Sprint PCS®

The clear alternative to cellular.℠

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Your Sprint PCS Phone and Sprint PCS Wireless Web Connection℠ will work only with service from Sprint PCS, which must be purchased separately. Sprint PCS services are provided under certain terms and conditions all of which are listed in the brochure included in the box in which your Sprint PCS Phone came. Use only Sprint PCS-approved accessories with your Sprint PCS Phone.

Sprint PCS Wireless Web Connection is currently not available while roaming off our nationwide network and in certain areas managed by affiliates.

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Welcome

Sprint PCS Wireless Web Connection℠ allows you to use your Sprint PCS Phone™ in place of a computer modem. Whatever you ve done with a modem before, you can now do with your Sprint PCS Phone. With an ordinary wireline modem, your computer can connect only when and where you can find an available wall jack. With Sprint PCS Wireless Web Connection, your computer can connect through the Sprint PCS Network, giving you the freedom to access information when and where you choose.

To your computer, your Sprint PCS Phone will act like a generic modem. This means you can continue using your favorite communications software, whether it s e-mail, fax or web browser.

Although your Sprint PCS Phone will take the place of your ordinary modem, there s actually no modem inside the phone. The modem is located within the Sprint PCS Network; the phone connects your computer with the modem that s in the network. In turn, the network modem communicates with the computer or network you re calling.

If you already have an ordinary wireline modem, you may want to use it when a wall jack is convenient or when you want to take advantage of any special features that modem might have.

But when you re using your Sprint PCS Phone as a modem, your other modem won t be needed. Some people think of the phone as a substitute for the wall jack, but it really serves as a substitute for the modem.

Getting started

If you are using this type of computer	Then go to this chapter of the User Guide:
Windows 95	2. Installation for Windows 95 or 98 users
Windows 98	2. Installation for Windows 95 or 98 users
Windows CE	6. Installation for Windows CE users
Apple	7. Installation for Apple users
Palm	8. Installation for Palm users

Getting Help

For questions about using your Sprint PCS Phone and Sprint PCS Wireless Web Connection, call Sprint PCS Customer Care at 1-888-298-0756.

Wireless Web Connection Card Specifications

Physical Characteristics

CF+ Card Size: 1.43 x 1.69 x 0.13 inch (36.4 x 42.8 x 3.3 mm)
Interconnect Cable Length: 22 inches (559 mm)

Power Consumption

Inactive: 0 mA (0 mW)
Active (typical): 3 mA (10 mW)

Interface Standards

CompactFlash Interface: CompactFlash CF+, Type I
With PC Card Adapter: PCMCIA, Type II
Serial Communications: TTL

Operating System Support

Windows CE v2.x and higher
Windows 95/98

Software Compatibility

Windows COM port

Hardware Compatibility

Standard Card (without PC Card adapter): All Windows CE based Palm-size and Pocket PCs including devices from Casio, Compaq, and Hewlett Packard. All Windows CE-based handheld PC Pro devices and pen tablets with CompactFlash CF+ slot.

With CompactFlash-to-PC Card adapter: All Windows CE-based Handheld PCs and pen tablets, Windows 95/98 notebooks.

Certification

FCC: Part 15, Class B, CE: EN55022, C-TICK s.182

2

Installation for Windows 95 and 98 Users

In This Section

- What You'll Need
- Connecting the Wireless Web Connection Card to your Computer
- Installing the Wireless Web Connection Card Drivers
- Connecting the Phone to your Computer
- Installing the Sprint PCS Dialer
- Installing Blue Kite

This chapter covers the installation of Sprint PCS Dialer for computers with a Windows 95 or Windows 98 operating system and the installation of the Blue Kite Compression Software. When installing the software, you have two Internet connection options, Enhanced Internet or Standard Internet. Enhanced Internet, as provided through the Blue Kite optimization software, provides you with a method to access data at higher speeds than the Standard Internet option does. If you are interested in receiving the most amount of information in the least amount of time, Enhanced Internet is the way to go.

What you'll need

1. A PC-compatible computer with:
   - Windows 95 or Windows 98 operating system
   - Pentium II or faster processor
   - 32 MB RAM
   - 12 MB free hard drive space
   - VGA or higher video
   - Available serial(COM) port
   - CD-ROM drive
2. A wireless Internet-ready Sprint PCS Phone
3. The data cable supplied with your Sprint PCS Wireless Web Connection Kit
4. The CD supplied with your Sprint PCS Wireless Web Connection Kit

Note

Certain models of Sprint PCS Phones may require a software upgrade to be wireless Internet-ready.

Blue Kite Supported Browsers

Enhanced Dialer will operate on any HTTP 1.0 compliant web browser. However, the automatic configuration feature fully supports the following browsers during installation. Using other browsers will require manual configuration. See page 81.

- Microsoft Internet Explorer version 4.x or greater.
- Netscape Navigator version 4.x or greater.

Connecting the Wireless Web Connection Card to your Computer

1. Plug the Sprint PCS Wireless Web Connection Card into the Compact Flash-to-PC Card adapter.
   - The Wireless Web Connection Card comes with a data cable already attached. The free end of the cable connects to your phone.
2. Plug the Compact Flash-to-PC adapter into the PCMCIA slot on your computer.
   - The combined unit acts like a typical PC card.

Installing the Sprint PCS Wireless Web Connection Card Drivers

1. Turn on your computer.
2. Click **Next** when the Update Device Driver Wizard (Windows 98) screen appears.
3. Insert the Installation Disk for Sprint PCS Dialer CD into your CD-ROM drive.
4. Click **Other Locations** to select your CD-ROM drive (Windows 95), or click the CD-ROM Drive option (Windows 98).
5. When Windows finds the Wireless Web Connection driver (DPSOCKET.INF), follow the instructions on the screen to complete theinstallation.

Note

The driver installation wizard starts automatically the first time you start you computer after installing the Sprint PCS Wireless Web Connection Card.

Note

You may start with your phone or off.

Connecting the Phone to your Computer

1. Attach the data cable to the port on your phone.
2. Turn on your phone and turn on your computer (if they re not already on).

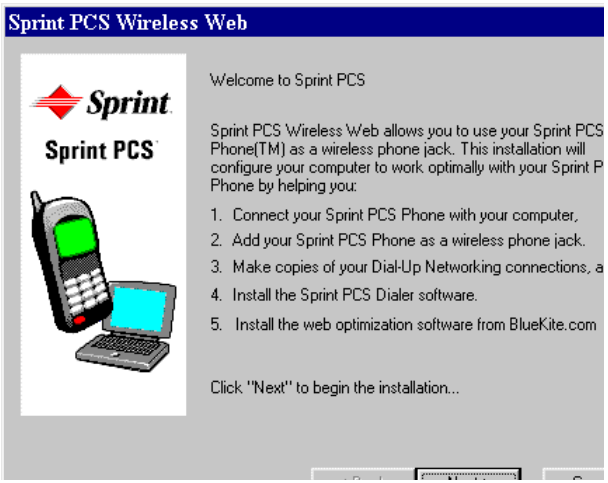
Installing the Sprint PCS Dialer

This installation procedure requires you to restart your computer and close any devices that monitor or use the available COM port (such as a Palm device). Close all other programs before proceeding.

1. Insert the Installation Disk for Sprint PCS Dialer CD in your CD-ROM drive. The installation starts automatically.
2. Click **Next** to continue.

Note

If the CD doesn't start automatically, select **Run** from theWindows **Start** menu and type D:\Setup.exe or E:\Setup.exe, depending on which letter corresponds to your CD-ROM drive.



3. Read the License Agreement. If you accept the terms of the agreement, click **Yes**.

4. If you haven t already done so, connect your Sprint PCS Phone to your computer.

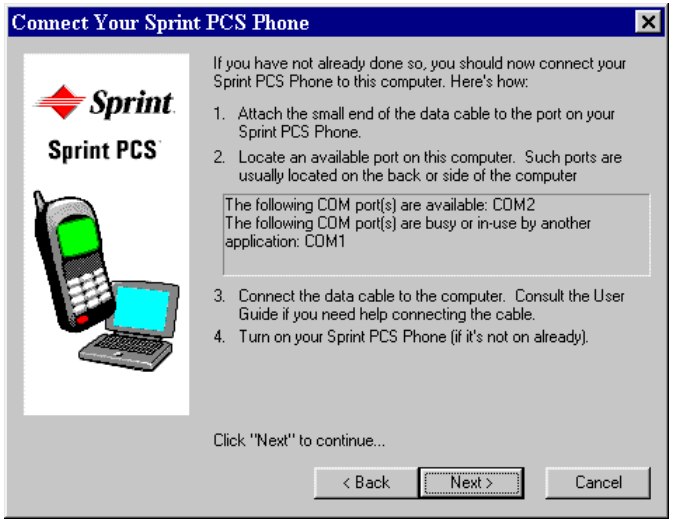
Identifying COM Ports

The next screen identifies your computer s available COM ports. If you have no available COM ports, then you must make a COM port available, or you cannot use the Sprint PCS Wireless Web Connection. You may have to exit the installer to do this.

1. Once your Sprint PCS Phone is connected to an available COM port, click **Next**.

Note

If you are re-installing the Sprint PCS Dialer on a different COM port (the software prompts you if this happens), you must change COM ports before your phone will work. See the Appendix for instructions.



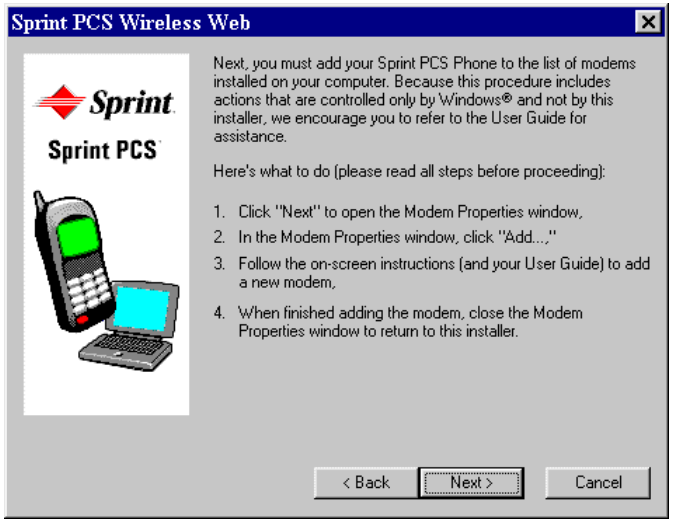
The installer now confirms that your Sprint PCS Phone has been found successfully, and identifies the COM port to which it is attached. Remember this COM port number.

2. Click **Next** to continue.

Adding your Sprint PCS Phone

Next, add your Sprint PCS Phone to the list of modems installed on your computer. Because this procedure includes actions that are controlled only by Windows and not by this installer, follow this user guide closely.

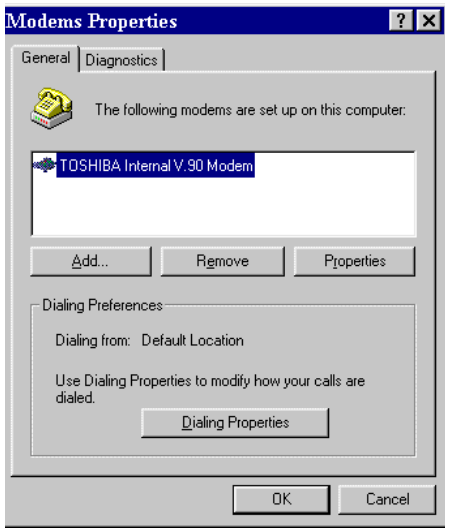
1. Click **Next** to continue.



Note

This screen may appear different on your computer, depending on whether you have additional modems already installed.

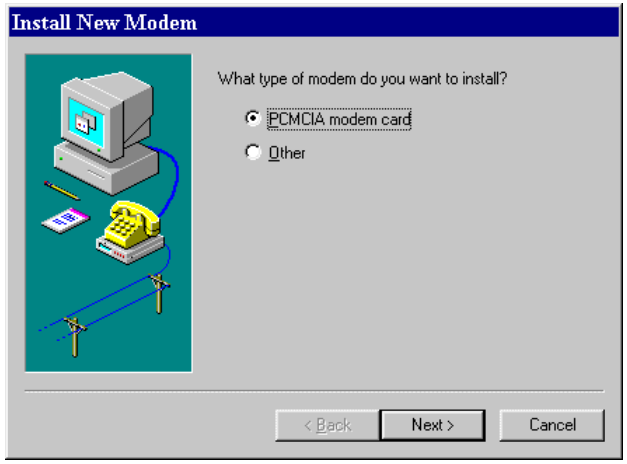
2. Click **Add** to add a new modem.



3. **If your computer does not support PCMCIA cards**, you will not see this screen. Skip to the next step.

   If your computer supports PCMCIA cards, Windows will ask you whether you want to install a PCMCIA modem or an other type of modem.

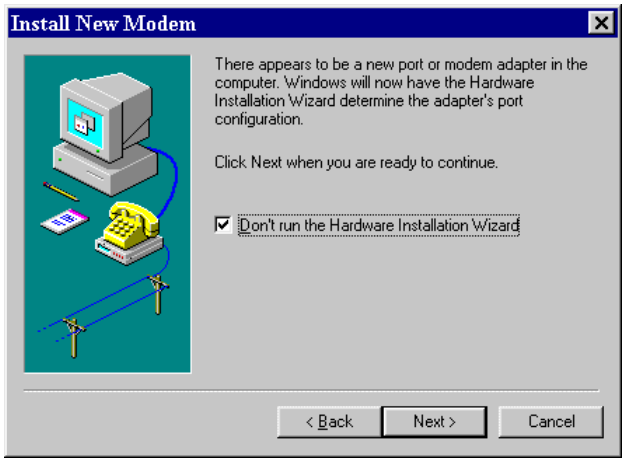
4. Select **Other** and then click **Next**.



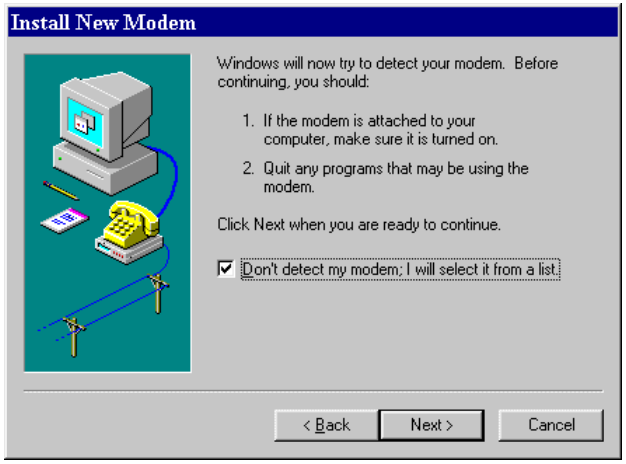
At this point, Windows may ask whether you want Windows to search for and add new hardware.

5. If Windows asks whether you want Windows to search for new hardware, select **Don t Run the Installation Wizard** and click **Next**.

   If Windows doesn t ask whether you want Windows to search for new hardware,go to the next step.



6. When Windows offers to detect your modem, select the **Don't detect my modem** check box and click **Next** to continue.

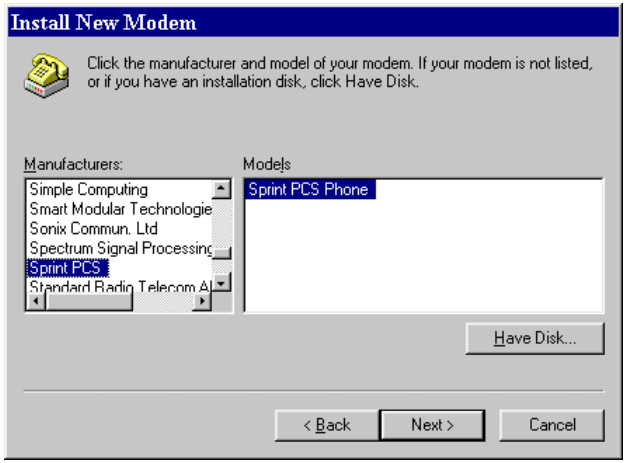


7. Select **Sprint PCS Phone** from the list of manufacturers, and click **Next**. Go to step 10.

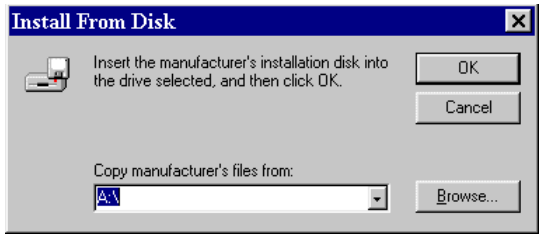
   If you do not see Sprint PCS Phone in the list, click **Have Disk**.

Note

Not all computers can automatically detect the Sprint PCS Phone as a modem. You must select the modem.



8. Enter the letter associated with your CD-ROM drive in the space provided (it s usually D: or E:), and click **OK**.

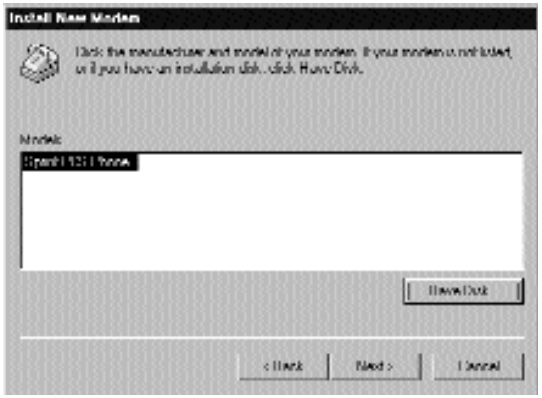


Note

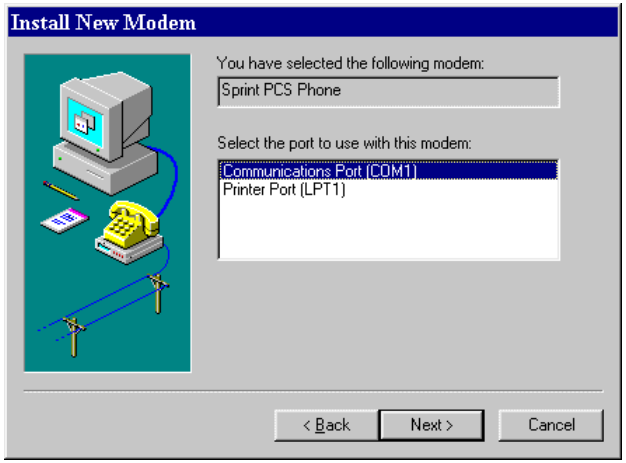
To specify the CD-ROM drive correctly, you must enter the letter with a colon (e.g., enter “D:” or “E:”).

You should now see Sprint PCS Phone in the list.

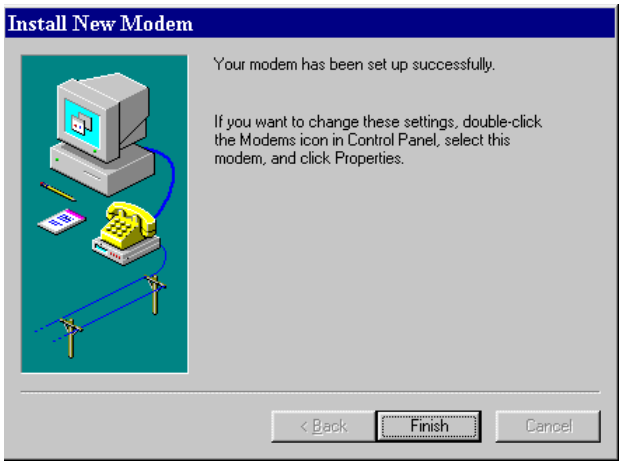
9. Click **Next** to continue.



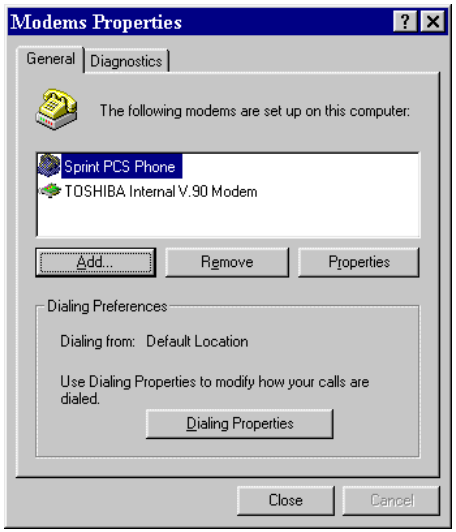
10. Select the communications (COM) port to which your Sprint PCS Phone is installed and click **Next** to continue.



11. Click **Finish** to complete the modem addition.



Now you should see Sprint PCS Phone in the list of installed modems. This new modem remains on the list even if the phone is detached from the computer.



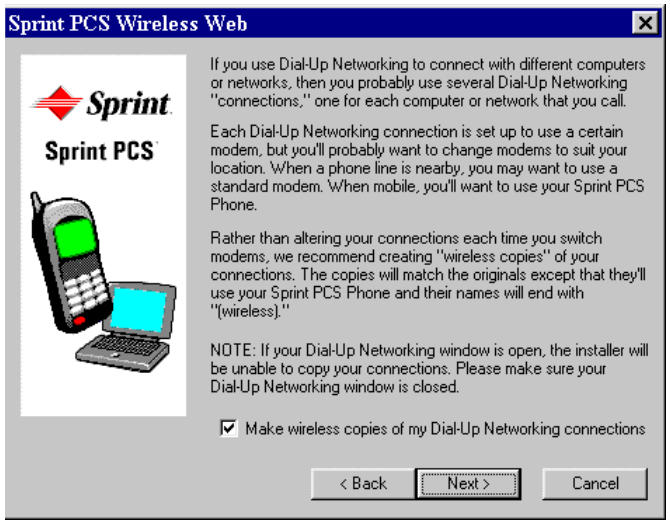
12. Click **Close**. The Modem dialog box closes.

Copying your Dial-Up Network Connection

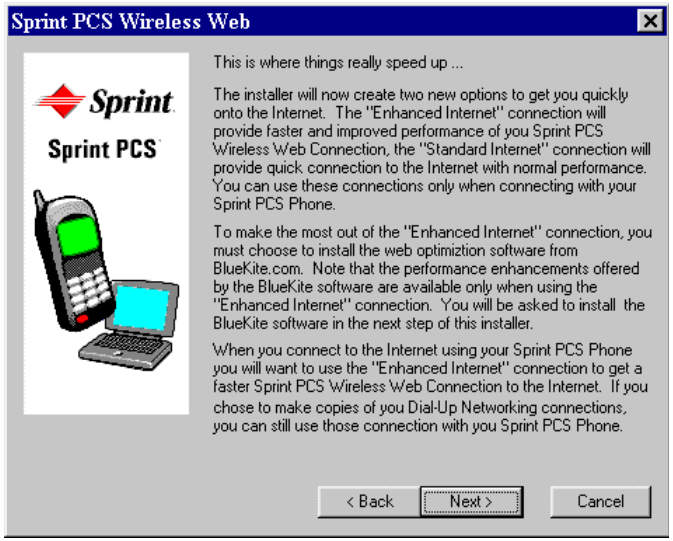
Note

If your Dial-Up Networking window is open, close it now. If you don't, changes to Dial-Up Networking are not performed.

1. Click **Next** on the Sprint PCS Wireless Web window. The screen that displays explains how and why the installer will make copies of your Dial-Up Networking connections.
2. Verify that **Make wireless copies** selected.



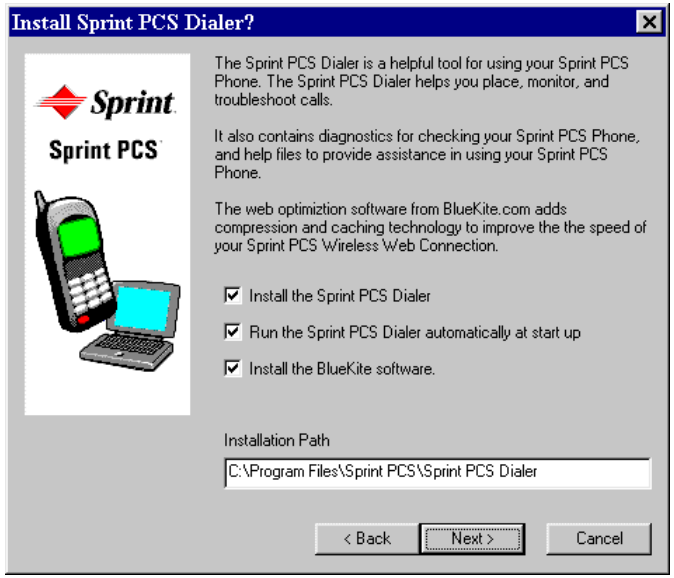
3. Click **Next** to continue. A windows displays explaining the two connection options now available, Enhanced Internet and Standard Internet.



4. Click **Next** after reading the information. The window to select Sprint PCS Dialer options appears.

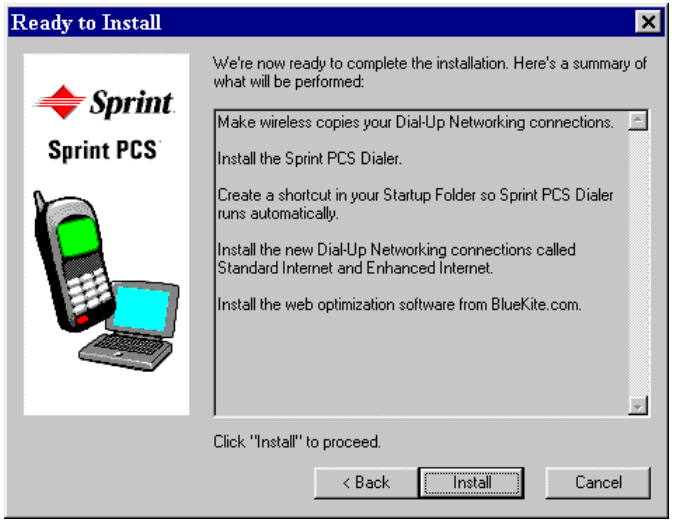
5. To install Dial Up Networking, the Blue Kite optimization software, and to run the Sprint PCS Dialer on startup, select all three check boxes (preferred option) and click **Next**.

   If you don't want to install the Sprint PCS Dialer or the Blue Kite optimization software, or you don't want the Sprint PCS Dialer to run automatically at startup, remove the check-marks and click **Next**. Go to page 32.



Installing Blue Kite

1. Click **Next** on the screen that explains what happens when you install Blue Kite. A Welcome screen displays.
2. Click **Install**.



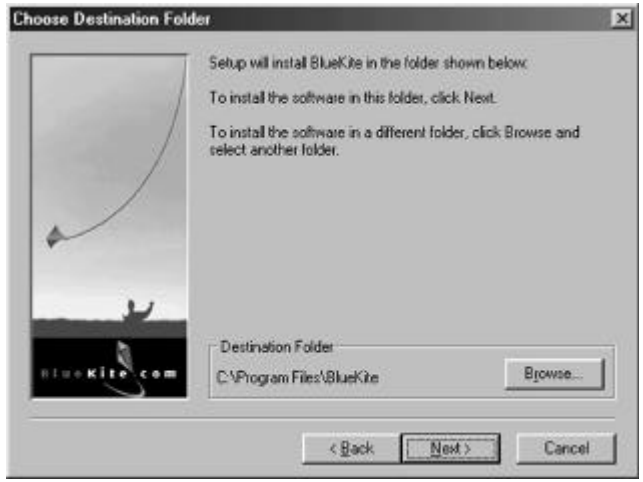
The License Agreement

1. Read the license agreement. If you agree, click **Yes**.

Choosing a Destination Folder

1. Click **Next** to accept the default folder location for Blue Kite. Go to Browser Configuration on page 38.

   To install Blue Kite in a different location, click **Browse**. The Open Dialog box appears.



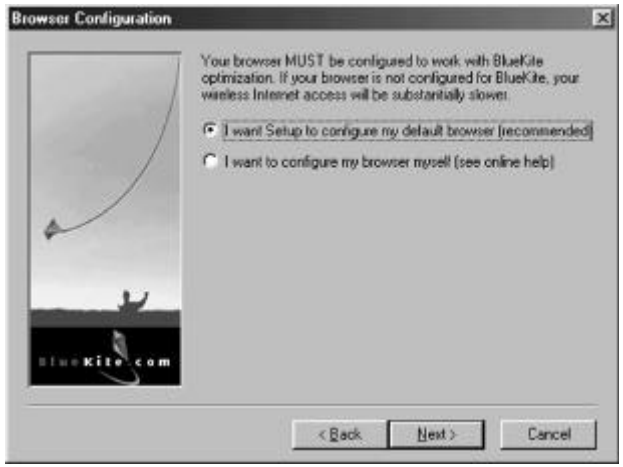
2. Choose a folder in which to install Blue Kite Compression Software.
3. Click **Next** to continue with the installation.

Browser Configuration

To be optimized by Blue Kite, your browser must be specially configured.

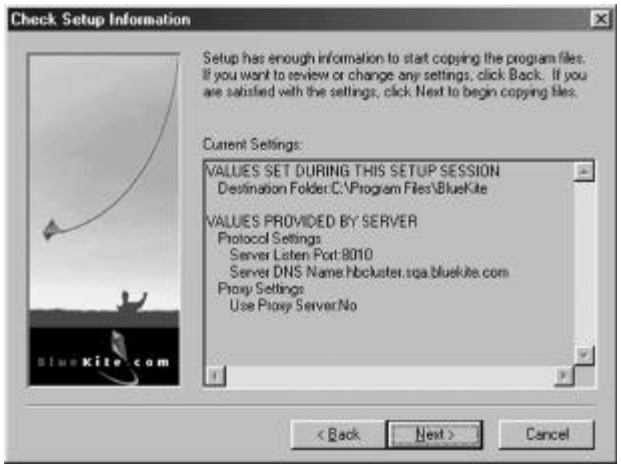
1. Click **Next** to have the Blue Kite software configure the proxy settings for your browser.

   If your browser is not supported, or if you choose to skip automatic configuration, please read the Manually Configuring Your Browser on page XX.



Checking Setup Information

You can now review the settings.



- To accept the settings shown, click **Next**. The software is installed.

Completing Blue Kite Setup

- Deselect **View Readme File** and click **Next** to finish the Blue Kite installation. The Microsoft Point-to-Point dialog box appears.

  To view the README file, select the check box and click **Next**. The Blue Kite installation is finished, the readme file displays, and the Microsoft Point-to-Point dialog box appears.

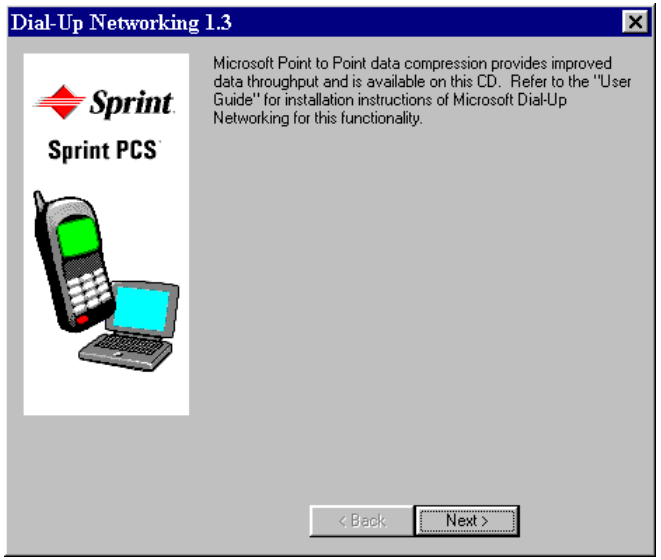
Note

To change your file destination, click **Back** until you reach the window that allows you to browse for a new destination. Then click **Next** until you return to the Check Setup Information dialog box.

Installing Dial Up Networking 1.3

After installing Blue Kite, you are prompted to install Dial Up Networking 1.3.

1. Click **Next** on the Dial-Up Networking 1.3 dialog box. Dial Up Networking is installed on your computer.
2. Click **Yes, I want to restart my computer** and **OK** to complete the installation.



Completing Installation - Sprint Dial Up Networking Only

If you decided not to install the Blue Kite Optimization software, the following steps complete the Dial Up Networking installation.

1. Click **Install** to perform the final installation.
2. Click **Yes, I want to restart my computer** and **OK** to complete the installation.

See Chapter 4 to learn how to use your new software and place a call.

3

Dial-Up Networking (DUN) 1.3

In This Section

- About Dial-Up Networking
- Setting up TCP/IP

This chapter covers the configuration and operation of Dial-Up Networking (DUN) 1.3 for Windows 95 users.

About Dial-Up Networking

This CD includes Dial-Up Networking 1.3 (DUN 1.3) for Windows 95 users that are interested in point-to-point compression protocol.

Dial-Up Networking 1.2 (DUN 1.2) was released to the Web in June 1997. The DUN 1.2 release included client support for virtual private networking (VPN), using the Point to Point Tunneling Protocol (PPTP), plus various improvements to Dial-Up Networking components and the TCP/IP stack.

The most recent DUN 1.3 release includes several performance and security improvements for better Virtual Private Networking. Performance improvements will only be experienced when a DUN 1.3 client connects with a similarly updated Windows NT server machine configured to support VPN. If either the server or the client have not been updated, the connection will revert to the behavior and performance provided by the original PPTP specification.

This package cannot be used to upgrade a Windows 98 or Windows 2000 system (All the DUN 1.3 features are already present in Windows 98.)

To install DUN 1.3, make sure the Dialer CD is in your CD ROM drive and complete the following:

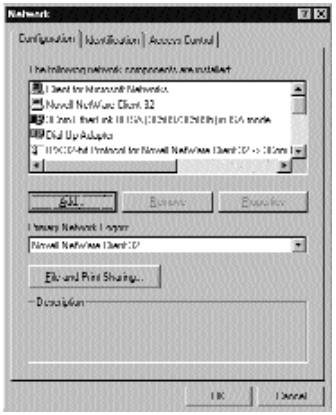
1. From the Start menu, select **Run**.
2. Click **Browse**.
3. Locate the file DUN1342K.EXE on your CD ROM drive.
4. Click **OK**. You will be prompt-ed to restart your computer at the end of the installation.

Setting up TCP/IP

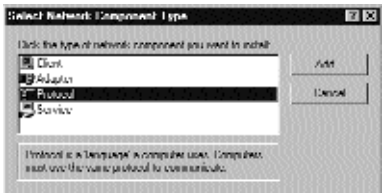
This section explains how to set up your network connection to use the TCP/IP protocol.

1. Select **Settings/Control Panel** from the **Start** menu
2. Double-click **Network**.

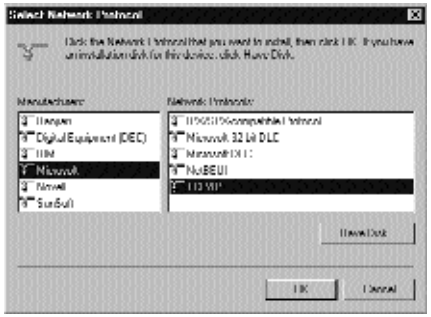
3. Click **Add.**



4. Select **Protocol** from the Network Component list.
5. Click **Add**.



6. Select **Microsoft** from the Manufacturers list box.
7. Select **TCP/IP** from the Network Protocols list box.



8. Click **OK** to return to the Network dialog box.
9. Click **OK**.

4

The Sprint PCS Dialer

In This Section

- Sprint PCS Dialer Basics
- Closing and Exiting the Sprint PCS Dialer
- Sprint PCS Dialer Menus and Commands
- Connecting with the Sprint PCS Dialer
- Sprint PCS Dialer Diagnostics
- Receiving a Data Call
- Help with the Sprint PCS Dialer

The Sprint PCS Dialer is a Windows application that monitors your Sprint PCS Phone s data operations. This chapter describes the basic Sprint PCS Dialer functions, starting and exiting the Sprint PCS Dialer, and where to find help.

Sprint PCS Dialer Basics

The Sprint PCS Dialer allows you to make calls with your Sprint PCS Phone. The type of call you make depends on who (the computer, network or server) you are calling. It s important to understand that the Sprint PCS Dialer s Connect function will only place Dial-Up Networking calls. Other types of calls usually require different software or different methods, but these calls can still be made using your Sprint PCS Phone. Read on to find the description of the type of call you want to make.

If you want to connect with an Internet Service Provider (ISP), use Dial-Up Networking in conjunction with the Sprint PCS Dialer to make your call. Click **Connect** in the Sprint PCS Dialer window, and then choose the Dial-Up Networking connection (phone number) that represents your ISP. If you haven t set up a connection for your ISP, then you should consult Windows help on Dial-Up Networking and making new connections. Once you have connected to your ISP, you can run your favorite Web browser, e-mail software or other applications.

If you want to connect directly to the Internet, there are two new options. To get an enhanced connection, click **Connect** and then select **Enhanced Internet**. This starts the Blue Kite Compression software and provides improved connection speeds. To use the standard Internet connection, click **Connect** and then select **Standard Internet** to quickly connect with normal connection speeds.

If you want to connect with a corporate host server (including remote access servers or RAS), then use Dial-Up Networking and the Sprint PCS Dialer to make your call. Click **Connect** in the Sprint PCS Dialer window, and then choose the Dial-Up Networking connection (phone number) that represents your corporate server. If you haven t set up a connection for your corporate host server, consult Windows help on Dial-Up Networking and mak-

ing new connections. Once you have connected to the server, you can run your application of choice.

If you want to connect with America Online, you won t be able to use the Sprint PCS Dialer to make the connection because America Online uses its own connection software and doesn t use Windows Dial-Up Networking. However, you can set up America Online to use your Sprint PCS Phone to connect. Consult the Appendix to learn how to set up and use America Online with your Sprint PCS Phone.

If you usually just run your e-mail software or Web browser and the connection is made automatically, you can adjust that software to connect via your Sprint PCS Phone instead of your other modem. These applications typically have an option to allow the user to specify the Dial-Up Networking connection that is used to connect. Once you ve found that option (you may need to consult the application s help files), select the wireless version of the Dial-Up Networking connection instead of the current one. If you don t have wireless versions of your Dial-Up Networking connections, then you ll want to read about the Make DUN Copies function of the Sprint PCS Dialer on page 171.

If you want to send or receive a fax, you won t be able to use the Sprint PCS Dialer to make the connection. Consult the section on How to send and receive faxes for help with faxing on page 187.

If you want to connect to a service not listed here, then whether you can use the Sprint PCS Dialer will depend on whether you use Dial-Up Networking to connect to that service. However, even if you don t use Dial-Up Networking, you can usually still make the connection via your Sprint PCS Phone. The typical method involves adjusting the connectivity options within your application to make the application communicate with your Sprint PCS Phone as a modem. In some cases, you must instruct the application to address your Sprint PCS Phone as a Hayes-com-

patible modem (also known as a generic or standard modem) at the 19200 bps speed. Consult your communication application s help files for assistance with adjusting connectivity options.

Starting the Sprint PCS Dialer

You can access the Sprint PCS Dialer by clicking the small phone icon that appears in the notification area of your taskbar.

Click the phone icon to open the Sprint PCS Dialer window. Click the icon again if you don t see the window.

The Sprint PCS Dialer window looks like this:

If you don t see the small phone icon in your task bar, the Sprint PCS Dialer is not running. To run the Sprint PCS Dialer:

1. Select **Programs** from the **Start** menu on your Windows desktop.

Note:

Even if you don't use the Sprint PCS Dialer to make calls, the software is still useful for troubleshooting for any difficulties while connecting with your Sprint PCS Phone.

2. Select **Sprint PCS**, and then **Sprint PCS Dialer**.

You ll see the small phone icon in your taskbar and, depending on whether the window was open when you last exited the program, you may see the Sprint PCS Dialer window. Click the phone icon to open or close the Sprint PCS Dialer window.

Tip

You can also access some of the Sprint PCS Dialer's functions by right-clicking the small phone icon and selecting an item from the menu.

Closing and Exiting the Sprint PCS Dialer

To close the Sprint PCS Dialer:

- Select **Close** from the **File** menu

  or

- Click the close box in the top right- corner of the program window.

  or

- Right-click the small phone icon in your taskbar and select **Minimize** from the menu that appears.

To exit the Sprint PCS Dialer:

- Select **Exit** from the **File** menu.

  or

- Right-click the small phone icon in your taskbar and select **Exit** from the menu that appears.

Note:

Closing the Sprint PCS Dialer only minimizes the window; the program continues to run until you exit the program.

Sprint PCS Dialer Menus and Commands

File Menu

- **Close**—Closes the Sprint PCS Dialer window. Note that closing the Sprint PCS Dialer will only close the window (actually it minimizes the window); the program will continue to run until you exit the program.
- **Exit**—Exits the Sprint PCS Dialer.

Functions Menu

- **Call History** Lists the most recent data calls placed with your Sprint PCS Phone (up to 100 calls).
- **Diagnostics** Runs a series of diagnostic tests on your Sprint PCS Phone and computer. This feature is useful for identifying the source of any problems you might be experiencing. This item is unavailable if the COM port is unavailable.
- **Phone Info** Displays important information about your Sprint PCS Phone. It is also useful for verifying that your computer is communicating with your phone. This item appears grayed if the COM port is unavailable.
- **Alert Log** Lists the most recent alerts (warning messages). The Alert Log is useful for troubleshooting and tracking problems.
- **Connect** Used to start a Dial-Up Networking connection with your Sprint PCS Phone. This item is unavailable if you are already connected or if the COM port is unavailable.
- **Disconnect** Disconnects your call. This item is unavailable if you are not currently connected.
- **Make DUN Copies** Accesses a feature that will make copies your Dial-Up Networking connections so that the copies use your Sprint PCS Phone.
- **Preferences** Allows you to customize the operation of the Sprint PCS Dialer.

Help Menu

- **Help** Opens the online Help.
- **Troubleshooting** Takes you directly to the Troubleshooting chapter of the online Help.
- **About** Displays informationabout the Sprint PCS Dialer.

Connecting with the Sprint PCS Dialer

The Sprint PCS Dialer is useful for making Dial-Up Networking connections. If you need assistance setting up Dial-Up Networking, or wish to make other types of connections such as faxing or America Online, please refer to the Appendix.

1. In the Sprint PCS Dialer window, click **Connect**.

This is the Sprint PCS Dialer s Connect window. The Pre-call Check area displays any errors or warning messages regarding your phone s current status. You can re-run the pre-call check by clicking the phone icon.

A drop-down menu displays the available connections. Only connections that are set up to use the Sprint PCS Phone are listed.

2. Select the connection you want to use.

3. Check that your User Name, Phone Number, and Password are correct, and click **Connect**.

Once you re connected, the Sprint PCS Dialer window looks like this:

Notice that the title bar displays the name of your connection, while the status boxes indicate:

- Speed (data rate) of your call, measured in kilobits per second (kbps)
- Time elapsed during your call
- Number of bytes transferred in, measured in kilobytes (kB); 1 kilobyte=1024 bytes, and
- Number of bytes transferred out.

Sprint PCS Dialer Diagnostics

The Sprint PCS Dialer provides a set of diagnostic tools to help you resolve any problems you may encounter during setup and use of your Sprint PCS Phone.

To run the diagnostics:

1. Select **Functions** from the **Sprint PCS Dialer** window.
2. Select **Diagnostics**.

The tests runs automatically as the window opens. Click **Run** at any time to run the tests again. Test results and recommended procedures in the event of test failure display in their respective columns.

If you want more information on any of the tests:

1. Select the name of the test.
2. Click **More Info**.

Receiving a Data Call

If you re like most users, you won t have any reason to receive (host) a call with your computer. But in case you do, there are two things you must do to receive a Wireless Web Connection call with your Sprint PCS Phone.

- Adjust your computer s software to prepare to receive a call. Consult the Windows Help or your application s Help for assistance with preparing your computer to receive a call.
- Second, prepare your Sprint PCS Phone to receive a call. You can do this by using your menus on your Sprint PCS Phone. Because the particular method varies from model to model, consult the user guide that came with your Sprint PCS Phone to learn how to prepare for incoming (wireless-terminated) calls.

Help with Sprint PCS Dialer

There are several ways of getting help with the Sprint PCS Dialer.

Help Menu

From the Sprint PCS Dialer window, select **Help** from the Help menu.

Context-Sensitive Help

In most windows of the Sprint PCS Dialer, click , then click buttons and other areas in the windows to read help about what you clicked.

Troubleshooting and Diagnostics

- Refer to the Troubleshooting or Frequently Asked Questions chapters of this user guide.

  or

- From the Sprint PCS Dialer window, select **Help/ Troubleshooting**. This shows the troubleshooting chapter of the online help.

  or

- From the Sprint PCS Dialer window, select **Functions/ Diagnostics** to run diagnostics.

Sprint PCS Customer Care

For questions about using your Sprint PCS Phone and Sprint PCS Wireless Web Connection, call Sprint PCS Customer Care at 1-888-298-0756.

Removing the Sprint PCS Dialer

To remove (uninstall) the Sprint PCS Dialer software from your computer:

1. Select **Settings** from the **Start** menu on your Windows desktop
2. Select **Control Panel**.
3. In the **Control Panel** window, double-click **Add/Remove Programs**.
4. Select **Sprint PCS Dialer** from the list of software
5. Click **Add/Remove** to remove the software.

5

Using the Blue Kite Compression Software

In This Section

- System Tray Icons
- Manually Configuring your Browser
- Changing Filter Settings
- Restoring and Loading Blue Kite Configuration Settings
- Exiting Blue Kite

This section explains the various modes in which the Blue Kite Optimization software operates and how to exit the Blue Kite Optimization software.

System Tray Icons

Note
You can also view status information by placing your cursor over the Blue Kite icon in the system tray. A tool tip message is involved, indicating the current activity or state.

Default Although the Blue Kite Optimization software is always open and operates in the background, you are in default mode before the Blue Kite Optimization software starts your session. The icon representing this state is a blue kite with a tail.

Online When you are operating in the fully optimized mode, the session that you established through the Blue Kite Optimization software is active and you are connected to the Blue Kite server. The icon shows a blue kite flying in the sunlight

. **Dialing and Searching for Network** An animated icon alternating between a blue kite and one flying in the sunlight represents the state of the Blue Kite Optimization software dialing and searching for the appropriate network.

Bypass In bypass mode, your session is active, but you are not connected to the Blue Kite server. You are still connected to the Internet, but your connection is not optimized. The icon shows a blue kite obscured by clouds.

Poor Coverage An animated icon alternating between a blue kite flying in the sunlight and obscured by clouds represents the state of a temporary delay in transaction.

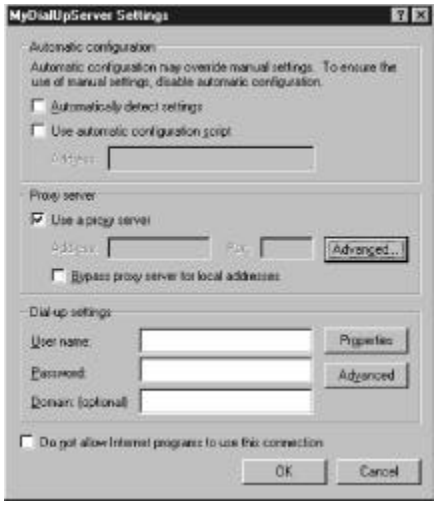
Manually Configuring Your Browser

If the installer does not support your browser, or if you chose to skip automatic browser configuration installation, you must manually configure your browser.

Internet Explorer 5.x

1. Double-click the Internet Explorer icon to open the Internet Explorer web browser.
2. Select **Internet Options** from the **Tools** menu.
3. Click the **Connections** tab.

4. Choose your mobile connection from the Dial-Up Settings dialog box and click **Settings**.



5. Select the **Use a proxy server** check box in the **MyDialUpServer Settings** dialog box.
6. Click **Advanced**.
7. Type *127.0.0.1* or *localhost* in the **HTTP Proxy Address to use** field.

8. Type *8000* in the **HTTP Port** field.
9. Click **OK** and the **Dial-up Settings** dialog box reappears.
10. Click **OK** and the **Internet Options** dialog box reappears.
11. Click **OK**.

Internet Explorer 4.x

1. Double-click the Internet Explorer icon to open the Internet Explorer web browser.
2. Select **Internet Options** from the **View** menu.
3. Click the **Connections** tab.
4. Check the option to use a proxy server by selecting the **Access the Internet Using a Proxy Server** check box.
5. Click the **Advanced** button. The **proxy settings** dialog box appears.
6. Type *127.0.0.1* or *localhost* in the **HTTP Address of proxy to use** field.
7. Type *8000* in the **Port** field.
8. Click **OK**.

Warning

Blue Kite does not process Secure HTTP (HTTPS), FTP, Gopher or Socks type connections. Do not type the proxy information in these fields.

Netscape 4.x

1. Double-click the Netscape icon to open the Netscape browser.
2. Select **Preferences** from the **Edit** menu.
3. Click the plus sign (+) next to the **Advanced** category.
4. Click the **Proxies** category.
5. Select **Manual Proxy Configuration**.
6. Click **View**.
7. Type *127.0.0.1* or *localhost* in the **HTTP** field.
8. Type *8000* in the **Port** field.
9. Click **OK**.

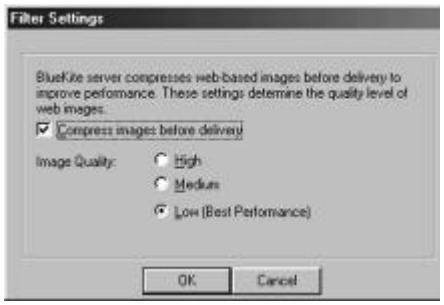
Warning

Blue Kite does not process Secure HTTP (HTTPS), FTP, Gopher or Socks type connections. Do not type the proxy information in these fields.

Changing Filter Settings

The image filter settings enable you to determine how web-based images are delivered to your laptop. Image filtering reduces the size of web images received and therefore speeds up delivery.

1. Right-click the Enhanced Dialer icon.
2. Click **Filter Settings**.



3. To have web-based images delivered compressed, select the **Compress images before delivery** check box.
4. Select the level of image quality to be used when an image is compressed:

- **Low** is the default. It provides the fastest performance at the expense of image quality.
- **Medium** provides better image

quality, but at the expense of speed.

- **High**, although providing the best image quality, suffers additional degradation of speed.

Changing Blue Kite's Advanced Settings

Most of the advanced settings are established are set during the installation process. However, you may need to alter some of the settings based on your connectivity or special circumstances. This section instructs you on how to change the settings.

Accessing the Advanced Settings Window

1. Right-click the **Blue Kite** icon.
2. Click **Advanced**.

Changing Web Proxy Settings

Changing the information on this tab may make it impossible for you to connect to the Blue Kite Optimization software Server.

1. Click the **Web Proxy** tab.

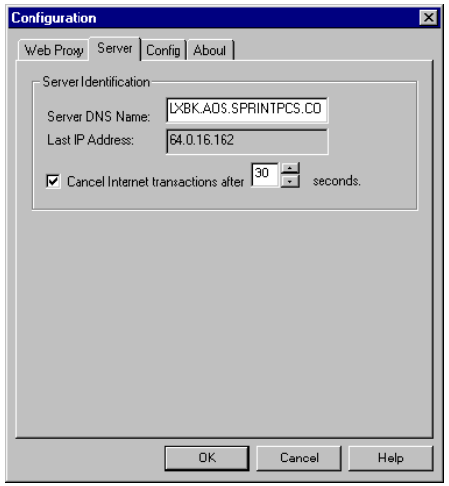
- **Use Proxy Server on LAN** A Proxy server stores commonly used web pages into the cache on your company s network. If your company uses a web proxy server, select this check box.
- **Proxy Server** Type the proxy server in this field.
- **Port** Type the port in this field.
- **Do not use proxy server for the following domains** This field lists the domains that are excluded from your company s proxy server. Usually, this is your company s main network domain.

Changing Server Settings

Use the options on the Server tab to modify your Blue Kite Optimization software Server identification settings or change the time-out period for network transactions.

To retore the default settings, see the Restoring and Loading Configuration Settings on page xxx.

▸ Click the **Server** tab.



▸ **Server DNS Name** Type the Domain Name Server name in this field. this should be LXBK.SPRINTPCS.COM.

▸ **Last IP Address** This is the IP address of the last Blue Kite server to which the Blue Kite Optimization software connected. This should be 64.0.16.162.

▸ **Cancel Internet Transactions After {} Seconds** When there is congestion on the Internet, requests for a page or object can face long delays. To avoid waiting indefinitely for a response, the Blue Kite Server cancels Internet transactions after a certain amount of time. To cancel Internet transactions on the server after a designated period, select the corresponding check box in this field. To change the number of seconds after which a transaction is canceled, choose an integer between 15 and 999. This should be 30 seconds.

Restoring and Loading the Blue Kite Optimization software Configuration Settings

Restoring

Your initial Blue Kite settings are stored so that you can reload the original settings, if needed.

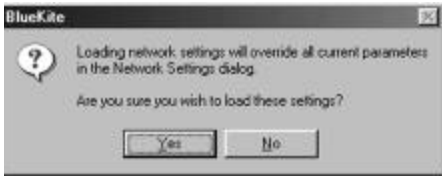
To restore Blue Kite s original settings:

1. In the Configuration dialog box, click the **Config** tab.
2. Click **Restore.**
3. Click **OK**.

Loading

Sprint PCS may distribute a new settings file if there are changes to the Sprint PCS Network.To load the new settings file:

1. In the Config tab, click **Load**. The following dialog box appears:



2. Click **Yes**.The Load Settings from Configuration File dialog box appears.
3. Select the file you want to load. The settings file is an *.ini file. Your systems administrator can give you any name to it, but the extension will be .ini.
4. Click **Open**.

Exiting the Blue Kite Optimization software

If you are upgrading the software, you should first exit the Blue Kite Optimization software:

1. Right-click the Blue Kite system tray icon.
2. Click **Exit**.

The following dialog box appears:

3. Click **Yes**. You have now exited the Blue Kite Optimization software.
4. Click **OK**.

6

Installation for Windows CE users

In This Section

- What You'll Need
- Connecting the Wireless Web Connection Card to your Windows CE Device
- Installing the Wireless Web Connection Card Drivers
- Connecting the Phone to your Windows CE Device
- Setting up a New Connection on your Windows CE Device
- Connecting to your Service Provider on a Windows CE Device
- Using your Device and the Sprint PCS Dialer Connection

This chapter covers the installation for computers with the Windows CE operating system. If you are using a computer with a Windows 95, Windows 98, Windows NT, MacOS, or Palm OS operating system, please turn to the chapter that covers your device type.

What you'll need

1. A device with the Windows CE operating system with and an available Compact Flash CF+ slot.
2. The synchronization or synch cable that was supplied with your Windows CE device.

▶ The synchronization cable is that which normally connects your CE device with your computer. If you don t have a synch cable, contact the manufacturer of your device for instructions on how to obtain one.

3. A wireless Internet-ready Sprint PCS Phone.
4. The Wireless Web Connection Card and installation CD.

Note

Certain models of Sprint PCS Phones may require a software upgrade to be wireless Internet-ready.

Connecting the Wireless Web Connection Card to your Windows CE device

▶ Plug the Wireless Web Connection Card into the CompactFlash CF+ slot on your Windows CE device.

The Wireless Web Connection Card comes with a data cable already attached. The free end of the cable connects to your phone.

Installing the Wireless Web Connection Card Drivers

1. Turn on your Windows CE device.
2. Establish an active connection between your Windows CE device and your PC using the Windows CE synchronization cable.
3. Insert the Wireless Web Connection Card Installation CD into the CD-ROM drive on your PC.
4. Select **Run** from the **Start** menu. Type *d:\setup* (use the drive letter of your CD-ROM drive). Follow the instructions on your screen.
5. Click **OK** when you see the message Application Downloading Complete.

Connecting the Phone to your Windows CE Device

1. Attach the data cable to the data port on your phone.

   On most phones, the data port is located on the bottom of the phone. However, the data port on your phone may be in a different location.

2. Turn on your phone and turn on your Windows CE device (if they re not already on).

   If your Windows CE device is set to connect automatically when attached to your computer, it may attempt to synchronize when it is attached to your phone. If this happens, de-activate automatic connection on your Windows CE device.

Note

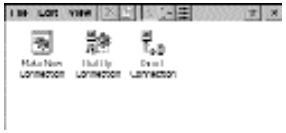
You may start with your phone switch on or off.

Note

Depending on the type of Windows CE device you are using, the screens in this chapter may appear different than what appears on your device. However, the same instructions apply.

Setting up a New Connection on your Windows CE Device

1. Select **Programs/ Communication** from the **Start** menu on your Windows CE device.
2. Select **Remote Networking** or **Connections**.
3. Double-click **Make New Connection**.



4. Type a name for the connection. For this example, we ll use Sprint PCS Data.
5. Select **Dial-Up Connection** as your connection type and click **Next**.

6. Type or select (if available) **Hayes Compatible on COM1** as your modem.

7. If your service provider gave you special instructions for connecting to their service (such as IP, DNS, or WINS addresses), modify your new connection s properties.

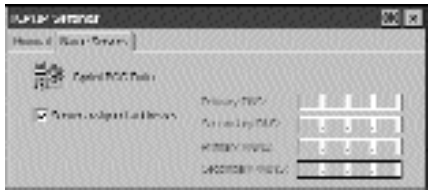
   If it did not, go to step 10.
8. Click **TCP/IP Settings** to modify connection properties.

9. Set the options in this screen according to the instructions from your service provider. If you have no instructions for these options, set the options as shown here.

10. Click the **Name Servers** tab.

11. Following your service provider s instructions, set DNS and WINS addresses. When done, click **OK** to continue.

    If you don t have special instructions from your service provider, or don t know what to do with this screen, select the **Server-assigned addresses** check box and click **OK**.



12. Click **Next**.

13. Enter the phone number for your service provider and click **Finish**.

Your connection is ready to be used.

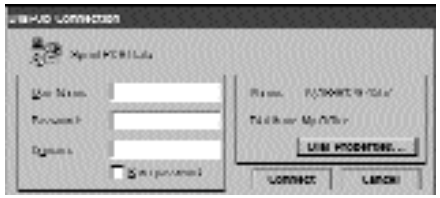
Connecting to your Service Provider on a Windows CE Device

1. Select **Programs/ Communication** from the **Start** menu on your Windows CE device.
2. Select **Remote Networking** or **Connections**.
3. Double-click the connection you want to use. For this example, we ll use the Sprint PCS Data connection created in the previous section.

4. Note the phone number shown on your screen. Depending on your Dial Properties, this number may or may not be correct for dialing with your Sprint PCS Phone, particularly with regard to the area code and dialing prefix (such as 9).

Changing Dial Properties

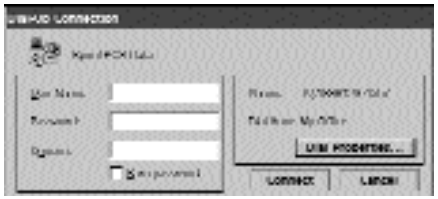
In the example below, the number is incorrect because it s preceded by a 9, which is the dialing pattern for My Office. In the next few steps, you can set your Dial Properties to make calling from your Sprint PCS Phone easier.



1. Click **Dial Properties**. The **Dialing Properties** window appears.

Note

By deleting the area code, Windows CE will dial all calls with the area code plus the phone number. That way, no matter where you take your Sprint PCS Phone, you can choose “My Sprint PCS Phone” as the location and the dialing pattern will be correct.



2. Click **New** to create a new dialing location.

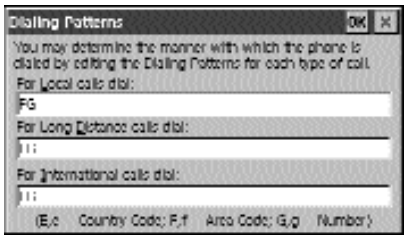
2. Type a name for the new location. In this example, use My Sprint PCS Phone.
3. Click **OK** to continue.

4. Delete the entry for area code (leave it blank) and click **Dialing Patterns**.

5. Set the dialing patterns as shown here.

   Type *FG* in the **For Local calls dial**, **For Long Distance calls dial** and **For International calls dial** text boxes.

6. Click **OK** to continue.



Your phone number should now be correct for dialing with your Sprint PCS Phone.

Note

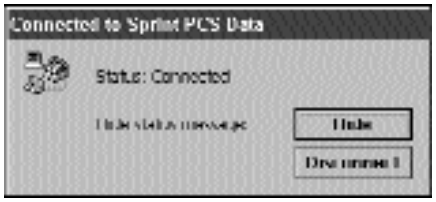
Don't worry about the "T" in front of the phone number.

Connecting

1. Type your user name and password as provided by your service provider and click **Connect**.

The Windows CE device dials.

When you see this screen, you re connected. If you re having trouble getting properly connected, please turn to Troubleshooting on page 139 for assistance.



Uses for your Windows CE Device and Sprint PCS Wireless Web Connection

Here are some ways you can use Sprint PCS Wireless Web Connection Card with your Windows CE device.

Remote Synchronization

If you re like most Windows CE users, you occasionally connect your Windows CE device with your desktop computer for the synchronization. With Sprint PCS Wireless Web Connection Card, you can perform that synchronization using the Sprint PCS Network. The process is the same as with using any other modem with your Windows CE device; just replace the ordinary modem with your Sprint PCS Phone. Consult your Windows CE user guide for assistance with setting up remote synchronization.

Web browsing

Most of the larger handheld Windows CE devices come equipped with Pocket Explorer, which allows you to browse the Internet. Once you have connected with your Internet service provider, launch the Pocket Explorer to start browsing the web. Consult your Windows CE user guide for assistance with using Pocket Explorer.

Remote e-mail

You can use Windows CE Inbox to synchronize with Microsoft Outlook or Exchange on your desktop computer. You can also use the Windows CE Inbox to access Internet Mail (POP3) services, such as that offered by most Internet service providers.

7

Installation for Apple Users

In This Section

- What You'll Need
- Installing the Sprint PCS Wireless Web Modem
- Modem Configuration
- Remote Access Setup
- Connecting to America Online (AOL) Version 4.0

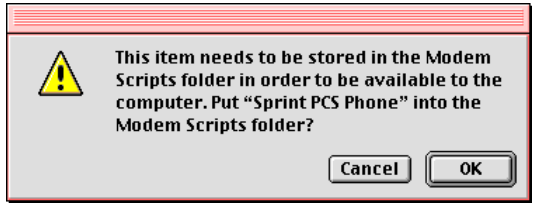
This chapter covers installation and operation for Apple computers.

What you'll Need

1. An Apple computer running MacOS 8.6 or higher
2. A wireless Internet-ready Sprint PCS Phone with an active, current account.
3. The Sprint PCS Phone modem-script copied from the Sprint PCS Wireless Web Connection CD-ROM to the desktop.
4. An active account with an Internet Service Provider (ISP).
5. A Remote Access Server (RAS) account with your company to access their network. This includes a dial-up phone number, user ID and password.
6. CD-ROM drive
7. The data cable supplied with your Sprint PCS Wireless Web Connection Card Kit
8. The CD-ROM supplied with your Sprint PCS Wireless Web Connection Card Kit

Installing the Sprint PCS Wireless Web Modem

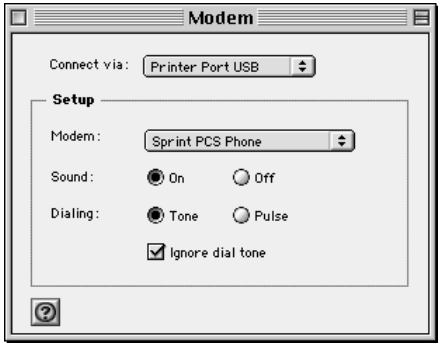
1. Double-click the **Hard Drive** icon on the desktop to open the hard drive.
2. Locate the **Sprint PCS Phone** file on the desktop.
3. Drag the Sprint PCS Phone file onto the **System Folder** in the **Hard Drive** window. The following dialog box appears:



4. Click **OK**. The Sprint PCS Phone modem script has been successfully copied to the proper location.
5. Close any open windows.

Modem Configuration

1. Click the **Apple** menu icon in the upper left corner of the screen.
2. Select **Control Panels** from the **Apple** menu.
3. Select **Modem** from the **Control Panels** submenu.
4. The **Modem** dialog box appears.



5. Click **Connect via** to view a list of available ports.
6. In the **available ports** list, select the port where your Sprint PCS Phone is connected.
7. Click **Modem** to view a list of available modem scripts.
8. In the **available modem scripts** list, select **Sprint PCS Phone**.
9. Close the **Modem** dialog box. The Save changes to the current configuration? message appears.
10. Click **Save**.

Getting Connected

Make sure the Sprint PCS Phone is on and a strong signal is detected.

Immediately after the Sprint PCS Phone modem script is installed, the Remote Access window appears.

1. Click **Connect**.The Sprint PCS Phone connects.

After the first session, you can make subsequent connections in one of two ways depending on if you have enabled the Control Strip display.

The Control Strip is usually located in the bottom left portion of the computer screen. It contains a series of icons used to execute programs or actions. The Remote Access icon looks like a machine with a telephone pole.

Use the following instructions to make the connection, based on the presence of the Control Strip.

Note

When typing a phone number, use hyphens to separate area codes and dialing prefixes.

Control Strip Enabled

1. Click the **Remote Access** icon.
2. Select **Connect** from the **Remote Access** menu.The Sprint PCS Phone begins connecting to the specified ISP.

Control Strip Disabled

1. Click the **Apple** menu icon in the upper left corner of the computer screen.
2. Select **Control Panels** from the **Apple** menu.
3. Select **Remote Access** from the **Control Panels** submenu. The **Remote Access** window appears.
4. Click **Connect**. The Sprint PCS Phone begins connecting to the specified ISP.

Note

If the you turn off or disconnect the Sprint PCS Phone, during a connection, the connection is lost. However, the Remote Access window will not be aware of the connection loss for a period of 30 seconds. This is a Macintosh computer bug and cannot be modified.

Remote Access Setup

1. Click the **Apple** menu icon in the upper left corner of the screen.
2. Select **Control Panels** from the **Apple** menu.
3. Select **Remote Access** from the **Control Panels** submenu. The **Remote Access** window appears.
4. Click **Options**. The **Options** dailog box appears.
5. Click the **Protocol** tab.
6. In the **Use Protocol** list, type- or select **PPP**.
7. Click **OK**.

Note

Configurations are not case sensitive and should contain no spaces and zeroes. There is no letter “O”.

Connecting to America Online (AOL) Version 4.0

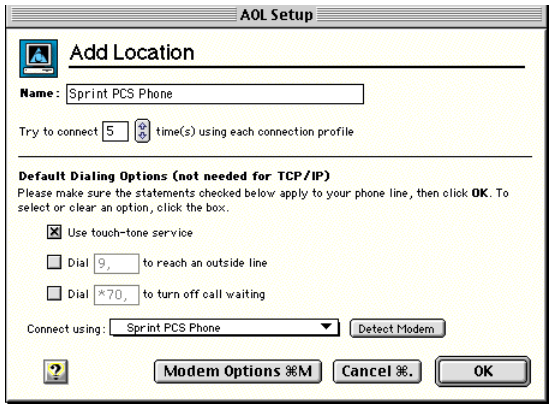
America Online has a predefined set of recognized modems. To access AOL using your Sprint PCS Phone as a wireless modem connection, you must create a new sign on location. It is only necessary to complete this process one time.

Users who have AOL as their only ISP

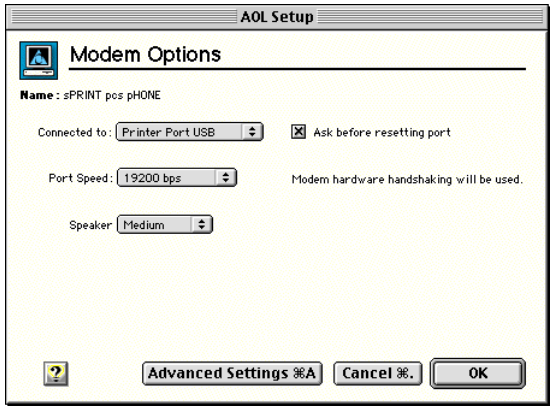
Note

Do not choose "Add or change a modem or other connection device." AOL won't properly detect your Sprint PCS Phone.

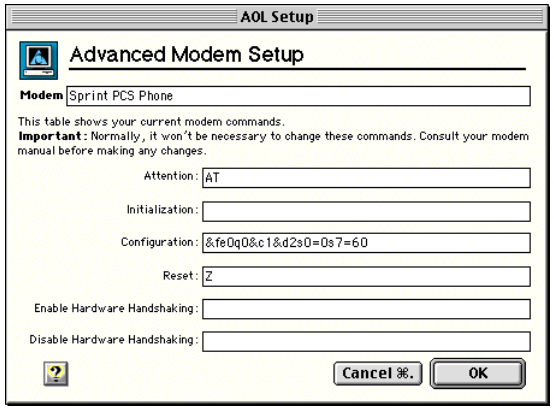
1. Double-click the AOL icon on the desktop to access the Sign On window.
2. Click **Setup**.
3. Click **Expert Setup**.
4. Click **Add Location** in the Location Setup dialog box.



5. Type *Sprint PCS Phone* in the Name field of the Add Location dialog box.
6. Click **Modem Options**.



7. Click **Advanced Settings**.



8. Type *Sprint PCS Phone* in the Modem field of the Advanced Settings dialog box.
9. Type *&FE0Q0&C1&D2S0=0S7=60*
10. Leave the Attention field set to **AT**, and the Reset field set to **Z**.

11. Click **OK** to accept changes and close the Advanced Modem Setup dialog box.
12. In the Port speed field, select **19200 bps**.
13. Click **OK**.
14. In the Connected Using field, select **Sprint PCS Phone.**
15. Click **OK** to accept changes and close the Add Locations dialog box.AOL now displays the Add Connections dialog box.
16. Verify that **Add numbers from the list of access phone numbers** is selected and click **OK**
17. Follow the instructions provided by AOL to locate and assign the correct access phone numbers.
18. After selecting the access numbers, return to the Locations Setup dialog box. The newly added location is listed in the window along with the two access numbers.
19. Click **Close** to return to the Sign On window.

You should now be able to log on to AOL using the wireless phone connection. Be sure Sprint PCS Phone appears in the Select Location field.

Users who have AOL and another ISP

1. Complete the Remote Access steps listed on page xxx of this chapter.
2. Double-click the AOL icon on your desktop to access the Sign On window.
3. Click **Setup**.
4. Click **Expert Setup**.
5. In the Location Setup dialog box, click **Add TCP**.
6. In the Name field, type *Sprint TCP Connection*.
7. Click **OK** to accept changes and close the Add TCP/IP dialog box.
8. Click **Close** to return to the AOL Sign On window.

You can now log on to AOL using the wireless phone connection. Be sure Sprint TCP Connection appears in the Select Location field.

MacOS Troubleshooting

Problem

Remote Access fails to connect to the PCS Phone.

Solution

- Check all cable connections to the computer to ensure continuity.
- If the phone is directly connected through USB, restart the computer and try again.
- If the phone is indirectly connected through a USB hub or other device, ensure the hub/device has a properly installed device driver and restart the computer.
- Turn your Sprint PCS Phone off and then back on again. The modem inside some phones can be left in a locked state after an unexpected disconnection.
- Verify the settings in the Modem control panel.

If your last connection to the Internet ended unexpectedly, check your Sprint PCS Phone to see if it still connected. If so, press the appropriate button on your Sprint PCS Phone to end the call. Then reconnect.

Problem

Remote Access connects to the Sprint PCS Phone and dials the ISP number but will not connect to the Internet.

Solution

- Verify all settings in the Remote Access control panel.
- Verify all settings in the TCP/IP control panel.
- Make sure the Sprint PCS Phone is detecting a strong signal.
- If you see an error message stating:
  `The connection attempt failed: Error 7117 was detected.`

Check the documentation that comes with your Apple computer or the Remote Access ReadMe file for more information.

Problem

A user authorization/authentication error appears when trying to connect to the Internet. The Remote Access window shows that I am disconnected so why does the Sprint PCS Phone show the call is still connected?

Solution

- End the call on your Sprint PCS Phone manually.
- The Apple modem script you installed provides connectivity between your computer and the phone through the Remote Access window. However, it does not maintain an on-going communication with Remote Access.
- Because you encountered a user authorization/authenticiation error, Remote Access knows to terminate the connection, but cannot cause the Sprint PCS Phone to disconnect.

8

Installation for Palm OS users

In This Section

- What You'll Need
- Connecting the Phone to your Palm Device
- Setting up a Modem on your Palm Device
- Using your Palm Device and Wireless Web Connection

This chapter covers the installation for devices with the Palm operating system. If you are using a computer with a Windows 95, Windows 98, Windows NT, Apple OS or Windows CE operating system, please turn to the chapter that covers your device type.

What you'll need

Note

If you are using a Palm V device, you must set your modem settings on your Palm device to:

Modem: Palm V
Speed: 19,200
Speaker: Off
Flow Ctl: On
Country: Other
String: AT&FX4

1. A device with the Palm operating system

   Because the Palm VII organizer works only with custom modems from Palm Computing, this model is not compatible with Sprint PCS Wireless Web Connection.

2. The synchronization or synch cable that was supplied with your Palm device

   The synchronization cable is that which normally connects your Palm device with your computer. If you don t have a synch cable, contact the manufacturer of your device for instructions on how to obtain one.

3. A wireless Internet-ready Sprint PCS Phone

Note

Certain models of Sprint PCS Phones may require a software upgrade to be wireless Internet-ready.

4. The data cable supplied with your Sprint PCS Wireless Web Connection Kit

   The data cable has a 9-pin female serial connection on one end and a customized phone connector on the other end.

5. The data cable adapter supplied with your Sprint PCS Wireless Web Connection Kit

What You Won't Need — the Disc

The CD-ROM included with this kit and the Sprint PCS Dialer software are intended for use only with Windows 95, Windows 98, and Windows NT computers and are not necessary for using the Sprint PCS Wireless Web Connection with a Palm device.

Connecting the Phone to your Palm Device

Note

It is usually not necessary to turn off your Palm device.

1. You may start with your phone switch On or Off.
2. Attach the small end of the data cable to the data port on your phone.

   On most phones, the data port is located on the bottom of the phone.

Note

Consult the user guide for your Palm device if you are having trouble with the synch cable.

3. Attach the data cable adapter to the data cable.
4. Attach the other end of the data cable adapter to your synch cable.
5. Attach your synch cable to your Palm device. Your setup should look like this:

6. Turn on your phone and your Palm device (if they re not already on).

Setting up a Modem on your Palm Device

1. Select Prefs from the main **Applications** menu.
2. From the menu in the upper right-hand corner, select **Modem**.
3. Make the following selections on the Modem Preferences screen, as shown below.

   Modem = Standard
   Speed = 14,400 bps
   Speaker = Off
   Flow Ctl = Automatic
   String = AT&FX4
   Dial type = TouchTone

Note

If you are using a Palm V device, you must set your modem settings on your Palm device to:

Modem: Palm V
Speed: 19,200
Speaker: Off
Flow Ctl: On
Country: Other
String: AT&FX4

Using your Palm Device and Sprint PCS Wireless Web Connection

Here are some ways you can use Sprint PCS Wireless Web Connection with your Palm device.

Remote HotSync™

If you re like most Palm users, you occasionally connect your Palm device with your computer for synchronization. With Sprint PCS Wireless Web Connection, you can perform a HotSync using the Sprint PCS Network. The process is the same as with using any other modem with your Palm device, just replace the ordinary modem with your Sprint PCS Phone. Consult your Palm user guide for assistance with setting up remote HotSync.

Web Browsing

Although a web browser is not included as basic software on most Palm devices, there are commercially available web browsers for Palm OS devices that will allow you to browse the Internet. And while those browsers don t have the full-screen, full-color capabilities that you get on a laptop or desktop computer, they allow convenient access to the Web from many places, especially with Sprint PCS Wireless Web Connection.

Using the Palm Mail application or an additional, third-party e-mail application, you can use your Palm device with Sprint PCS Wireless Web Connection to get your e-mail.

Note

Your Palm device must support TCP/IP to access remote networking and to access the Internet. TCP/IP is available starting with the Palm Pilot Professional. Models without TCP/IP can still HotSync™ with a desktop computer.

9

Frequently Asked Questions

Questions. Everyone has questions when receving a new software. This chapter attemps to answer questions that frequently arise concerning the Sprint PCS Wireless Web Connection kit.

Q. Why does my computer sometimes say 'Connected at 19200 bps' when the phone is only capable of 14400 bps?

A. When your computer reports a speed of 19200 bps, it is referring to the speed across the cable that connects your computer with your phone. The speed between your phone and the Sprint PCS Network (and thus the overall system speed) is limited to 14400 bps.

Q. How does my Sprint PCS Phone differ from a standard external modem?

A. Aside from the obvious difference that it s wireless, the biggest difference between your Sprint PCS Phone and an ordinary modem is that there s no modem in your Sprint PCS Phone the modem actually resides within the Sprint PCS Network. However, to your computer, your phone looks the same as an ordinary 14400 bps external serial modem. To you, the important difference is that your phone is wireless.

Q. Why does the battery seem to last longer sometimes, and not as long other times?

A. Several factors can affect battery life. Low signal strength will reduce your battery life because your phone must use more power to transmit and receive signals. Also, transmitting data uses more power than receiving data. So your battery life will drain faster when you re transmitting data than when you re receiving it.

Q. Is it OK to end a data or fax call in the same way I end a voice call — by pressing END or closing the flip on my phone? What if I turn the phone off?

A. Using your phone to end a data or fax call won t usually cause problems. However, because some software may react poorly, it is recommended that you end all calls via your computer software.

Q. What will happen if my battery runs out during a wireless web call?

A. The call will end. For this reason you should monitor battery strength levels during data and fax calls.

Q. If the signal is weak, will data transmission slow down?

A. Generally, the speed at which data moves is not affected by signal strength. However, there may be times when signal interference requires data to be present, which will increase the overall transfer time.

Q. If my signal is strong, will data transmission speed up?

A. No. Data transmission at the highest signal strength levels will be no faster than at lower levels.

Q. How strong of a signal do I need to use Sprint PCS Wireless Web Connection?

A. As long as your phone reports that it is within a Sprint PCS Service Area, you may use Sprint PCS Wireless Web Connection with any level of signal strength. A good rule of thumb is that if you can place a voice call where you are, then you can place a data or fax call.

Q. What happens if someone calls me when my phone is on a wireless web call?

A. While your phone is on a data or fax call, all incoming voice calls will be handled as if your phone were turned off. Unlike with voice calls, Call Waiting does not function when your Sprint PCS Phone is on a data or fax call.

Q. How can I receive a fax?

A. To receive a fax, you must use your phone s menus to set up the phone to receive an incoming fax call. Note that when your phone is awaiting an incoming fax call, it cannot receive voice calls.

Q. Is there actually a modem in my phone?

A. No. The modem is located within the Sprint PCS Network. But to your computer, your Sprint PCS Phone looks just like an ordinary modem.

Q. What happens to my wireless web calls if I move out of the Sprint PCS Service Area during the call?

A. The call will be dropped, just as with a voice call. In some cases, your computer s software may continue to behave as if the call were active, at least for a short while.

Q What happens if I disconnect the data cable in the middle of a call?

A. Eventually, the call will be dropped. In some cases, your phone and your computer s software may continue to behave as if the call were active, at least for a short while.

Q. Can I use my faster internal modem with my Sprint PCS Phone to place a high-speed wireless web call?

A. No. Your Sprint PCS Phone doesn t function like a wireless wall jack. You won t be able to use other modems together with Sprint PCS Wireless Web Connection.

Q. Can I use Sprint PCS Wireless Web Connection while roaming outside the Sprint PCS Service Area?

A. No. The Sprint PCS Wireless Web Connection is currently unavailable while roaming off our nationwide network.

Q. Why don't I hear dialing (touch-tone) sounds from my phone when placing a wireless web call?

A. When using an ordinary modem, you hear dialing (touch-tone) sounds because the modem is placing a call on the traditional analog phone network. When using Sprint PCS Wireless Web Connection, your phone is placing a call on the Sprint PCS Network, where it uses digital signals instead of touch tones. It s the same reason you don t hear dialing sounds when placing a voice call on your Sprint PCS Phone.

Q. Can I control my phone with AT commands like a standard modem?

A. Yes. Your Sprint PCS Phone will respond to AT commands like an ordinary modem.

Q. How can I charge my battery and use the Sprint PCS Wireless Web Connection simultaneously?

A. Some Sprint PCS Phones support separate power and data connectors. However, most Sprint PCS Phones use the same port for data and for recharging the battery, which means you cannot connect the battery charger and data cable at the same time. For this reason, we recommend that you monitor your battery strength levels when using Sprint PCS Wireless Web Connection. If you need to use the Sprint PCS Wireless Web Connection for long periods of time, you may want to consider acquiring a second battery for your phone.

Q. What is a "Service Provider?"

A. A Service Provider is anyone that will allow you to connect to their computer via modem, either as a registered user or as a guest. Some service providers offer access to limited systems, whereas others, like Internet service providers (ISPs) or companies like America Online, provide broader access to the Internet and the World Wide Web. If your company lets you dial in to access their servers, then they are acting as a service provider to you.

10

Troubleshooting

In This Section

▶ General Troubleshooting

▶ Blue Kite Optimization Software Troubleshooting

Problem	Diagnosis	Recommendation
You cannot place a data call. **or** **You cannot place a fax call.** **or** **Your computer does not recognize your phone.** **Your phone does not respond to AT commands**.	Your phone is not communicating properly with your computer.	Without disconnecting the cable, turn your off, then back on again.
	Your phone is not turned on.	Turn on your phone.
	Your phone cannot communicate with the Sprint PCS Network.	Using the same phone number that you ve been using for your wireless web call, try to place a voice call by dialing the number directly from your phone s keypad. If the call goes through (you ll hear modem noise when the other modem answers), then you should be able to place a wireless web call. If the voice call won t connect, then you won t be able to make a wireless web call.
	Synchronization software for a mobile device is using the COM port.	Disable or turn off any synchronization software.
	Other software is using the COM port.	Identify which software is using the COM port and deactivate it.
	The cable from the phone to the computer is not correctly connected.	Check to make sure that you are using the correct cable and check both ends of the calbe for proper connections.

(Continued on next page).

Problem	Diagnosis	Recommendation
	You have two or more modems set up on your computer and your software is set up to use a modem other than the phone.	Configure your communications software so that it addresses the phone, rather than a different modem.
	Your fax software is set to Auto Answer and is using the COM port.	Disable the Auto Answer feature on your fax software.
	The COM port is not enabled.	Refer to your computer s user guide for assistance on managing COM ports.
My call fails immediately. **or** **I get a CALL FAILED message on my wireless phone.**	The phone s battery has run out.	Recharge your phone s batter or replace it with a charged battery.
	Temporary network anomaly.	Try the call again. CALL FAILED usually disappears after a second try. If you still get CALL FAILED , power your phone OFF, then ON again. If this doesn t resolve the problem, your mobile wireless service may be down.
My computer dials but cannot make a connection.	The number you are dialing is long distance.	Check the area code of the number you are dialing. You may need to add a 1 to the number for long distance.

(Continued on next page).

Problem	Diagnosis	Recommendation
	The modem you are calling is out of service.	Contact your Internet Service Provider or corporate network support to verify the status of their server and modems.
My Sprint PCS Phone shows that the call is connected but my communications does not.	The call took so long to establish that the communications software gave up (timed out).	Increase the time-out interval on your communications software and try the call again.
You get disconnected in mid-session.	You were automatically disconnected due inactivity.	Some software will terminate a call after a period of inactivity. Check your software for controls on automatic disconnect.
You cannot place a call. or your computer does not recognize, or your phone does not respond to AT commands.	Your data cable is damaged. or Your data cable adapter is damanged	Check the pins (metal contacts) on either end of the cable and/or adapter. If any pins appear bent or out of line, you may require a new cable and/or adapter. Contact Sprint PCS for information on acquiring a replacement cable and/or adapter.
	Your phone has not been upgraded to handle Sprint PCS Wireless Web Connection.	Contact Sprint PCS for instructions on upgrading your phone.
	There is a conflict with COM ports and IRQs.	Refer to your computer s user guide for assistance on managing COM ports.

(Continued on next page).

Problem	Diagnosis	Recommendation
You cannot establish a connection with the number you're dialing.	You have two or more modems set up on your computer and the software is using a modem other than the phone.	Configure your communications software so that it addresses the phone, rather than a different modem.
	You are dialing the wrong number.	Check the number, including the area code. Contact your service provider to verify the number.
	You are using a dialing prefix -- such as a 9 -- before the phone number.	Remove any dialing prefixes from the phone number.
	The modem you are calling is out of service.	Contact your service provider to verify the status of their server and modems.
	You are outside the service areas for your phone.	Raise the antenna on your phone. If possible, move to a location within a Sprint PCS Service Area. If you can t place a voice call from your current location, then you will be unable to place a Wireless Web call.
	Your user name or password is incorrect.	Check that you have entered the proper user name and password for your service provider.
	You have entered the wrong domain name.	Check that you have entered the correct domain name.

(Continued on next page).

Problem	Diagnosis	Recommendation
Your call fails immediately after dialing.	Your service provider won t accept low bandwidth connections.	Contact your service provider.
Your call fails prematurely.	The phone s battery has run out.	Recharge your phone s battery or replace it with a charged battery.
	You are in a weak service area.	Change locations and try your call again.
You get a busy signal.	Your service provider has no free lines.	Try your call again.
Your call gets no answer.	Your service provider is not responding and may be experiencing network problems.	Try your call again
You experience an authentication failure.	Your user name or password may be incorrect.	Check your user ID and password.
The Sprint PCS Dialer won't make copies of your Dial-Up Networking Connections.	Your Dial-Up Networking window is open.	Close your Dial-Up Networking window before trying to make copies of your Dial-Up Networking connections.
Two area codes appear in the phone number when you try to connect.	The area code was improperly entered into your Dial-Up Networking connection.	Open your Dial-Up Networking window. Right-click on the connection that has the problem, then select Properties. Edit the phone number so that the area code and telephone number appear in their respective boxes instead of in the same box.

(Continued on next page).

Problem	Diagnosis	Recommendation
You can't connect to America Online using the Sprint PCS Dialer.	America Online does not use Dial-Up Networking.	You must connect using your America Online software, not the Sprint PCS Dialer. Consult the Appendix for help with America Online.
America Online tells you it can't find your phone.	America Online cannot automatically detect your phone.	You must set up your America Online software to work with your phone. Consult the Appendix for help with setting up America Online.
The Sprint PCS Dialer won't save your user name.	You haven't yet successfully connected.	Once you have successfully connected, then your user name will be saved and apear automatically the next time you use that connection.
The Sprint PCS Dialer doesn't save your password.	You chose to not save your password for this paticular Dial-Up Networking connection.	In the Dial-Up Networking window, open the connection that's not saving the password. Check the box marked Save Password then click Connect. The Save Password setting will be saved once you have made a successful connection.
The Sprint PCS Dialer's pre-call check tells you that the attached device may not be Sprint PCS-compatible, but you've used the phone before and your know it's OK.	Your phone is not properly responding to your computer.	Turn your phone off, then turn it on again. Click the phone button in the Connect window to re-run the pre-call check.

Problem	Diagnosis	Recommendation
Parts of the Sprint PCS Dialer window are missing or invisible.	Your custom Windows settings for font sizes or menu sizes are preventing the Sprint PCS Dialer from displaying all its contents in its small window.	Open your Control Panel (select Settings/Control Panel from the Start menu), then click the Appearance tab. Choose Windows Standard from the Scheme menu to reset all windows to their default appearance settings. You must exit and then restart the Sprint PCS Dialer for the changes to take effect.
Your computer locks up or crashes when accessing the phone.	There is a conflict with COM ports and IRQs.	Refer to your computer s manual for assistance on managing COM ports.
Your computer reports that it could not find a dial tone. or you hear dial tones from your computer.	You have two or more modems set up on your computer and the software is using a modem other than the phone.	Configure your communications software so that it addresses the phone, rather than a different modem.
You cannot receive incoming voice calls.	Your phone has been set up to receive data or fax calls only. This can be verified if your phone s display says something like Data Only or Fax Only on the main screen.	Follow the instructions that came with your phone to receive voice calls instead of fax or data calls. This feature is usually accessible via the the phone s menus.

(Continued on next page).

Problem	Diagnosis	Recommendation
You cannot receive incoming fax calls.	The phone is not set up to receive incoming fax calls.	Follow the instructions that came with your phone to set up the phone to receive fax calls. This feature is accessible via the phone s menus. Incoming voice calls may not be possible in fax receive mode.
	Your fax software is not answering in time.	Set your fax software to answer after fewer rings. Consult the software s user manual for instructions.
You cannot receive incoming data calls.	The phone is not set up to receive incoming data calls.	Follow the instructions that came with your phone to receive data calls. This feature is accessible via the phone s menus. Incoming voice calls may not be possible in data receive mode.
	Your communications software is not answering in time.	Set your communications software to answer after fewer rings, preferably 0. Consult the software s user manual for instructions.
You cannot access your e-mail. or you cannot use your web browser.	You are not connected to your corporate network or Internet Service Provider.	Connect again.

(Continued on next page).

Problem	Diagnosis	Recommendation
	Your Dial-Up Networking settings are incorrect.	Check that your Dial-Up Networking settings match those provided by your corporate network support or Internet Service Provider.
	Your user name(s) and/or password(s) for your services are incorrect.	Check that you have entered the proper user name and password for your various services, including e-mail accounts, NT servers and proxy servers.
You have having trouble sending or receiving fax calls. or Fax quality is poor. or Faxes are incomplete.	Your fax application is not set to use Hardware Flow Control.	Withing your fax application, check that Hardware Flow Control is turned On. Consult the user manual for your fax software for more specific instructions.
	The modem is not set to use Hardware Flow Control.	Turn on Hardware Flow Control for the modem. To do this: Select **Settings/Control Panel** from the **Start** menu. Double-click **Modems** to open the **Modem Properties** window. Select Sprint PCS Phone from the list and click **Properties**. Click the Connection tab and then click Advanced. Select the **Use flow control check box** and select **Hardware (RTS/CTS)**. Click **OK**.

(Continued on next page).

Problem	Diagnosis	Recommendation
You see random characters on your screen.	You may have incorrect settings for word length, parity, and/or stop bits.	Set your word length, parity, and stop bits the same as the remote modem you are calling.
When dialing out, you can hear dialing sounds, but can never make a connection.	You have two or more modems set up on your computer and the software is using a modem other than the phone.	Configure your communications software so that it addresses the phone rather than a different modem.
Your communication software shows that the call is connected, but your phone doesn't.	Your call was dropped but your communication software is still waiting before it gives up on the call.	Terminate your call from your software and try your call again.
The phone shows that the call is connected but your communication software doesn't.	The call took so long to establish that the communication software gave up (timed out).	Adjust the time-out on your communications software and try your call again.
Your phone gets disconnected while communicating with another modem.	The other modem has hung up.	Various factors can results in a terminated call. Try your call again. Also check for loose connections between the phone and the computer.
	You were automatically disconnected due to inactivity.	Some software will terminate a call after some period of inactivity. Check your software for controls on automatic disconnect.
	You have left the Sprint PCS Service Area.	Return to the nearest Sprint PCS Service Area.

(Continued on next page).

Problem	Diagnosis	Recommendation
Your mouse does not function properly.	You have a serial mouse and there is a conflict with COM	Refer to your computer s user guide for assistance on managing COM ports.
The installer is searching for my phone, but it gets stuck while searching on a different COM port.	One of your COM ports is not responding to the installer.	Use the Windows Device Manager to verify that all COM ports are working properly. You may have to disable a COM port to proceed. Alternatively, if you which COM port you are using for your Sprint PCS Phone, you can click the Advanced button to skip the COM port search.
Every call attempt fails and my phone says "disconnected - system abort".	The Sprint PCS Network is not allowing your call to go through.	Please call Sprint PCS Customer Care at 1-800-298-0756.

(Continued on next page).

Problem	Diagnosis	Recommendation
When connecting your phone to Windows CE device, you get the message "Status: Connecting to Host" on your Windows CE device.	Your Windows CE device is set up to automatically connect with your computer. The Phone s presence on the serial port is activating the connection attempt.	Disable automatic connection on your Windows CE device. Here s how: **On a widescreen (handheld) Windows CE device:** ▸ Click the **Start** button. ▸ Click **Settings.** ▸ Click **Control Panel**. ▸ Double-click **Communications**. ▸ Click the **PC Connection** tab. ▸ De-select the **Allow connection with** check box. ▸ Click **OK**. **On a palm-sized Windows CE device:** ▸ Click the **Start** button. ▸ Click **Settings**. ▸ Click **Communications**. ▸ Click the **PC Connection** tab. ▸ De-select the **Enable direct connections to the desktop computer** check box. ▸ Click **OK**. When the checkmark is removed from the check box, you must manually initiate connections between your Windows CE device and your desktop computer.

(Continued on next page).

Blue Kite Troubleshooting

Configuration Errors

Errors may occur as a result of the improper configuration of the software or hardware.

The following error messages may appear in the **Application Error** dialog box:

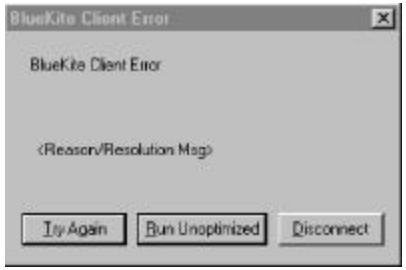
- Blue Kite is unable to start the port controller module. Please restart the client and try again.
- Blue Kite is unable to stop the port controller module. Please restart the client and try again.
- The Blue Kite port controller module is not responding. Please restart the client and try again.

Resolving a Configuration Error

1. Exit the Blue Kite Optimization software.
2. Restart your computer.
3. Attempt to re-establish a connection.
4. If the error reoccurs, contact your mobile operator or service provider for assistance.

Connection Errors

An error may occur during a connection as a result of improperly configured software or hardware.



You may receive any of the following error messages:

- The optimization server is not responding. Please contact your system administrator.
- This version of the software is not compatible with the server. Please contact your system administrator.
- The optimization server is unable to verify your license. Please contact your system administrator.
- The version of your software is incompatible with your corporate optimization server. Please contact your system administrator.

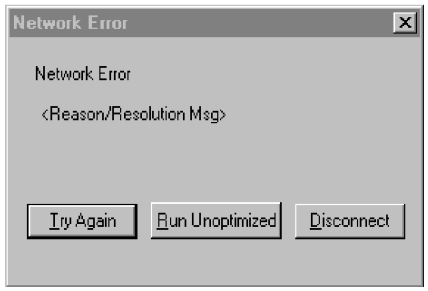
Resolving Connection Errors

To resolve a connection error due to a misconfiguration:

1. Exit the Blue Kite Optimization software and restart it from the **Start** menu.
2. If that does not resolve the problem, shut down and restart your computer, and then attempt to re-establish a connection.
3. After trying the first two options, restore your settings. Please read Restoring and Loading Configuration Settings on page xxx of the Appendix.

Network Errors

You may occasionally lose contact with the the Blue Kite server.



As a result, the **Network Error** dialog box containing any of the following error messages may appear:

- Blue Kite was unable to start the specified Dial-Up Networking session. The Network access server did not assign an IP address. Please redial.
- Blue Kite was unable to start the specified Dial-Up Networking session. The network system on your laptop appears to have an error. Please restart the laptop or contact your administrator.
- Blue Kite was unable to start the specified Dial-Up Networking session. The local assigned IP address is not reachable. Please redial.
- Blue Kite was unable to start the specified Dial-Up Networking session. The laptop is unable to contact the mobile network. Please redial.
- The laptop is unable to contact your corporate LAN. Please contact your administrator.
- Your network name server is not reachable.

Please inform your system administrator.

- Blue Kite was unable to contact the optimization server. Please contact technical support.
- Network difficulties are preventing the Enhanced Dialer Client from reaching the optimization server.
- You are currently in a poor coverage area on the mobile network. Please try again later.

Resolving Network Errors

Click one of the following buttons:

Try Again Blue Kite tries to reconnect to the data optimization server on the mobile network.

Run Unoptimized Blue Kite tries to bypass the optimization server to connect to the network. Accessing the network in unoptimized mode results in slower web performance.

Disconnect Blue Kite tries to log off from the mobile network.

1. To resolve a network error, try exiting Blue Kite and restart it from the **Start** menu.
2. If that does not resolve the problem, shut down and restart your computer, and then try to re-establish a connection.
3. After trying the first two options, restore your settings.

Server Errors

Occasionally, you may lose a connection with the Blue Kite Optimization software server because of low signal strength, the server being unavailable, or excessive amounts of network traffic.

As a result, the **Network Error** dialog box containing the following error message may appear:

- The optimization server is not responding. Please inform your administrator.
- The Blue Kite server is not reachable. Please inform your administrator.

Resolving Server Errors

See Resolving Network Errors on page xxx of the Appendix.

Modem Errors

You may receive error messages that indicate a problem with your modem or modem configuration.

Resolving a no-modem error

Blue Kite connects your laptop to a network via a mobile modem. This error indicates that a mobile modem is not properly installed on your laptop. The Blue Kite installer will not allow you to finish installation without a modem installed.

1. Click **OK** to close the error dialog box.
2. Install a modem.
3. Begin the Blue Kite installation process. Please see section Installing the Blue Kite Optimization software Software in Chapter 2.

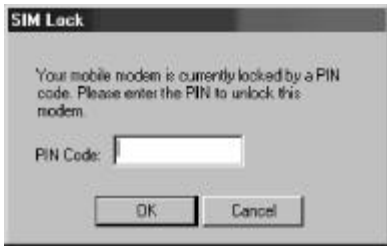
Resolving a Modem Lock

Mobile modems often have locking codes that prevent unauthorized use. The code used to unlock the modem is assigned when you bought your modem. A personal identification number (PIN) is the unlock code.

1. Record the Lock Type noted in the Modem Lock error box.
2. Contact your mobile operator and advise them of the lock type.

Resolving a PIN Lock

When attempting to establish a connection through your modem, you may receive the following PIN Lock message:



1. Type your Personal Identification Number (PIN) in the **PIN Code** field.
2. Click **OK**.

Resolving a SIM PUK Lock

When trying to connect through your modem, you may receive the following SIM PUK Lock dialog box. This error may be a result of repeatedly typing an incorrect PIN code.

1. Contact your mobile operator.
2. Obtain the PUK unlock code from the operator.
3. Type the PUK unlocking code in the PUK Unlocking Code field.
4. Type a new personal identification number in the **New PIN Code** field.
5. Verify your new PIN by retyping your new personal identification number in the **Retype PIN Code** field.
6. Click **OK**.

Common BlueKite Installation Problems

The installation and upgrade of the Blue Kite Optimization software should proceed smoothly. The most common problems occur when installing Blue Kite on an unsupported system. See page xx of this chapter for a list of supported software and hardware.

COM Port Error

When choosing a modem, you may get an error prompting you to type in a COM port for that modem. This only happens if you did not insert or connect your modem before installation.

If you get this error, you must type the correct port before continuing.

1. To determine the correct port, select **Modem Properties** in the Windows Control Panel.
2. Highlight the modem and click **Properties**. It shows the COM port number.
3. Type this in the **Mobile Modem** field of the **Default Modem** dialog box.

Appendix

In This Section

- Setting Up America Online 5.0 for use with your Sprint PCS Wireless Web Connection
- Setting Up Dial Up Networking
- Making Dial Up Networking Copies
- Sending and Receiving Faxes
- Removing the Wireless Web Connection Card
- Changing COM Ports
- Modem Properties for your Sprint PCS Phone

Setting up America Online® (version 5.0)

Note

The following applies only to AOL version 5.0 for PC-compatible computers. If you have an earlier version of AOL, please contact AOL to receive version 5.0. If you have a version of AOL later than 5.0, please contact Sprint PCS for the latest setup procedure.

The Sprint PCS Dialer uses Windows Dial-Up Networking to place calls. Because America Online (AOL) does not use Dial-Up Networking to place calls, you cannot use the Sprint PCS Dialer to connect to AOL. However, by following the procedure below, you can set up AOL to work with your Sprint PCS Phone so that you can connect wirelessly to AOL.

1. **Run** America Online. If AOL tries to connect automatically, then cancel the connection.
2. From the Sign On screen, click **Setup**. The AOL Setup screen appears.

3. Click **Expert Setup**.

4. You ll probably want to connect to AOL with your Sprint PCS Phone sometimes and with a different modem at other times. To accommodate this, you ll add a new location. Click **Add Location**.

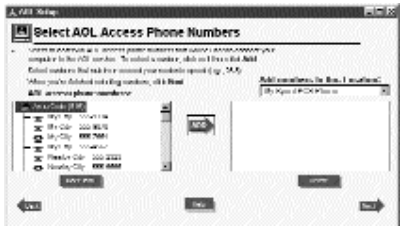
5. Type a name for the new location. You can use any name you want. In this example, use My Sprint PCS Phone.

Note:
Do not choose "Add or change a modem or other connection device." AOL won't properly detect your Sprint PCS Phone.

6. Click **Next** to continue.

7. Type your area code, and click **Next**.

8. Select the number(s) you want in the list on the left and add them to the list on the right. After you ve added the numbers you want, click **Next** or **Done**.



9. At this point, AOL tries to connect. Cancel the connection to return to the Sign On screen.

1. Click **Setup**.
2. In the AOL Setup screen, click **Expert Setup**. Sprint PCS Phone appears in the list of locations on the Connection Setup screen.
3. Click the **Devices** (modems) tab at the top of the list.

4. Click **Expert Add**.

5. Select **Modem (telephone line connection)** from the Connection Type box and click **Next**.

6. Select **Generic** (**Hayes Compatible**) from the list of modems.
7. From the Connected to Port field, select the COM port to which your phone is connected.
8. Set the speaker volume to **Off**, set the port speed to **19200 bps**, and click **OK**.

Note

If you don't know which COM port your phone is on, re-run the Sprint PCS Wireless Web Connection installer to identify the port.

9. Double-click the first number under the My Sprint PCS Phone location in the Connection Setup screen.

10. In the Connect using field, select **Modem**: **Generic** (**Hayes Compatible**).

11. De-select the **Dial [9]** to reach an outside line check box.

12. De-select the **Dial [*70]** check box to disable call waiting.

13. Set the Speed to 19200 bps, and click **OK** to continue.

14. Repeat this step for each number in the My Sprint PCS Phone location. When done, click **Close** to return to the Sign On Screen.

To sign on to AOL.

1. From the Sign On screen, select **My Sprint PCS Phone** as the location.

2. Click **Sign On** to connect. Remember to choose the screen name you want and type the proper password.

Setting up Dial-Up Networking

Proper installation of Windows Dial-Up Networking is necessary for the operation of the Sprint PCS Dialer. In case you don t already have Dial-Up Networking installed on your computer, this chapter explains how to install it.

1. Select **Start/Settings** from the **Start** menu on your Windows desktop.
2. Double-click **Add/Remove Programs.**

3. Click the **Windows Setup** tab.

4. Select the **Communications** check box and double-click **Communications.**

5. Select the **Dial-Up Networking** check box and click **OK**.

6. Click **OK** in the Add/Remove dialog box and close the Control Panel.

Making Dial-Up Networking Copies

If you normally use Dial-Up Networking to make calls, you have several Dial-Up Networking connections, one for each computer or network that you call.

Each Dial-Up Networking connection is set to use a particular modem, but you may want to change those modem settings to suit your location. When a phone line is nearby, you may prefer to connect using a standard modem. When wireless, you can use your Sprint PCS Phone.

Rather than changing your connections each time you switch modems, create wireless copies" of your connections. The copies will be the same as the originals except that they will be setup to use your Sprint PCS Phone. You ll be able to switch modems easily by selecting the original connection or the wireless copy.

1. Start Sprint PCS Dialer.
2. Select **Make DUN copies** from the **Functions** menu.
3. Click **Make wireless copies of my Dial-Up Networking Connections**.

Sending and Receiving Faxes

If you want to send or receive a fax, it s not necessary to use the Sprint PCS Dialer. But you can still send and receive faxes via your Sprint PCS Phone using fax software.

There are a variety of fax applications available for Windows computers. Their setup can be tricky, especially when working with alternative modems such as a Sprint PCS Phone. For that reason, we strongly suggest that you closely follow the appropriate setup instructions.

To receive a fax via your Sprint PCS Phone, you ll have to prepare your Sprint PCS Phone for an incoming (mobile-terminated) fax call. You can do this by using your menus on your Sprint PCS Phone. Because the particular method varies from model to model, please consult the user guide that came with your Sprint PCS Phone to learn how to prepare for incoming fax calls.

Using WinFax PRO® 10.0 with your Sprint PCS Phone

1. From the Windows **Start** menu, open the **WinFax PRO Program Setup**.
2. Double-click **Modems and Other Fax Devices**.
3. If the warning No active modem selected appears, click **OK** to continue.
4. In the Modem and Other Fax Devices Properties window, click the checkbox in the **Active** column next to Sprint PCS Phone. You are asked whether you want to run the WinFax modem configuration wizard.
5. Click **Yes**.
6. **IMPORTANT**: Although the next screen instructs you to make sure your modem is connected to your computer, **disconnect your Sprint PCS Phone from your computer. This prevents WinFax from improperly detecting the phone.**
7. Click **Next** to start the modem

test. After a minute, the wizard reports No modem was found.

8. Click **Next** to continue. The wizard reports that it was unable to automatically determine the proper settings for your modem.

9. Select **CLASS 2.0 Send/ Receive Fax/modem** and click **Next**.

10. Click **Finish** to exit the Modem Configuration Wizard.

11. In the Select Locations for Sprint PCS Phone window, select the **Cellular (PCS/ GSM-Digital)** and click **OK**. You may also place checkmarks in other locations. You are asked whether you want to configure how this device dials when sending faxes.

12. Click **No**. A check mark displays in the Active column next to Sprint PCS Phone in the Modem and Other Fax Device Properties window. Select **Sprint PCS Phone** and click **Properties**.

13. In the Properties window, set the initialize at speed to **19200 bps**. It is unecessary to change the COM port setting.

14. Click the **Fax** tab and type *AT+CMUX=2* in the second initialization string sequence.

15. Change the Flow control so that it reads *AT+FCLASS=2.0;+FLO=2*.

16. Select the **Use hardware flow control** check box and click **OK**.

17. Click **OK** to return to the WinFax PRO Program Setup window.

18. Click **Close** to complete the setup.

You are now able to use your Sprint PCS Phone with WinFax PRO. Consult the WinFax PRO User Guide for additional help with using WinFax PRO.

Removing the Wireless Web Connection Card

If your mobile computer does not have a card eject button, you can remove the Wireless Web Connection Card from the CompactFlash slot by gripping the inner edge of the black plastic bezel that runs across the end of the card on either side of the cable connector. The plastic bezel extends slightly beyond the Wireless Web Connection Card s metal surface on the card s bottom side.

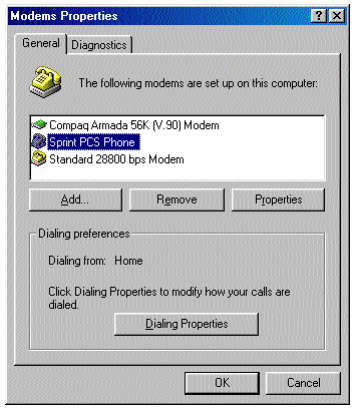
If you are using the Wireless Web Connection Card with the CompactFlash-to-PC Card adapter, remove the card and adapter from your computer using the PC Card eject button on your mobile computer.

Changing COM Ports

You need to change the COM port if you re-install the Sprint PCS Dialer on a different COM port. The software will prompt you if this happens.

If you see this screen when you install Sprint PCS Dialer, then you have to change the COM port.

1. **Exit** the Sprint PCS Dialer.
2. Select **Settings/Control Panel** from the **Start** menu.
3. Double click the **Modems** icon.
4. Select **Sprint PCS Phone** from the Modem Properties dialog box.



5. Click **Properties.**
6. In the Port box, select or type **Socket Digital Phone Card.**
7. Click **OK**.
8. Click **OK** again.
9. Restart the Sprint PCS Dialer.

You can use the Wireless Web Connection Card to communicate with the Sprint PCS Phone.

Modem Properties for Sprint PCS Phone

Maximum speed: 19200 bps

Data compression: none

Compatible with AT commands: Yes

Flow control: Hardware (RTS/CTS)

Data bits: 8 (default)

Parity: None (default)

Stop bits: 1 (default)

Optimal initialization string: . . AT&FE0Q0&C1&D2V1

Note

The actual throughput speed of your Sprint PCS Phone is 14400 bps. However, set your computer to communicate with your Sprint PCS Phone (via the data cable) at a speed of 19200 bps.

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Yet to be completed . . .

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