



Wireless Connectivity Software:
For Use with
Data Connect and Commercial Connectivity Services



User Guide
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Section I: Welcome to the World of Wireless Connectivity

Section Topics

Welcome to the world of wireless connectivity and thank you for choosing Cingular as your service provider. Within this User Guide, you will find information that you need to connect to your Email, the Internet, and even your corporate Intranet using Cingular's wireless connectivity software.

This section covers the following

- Wireless Service
 - My Wireless Window
 - PC Card
 - Phone Kit
 - System Requirements
-

Wireless Service

To use this wireless connectivity service, you must subscribe to one of the following:

- Data Connect rate plan
- Commercial Connectivity Services rate plan
- Voice service with a Data Connect (or Wireless Internet Express/Wireless Internet) feature.

If you do not already have a Cingular Wireless account, or if you have a voice account but do not have the Data Connect (Wireless Internet Express/Wireless Internet) feature, call Customer Service at 1-866-246-4852 or contact your sales representative. Data Connect and Commercial Connectivity Service rate plans may not be available for purchase in all sales locations. Ask for details.

My Wireless Window

Registration and use of My Wireless Window is included with your subscription to one of the above rate plans or data features. Within My Wireless Window, you can personalize your wireless Internet service and SMS/Text Messaging, or purchase Ringtones, Games, Graphics and more.

Before installing your connectivity software, go to www.mywirelesswindow.com from your PC's network or dial-up connection to officially register for My Wireless Window. You must read through and agree to the terms and conditions covered on www.mywirelesswindow.com to take advantage of the My Wireless Window service.

What is a PC Card?

A PC Card is a wireless modem that is installed in a Type II PC card slot of a laptop computer or PDA. Cingular's wireless connectivity software is included with PC card purchases. PC cards are typically purchased by customers who require a dedicated data connection and have subscribed to a Data Connect or Commercial Connectivity Services rate plan.

**What is a
Phone Kit?**

The Cingular Wireless Phone Kit enables you to utilize your wireless phone as the wireless modem for your laptop or PDA. The phone kit comes in two versions:

- Cable kits. These kits come complete with connectivity software and applicable tethering cable. The cable is used to connect your phone to your laptop or PDA.
 - Software only kits. These kits come only with connectivity software. Certain phones and PDAs are equipped with infrared functionality that enables the two devices to communicate with each other when their infrared ports are aligned. Effectively, the phone is used as the modem and the infrared signal is the "tether." See respective phone and laptop or PDA owner's manual for details on how to activate and use this functionality.
-

**System
Requirements**

Laptops

- Microsoft Windows 98SE, ME, 2000, XP Home, or XP Professional
- PC card slot – Type II
- 64 MB of RAM for 2000, XP
- 32 MB of RAM for 98SE, ME
- 16 MB hard drive space
- Pentium 90 MHz or higher microprocessor
- CD Drive

Palm

- Palm OS versions 3.3 – 4.0

Pocket PC

- CE 3.0 (Pocket PC, Pocket PC 2000 (iPAQ), Pocket PC 2002)
 - Pocket PC 2003 (Nokia D311 PC cards supported on devices with Pocket PC 2002 only.)
-

Section II: The Wireless PC Card

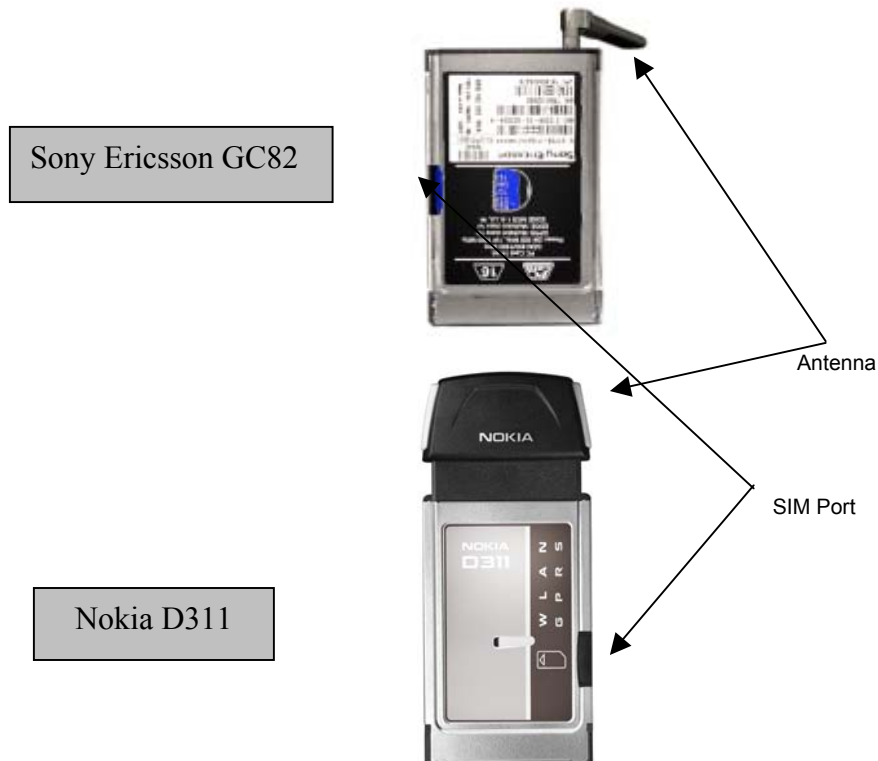
Section Topics This section covers the following

- PC Card Components
- The SIM Card
- Inserting and Removing the SIM Card
- Inserting and Removing the PC Card

PC Card Components

PC Cards have the following general components:

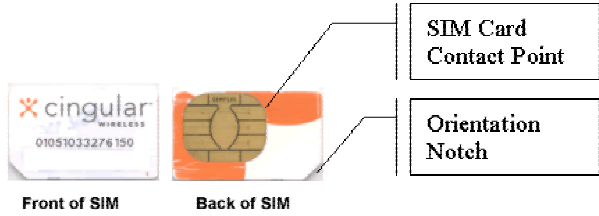
- **The PC Card** - Contains the modem's circuitry.
- **The SIM Port** – Insert SIM card here.
- **The Antenna** - Can be external (GC82) or internal (D311).
- **The PC Card Interface** – Located on the opposite end of the card as the antenna, it is where the card and the computer make physical connection.



The SIM Card

The SIM (Subscriber Identity Module) card contains a small amount of memory and a processor to assist in the management of your account information. The SIM card uses contact points to connect with your device's modem. You must take care not to damage the contact point. The orientation notch is used as a reference for properly inserting the SIM card. Inserting the SIM card incorrectly will prevent the device's modem from communicating with the network. Most devices provide an icon on the

device that indicates how to insert your SIM.



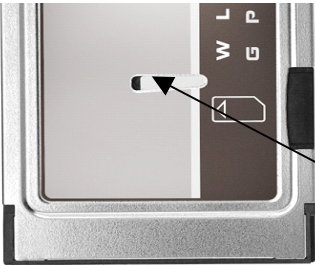
Inserting the SIM Card

Insert the SIM card into the **SIM Card Slot** as follows

Step	Action
1	Locate orientation icon on PC card label. Nokia D311 used for example. <div style="text-align: center;"> <p>The image shows a Nokia D311 phone with its SIM slot cover removed. An arrow points from the text 'Locate orientation icon on PC card label' to a small icon on the PC card label. Another arrow points from the text 'SIM notch' to a notch on the side of the phone's SIM slot.</p> </div>
2	Insert SIM in accordance with icon on PC card label. <u>Note location of SIM notch</u> and ensure SIM is inserted fully into PC card.

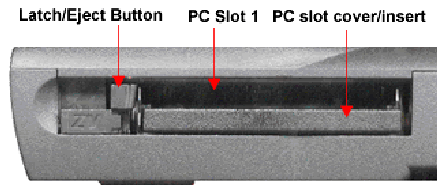
Removing the SIM Card

Remove the SIM card using the **SIM Card Removal Slot** located on the bottom of the modem, shown here.

Step	Action
1	Verify that the face of the modem with SIM card removal slot is facing upward. Nokia D311 used for example.
2	
3	<p>Insert a blunt device, such as a fingernail, in the SIM Card Removal Slot. Gently move the SIM card out of the slot.</p> <p>Note: Make certain you use a blunt, thin, plastic object to remove the SIM card. Do not use a sharp object as you could damage the modem's circuitry. Do not use a pencil, as pencil leads can break off in the SIM Card Removal Slot and damage the modem.</p>

Inserting the PC Card into Your Laptop or PDA


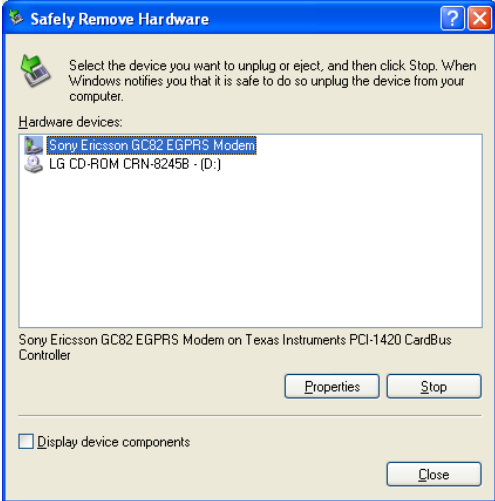
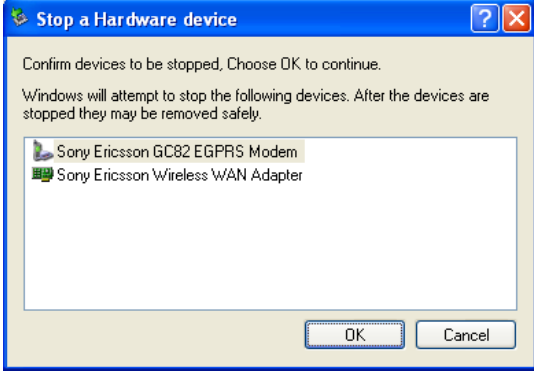
Use the following procedure to insert your PC Card into the Type II slot:




Step	Action
1	Locate the PC Card slot.
2	Remove and store the PC Card slot cover/insert, if applicable.
3	If your card has an antenna, unplug the antenna from the PC Card. (This step is optional.)
4	Verify that the PC Card is face up.
5	Gently insert the interface end of the card into the PC Card slot (the end opposite of the antenna).
6	Ensure that the antenna is plugged securely into the PC Card Modem, if applicable.

Removing the PC Card from Your Laptop or PDA

Use the following procedure to remove the PC Card.

Step	Action
1	<p>Click the PC Card tray icon (located in the bottom-right corner of your desktop) to stop the modem.</p> <p style="text-align: center;">PC Card tray icon</p> 
2	<p>Click on the applicable device. The Sony Ericsson GC82 is used for example.</p> 
3	<p>Click "Stop"</p>
4	<p>A dialog box appears prompting you to confirm the device to be stopped.</p> 
5	<p>Highlight applicable modem (for GC82, highlight Sony E GC82 EGPRS Modem). Click "OK."</p>
6	<p>A message will appear instructing you that it is now safe to remove your modem. Click "OK."</p>
7	<p>Unplug the antenna, if applicable.</p>
8	<p>Place the eject/latch button in the unlatched position.</p>

	 <p data-bbox="516 569 945 600">Press the PC Card slot eject button.</p>
9	Gently remove the PC Card.
10	Store the PC Card Modem and applicable antenna in the case provided.
11	Install the PC Card slot cover/insert, if applicable.

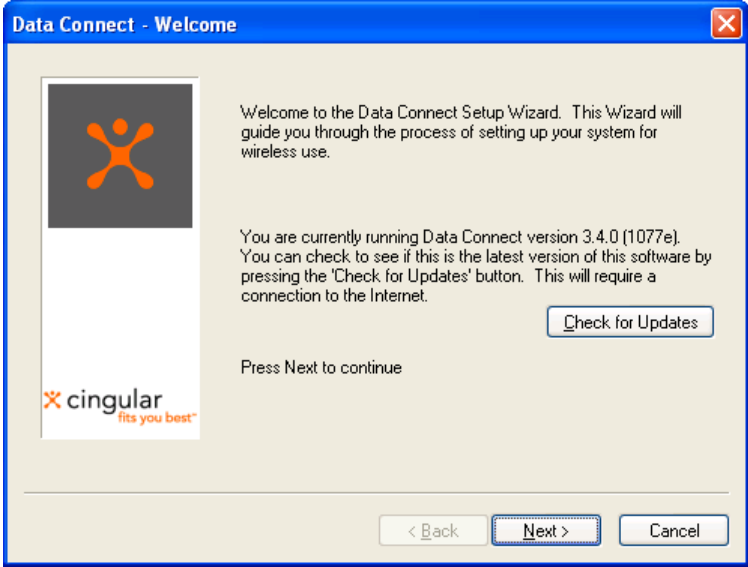


Section III: Setting up your Wireless Connectivity Software

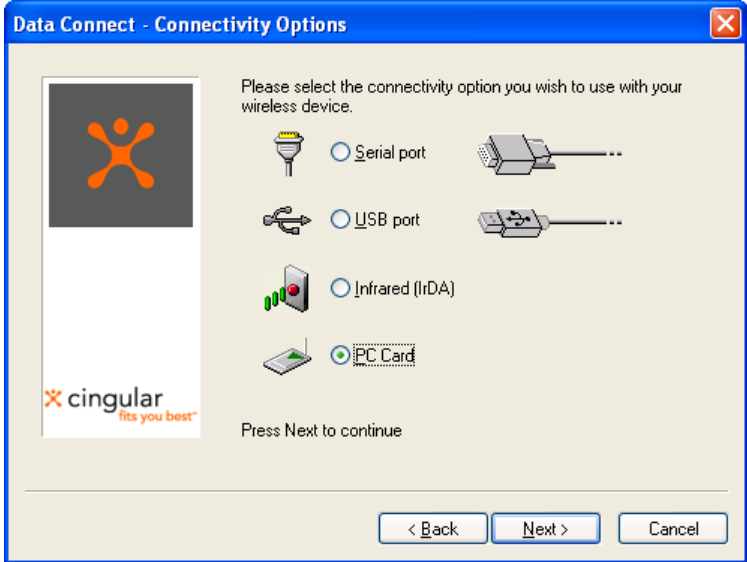

- Section Topics** This section covers the following:
- Installing and Configuring Software
-


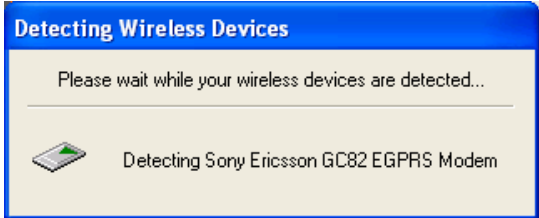
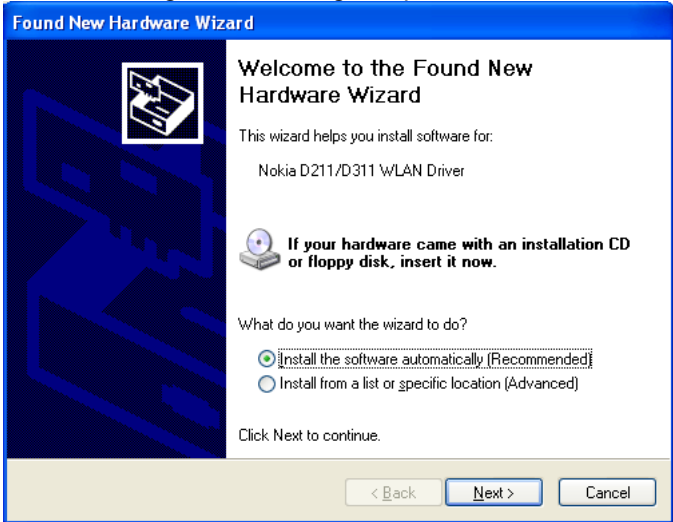
Installing and Configuring Software

NOTE: DO NOT INSERT PC CARD OR ESTABLISH TETHERED CONNECTION UNTIL INSTRUCTED TO DO SO BY INSTALLATION SOFTWARE.

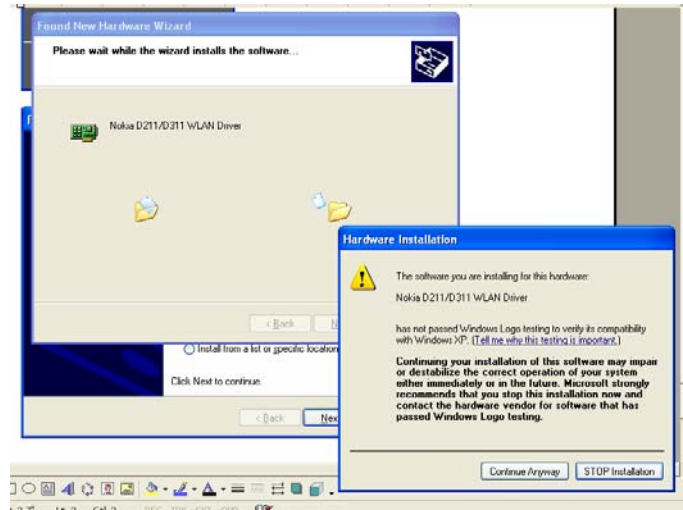
1. Exit all Windows programs. Insert the CD-ROM into your computer's CD-ROM drive.
2. If the CD-ROM does not automatically start, go to your CD-ROM drive and double click the on **Start.exe**. Follow the on screen instructions to install the software. There are only a few screens, and it is recommended to leave all the options at their default.
 - **Installation Screen:** Click on **Windows, Pocket PC or Palm OS** installation. You will also have the option for Additional Support or Exit.
 - **Welcome:** Read welcome message and click **Next** to continue.
 - **License Agreement:** Read through and agree with the license agreement. If you do not agree, you will not be able to continue. Click **Next** to continue.
 - **Destination Folder:** Select destination folder for the software. A default folder is preselected. If you want to install the software to another folder or non-network drive, click **Browse**. When you have selected the destination folder, click **Next**.
 - **Start Installation:** To continue, click **Next**.
 - **Installing:** System will install the software.
 - **Complete:** You will be informed that the software install is complete. Click **Finish**. The software wizard will now lead you through configuration and set-up.

Step	Action
<p>1</p>	 <p>Exit all Windows programs.</p> <p>Click on the “Check for Updates” Button. You will see the following displays.</p>  <p>If you are not running the most recent version, you will be prompted to download it. If you are running the most recent version, you will see the following display.</p>  <p>Click “OK”</p> <p>Click “Next” on the Welcome screen to begin the Setup Wizard.</p>
<p>2</p>	<p>The connectivity options screen appears.</p>

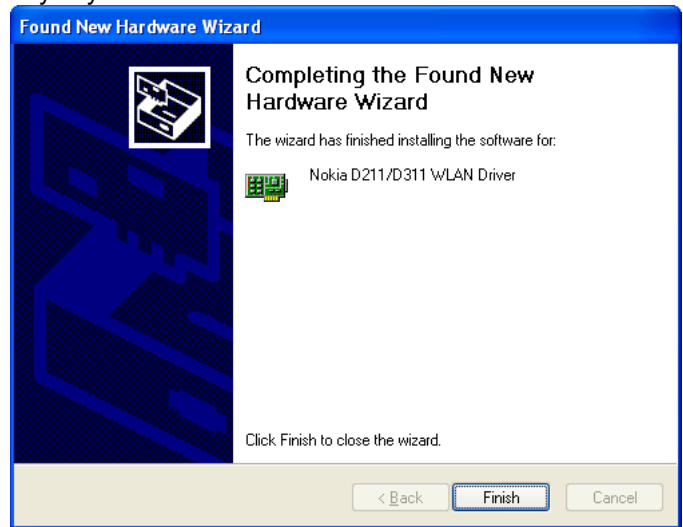
	 <p>Data Connect - Connectivity Options</p> <p>Please select the connectivity option you wish to use with your wireless device.</p> <p>Serial port</p> <p>USB port</p> <p>Infrared (IrDA)</p> <p><input checked="" type="radio"/> PC Card</p> <p>Press Next to continue</p> <p>< Back Next > Cancel</p>
<p>3</p>	<p>Find Wireless Device screen appears.</p>  <p>Data Connect - Find Wireless Device</p> <p>Please insert your wireless PC Card now and allow Windows to detect it. The device detection process may take a few minutes.</p> <p>If you are inserting the PC Card in your computer for the very first time, Windows may prompt you with "Found New Hardware Wizard". This wizard will lead you through the setup of your PC Card. Click "Next" and follow on screen instructions.</p> <p>You may also be prompted with a "Hardware Installation" warning message. Click "Continue Anyway" to proceed.</p> <p>Press Next to continue</p> <p>< Back Next > Cancel</p>
<p>4</p>	<p>INSERT DEVICE NOW.</p> <p>Insert the PC Card Modem into your PC Card slot. Rotate the antenna to an upright position (if your card has an external antenna).</p>

	 <p>Or Connect cable to PC or PDA and wireless device. Or Align PDA infrared port with infrared port on wireless device. Click "Next" on the Find Wireless Device screen</p>
<p>5</p>	<p>Windows will install the necessary drivers in order for your modem to connect to the network. You will see the following screens.</p>  <p>XP users may see the following screen during this process.</p>  <p>Click "Next."</p>

Nokia D311 users only may see the following screen.

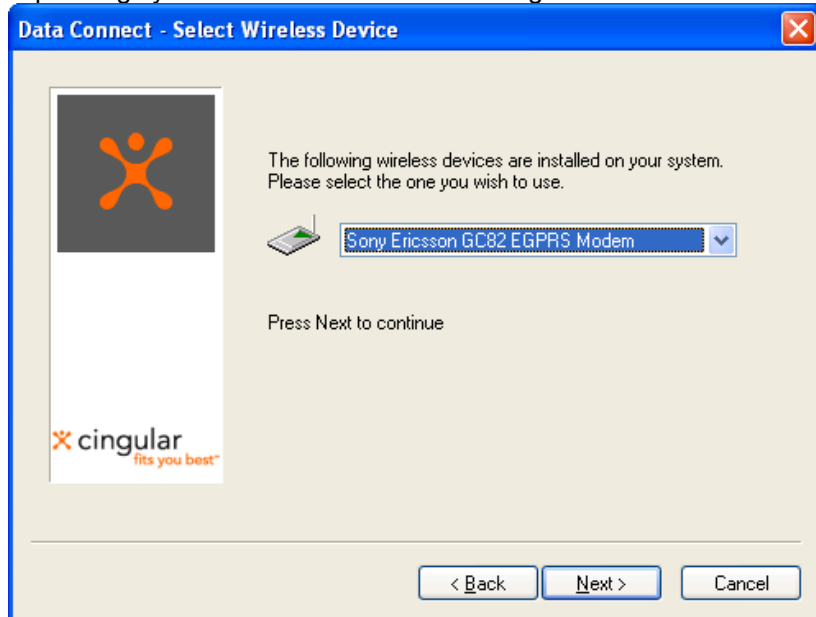


Click "Continue Anyway".



Click "Finish" and continue with rest of installation.

All operating systems will now see the following installation screen.

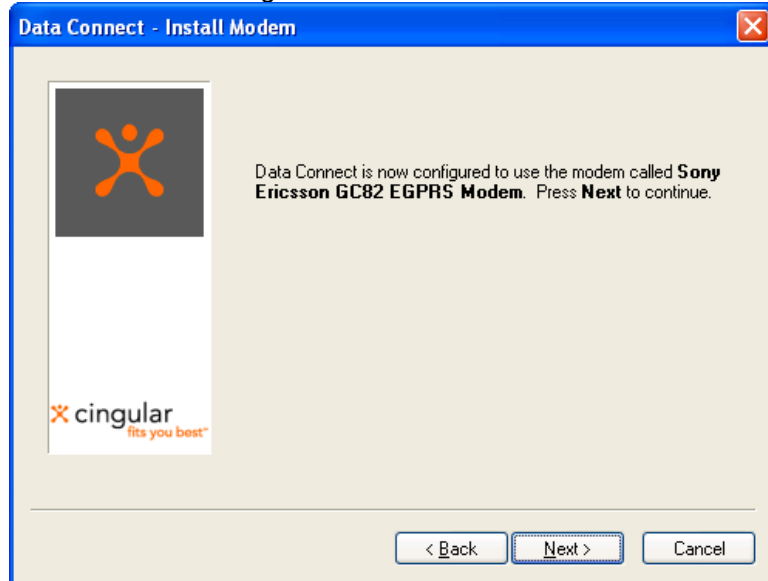


Note: Screenshots presented depict PC card connection. Actual screen and verbiage may vary depending upon device and connection used.

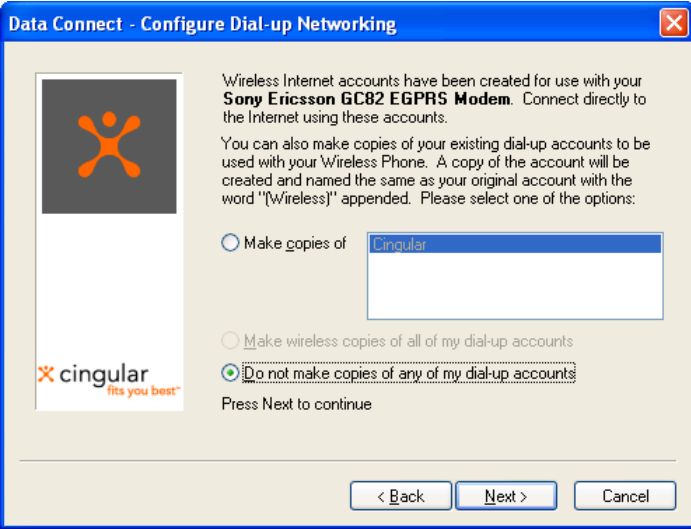
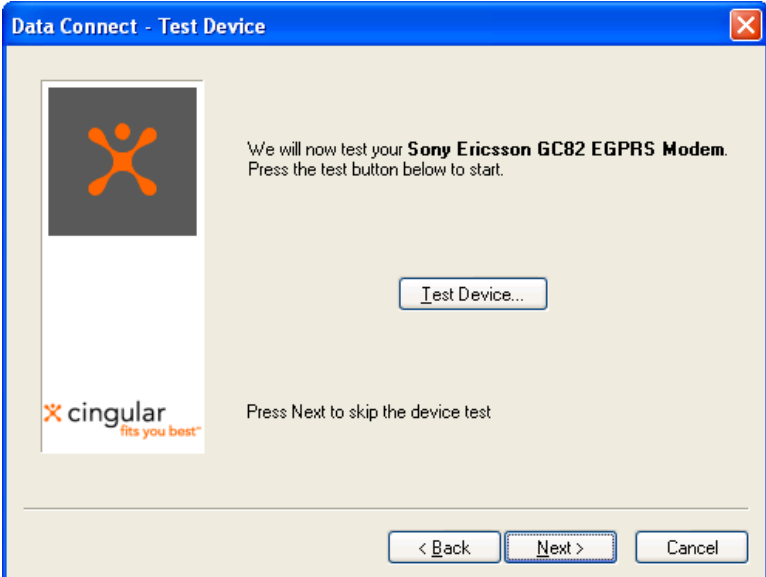
Click "Next" to continue.

6

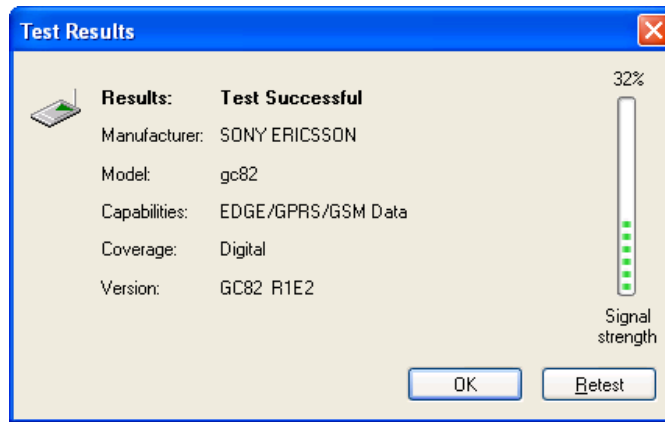
When the modem is configured as shown here click the "Next" button.



Cingular Wireless will automatically be set up as an Internet connection. The connection profile will be the first one seen in the Wireless Account box and labeled Cingular GSM-TDMA (Cingular Wireless Internet), or Cingular GPRS-EDGE (Cingular Wireless Internet Express) as appropriate.

<p>7</p>	<p>Select the option that is best for you.</p> <p>Make copies of: Presented is a list of dial-up networking accounts that have already been configured on your system. You can select this option and then highlight one or more accounts to copy so that you can access them wirelessly.</p> <p>Make wireless copies of all my dial-up accounts: Check this option to automatically make wireless connection copies of all of your dial-up networking accounts.</p> <p>Do not make wireless copies of my dial-up accounts: Select this option if you do not want any of your existing accounts to be copied for wireless use. (This is the default)</p>  <p>Click "Next" to continue.</p>
<p>8</p>	<p>The Test Device display appears.</p> <p>Click "Test Device"</p>  <p>Click "Test Device"</p>

The **Test Results** pop-up window displays.



If there is no signal strength, double check the following:

- All devices are turned on.
- SIM card is inserted correctly.
- You have subscribed to Data Connect, Commercial Connectivity Services, or Wireless Internet Express/Wireless Internet service.
- Network signal is available. This may require moving to another location, outside of a building, etc.

Click “Retest” as needed to repeat the test if you wish.

Click “OK” to conclude the test.

Installation and Configuration are complete.

Section IV: The Digital Dashboard

- Section Topics** This section covers the following
- Description of the Digital Dashboard
 - How to access the Digital Dashboard
 - Features and Functionalities of the Digital Dashboard
 - Connect/Disconnect
 - Session Log
 - SMS
 - Accounts Menu
 - Control Panel Menu
 - Tools
 - Preferences
-

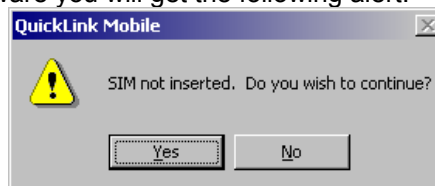
Description of the Digital Dashboard The Digital Dashboard is the interface from which you configure your modem and connect to the wireless network.

How to access the Digital Dashboard You can access the Digital Dashboard by double-clicking on the Data Connect icon on your laptop or PDA.



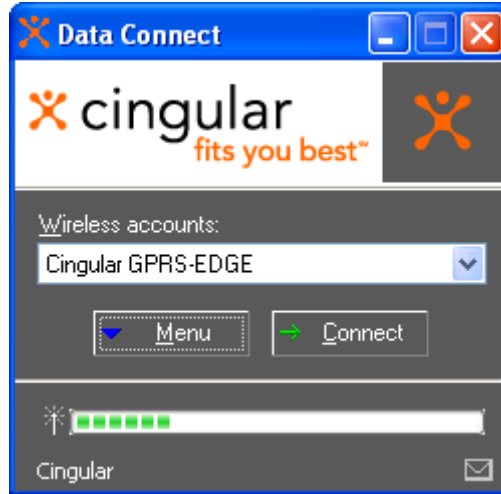
Data Connect

Note: If the SIM card is not inserted correctly in your device (GSM markets only) and you try to start the software you will get the following alert.



You should click “No,” exit the software, and check to ensure that the SIM card is inserted appropriately into PC card or phone. PC card users will need to eject PC card, insert SIM card appropriately, and reinsert the PC card.

Features and Functionalities of the Digital Dashboard




From the Digital Dashboard you can perform the following tasks:

- Connect. You can choose to connect using your Cingular GPRS – EDGE (Cingular Wireless Internet Express) or Cingular GSM – TDMA (Wireless Internet) account, or if you have copied additional connection profiles, select another wireless account you wish to use.
- View a log of your dial up activities including: Connection, Date/Time, Duration, IP Address, Bytes Received/Sent, Total Bytes and Status
- Add or edit accounts
- Access your computer control panel to perform modem related changes
- View Session Statistics
- Run the wizard to check for updates or add devices
- Test the device
- Access a help menu
- Change the General, Connect and Update preferences
- Check the signal level

Details on how to perform any of the above-mentioned tasks may be accessed any time from the help menu from the Digital Dashboard.

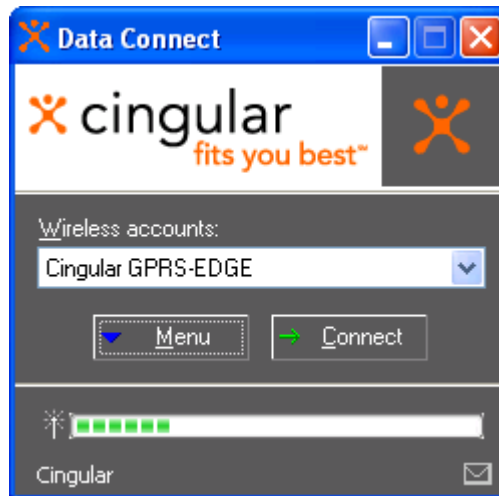
Connect

The connect feature is used to initiate your connection. Upon completion of your installation, you are automatically configured and ready to connect.

Step	Action
1	<p>Double-click the Data Connect icon.</p> 
2	The software is ready to connect.



Allow software and device to register with the wireless network. You will know that this has happened when the lower left corner of the dashboard indicates "Cingular" or "Roaming."

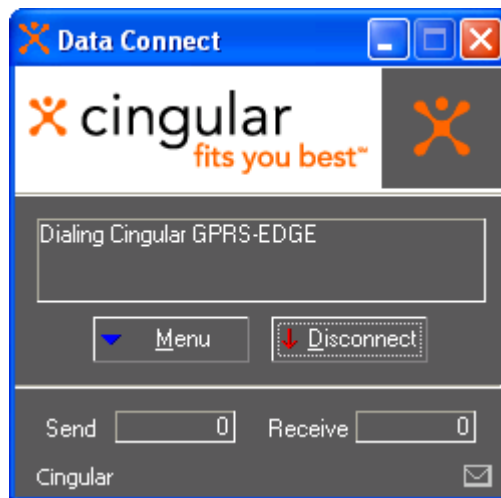
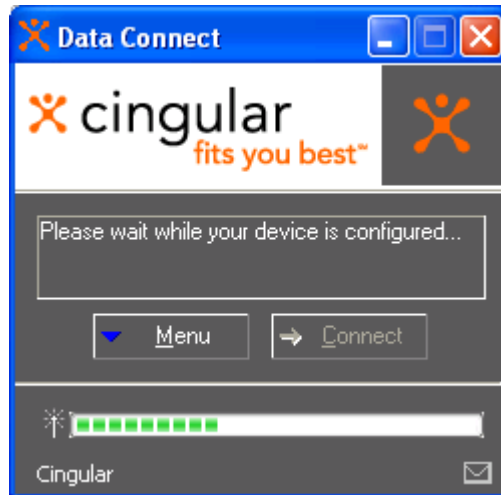


Click the "Connect" button.

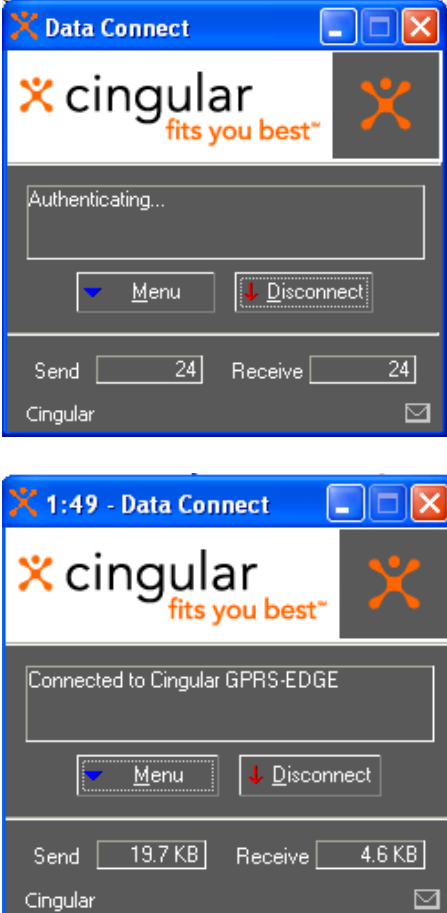
You will receive a message that indicates to what type of network you are attempting to connect and how charges will be incurred. You can check the "Do not show this warning again" box so you are not reminded of this in the future. **Click** "Continue."

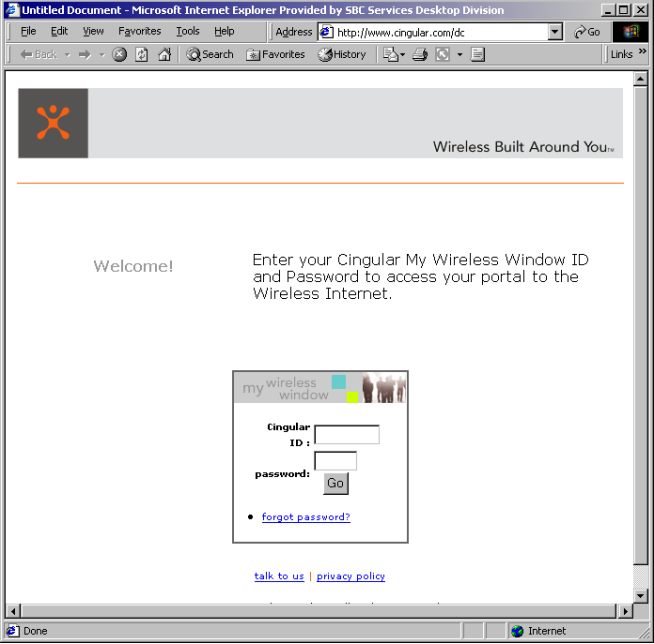


The following screens will appear as the computer goes through the sequence of connecting to your desired account.



Note: The signal level meter at the bottom is replaced by the Send and

	<p>Receive counters. These counters keep a running total of the number of data bytes sent and received for the current data connection.</p> 
<p>3</p>	<p>Microsoft Internet Explorer is launched automatically. You will be presented with the default <i>“My Wireless Window”</i> web page. A different start page may be designated through the Connect Preferences option under Menu.</p>



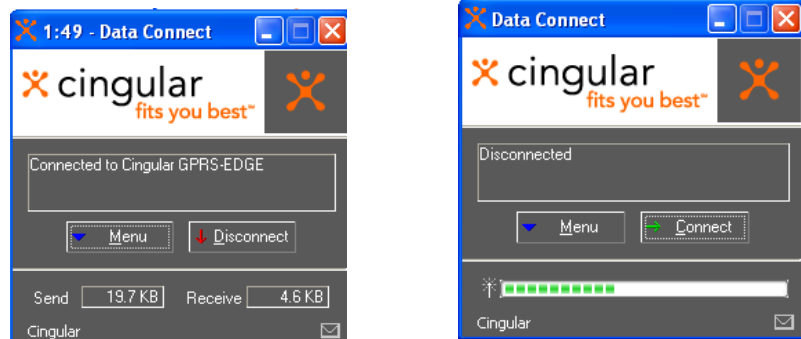
It is not required to log into www.mywirelesswindow.com.

To enter www.mywirelesswindow.com enter Cingular ID and Password.

Step	If you would like to connect to another ISP, do the following. Action
1	From the application or the Tray menu, choose the Connect option. The Connect dialog box displays.
2	Complete the following fields: <ul style="list-style-type: none"> ● User name: Enter your e-mail user (account) name. ● Password: Enter your user (account) password. ● Save Password: Click applicable box to save your password so that you do not need to enter it each time you connect. ● Do not prompt for user name and password: Click applicable box to skip the Connect dialog box when you click the Connect button. ● Dial (field): Insert your Service Provider's telephone number (both area code and phone number). ● Properties (button): Displays your current connection settings.
3	Click the connect button to connect to the selected account now.

Disconnect

To disconnect, **click** on the “**Disconnect**” button or click on the “X” button on the upper right corner of the Digital Dashboard. You will see the following series of screens during the disconnection process.



It is advisable to use the disconnect button when disconnecting in order to be certain that you do not inadvertently remain on line.

Session Log

The Session Log displays a list of calls you have made since the last time you cleared the log.

Session Log							
Connection	Date/Time	Duration	IP Address	Bytes Re...	Bytes Sent	Total Bytes	Status
Cingular GPRS-EDGE	1/12/2004 11:22 AM	6:00	10.208.181...	4.6 KB	19.7 KB	24.3 KB	Success
Cingular GPRS-EDGE	1/11/2004 6:08 PM	54:42	10.208.158...	3.0 MB	588.0 KB	3.6 MB	Success
Cingular GPRS-EDGE	1/10/2004 9:07 PM	38:34	10.208.182...	2.2 MB	762.7 KB	2.9 MB	Success

Step	Action
1	From the application or the Tray menu, choose the Tools option.
2	Choose the Session Log option. The Session Log displays.

You have the following options:

- **Clear:** Allows you to clear the log. This is advisable if you make a lot of calls as your Session Log tracks every call you place.
- **Export:** Allows you to export your Session Log to a .csv file, which can be read by Microsoft Excel for further call monitoring activities.

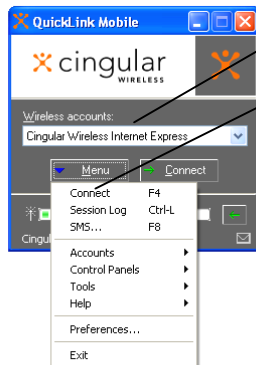
The Session Log has the following Features:

- **Connection:** Displays the name of the connection.
- **Date/Time:** Displays the beginning date and time of a session.
- **Duration:** Displays the duration (in minutes/seconds) of a session.
- **Bytes Received:** Provides an estimate of the number of bytes received. If data acceleration/compression is being used, this figure represents the number of bytes after acceleration/compression. Actual billing will be greater than estimated usage. Wireless LAN usage will not appear in the session log.
- **Bytes Sent:** Provides an estimate of the number of bytes sent. Data acceleration does not impact the number of bytes sent. Actual billing will be greater than estimated usage. Wireless LAN usage will not appear in the session log.
- **Status:** Displays the status of the call (e.g., success, failure, error number).
- **Ability to sum usage, by connection type (Wireless Internet or Wireless Internet Express), over a period of time.**

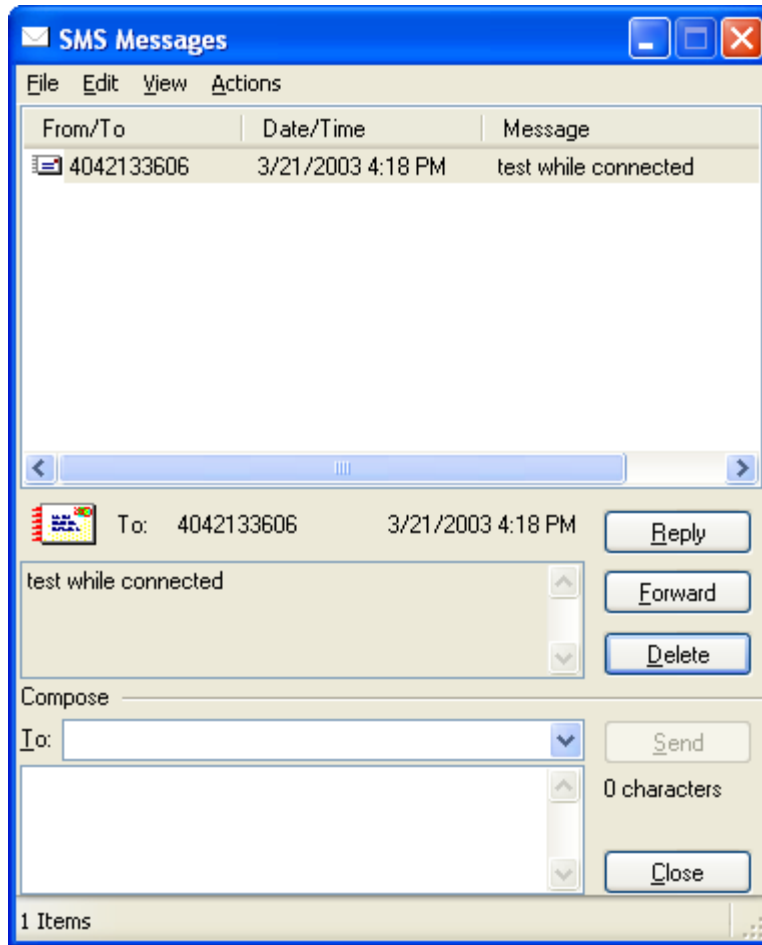
SMS

PC card users: Your software contains the functionality necessary to use Cingular's Short Message Service (SMS), which allows you to quickly send messages to/from other mobile users without having to initiate a wireless connection. If you are using your phone as the modem, see phone instruction manual regarding SMS capability and use.

Access SMS through the "Menu" button.



When you have accessed the SMS feature, the following window will be presented. It enables you to manage SMS messages at the click of a button. Once activated, the SMS window will remain active until you close it or until the wireless connectivity software is closed. It is possible to have an active SMS window while connected to the wireless network.



Sending a message

To compose a message, just follow three easy steps:

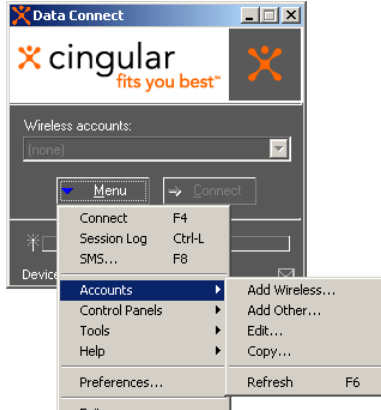
- (1) Enter the recipient's mobile number in the box following "To:". Note that by clicking the down arrow on the right side of the "To" box, you will be provided a list of the previous 10 mobile numbers that you sent SMS messages to. This provides you a quick way to send SMS's to those contacts you SMS most often.
- (2) Compose message in box below "To:"
- (3) When ready to send, click "Send" button.

Sent messages appear unbolded and have an envelope front with stamp icon beside them.

Receiving a message

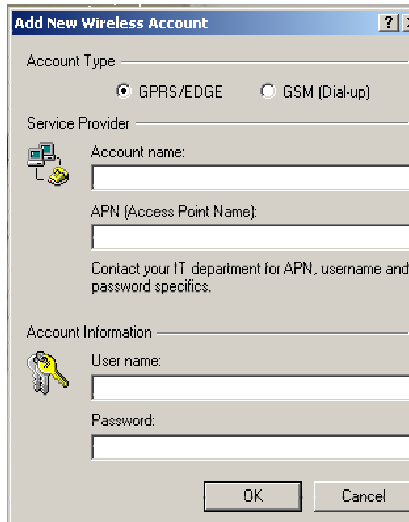
When a message is received, you will be notified by an audio alert. Unread messages will appear in bold and have a closed envelope icon beside them. Read messages appear unbolded and have an open envelope icon beside them.

Accounts Menu The Accounts menu lets you add, edit, copy or refresh your Dial-Up Networking accounts.



- Add Wireless: Choose to add a new wireless account connection.

Enterprise customers may utilize the Add Wireless section to create a connection profile that is specific to their enterprise. You should contact your IT department for specific set-up instructions.



- Add Other: Choose to display your laptop or PDA's operating system's dial-up networking wizard for adding new accounts. Follow the steps provided in the wizard to add a new dial-up account.
- Edit: Choose to edit an existing account. When selected, your laptop or PDA's operating system's dial-up networking dialog displays. Choose the account to be edited, then right-click and choose the Properties option to make changes.
- Copy: Choose to copy a non-wireless account and make it a wireless account.
- Refresh: Choose to view additions or changes to existing wireless accounts.

Control Panel Menu

Control Panel menu options are provided to change the configuration of your modem, network or Internet. When any of these options are selected, the Windows Control Panel in your laptop or PDA's operating system opens for making adjustments. See Windows help for further details.

Tools Menu

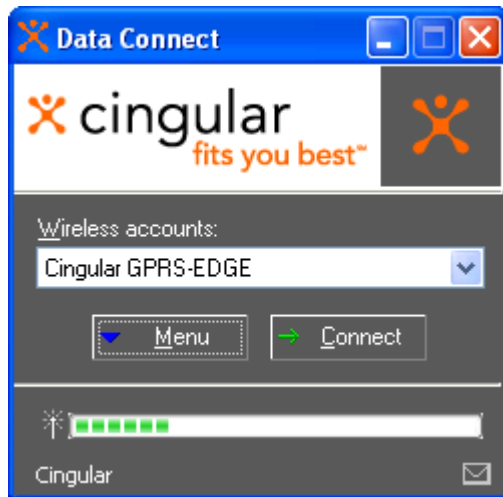
The Tools menu is used to access the following options:

- Session Statistics: Choose to check the statistics of your current session (e.g., bytes sent and received).
- Run Wizard: Choose to re-run the set-up wizard. This option would be chosen, for example, if you want to switch to using a different wireless device as your modem.
- Test Device: Choose to test your PC card or phone. The Test Device dialog retrieves various parameters from your PC Card or phone such as the manufacturer and model number.
- Refresh Levels: Choose to refresh your battery and signal strength levels.
- Network Selection
- Switch between GPRS and Wi-Fi

Tools - Network Selection

PC card users will have a slightly different display than that see by other wireless connectivity users. The display will have two distinct differences:

- A network selection indicator will appear in the bottom left corner of the active window and will indicate either "Cingular" or "Roaming", depending upon whether the device is registered with the Cingular network or a roaming partner network. This is particularly helpful because these designations will make you aware of whether you use will be charged at home or at roaming rates.
- An SMS indicator will appear in the bottom right corner of the Digital Dashboard. This icon will be bright when SMS messages are waiting and light when there are no SMS messages waiting.



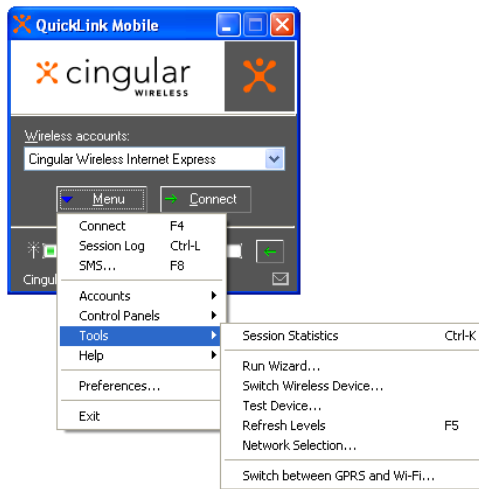
Network Selection Indicator
Hovering over it will indicate
registration status.



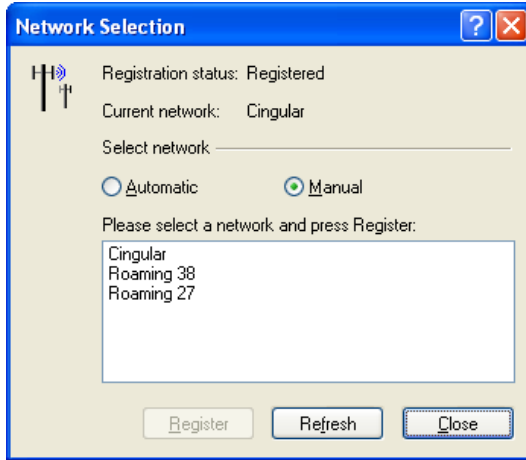


SMS Indicator
Hovering over it will indicate if you have new messages.

The network selection function is also helpful when troubleshooting. To access the network selection feature subwindows, **Click Menu, Tools, Network Selection.**



Within the Network Selection subwindow, you will be able to see the networks available for selection. As a default, the software is set to “automatic” network selection. Troubleshooting will typically require switching the software to manual selection.

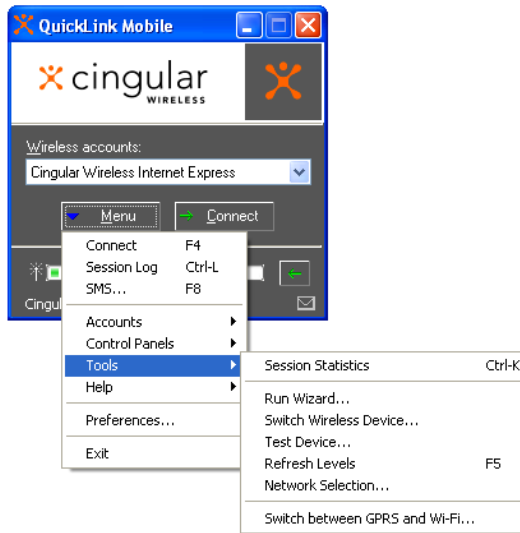


**Tools –
Wi-Fi/Wireless
LAN/802.11b**

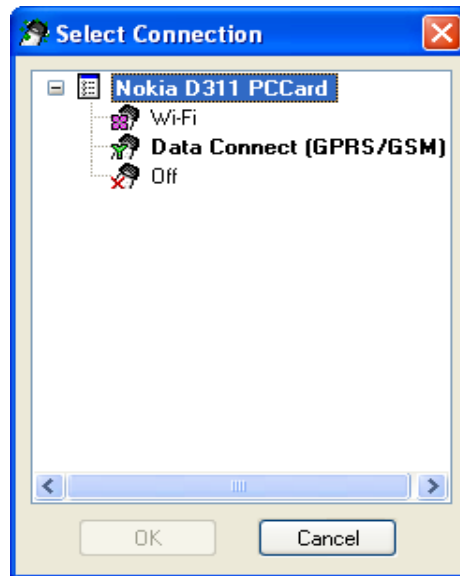
The Nokia D311 comes with integrated 802.11(b) functionality and, together with special software features, provides users the ability to connect to many home, public and even enterprise wireless LANs, excluding those that use proprietary encryption. Note that to access a wireless LAN, the user may be required to purchase wireless LAN access from the wireless LAN network provider.

To switch between GPRS (Cingular wireless network) and a wireless LAN, **Click Menu, Tools, and Switch from GPRS to Wi-Fi.**

For 802.11(b) issues and questions, call Nokia Support at 1-888-665-4228.



Switch to/from Wi-Fi by then clicking on the appropriate network. Note that you can also shut off the PC Card's modem from this menu.



When in Wi-Fi mode, the network selection indicator will read "Wi-Fi".

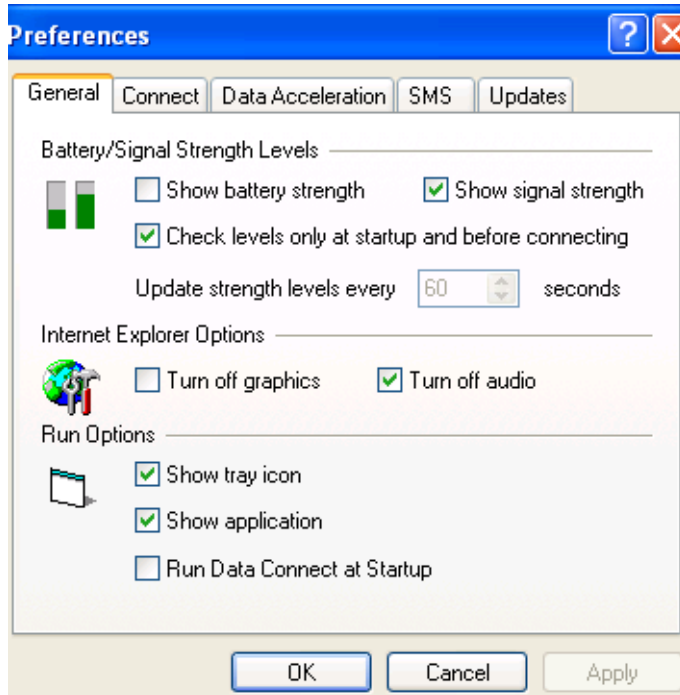


When the modem has been shut off, it remains off until user has selected "Wi-Fi" or "GPRS" under "Select Connection" menu. Main window will indicate to customer that device is off.



**Preferences
General**

General Preferences include options for displaying battery and signal strength, using Internet Explorer, and running standard features.



Battery/Signal Strength Levels

- Show battery strength: Provides a battery strength indicator on the Digital Dashboard.
- Show signal strength: Provides a signal strength indicator on the Digital Dashboard.



- Check Levels only at startup and before connecting: Used to save batteries - Checks battery and signal strength only when you connect and run your connectivity software.
- Update strength level every: "nn" seconds: Indicates how frequently (in seconds) to automatically check your battery and signal strength.

Internet Explorer Options

- Turn off graphics: turns off graphics and pictures for Internet browsing.
- Turn off audio: turns off audio for Internet browsing.

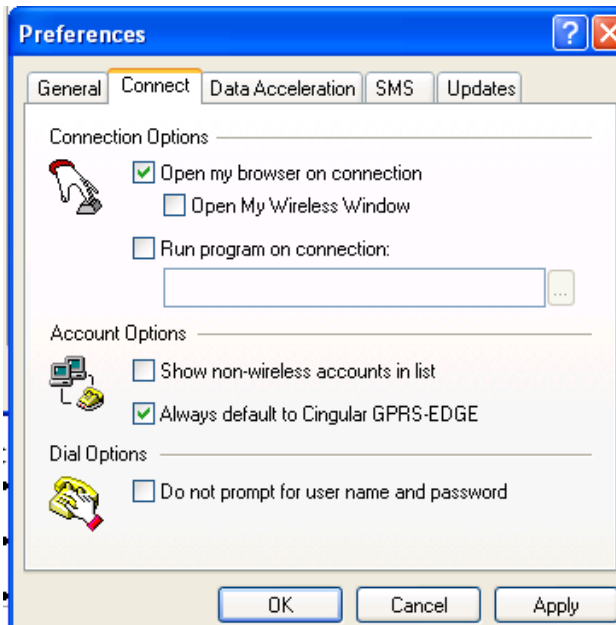
Note: turning off graphics and audio will increase perceived speeds that web pages load. Some web pages, however, require graphics and/or audio for effective navigation.

Run Options

- Show Tray icon: Displays the connectivity software icon in your system tray.
- Show application: Displays the connectivity application whenever it is running.
- Run wireless connectivity software at Startup: Automatically launches your connectivity software whenever you start your computer.

Preferences Connect

Connect Preferences include options for connecting, viewing non-wireless accounts, and dialing features.



Connection Options

- Open my browser on connection: Automatically runs your Internet browser upon connection.
- Open My Wireless Window: Automatically runs your Internet browser and jumps you to Cingular Wireless.
- Run program on connection: Automatically runs an application of your choice upon connection.

Account Options

- Show non-wireless accounts in list, i.e. show all connection types – not just wireless.
- Always default to Cingular GPRS-EDGE: With this option turned on, the software will default the account list on the main user interface to the particular account. Un-checking this control will tell the software to remember the last connection you made.

Dial Options

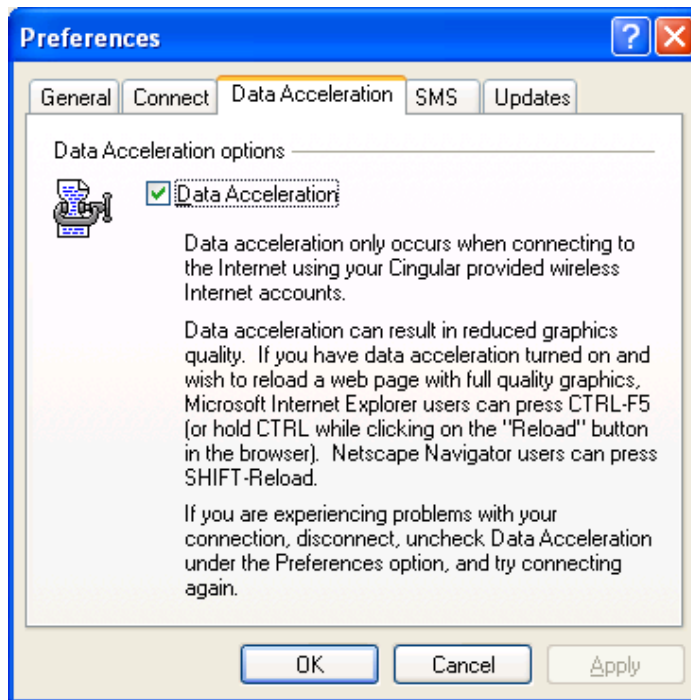
- Do not prompt for user name and password: Skips the connect dialog box that asks for your user name and password. The connect dialog box will only be skipped if the connection being established has a user name and a saved password.

Preferences - Data Acceleration

Cingular has added functionality into the network to compress the information that is transmitted and accelerate the speeds that web pages load. As a result, Cingular's network speeds can be increased by two or more times through data acceleration.

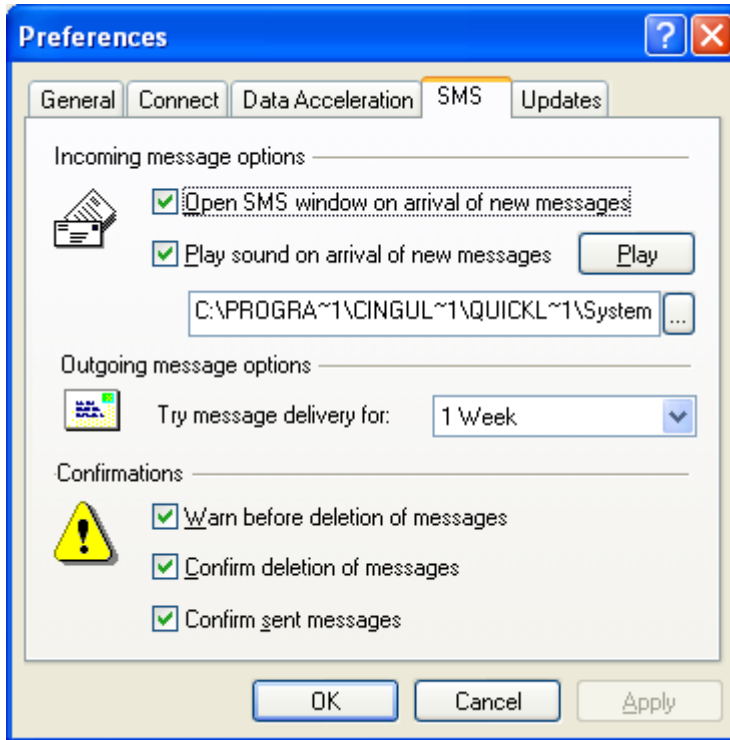
Note that acceleration/compression is not available for Palm OS devices and will not compress certain connections such as RAS and VPN. For these connections, users will likely perceive network speeds that are an estimated 50% lower than those mentioned above.

This preferences screen provides an easy way for you to turn data acceleration on or off. If situations arise where you experience problems with your connection, just uncheck the data acceleration box. To change the acceleration preference, you will need to disconnect, make the change, and then reconnect under the new preference.



Preferences - SMS

Further personalization of your SMS experience is possible through the SMS Preferences window.

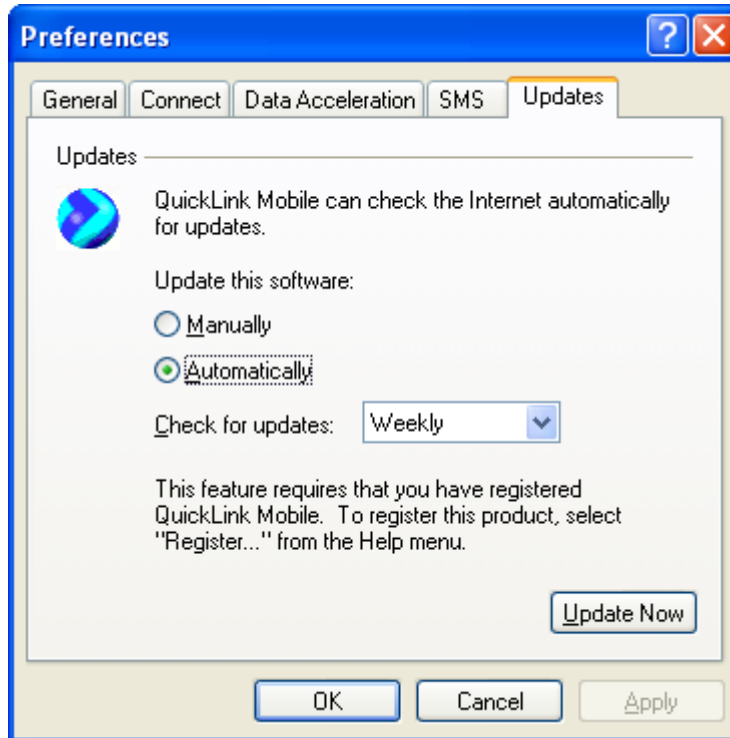


Incoming message options

- Open SMS window on arrival of new messages: When the Digital Dashboard is active, choosing this option will automatically open an active SMS window when a new SMS message arrives.
- Play sound on arrival of new messages: Can choose to play an audio alert upon receipt of new SMS. Users can also choose to have the alert where is the end of this sentence?

Preferences - Updates

Preferences-Updates controls when the software will check the Internet for new versions.



The software is defaulted to “automatic,” but can be adjusted according to preference:

- **Manually:** Disables automatic checking. Allows you to manually check for newer versions when you desire. To do so, press the “Update Now” button.
- **Automatically:** Automatically checks for new versions on the Internet. Select either Daily, Weekly or Monthly from the drop list to tell the software how often to check. It is recommended that the software be set to “automatic” in order to ensure that you have the most recent and robust functionality.

Configuration for AOL

AOL Configuration

AOL supports using TCP/IP connections to the Internet, so it can be used with both the Cingular GPRS-EDGE connection and the Cingular GSM-TDMA connection. These steps assume that the user has already installed the Cingular wireless connectivity software and can connect.

Note: The following instructions are for AOL version 7.0, but 5.0 and 6.0 have similar procedures. Users with versions prior to 5.0 should upgrade to the latest AOL client.

To configure and use AOL, do the following:

Step	Action
1	<p>Turn off Auto Start Options</p> <p>This will eliminate some problems associated with automatically launching AOL. Right click on the AOL icon in your system task tray, and then click on Auto Start Options... Select Don't use any Auto Start options, and then click the "OK" button.</p>
2	<p>Create a new location using TCP/IP connection</p> <p>A. The new location is created by AOL automatically</p> <ul style="list-style-type: none"> • The Cingular connectivity software installs your modem. The next time you run AOL you will see a screen displaying Update Modem Settings. You must Click "Next." If you see the normal Sign on the screen instead, skip to the instructions in section B. • When AOL finishes searching for a new connection device, a screen displaying Select Your Connect will appear. Click on TCP/IP: LAN or ISP (Internet Service Provider), and click the "Next" arrow. If the process takes too long to finish it's possible that AOL has problems detecting your new device. If this happens cancel the operation, remove the PC card from the computer and try the installation again. • On the next screen unselect Sign on to America Online now!, then click the "Next" arrow. • When you get to the Sign on screen exit AOL. AOL is now configured to work with your Cingular Wireless connection. To use AOL you must connect first using Cingular's connectivity software, and then sign on. See details below (section 3). <p>B. Creating a new location for TCP/IP connection manually (for earlier AOL version or if you canceled the auto setup process)</p> <ul style="list-style-type: none"> • Launch AOL. On the main Sign On window click the Setup button. On the AOL Setup window click Add Location. Type a location name (ex: Wireless Connection). • Click the radio button for Select a connection using one of these available devices, select TCP/IP: LAN or ISP (Internet

	<p>Service Provider) and click “Next.”</p> <ul style="list-style-type: none"> • (For AOL 5.0 select Add a custom connection. The name will default to ISP/LAN Connection. Then click the Next arrow) • Click the “OK” button on the next confirmation box.
<p>3</p>	<p>Using AOL with Cingular Wireless connections</p> <ul style="list-style-type: none"> • To use AOL, first connect to the Internet. You can do that by double-clicking the Data Connect icon on the desktop, select the wireless account, and clicking “Connect”. • Once connected, launch AOL. From your Sign on window, select ISP/LAN Connection for the location (or your location name if you used above) and sign on. To disconnect the Cingular Wireless connections, click on the “Disconnect” button on the digital dashboard.. (Signing off AOL will not end the call.) • <i>Note:</i> If you normally use a landline modem rather than your wireless device, just remember to change the location to the one you normally use when you sign on using a regular landline modem and then change it back to ISP/LAN Connection when you use Cingular Wireless connections. • <i>Advanced Users:</i> You can set your connectivity software to automatically launch AOL when you get connected in under the Preferences option in the main menu. Check the box to Run program on connection:, then click the ... button to browse and select C:\America On Line . . .\aol.exe.

Section V: Troubleshooting Installation and Software Problems

Section Topics

This section covers the following

- Contacting Technical Support
 - Troubleshooting Tools
 - Frequently Asked Questions (FAQ's)
-

Contacting Technical Support

You may contact Cingular Wireless Customer Service at:

For technical support call 1-866-490-2666

Web Site: http://www.cingular.com/customer_service/contact_us

From your Cingular Wireless phone: *611

1-866-CINGULAR (1-866-246-4852)

802.11(b) WLAN/WiFi issues: Contact Nokia Support (1-888-665-4228)

Troubleshooting Tools

You may use any of the following troubleshooting tools to assist you in resolving problems that you may encounter.

Frequently Asked Questions

Error Message Codes

Software Diagnostics (Test Phone Dialog)

User's Guide on the CD

Help Files in the software

Frequently Asked Questions (FAQ) SIM

Question:

What is a SIM?

Answer: A SIM is the Subscriber Identification Module that is very small in size and stores customer data.

Information to Submit

Question:

When I submit a question or problem to Technical Support what kind of information do they need to get me an answer in a timely and efficient manner?

Answer:

Software version number. (To find the version go to Help then down to About, the version will be listed there.)

Your PC's Operating System. (I.e. Windows 98, Windows XP, etc.)

Your current located. (City)
State the problem you are having with as much detail as you can (Please give the entire text of any error messages you are getting – Retrieve the error number form the session log.

Missing Graphics

Question:

When I connect, my browser is missing all of the graphics on web sites.

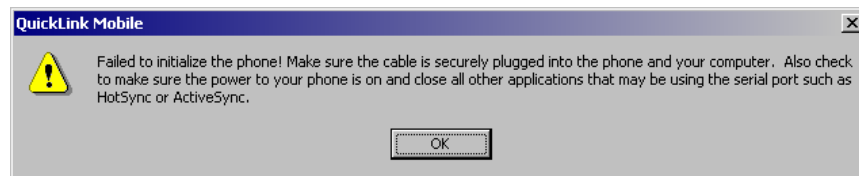
Answer:

Graphics may have been turned off. This is sometimes done to speed your web surfing experience during a mobile connection. If graphics are off an you want to retrieve a specific graphic, you can right mouse click on the graphics rectangle, and select Show Picture on the menu. To turn the graphics completely on, open the Preferences dialog and on the General Preferences tab, un-check the option to Turn off graphics and/or audio in Internet Explorer.

Failure to Initialize the PC Card

Question

When trying to connect I get the message "Failure to Initialize the PC Card."



Answer

Here are some steps you can take to have the program find your PC Card Modem:
Make sure your PC Card modem is properly plugged in and the eject/latch button is in the latched position.
Re-run the installation Wizard.
Try unplugging then reinserting the PC card modem.
Try restarting your computer.

Uninstalling the Software

Question

How do I uninstall a previous version of the software?

Answer

To remove a previous version, go to your Start menu, select Settings, Control Panel and finally Add/Remove Programs. Select Data Connect and click on the Add/Remove button. Click on the Next button when prompted.

SIM Card Included?

Question:

Does the PC CARD or wireless phone come with a SIM card?

Answer:

No, but you do receive a SIM when you sign up for Cingular GSM/GPRS

service.

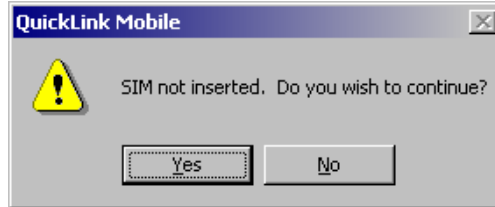
SIM Card Error

Question

When I try to start my wireless connection, I get a message that says "SIM not installed."

Answer:

If you try to start wireless connection without a SIM you will see this message. You should click "No," remove the card and insert the SIM card.



Locked SIM Card

Question:

If I use the same SIM for my phone and PC Card, what happens to my phone calls if my SIM card is located in my PC CARD MODEM?

Answer:

Calls are routed directly to voicemail for your retrieval later.

Failed Connection

Question:

When I try to connect the process fails.

Answers:

Subscribe to Cingular GPRS – EDGE (Wireless Internet Express) or Cingular GSM – TDMA (Wireless Internet).

Make sure that you have registered at my wireless window

Make sure the SIM is properly installed in the PC Card Modem

Check signal strength; move to an area that has a stronger signal

If Cingular GPRS-EDGE (Wireless Internet Express) is not available in your area (check with Cingular Wireless Customer Service to verify: 1-866-246-4852), try Cingular GSM-TDMA (Wireless Internet).

Some ISP Accounts do not show up.

Question:

Some of my ISP Accounts do not show up in the Accounts list. How can I connect to my other accounts?

Answer:

By default, the software will only show accounts that are to be used with your wireless phone. To display all of your accounts, press the Menu button and select Preferences. Select the Connect tab and check the box called Show non-wireless accounts in list.

No Connection

Question:

When I press the connect button, nothing happens.

Answer:

The software may not be installed properly.
You may be in an area where there is no coverage, check the coverage map.
The coverage map is available at www.cingularwireless.com.
You may be in an area where the signal is poor, move do a different area
If you are getting an error message when you try to connect, open the Session Log and find out what the error number was for that connection. You can look up the most common error codes in the table below.

**Cingular GSM –
TDMA
(Wireless
Internet) Error
Codes**

Question:

I'm unable to connect to "Cingular GSM - TDMA (Cingular Wireless Internet)."

Answer:

Below are the most common errors you might receive. These error codes can be found in the Status column of the Session Log.

602: The COM port is in use. Make sure no other applications are running that may be accessing the COM port that the software is trying to use. Examples of such applications may include PDA HotSync or an externally connected land-line modem. Try reconnecting.

629: An attempt was made to connect to a remote computer, but the remote computer disconnected. This problem could be caused by a poor signal or the modems are having difficulty connecting together. Try moving the phone to a different location and trying again. If the problem persists, try using a different access number if one exists.

676 The line is busy. This should not be occurring when calling either "Cingular GPRS – EDGE (Wireless Internet Express)" or "Cingular GSM – TDMA (Wireless Internet)." Contact Cingular Wireless Customer Service.

678: There is no answer at the called phone number. This error should only occur if you are dialing a non-Cingular ISP. Check the phone number and try again. Ensure you have entered a 1, then the 3-digit area code, then 7 digits (i.e. "18005551212").

679: An attempt was made to connect to a remote computer but failed. This problem could be caused by a poor signal. Try moving the phone to a different location and trying again. If the problem persists and you are attempting a connection to a non-Cingular ISP, try using a different access number if one exists.

691: Either your user (account) name or password is incorrect. Click connect again and carefully re-type your user name and password into the connect dialog. If you are still having trouble, contact your network administrator or your ISP to verify your account information.

692: Hardware failure in port or attached device. If the problem persists, remove the "Cingular Wireless Modem" from the Modem Control panel and re-run the Wizard "Menu -> Tools -> Run Wizard..."

**Cingular GPRS
– EDGE
(Wireless
Internet
Express)**

Question:

I'm unable to connect to "Cingular GPRS-EDGE (Wireless Internet Express)."

Answer:

Below are the most common errors you might receive. These error codes can be found in the Status column of the Session Log.

Most common errors:

645: Internal authentication error. (Improper user name/password)

718: Timed out waiting for a valid response from the remote PPP peer. (Network error. Try reconnecting.)

720: No PPP control protocols configured. (Network error. Try reconnecting.)

734: The PPP link control protocol terminated. (Network error. Try reconnecting.)