

Get fit for mobile working

Take your office anywhere in comfort

Recent studies show 83% of us think mobile and flexible working brings competitive advantages in business, whilst 54% of managers believe flexible workers have a better quality of life. The freedom to work from any location is good for both the bank balance AND the work-life balance. But if you don't ensure you are using mobile working tools such as laptops, mobiles and

smartphones with care and attention, you might just be storing up the potential for future discomfort.

This 'at a glance' guide from BT Business to the dos and don'ts of mobile working will ensure you stay comfortable whilst enjoying the benefits of working on the move.



On the train

Under pressure

- ✗ Seat too low relative to the table; ensure forearms are not leaning on the edge of the table for long periods which can lead to discomfort.
- ✓ Position laptop so you can reach it comfortably, without leaning forwards.
- ✓ Take regular breaks every 30-40 minutes.

At the airport

Pain in the neck?

- ✗ Neck has to be inclined to look at the screen – could lead to discomfort.
- ✓ Take regular breaks from this, as the screen is likely to be too low for comfortable viewing.
- ✓ Place something (e.g. files, magazines etc) between your laptop and knees to protect from the heat of the laptop and bring it to a suitable height for keying; wrists should be straight when typing.



In a coffee shop

Watch your back

- ✗ Screen too low: uncomfortable neck position.
- ✓ Be careful about resting arms on the edge of the table, as high pressure on the forearms can cause discomfort.
- ✓ Consider using a cushion, rolled up towel or item of clothing to support the small of your back.
- ✗ Don't leave your bag unattended: mobile equipment can be a target for theft.

Borrowing a desk in another office

Sitting pretty

- ✓ Good posture, with upper arms by body and forearms horizontal, without resting on the desk, and back supported.
- ✓ Connect a separate keyboard and mouse to the laptop so you can position them independently of the screen.
- ✓ If you use the laptop screen, place it on something (e.g. a stand) so it is a comfortable viewing height and distance.





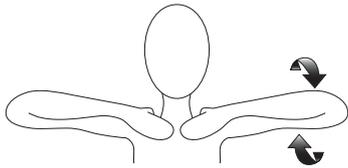
Not enough hands Save your neck some pain

- ✗ Don't hold your phone between your ear and shoulder while multi-tasking – you're likely to get a sore neck.
- ✓ Use a hands free device whenever possible.
- ✓ Make phone calls during your regular breaks.

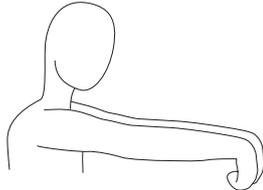


In the palm of your hand Fingers as well as thumbs

- ✓ Shows best position to hold a smartphone while on the move.
- ✓ Try to keep your wrists straight and relaxed when holding and using the device.
- ✓ Alternate between fingers and thumbs when keying.
- ✓ Try using the end of a pen or pencil to help you press keys more easily.



Circle your elbows.



Bend both wrists down while keeping a fist.



Extend hand backwards, pushing gently on palm.

Exercise on the move

BT Business has developed a range of simple exercises to help you stay fit while working on the move.

Take time to exercise: gentle stretching can relax and strengthen muscles.

It just feels good

You may have to work in locations which don't easily allow you to adjust your work area, but by following these hints and tips, you can aim to steer clear of unnecessary physical discomfort.

The top tip for effective, comfortable mobile working is to set up the environment around you, wherever you are, to suit you. Here are ten further ways you can get fit for mobile working:

- 1 Use the backrest of your chair. Don't slouch forwards. Keep shoulders in line with your hips.
- 2 Hold your head so ears are above shoulders. Don't stick your chin forward or bend or twist your neck.
- 3 Alternate between thumbs and fingers when typing on smartphones.
- 4 Don't rest wrists or forearms on the edge of desks.
- 5 Position items so you don't twist your back; screens should be at a comfortable viewing height in front of you. Ensure your back is supported.
- 6 Exercise your hands, wrists and neck regularly.
- 7 Make sure there is nothing underneath your workstation that restricts your posture.
- 8 Take regular breaks away from the keyboard and screen.
- 9 Don't hold the phone between ear and shoulder – you're likely to get a sore neck.
- 10 Adjust settings on your software so that the image and text are large enough for you to see comfortably.

Still want to hear more?

Check out www.bt.com/getfitformobileworking for in-depth advice.

Produced by BT Business, in consultation with leading ergonomist, Margaret Hanson.

Handy short cuts

Using these key commands can save you time, and more importantly, help protect your health.

Useful BlackBerry shortcuts:

| | |
|--------------------------------------------------------------------------|---------|
| Move to the top of a message list | Press T |
| Move to the bottom of a message list | Press B |
| Move to the next date | Press N |
| Move to the previous date | Press P |
| Move to the next unopened item | Press U |
| Reply to a message | Press R |
| Reply to all | Press L |
| Forward a message | Press F |
| File a message | Press I |
| View the email address of a contact, in a message, highlight the contact | Press Q |
| View the display name again | Press Q |

Useful keyboard shortcuts:

| | | | |
|----------------------|--------|------------------------|--------|
| Open a document | CTRL+O | Copy highlighted text | CTRL+C |
| Save a document | CTRL+S | Paste highlighted text | CTRL+V |
| Print a document | CTRL+P | Undo last action | CTRL+Z |
| Cut highlighted text | CTRL+X | Redo last action | CTRL+Y |

Useful Office Anywhere shortcuts:

| | | | |
|----------------------------|--------|-----------------------------------|--------|
| Copy the highlighted text | CTRL+C | Redo the last action | CTRL+Y |
| Cut the highlighted text | CTRL+X | Make the selected text bold | CTRL+B |
| Paste the highlighted text | CTRL+V | Make the selected text italic | CTRL+I |
| Close a program | CTRL+Q | Make the selected text underlined | CTRL+U |
| Open a new file | CTRL+N | | |
| Undo the last action | CTRL+Z | | |