilitate advanced communications services that will integrate voice with e-mail, instant messaging, and caller-to-caller videoconferencing—features that vendors such as Microsoft already are working to achieve.

Even now, if you are placing calls from a VoIP-enabled notebook computer with a wireless connection to a broadband network, you do not have to be tied to a physical location or to copper wires—or to an all-too-often "I can't hear you now" cellular connection—to make calls. Consolidators like Boingo™ (www.boingo.com) offer the ability to "roam" between 802.11 hot spots in hotels, airports, bars, restaurants, and cafes for \$21.95 per month. Efforts are under way to install "hot spots" in courtrooms across the country. Verizon® has announced plans to put a "hot spot" in every pay phone on its system. At some time in the future, vehicles will come equipped with (or aftermarket manufacturers will make available) wireless routers and WiFi connections. All of this means that high-speed wireless broadband connectivity away from your home or office eventually will become ubiquitous in urban environments.

As for your home or office, cable companies are considered to be critical to the ultimate success of VoIP, principally because they are the dominant domestic providers of the high-speed broadband connections that VoIP requires. With relatively inexpensive cable-based broadband connections now available with data transfer rates of 3 Mbps (twice the 1.5 Mbps rate of a T-1 line) and soon to be available at 5 Mbps, the solo practitioner or small office user need not be concerned about the bandwidth consumption of multiple concurrent VoIP telephone conversations—even while surfing the net and/or watching television.

If you switch to true VoIP telephone equipment (which can be expensive), you also need not be concerned about having to install wires for your telephones and your computers—or about the lost investment in cabling when you relocate. Using a secure wireless network, you can put your workstations wherever you want them (so long as you have electric power connections available), without being concerned about cabling. Simply plug your VoIP telephone set and your computer into a wireless bridge (a device that communicates by radio with a wireless access point), perform the appropriate security configurations of the bridge from the browser in a computer connected to it, and you're ready to go.

Whether you decide to use VoIP telephony with your existing wired POTS telephone sets or to upgrade to a complete VoIP system, implementation of a VoIP telephony solution could save you a significant amount of money in the long run. On the other hand, the ongoing price wars among the traditional telephone companies and the availability of deeply discounted toll telephone service from resellers may either erode VoIP providers' price advantage or drive down their prices to maintain it. Only you can decide what is best for your situation in your marketplace. A VoIP solution offers you another alternative.

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MacNotes

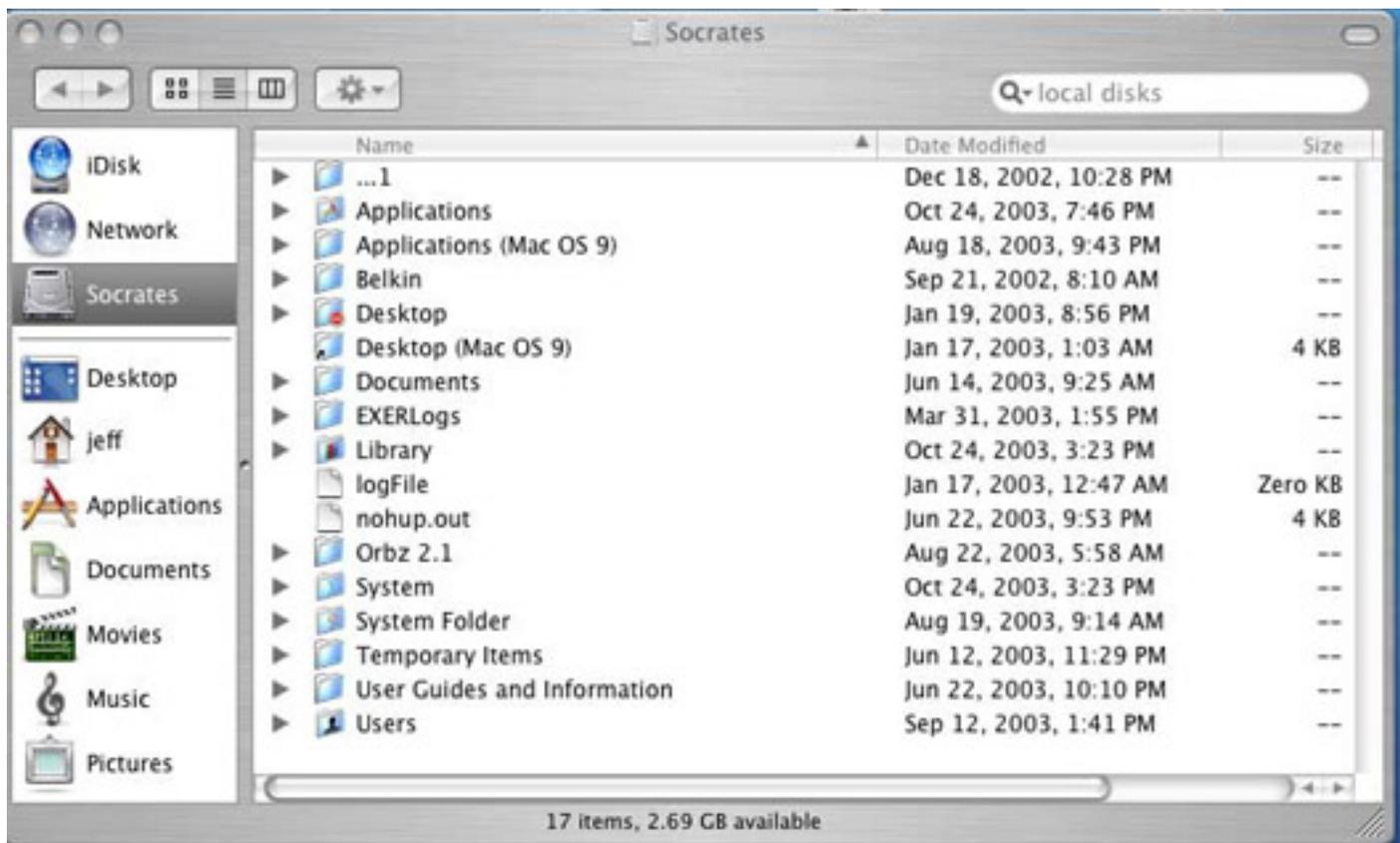
By Jeffrey Allen

Apple has released the newest iteration of OS X (10.3). Consistent with the naming conventions Apple has utilized in its OS X releases, Apple has named this big cat "Panther." Panther qualifies as a major upgrade of OS X. For those of you who want to upgrade existing computers to the newest system, Panther will cost \$129.

What does the new cat in the Mac bring to the party? Panther presents a completely new user interface. Panther brings the iTunes look to the Finder. It will take some getting used to, but most users will, ultimately, find it easier to use than the current OS X Finder.

Panther adds over 150 new or improved features to OS X, including some OS 9 features that users have missed, such as the ability to make and attach color labels for files. Like all the OS X iterations, Panther's Unix base makes it very stable. Installation of Panther as an upgrade has gone very smoothly and without incident on several computers for me. The process has taken about 35 minutes for each computer. It is fully automated and takes no real effort on your part to complete. This column will briefly touch on some of the highlights of the Panther upgrade. If you already have adopted OS X, you will want this upgrade. If you have continued to rock along with OS 9.2 and your computer meets the OS X (10.3) hardware requirements, the addition of the Panther features should make the upgrade to OS X irresistible to you.

One of the biggest and certainly most noticeable changes in Panther is the presentation of the finder. For those of you that have used iTunes, the new finder will appear familiar. For the rest of you, it will come as a bit of a surprise. This is what it looks like:



As a part of Panther, you will get the final release copy of iChatAV, Apple's powerful, but easy to use instant messaging / video conferencing software that has been in public beta testing for the last several months. If you just want to get iChatAV, you can purchase it separately for \$29. Think of iChatAV as personal videoconference software for the Mac. It allows face-to-face conversations in high quality video over the Internet. Apple would like you to use iChatAV with its iSight camera/microphone package.



iChat will, by the way, work with other webcams as well. The iSight, however, happens to be a very nice package in an unusual cylindrical form that produces high-quality sound and visual. It retails for \$149. The iSight camera works through a FireWire connection to the

computer. The transmittal of video requires a broadband connection to work. You can do audio over a dial-up connection. A word of warning, however: iChatAV works only on Macs. There is no Windows version; and I have not found a compatible Windows program. There are other programs that allow you to use video and between a Mac and a Windows computer, such as Yahoo Instant Messenger (video and text yes, video and voice, no).



Panther includes a new productivity feature called Expose. Expose provides a substantial improvement in windows management. Panther's inclusion of advanced virtual and protected memory allows you to have numerous applications open at the same time without risk of data loss in other applications if one open application should crash. With multiple documents open in some of the applications, you could have many windows open at the same time. Expose allows you to locate each of the open windows, instantly allowing you to see all of them at once and to switch to the one you want or see just the windows of the current program. The F9 key toggles the tiling feature. Pressing it once scales all open windows and places them on the screen. Pressing it again restores them to their previous size. The F10 key does a special tiling for open Photoshop files. The F11 key clears all windows off the desktop so that you can find something on the desktop itself without having to move each window separately; pressing it a second time and returns the windows to the desktop.

Speaking of Windows and the Mac interfacing . . . Panther facilitates interaction between the two platforms by allowing the Mac to join a Windows-based network using Panther's built-in client for Virtual Private Networking. You can share files and printers, even using wireless connections. Windows services appear in the Mac Finder; Macs show up on the Window's Network Neighborhood.

Among the other new features Panther provides, you will find: File Vault (AES-128 encryption); Fast User Switching (the ability to change users without logging out of applications); Font Book (locates organizes and manages your fonts); Mail (the ability to follow discussion threads has been added and the ability to block junk mail improved); Preview (improved speed in scrolling through and searching PDF files).

Jeffrey Allen (jallenlawtek@aol.com) has a general practice in Oakland, California. His firm, Graves & Allen, emphasizes real estate and business transactions and litigation. He is a frequent speaker and author on technology topics and the Editor-in-Chief of the GPSolo Technology & Practice Guide and the Technology eReport.

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ProductNotes

Total Search™ by LexisNexis®

LexisNexis "TOTAL SEARCH"™! integrates research at Lexis.com with searches against the law firm's own internal work product, using a highly scalable and state-of-the-art search engine. The unique part of the product is the application of an intelligent referencing engine that automatically identifies a firm's own work product.

All of this resides, in the physical sense, upon the law firm's premises and behind its own firewall. At the core of Total Search is the IDR (Internal Document Repository) Server. The server performs the search and retrieval at the same level as the LexisNexis premier search engines with the IDR performing the intelligent referencing of a firm's internal documents in parallel with the IDR server and the lexis.com web interface.

The Total Search concept works essentially in the same manner as the familiar Lexis.com website. But the big difference is that a user can search his or her firm's internal work product at the same time as making a Lexis search. The navigation is essentially the same as working on the website, with a firm's own tab included within the site.

Total Search is designed to simultaneously and securely search the LexisNexis databases and the firm's internal work product, which was created with the DMS within a single search—using the popular Lexis.com environment and the same search syntax. When the user searches Lexis for a single point of law, or legal issue, instantaneously the firm's database is also searched. As the search is run, in the chosen LexisNexis database, seamlessly, without the user ever having to consciously initiate another search, it is also run against the firm's internal database repository. Now that saves time and effort, while doing a full and complete job! I highly recommend that you take a good look at LexisNexis Total Search. **Reviewed by Tony Vittal**

Mercury On-the-Go Hard Drive

Other World Computing makes a number of models of small-form large capacity storage devices. Their Mercury On-the-Go (OTG) external hard drives present an attractive, well-made, reliable, and reasonably priced storage option for laptop and desktop users alike. Other

World Computing offers the OTG in a FireWire (400) and in a combination FireWire (400)/USB 2.0(1/1) version. The Firewire/USB combination drives cost only a few dollars more than the FireWire only drives. The additional flexibility offered by the USB connectivity make the extra few dollars for the combination drives a good investment.

The OTG drives come in 20GB, 40GB, 60GB, and 80GB sizes. Current pricing ranges from \$169.99 for a 20GB drive to \$369.97 for a high-speed (7200 RPM) 60GB drive. The slower (4200 RPM) 80GB drive lists for \$349.99. The 80GB drive weighs only 11 ounces and measures 3" x 5.5" x 1". Other drives in the line have comparable sizes and weights.

The 2.5" hard disks come attractively packaged in a translucent plastic housing and include the drive, a case, and required cabling for connection. The drives also come with utility software and drivers for Mac OS 8.6 and 9.2 as well as for Windows 98 and 2000. You do not need any additional driver for Mac OS X or Windows XP installations.



The OTG drives are reliable and fast enough to use for backup as well as normal data storage purposes. They look good enough to leave on your desk, but have a package with a small enough size and weight to make it easy to take the drive with you when you leave the office.

Reviewed by Jeffrey Allen

Belkin High Speed Wireless Cable/DSL Gateway Router and Wireless Notebook Network Card

Belkin's 54g Wireless Cable/DSL Gateway Router allows you to set up a network in your office or your house without using network cables. It uses the new 802.11g technology that provides speeds nominally five times faster than the standard WiFi 802.11b devices. The integrated 4-port 10/100 Base-T Ethernet switch allows you to connect wired computers to the network as well. The Gateway Router provides connectivity up to 1,800 feet, using the 2.4GHz band. The Gateway Router works well in mixed environments. The 802.11g equipment is backward compatible with equipment operating on the 802.11b standard. The router also has a Turbo Mode that allows isolation of the network from the 802.11b clients to facilitate data transmittal at the higher 802.11g rate. The Gateway Router lists for \$189.99.



The Gateway Router sets up easily enough using the automatic install program that comes with the hardware. The Easy-Install Wizard automatically detects any existing Internet connection and adjusts the Gateway Router to the appropriate settings to get you online quickly and with little effort. The Router ensures network and data security with wireless 64 and 128 bit WEP encryption and employs NAT and SPI firewall technologies to protect the network from hackers.

The Gateway Router works with Macintosh as well as PC computers and also supports computers running on the Linux or the Unix operating systems.

Belkin's 802.11g Wireless Notebook Network Card works as a companion piece to the Gateway Router. It also serves as a standalone wireless network card for your laptop that will interface with other equipment using the 802.11g technology or 802.11b technology. The card is "plug-and-play" in any laptop with a standard 32-bit CardBus slot. It slides into the slot and enables the laptop to connect wirelessly to the network over a range of 1,800 feet. The Network card lists for \$99.99 and is compatible with Windows 98 SE, 2000, and XP. The Network Card draws its operating power from the laptop computer's battery. By using a special low-power consumption chipset, Belkin has tried to limit the drain on the laptop battery to keep it running longer.



The Wireless Network Card and Gateway Router have lifetime warranties and come with

Belkin's free, 24-hour technical support. **Reviewed by Jeffrey Allen**

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 - New Publication: *Letters for Lawyers* 2nd Edition
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 - A Big Thanks To Our Fall Meeting Sponsors
-

Save the Date: Midyear Meeting 2004



ABA GPSolo Section Chair William Hogan invites you to join us in San Antonio, Texas, for the 2004 Midyear Meeting, February 5–8, 2004.

Section meeting highlights for Friday, February 6th, include specialized CLE for solo and small firm practitioners, our prestigious Military Law Luncheon, numerous leadership committee meetings, and a Dinner and Texas Two-Step Dance at Sunset Station cosponsored with the Young Lawyers Division.

To register online please visit www.abanet.org/midyear/2004/home.html. The deadline for advance registration is January 9th, 2004.

More information on our Section's activities at Midyear will be posted to our website, www.abanet.org/genpractice, in the coming weeks so please check back with us soon!

2003 Fall Meeting Picture Gallery Now Online!



Check out how much fun was had by all at our Fall Meeting!
Go to: www.abanet.org/genpractice/gallery/03fall/index.htm

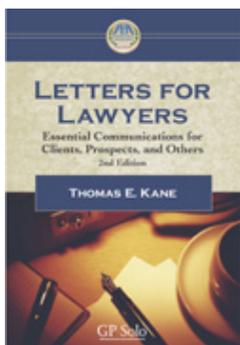
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Thomas E. Kane



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Looking For A Little Credit? CLE Credit That Is!

2003 Annual Meeting CLE Programs Now Available Online Through WestLegalEdCenter

Not able to make Solo Day or the Annual Meeting this past year? No problem! All GPSolo Section CLE programs are now available to you, 24 hours a day, 7 days a week from the convenience of your home or office computer. The 2003 Solo and Small Firm Day: 99 Tips to Being an Effective Lawyer topics include

- Guide to Websites
-

Client Recruitment

- Negotiation Strategies
- Media Relations
- PDA Strategies
- Using Paralegals for Profitability
- Ethics & Client Trust Accounting

Other programs available from the Annual Meeting are: Best Practice for Real Lawyers, Business Bankruptcy for the Rest of Us, Environmental Risks and the Small Firm Client, and the Arthur Miller/Helen Thomas program- Media's Coverage of the Law: What's Good, What's Bad and What's Downright Ugly.

Don't forget, Section members get an additional discount off WestLegalEdCenter programs! To find out more or to begin ordering these programs visit:
www.abanet.org/genpractice/westlegaledcenter/home.html

Section Sponsored ABA Connection in January

January 21st: Ethics: Who Is the Client?

On January 21, 2004, at 1:00 p.m. Eastern, the ABA Connection is presenting a one-hour teleconference titled, "*Ethics: Who is the Client?*" The answer to that question often may be obvious, but the many situations in which it's not so clear just what the attorney-client relationship raise serious ethics issues. This teleconference will focus on how to apply ethics guidelines in some key areas: dealing with prospective clients; the corporate setting; the three-way relationship between insurance companies, their insured and defense counsel; and government lawyers. The program is sponsored by the ABA Journal, Membership and Marketing, and the Center for CLE. Continuing Legal Education Credit has been applied for in states that accept the teleconference format. To register, call the ABA at 1-800/285-2221 from 8:30 a.m. to 6:30 p.m. Eastern weekdays, beginning Monday, December 22, 2003, or register online by Friday, January 16th at www.abanet.org/CLE/connection.html. If you are unable to participate in the live teleconference, the program is available, at no cost, for one month, on the ABA CLE Web Site at www.abanet.org/cle/connection.html. Tapes of the program are available to ABA members for \$50.00 two weeks after the program. To order a tape call the ABA Service Center at 1-800-285-2221.

Diversity Fellows Program

The Section's Diversity Fellows Program is designed to promote ethnic diversity within the Section, recruit members of color, and provide leadership development opportunities within the Section for members of color.

Three lawyers of color are appointed to funded fellowship positions within the Section for one full bar year. Upon completion of successful active participation in the first scholarship year, these participants will then be appointed to regularly funded positions within the Section the following bar year, giving consideration to the Section's existing needs and the participants' preferences based upon first-year participation.

The Section's 2003–04 Diversity Fellows are Captain William E. Brown of Forest Park, GA; Olu Stevens of Louisville, KY; and Edd Vasquez of Washington, D.C. Congrats to our newest Fellows!

If you are interested in applying to become a Diversity Fellow for the 2004–2005 bar year, please contact our Section Director, Alexa Giacomini, at 312/988-5636 or keep checking our website at www.abanet.org/genpractice where an application will be available shortly.

Staff Update

Our Section is now fully staffed! Welcome Doug Knapp (312/988-5641; knappd2@staff.abanet.org), our new part-time Technology Coordinator, and Marianne Kaplan (312/988-5674; kaplanm@staff.abanet.org), our new part-time Member Services Manager.

Last But Not Least . . .

A quick shout out to all of our corporate sponsors who made the 2003 GPSolo Section Fall Meeting & Midwest Solo and Small Firm Success Conference such a success....

Thank You!!!!

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