



Data Connect: Wireless Internet User Guide

for Laptop and PDA Access

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Section I: Welcome to the Wireless Internet

- Section Topics** This section covers the following
- Welcome and Thank You
 - Wireless Internet Subscription
 - My Wireless Window
 - Wireless Internet Kit
 - What is a Data Connect PC Card
 - What is a Tethered Phone Connection
 - System Requirements

Welcome Welcome to the Wireless Internet and thank you for choosing Cingular as your service provider. Within this User Guide you will find the information that you need to connect to the Internet and personalize your experience.

Wireless Internet Subscription To use the wireless Internet service, you must subscribe to a Cingular voice or data rate plan and have wireless Internet service. If you do not already have a Cingular Wireless account, or if you have an account, but do not have wireless Internet service, call Customer Service at 1-866-246-4852, visit any Cingular Wireless Retail Store, or contact your sales representative.

My Wireless Window Before installing the wireless Internet software, go to www.mywirelesswindow.com from your PC's network or dial-up connection. My Wireless Window is set-up as your default start page for when you enter the Internet. Registration and use of My Wireless Window is included in your Wireless Internet or Wireless Internet Express subscription. Within My Wireless Window, you can personalize your wireless Internet service and SMS/Text Messaging, or purchase Ringtones, Games, Graphics, and more. You must read through and agree to the terms and conditions covered on www.mywirelesswindow.com before installation of the wireless Internet software.

Wireless Internet Kit You will need to purchase a Cingular Wireless Internet Kit, which contains the equipment and software needed to enable your device to make the connection. Carefully unpack and inspect the contents of your wireless Internet Kit:

1. Wireless Internet CD ROM. This is the software you need to set-up, configure and operate your service.
2. PC Card or connection cable (PC Card or cable kits)
3. Removable Antenna (Select PC Card kits)

4. Storage Case (Select PC Card kits)
5. SAR Shield (Select PC Card kits)

Contact Cingular Wireless immediately if any of the items are missing. SIM Card and wireless service are sold separately.

What is a Data Connect PC Card?

The Data Connect PC Card is a wireless modem card that is installed in a Type II PC Card slot of a laptop computer. This card is part of a Wireless Internet service package and is typically purchased by customers interested in having a dedicated connection.

What is a Tethered Phone Connection?

The Cingular Wireless tethered phone connection is a configuration that enables you to utilize your wireless phone as the wireless modem for your laptop. There are three types of tethered Wireless Internet service packages:

- Cable. Most tethered connections are through use of a cable that connects your phone to your laptop or PDA.
 - IrDA. Certain phones and PDA's are equipped with infrared functionality that enables the two devices, when their infrared ports are aligned, to communicate with each other. Effectively, the phone is used as the modem for the PDA. See phone owner's manual for detail on how to use this functionality.
 - Bluetooth. Similar to infrared, select phones and PDA's are equipped with Bluetooth functionality. This enables the phone and PDA to communicate, where the phone is used as the PDA's modem. Unlike infrared, however, there is not a requirement for the infrared ports to be aligned. See phone owner's manual for detail on how to 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

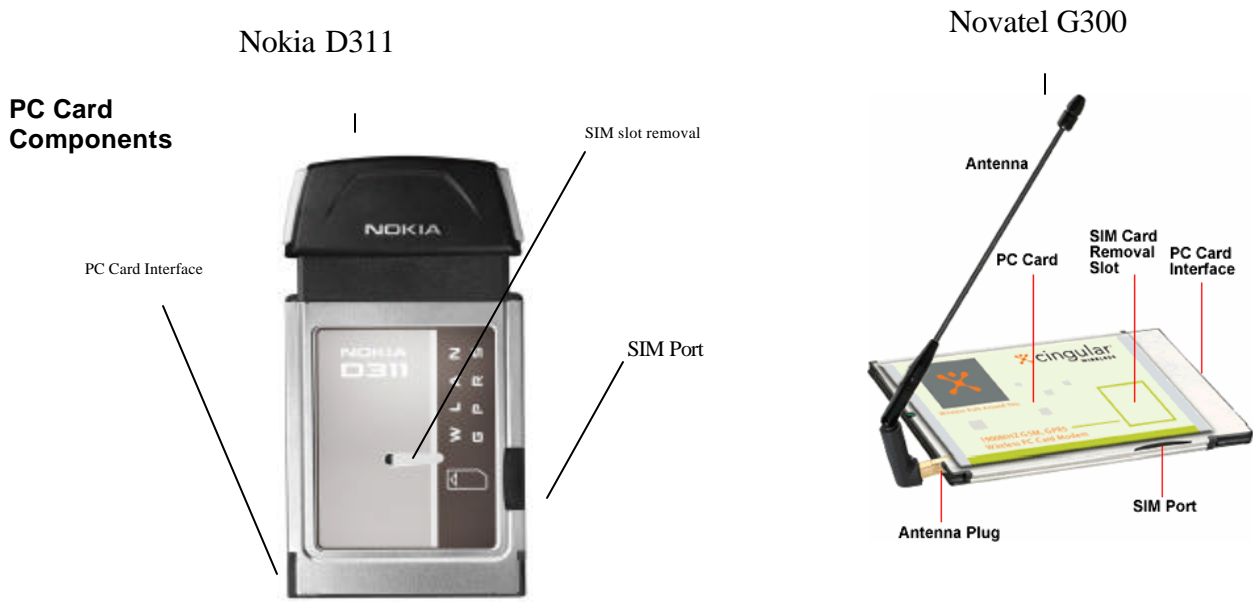
Pocket PC

- CE 3.0 (Pocket PC, Pocket PC 2000 (iPAQ), Pocket PC 2002)
-

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

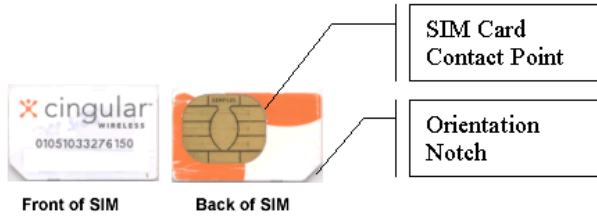


PC Cards have the following general components:

- **The PC Card** - Contains the modem's circuitry.
- **The SIM Port** – Insert SIM here.
- **SIM Card Removal Slot** – Used in removing SIM.
- **The Antenna** - Can be externally (G300) or internally (D311) attached.
- **The PC Card Interface** - Makes physical connection between the card and the computer.

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. <div style="text-align: center;"> </div>
2	Insert SIM in accordance with icon on PC label. Note location of SIM notch and ensure SIM is inserted fully into PC card.

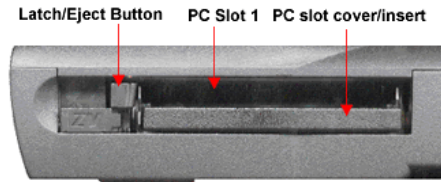
Removing the SIM Card

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 and the antenna is at the upper left
2	 <p data-bbox="565 730 1427 762">Insert a blunt device, such as a fingernail, in the SIM Card Removal Slot</p>
3	<p data-bbox="565 762 1427 793">Gently move the SIM card out of the slot.</p> <p data-bbox="565 793 1427 953">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. <u>Do not use a pencil</u>, as pencil leads can break off in the SIM Card Removal Slot and damage the modem.</p>

Inserting the PC Card into Your Computer


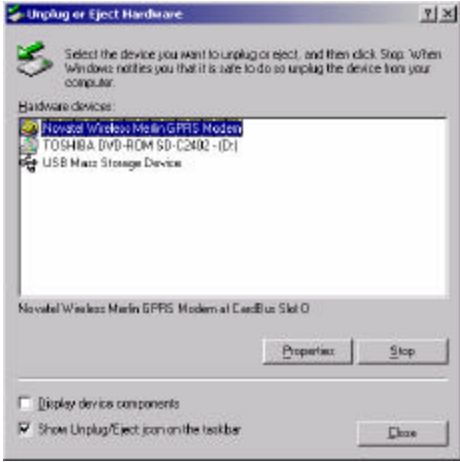
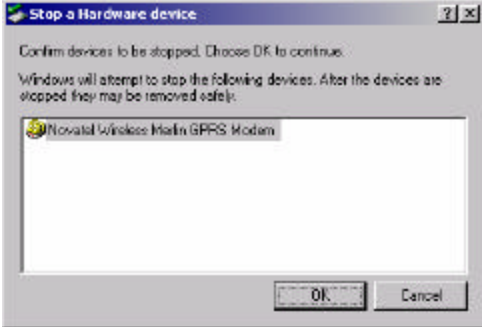
Use the following procedure to insert your PC Card into the Type II slot:





Step	Action
1	Locate the PC Card slot on your computer
2	Place the eject/latch button in the unlatched position
3	Remove and store the PC Card slot cover/insert, if applicable.
4	If your card has an antenna, unplug the antenna from the PC Card. (This step is optional.)
5	Verify that the PC Card is face up.
6	Gently insert the interface end of the card into the PC Card slot (the end opposite of the antenna) until it is flush with the side of the computer
7	Place the eject/latch button in the latched position.
8	Ensure that the antenna is plugged securely into the PC Card Modem, if applicable.

Removing the PC Card from Your Computer

Use the following procedure to remove the PC Card from your computer.

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 <i>Novatel Wireless Merlin GPRS Modem</i> is used below for illustration.</p> 
3	<p>Click "Stop"</p>
4	<p>A dialog box appears prompting you to confirm the device to be stopped.</p> 
5	<p>Click "OK"</p>
	<p>A message will appear instructing you that it is now safe to remove your modem.</p>

<p>6</p>	 <p>Click “OK”</p>
<p>7</p>	<p>Unplug the antenna, if applicable.</p>
<p>8</p>	<p>Place the eject/latch button in the unlatched position</p>
	 <p>Press the PC Card slot eject button</p>
<p>9</p>	<p>Gently remove the PC Card from the slot</p>
<p>10</p>	<p>Store the PC Card Modem and applicable antenna in the case provided.</p>
<p>11</p>	<p>Install the PC Card slot cover/insert, if applicable.</p>

Section III: Setting up Wireless Internet Software

Section Topics This section covers the following

- Installing Software
 - Configuring for your Device
-

Installing Software

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

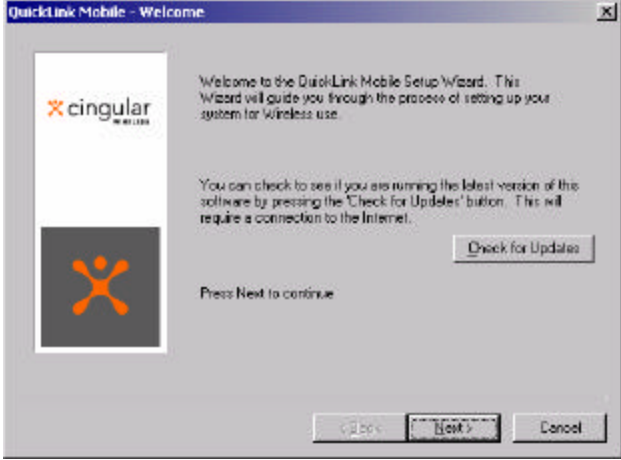

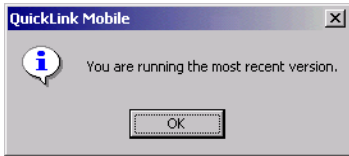
1. Exit all Windows programs. Insert the CD-ROM into your computer's CD-ROM drive.
2. If the CD-ROM does not automatically start, go to your CD-ROM drive and double click the on **Start.exe**. Follow the on screen instructions to install the software. There are only a few screens, and it is recommended to leave all the options at their default.
 - **Installation Screen:** Click on **Windows, Pocket PC, or Palm OS** installation. You will also have the options to View Documentation 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**.




Configuring for your Device



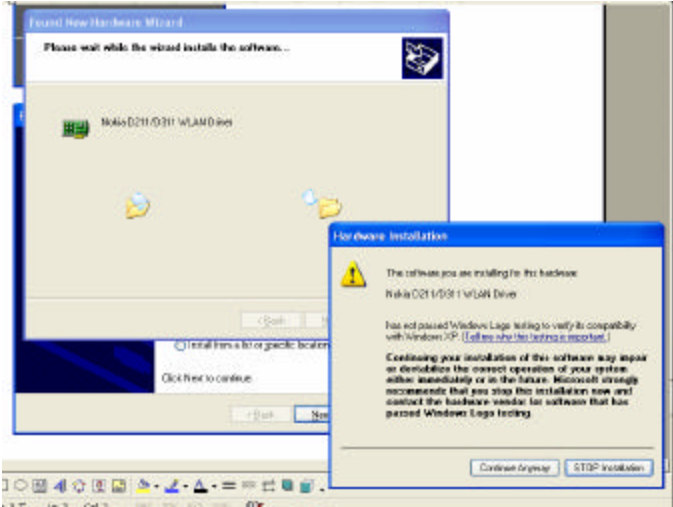
- **First Time Installers:** If you are performing the installation for the first time the Digital Dashboard will already be open.

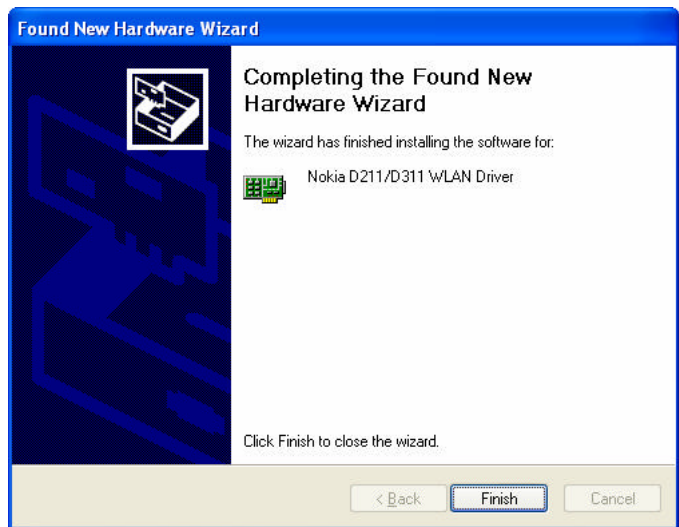


- **Already Installed?** If you already have installed on your computer and using the service, you will need to update your software in order to configure the PC card modem. Follow the following steps:
 1. Start Data Connect by **Clicking** on the Data Connect Icon
 2. **Click** "Menu"
 3. **Select** "Tools"
 4. **Run Wizard.**

Step	Action
<p>1</p>	 <p>Close any Windows programs and those that might be using a modem or com port.</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 QuickLink Mobile Welcome screen to begin the Setup Wizard.</p>
<p>2</p>	<p>The connectivity options screen appears.</p>

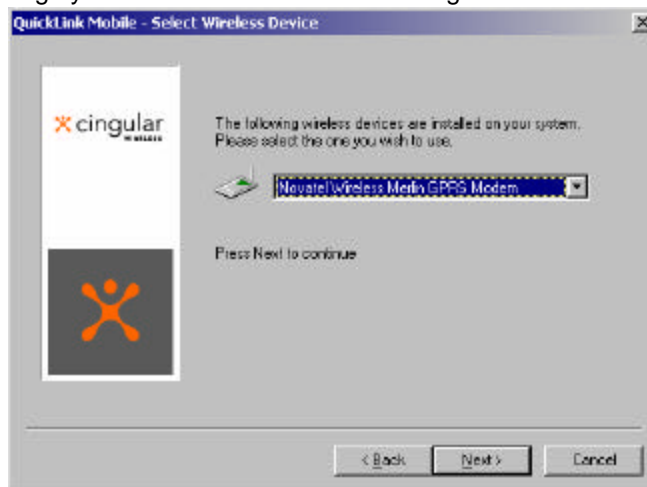
	 <p>Select one of the connectivity options Click "Next"</p>
<p>3</p>	<p>Find Wireless Device screen appears.</p>  <p>Insert the SIM card into wireless device if you have not done so already. If you are using a tethered connection, make sure phone is powered on.</p>
<p>4</p>	<p>INSERT DEVICE NOW.</p> <p>Insert the PC Card Modem into your computer's PC Card slot. Rotate the antenna to an upright position (if your card has an external antenna).</p>  <p>Or Connect cable to PC and wireless device.</p>

	<p>Or Align PDA infrared port with infrared port on wireless device.</p> <p>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> <div data-bbox="748 415 1224 598" style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p>Detecting Wireless Devices</p> <p>Please wait while your wireless devices are detected...</p> <p> Detecting Novatel Wireless Merlin GPRS Modem</p> </div> <p>XP users installing Nokia D311 only. XP will see the following screen during this process.</p> <div data-bbox="753 695 1422 1213" style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;"> <p>Found New Hardware Wizard</p> <p>Welcome to the Found New Hardware Wizard</p> <p>This wizard helps you install software for: Nokia D211/D311 WLAN Driver</p> <p> If your hardware came with an installation CD or floppy disk, insert it now.</p> <p>What do you want the wizard to do?</p> <p><input checked="" type="radio"/> <u>Install the software automatically (Recommended)</u></p> <p><input type="radio"/> Install from a list or specific location (Advanced)</p> <p>Click Next to continue.</p> <p style="text-align: right;"> <input data-bbox="1094 1171 1182 1192" type="button" value=" < Back "/> <input data-bbox="1195 1171 1266 1192" type="button" value=" Next > "/> <input data-bbox="1295 1171 1383 1192" type="button" value=" Cancel "/> </p> </div> <p>Click “Next”.</p> <div data-bbox="753 1314 1422 1818" style="border: 1px solid gray; padding: 5px; margin-bottom: 10px;">  <p>The screenshot shows the 'Found New Hardware Wizard' window with the progress bar and a 'Hardware Installation' warning dialog box. The dialog box contains the following text:</p> <p>Hardware Installation</p> <p>The software you are installing for the hardware: Nokia D211/D311 WLAN Drive has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell us why the test is important.)</p> <p>Continuing your installation of this software may impair or destabilize the correct operation of your system, either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.</p> <p style="text-align: right;"> <input data-bbox="1224 1772 1312 1793" type="button" value=" Continue Anyway "/> <input data-bbox="1325 1772 1412 1793" type="button" value=" STOP Installation "/> </p> </div> <p>Click “Continue Anyway”.</p>



Click "Finish" and continue with rest of installation.

All operating systems will now see the following installation screen.



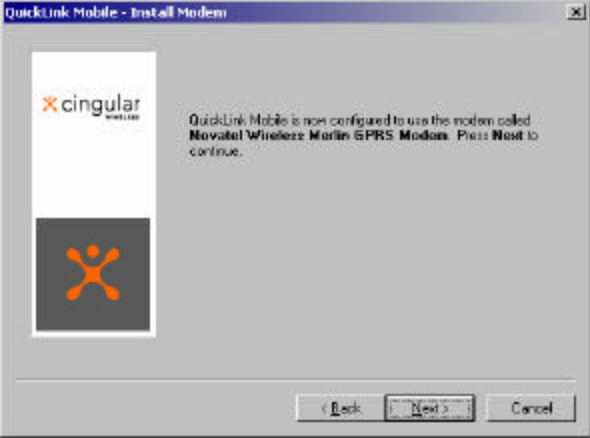
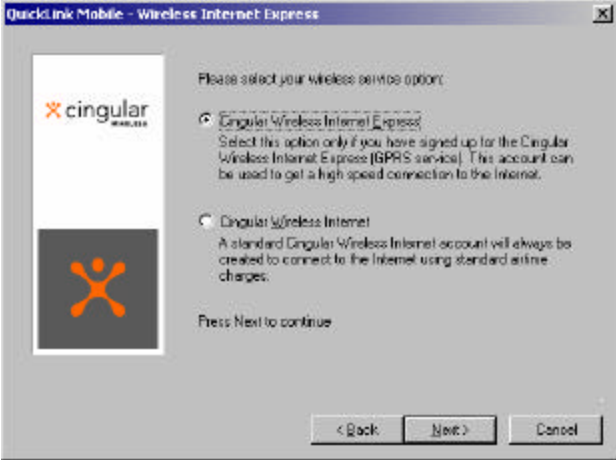
Note: Screenshots presented depict PC card connection. Actual screen and verbiage may vary depending upon device and connection used.

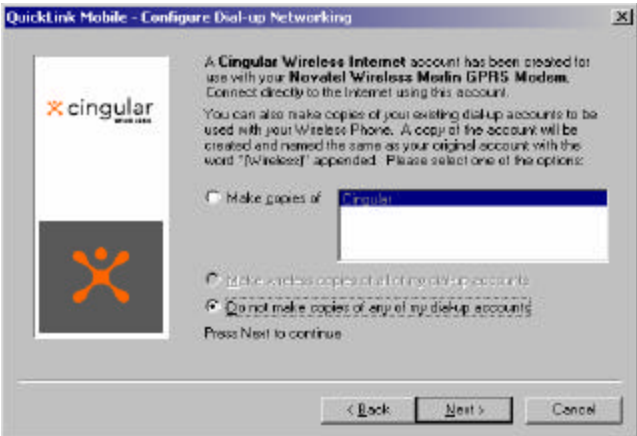
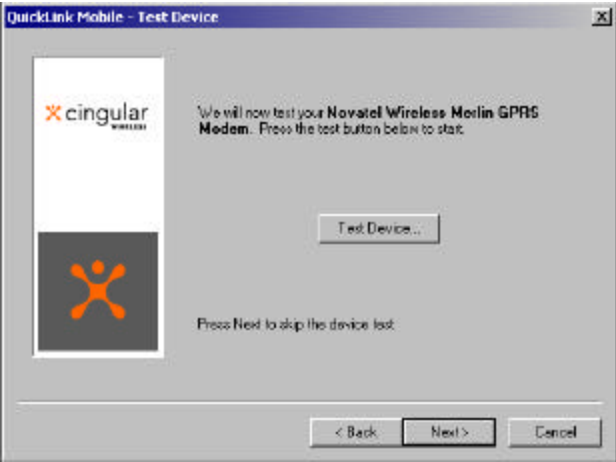
If you receive a message indicating that no device is found, Click "OK" and allow a few additional seconds for the device to establish its connection. Try this step again.

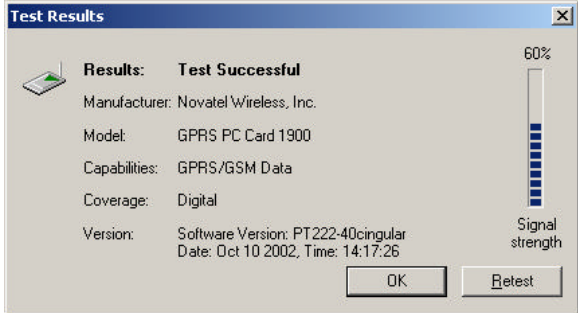
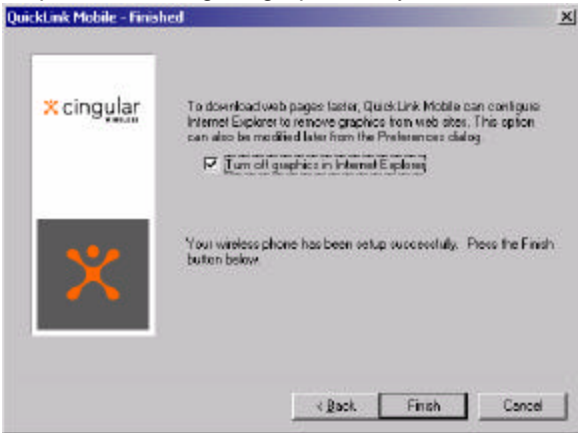
Click "Next" to continue.

6

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

	 <p>Cingular Wireless will automatically be set up as an Internet connection for your laptop. The connection profile will be the first one seen in the Wireless Account box and labeled Cingular Wireless Internet, or Cingular Wireless Internet Express as appropriate.</p>
<p>7</p>	<p>Select the service option you have signed up for (i.e.: Wireless Internet or Wireless Internet Express) then click “Next”.</p>  <ol style="list-style-type: none"> 1. <u>Wireless Internet</u> – Select this option if you have not signed up for “Wireless Internet Express”. It will auto configure the Cingular Wireless Internet as your default ISP in the Wireless Account box. 2. <u>Wireless Internet Express</u> – Select this option if you have signed up for this service. It will auto configure Cingular Wireless Internet Express as your default ISP and set Cingular Wireless Internet as a CSD, (Circuit Switched Data), this option is available when GPRS might not be available.

<p>8</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>9</p>	<p>The Test Device display appears.</p> <p>Click "Test Device"</p>  <p>The Test Results pop-up window displays.</p>

	 <p>If there is no signal strength, it may be because the antenna is not in an area where it is picking up the signal, or where there is no coverage or it may also be because you did not register for this service. If you are registered for the service, check device and antenna connections and retry test.</p> <p>Click “Retest” as needed to repeat the test if you wish.</p> <p>Click “OK” to conclude the test.</p>
<p>10</p>	<p>The finished screen is displayed.</p> <p>You have the option of turning off graphics in your browser at this point.</p>  <p>You can optionally select to Turn Off Graphics in Internet Explorer. This will speed the loading of web pages.</p> <p>Note that some web pages may require graphics on in order to provide for navigation.</p> <p>To turn off graphics Select “Turn Off Graphics” in Internet Explorer and click “Finish” to exit the wizard.</p> <p>If you do not wish to turn off graphics verify that this option is deselected.</p> <p>Click “Finish” to conclude the configuration process.</p>
	<p>Installation and Configuration are complete and you are now ready to access the internet wirelessly.</p>

Section IV: The Digital Dashboard

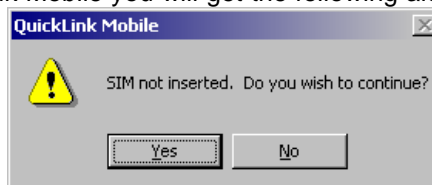
- Section Topics** This section covers the following
- Description of the Digital Dashboard
 - How to access the Digital Dashboard
 - Features and Functionalities of the Digital Dashboard
 - Connect/Disconnect
 - Session Log
 - SMS
 - Accounts Menu
 - Control Panels Menu
 - Tools Menu
 - Preferences

What is the Digital Dashboard The Digital Dashboard is the interface from which you configure your modem and connect to the Internet.

How to access the Digital Dashboard You can access the Digital Dashboard by double-clicking on the Data Connect icon on your computer desktop.



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



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

**Features and Functionalities
Digital Dashboard**




From the Digital Dashboard you can perform the following tasks:

- Connect to the Internet. You can choose to connect using your Cingular 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 connect to the Internet. Upon completion of your installation you are automatically configured and ready to connect.

Step	Action
1	<p>Double-click the Data Connect icon on your computer desktop.</p> <div style="text-align: center;">  </div>

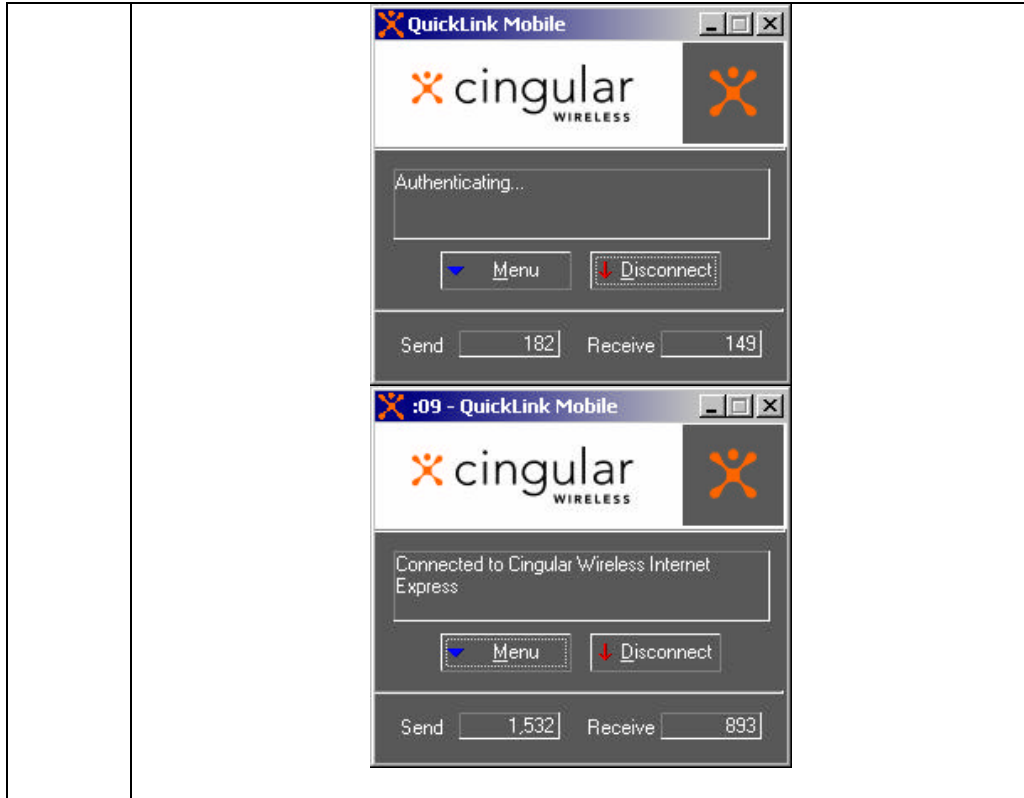
2



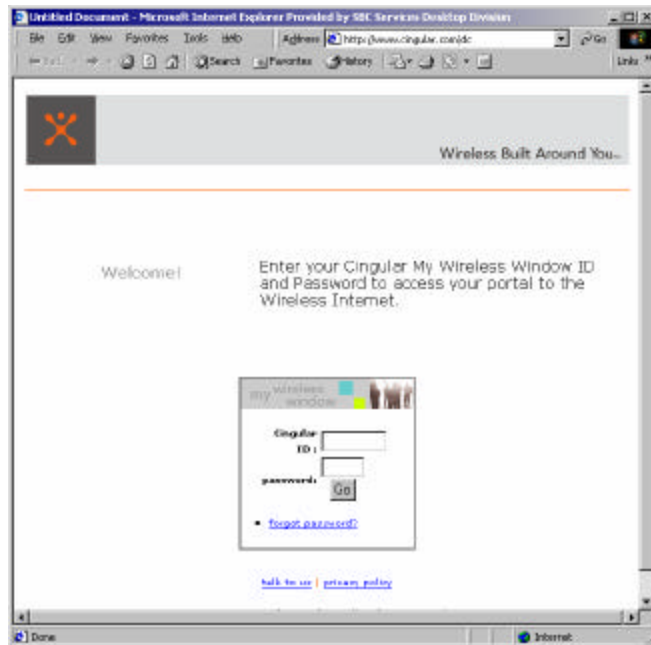
Click the “Connect” button. The following screens will appear as the computer goes through the sequence of connecting to your desired account.



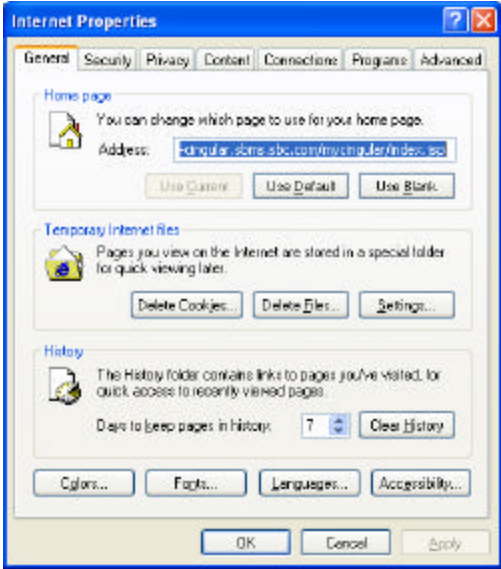
Note: The signal level meter at the bottom is replaced by the Send and Receive counters. These counters keep a running total of the number of data bytes sent and received for the current data connection.



3 Microsoft Internet Explorer is launched automatically and you will be presented with the default ***“My Wireless Window”*** web page.



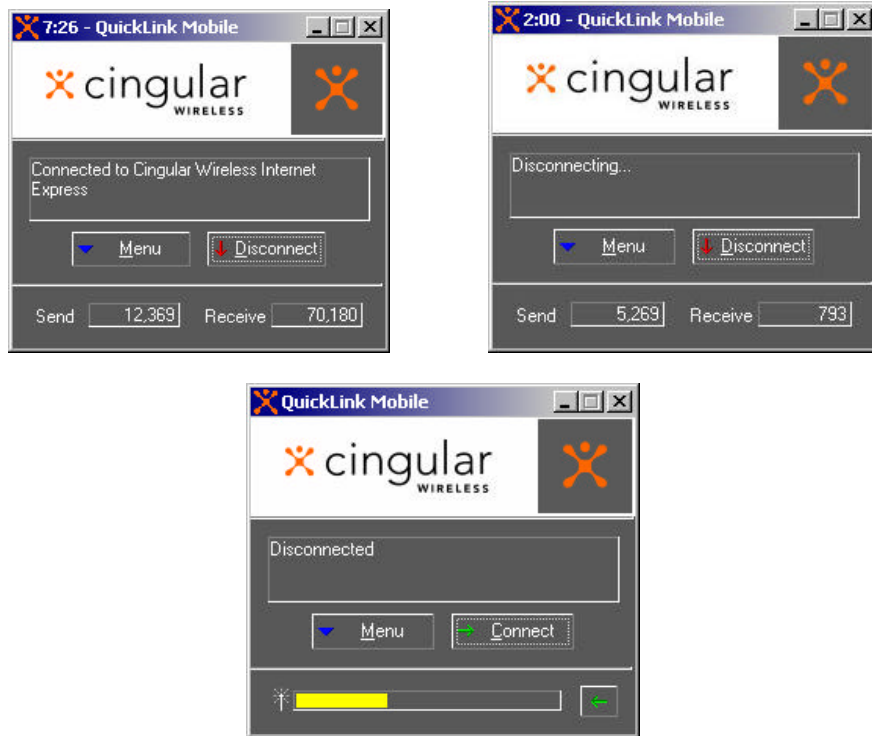
It is not necessary to log into www.mywirelesswindow.com to browse the internet. This service is necessary to enable entry to Cingular Wireless Internet access service.

	<p>To enter www.mywirelesswindow.com enter Cingular ID and Password.</p> <p>To designate another web page as default</p>
4	<p>To designate another web page as your default page at start-up, go into Menu, Control Panel, Internet, and you will see the following screen. Just type the URL of the new start-up address in the appropriate place in the Home Page box.</p> 

If you wish to connect to another ISP follow this procedure:

Step	Action
1	From the QuickLink Mobile application or the Tray menu, choose the Connect option. The Connect QL Mobile dialog box displays.
2	Complete the following fields: <ul style="list-style-type: none"> ● User name: Insert your e-mail user (account) name. ● Password: Insert your user (account) password. ● Save Password: Check 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: Choose to skip the Connect dialog box when you press 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.

Disconnecting 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.

Connection	Date/Time	Duration	IP Address	Bytes Rec...	Bytes Sent	Total Bytes	Status
Cingular Wireless Intern...	10/10/2002 5:14 PM	39 seconds	127.0.0.1	97	368	465	Error 619
Cingular Wireless Intern...	10/10/2002 5:11 PM	43 seconds	127.0.0.1	97	386	483	Error 619
Cingular Wireless Internet	10/10/2002 5:11 PM	4 seconds	127.0.0.1	0	0	0	User canceled
Cingular Wireless Internet	10/10/2002 5:06 PM	5:02	10.206.104...	218,012	34,334	252,346	Success
Cingular Wireless Intern...	10/10/2002 5:05 PM	39 seconds	127.0.0.1	97	368	465	Error 619
Cingular Wireless Intern...	10/10/2002 5:00 PM	43 seconds	127.0.0.1	97	386	483	Error 619
Cingular Wireless Internet	10/10/2002 4:57 PM	16 seconds	127.0.0.1	0	0	0	Error 678
Cingular Wireless Intern...	10/10/2002 4:56 PM	43 seconds	127.0.0.1	97	386	483	Error 619
Cingular Wireless Intern...	10/10/2002 4:55 PM	43 seconds	36.61.32.65	97	386	483	Error 619
Cingular Wireless Intern...	10/10/2002 4:54 PM	41 seconds	36.61.32.65	97	386	483	Error 619
Cingular Wireless Internet	10/10/2002 4:47 PM	21 seconds	36.61.32.65	0	0	0	Error 692
Cingular	10/10/2002 4:47 PM	3 seconds	36.61.32.65	0	0	0	User canceled
Cingular	10/10/2002 4:47 PM	17 seconds	36.61.32.65	0	0	0	User canceled
Cingular Wireless Intern...	10/10/2002 4:46 PM	43 seconds	36.61.32.65	97	386	483	Error 619
Cingular Wireless Intern...	10/10/2002 4:45 PM	43 seconds	36.61.32.65	97	386	483	Error 619
Cingular Wireless Intern...	10/10/2002 4:44 PM	39 seconds	36.61.32.65	97	368	465	Error 31

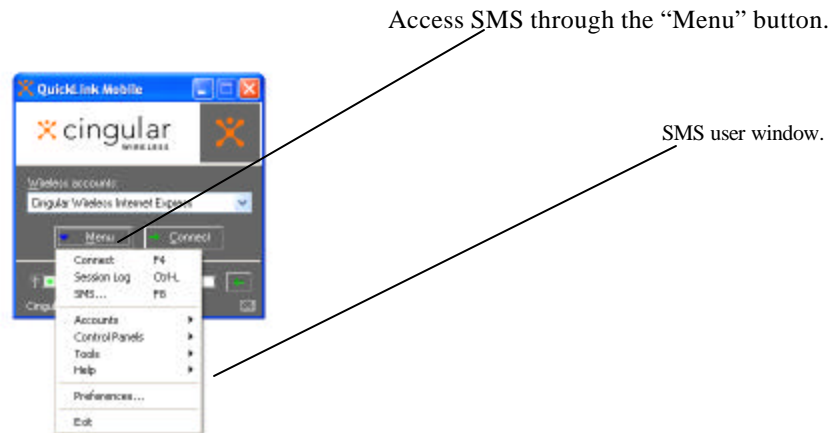
Step	Action
1	From the QuickLink Mobile application or the Tray menu, choose the Tools option.
2	<p>Choose the Session Log option. The Session Log displays.</p> <p>You have the following options:</p> <ul style="list-style-type: none"> ● Clear: Allows you to clear the log. This is advisable if you make 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:

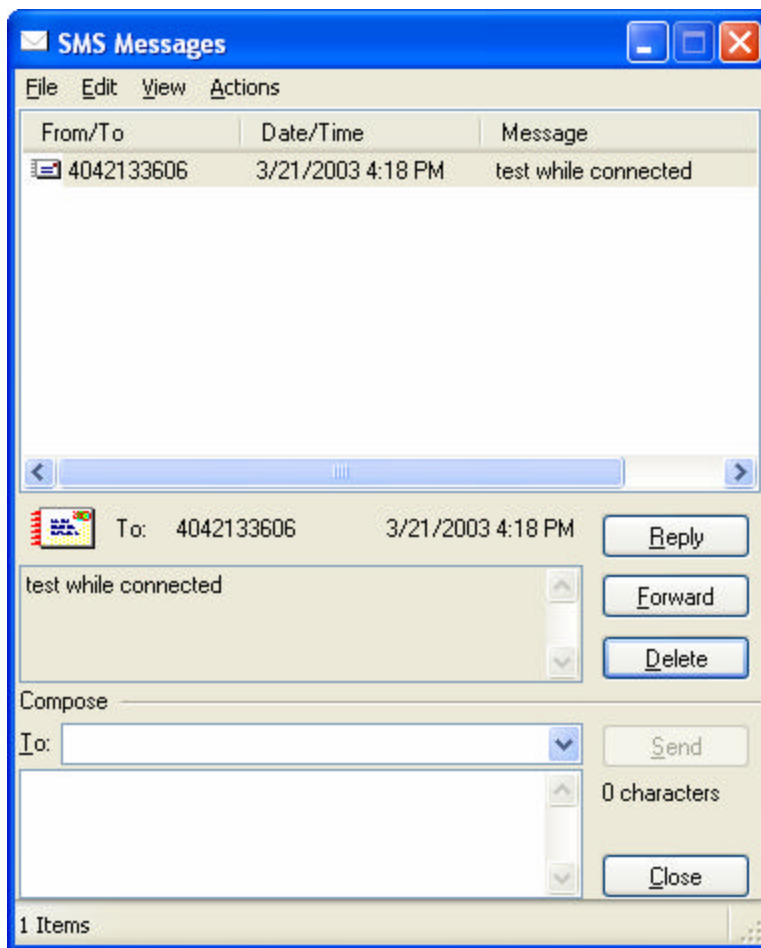
- **Connection:** Displays the name of the connection.
- **Date/Time:** Displays the beginning date and time of a session.
- **Duration:** Displays the duration (in minutes/seconds) of a session.
- **Bytes Received:** provides an estimate of the number of bytes received. If data acceleration/compression 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).

SMS

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 connect first to the Internet.



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 Internet software is closed. It is possible to have an active SMS window while using the wireless Internet service.



Sending a message

To compose a message, just follow three easy steps:

- (1) Enter the recipient's mobile number in the blank 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 send SMS messages to. This is an extra convenience provided to provide you faster ways to send SMS's to those you SMS most.
- (2) Compose message in blank 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 via an audio alert. Unread messages will appear in bold and have a closed envelope back icon beside them. Read messages appear unbolded and have an open envelope back icon beside them.

The SMS active window provides you the ability to view only sent, received or all messages.

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.
- 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 QuickLink Mobile set-up wizard. This option would be chosen, for example, if you are interested in configuring a new device.

- 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 Internet users. The display will have two distinct differences:

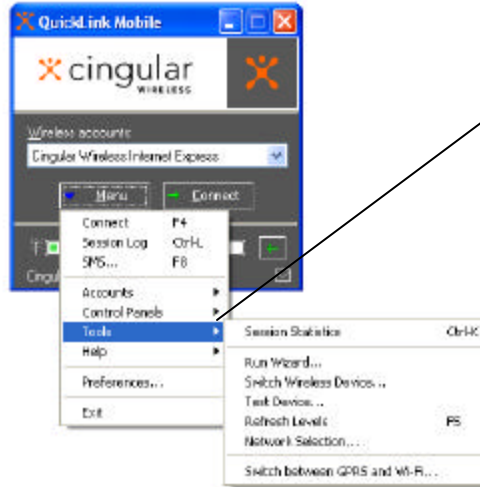
- A network selection indicator will appear in the bottom left corner of the active QuickLink Mobile window and will indicate either "Cingular" or "Roaming", depending upon whether the device is registered with the Cingular network or a roaming partner network. This is particularly helpful because these 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.

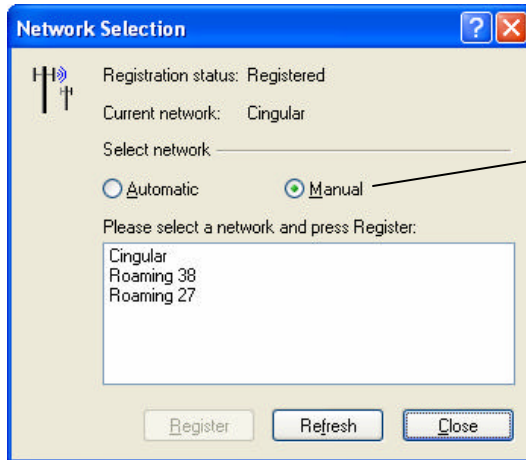
SMS Indicator
Hovering over it will indicate if you have new messages.

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



Access Network Selection by going through "Menu" to "Tools".

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.



Under Manual Selection, the available networks are indicated within the window. Numbers after "Roaming" indicate the network code for the particular roaming partner network. These can be used by Cingular customer care for troubleshooting.

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

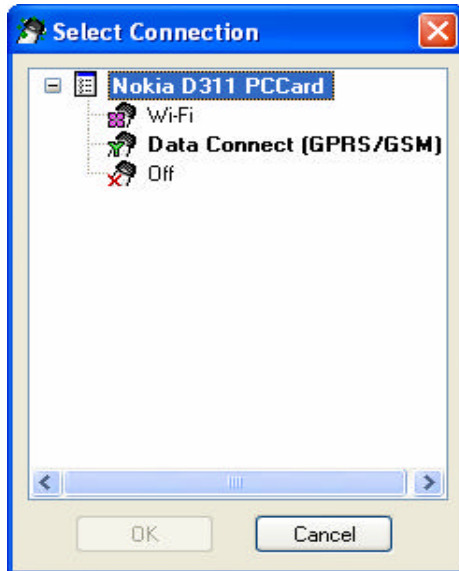
The Nokia D311 comes with integrated 802.11(b) functionality and, together with special software features, provides users the ability to connect to many home, public and even enterprise wireless LANs, excluding those that use proprietary encryption. Note that to access a wireless LAN the user may be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

To switch between GPRS (Cingular wireless network) and a wirelessLAN, **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".

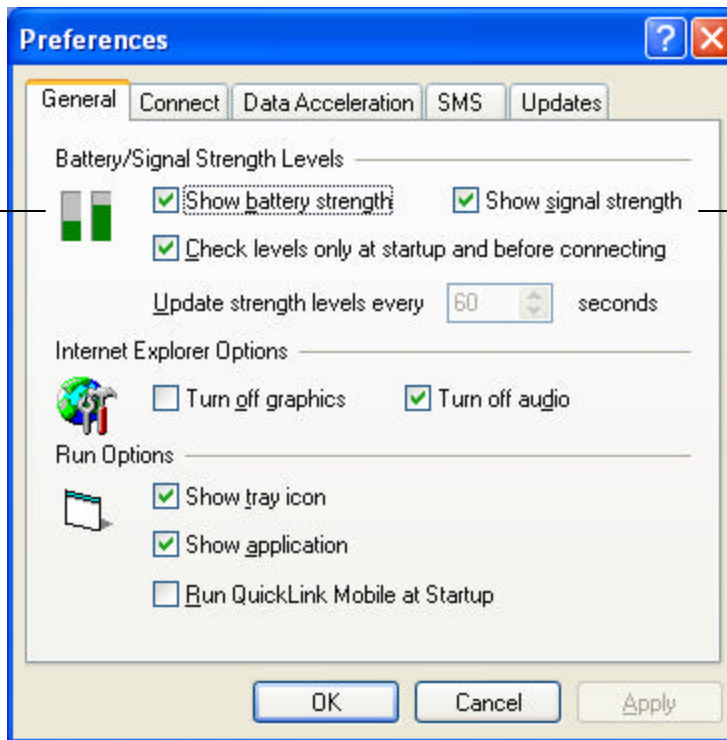


When the modem has been shut off, it remains off until user has selected Wi-Fi or GPRS under "Select Connection" menu. Main window will indicate to customer that device is off.



**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 batter 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 QuickLink Mobile.
- 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.

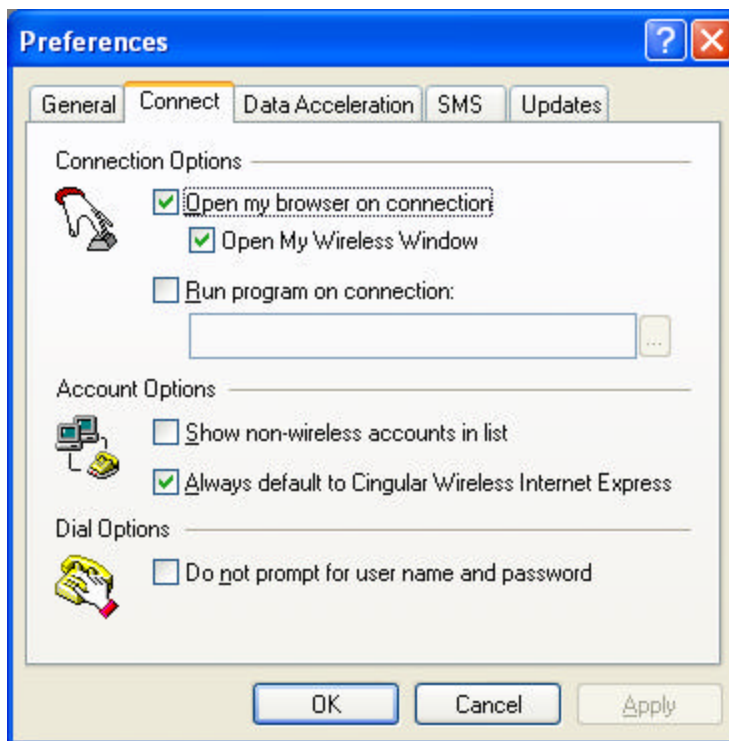
Note: turning off graphics and audio will increase perceived speeds that web pages load. Some web pages, however, require graphics and/or audio for effective navigation.

Run Options

- Show Tray icon: Displays the QuickLink Mobile icon in your System tray.
- Show application: Displays the QuickLink Mobile application whenever QuickLink Mobile is running.
- Run QuickLink Mobile at Startup: Automatically launches QuickLink Mobile 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 Wireless Internet (or Express):** With this option turned on, QuickLink Mobile will default the account list on the main user interface to the particular account. Un-checking this control will tell QuickLink Mobile to remember the last connection you made.

Dial Options

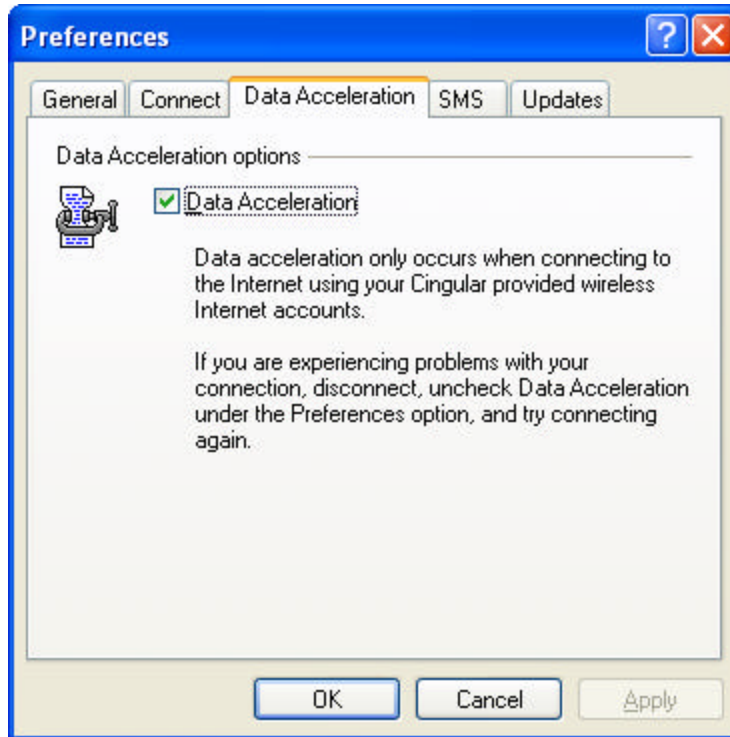
- **Do not prompt for user name and password:** Skips the connect dialog box that asks for your user name and password. The connect dialog box will only be skipped if the connection being established has a user name and a saved password.

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 GPRS networks can achieve speeds of 40 – 80 Kbps with data acceleration.

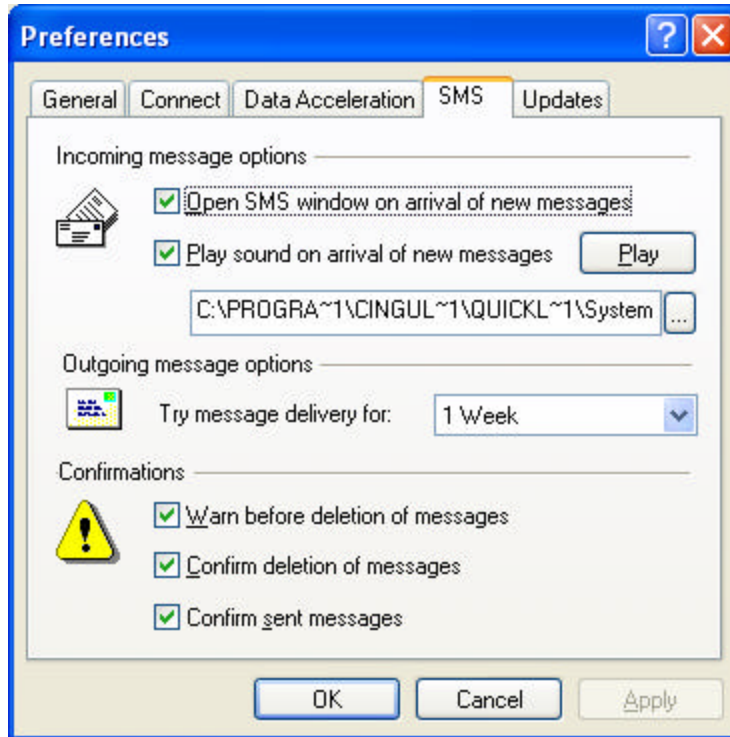
Note that acceleration/compression is not available for Palm OS devices and will not compress certain connections such as RAS and VPN. For these connections, users will likely perceive network speeds that are an estimated 50% lower than those mentioned above.

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.

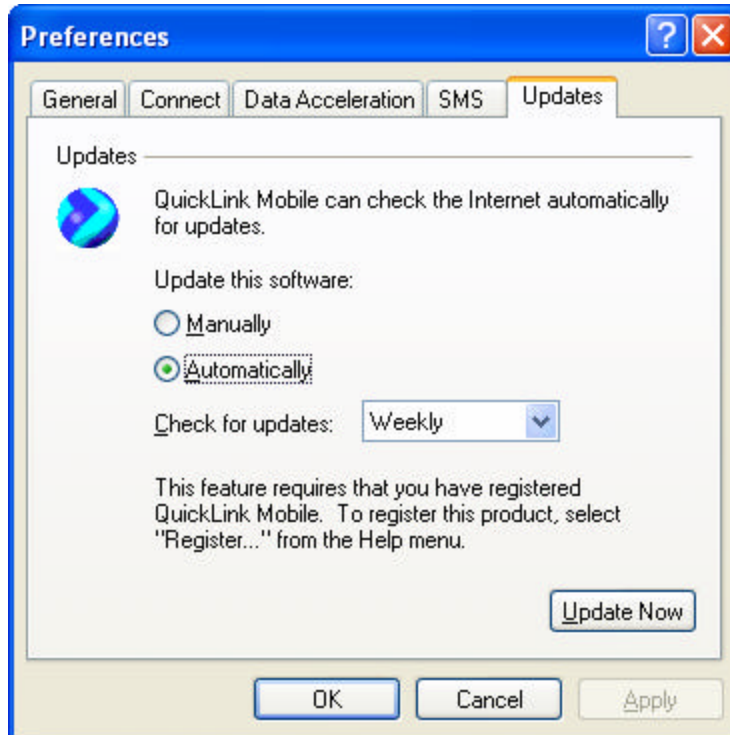


Incoming message options

- 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

Preferences - Updates

Update Preferences controls when QuickLink Mobile 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 QuickLink Mobile 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 Wireless Internet Express** (GPRS) connection and the **Cingular Wireless Internet** (CSD) connection. These steps assume that the user has already installed the Cingular Wireless Data Connect 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 Data Connect software installs your Merlin G300 PC Card as a wireless 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 Merlin G300 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 QuickLink Mobile, 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

	<p>these available devices, select TCP/IP: LAN or ISP (Internet 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 with Data Connect, first connect to the Internet using QuickLink Mobile. You can do that by double-clicking the QuickLink Mobile (or Data Connect) icon on the desktop, which launches QuickLink Mobile. Then select the connection type, Cingular Wireless Internet Express or the Cingular Wireless Internet from the drop down list and click “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 in QuickLink Mobile. (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 QuickLink Mobile to automatically launch AOL when you get connected in QuickLink Mobile preferences. Check the box to Run program on connection:, then click the ... button to browse and select C:\America On Line . . .\aol.exe.

Section VI: Troubleshooting Installation and Software Problems

Section Topics

This section covers the following

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

Contacting Technical Support

You may contact Cingular Wireless Customer Service at:

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

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.

QuickLink Frequently Asked Questions
QuickLink Error Message Codes
Software Diagnostics (Test Phone Dialog)
User's Guide on the CD
Help Files in the software

Frequently Asked Questions - FAQs

This section will provide key information to assist Technical Support when resolving issues

What information does Technical Support need?

Question:
What is a SIM?

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

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

Answer:

The version of QuickLink Mobile. (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 from the session log.)

Missing Graphics

Question:

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

Answer:

This is a default feature of QuickLink Mobile. QuickLink Mobile automatically disables graphics in Internet Explorer to speed your web surfing experience during a mobile connection.

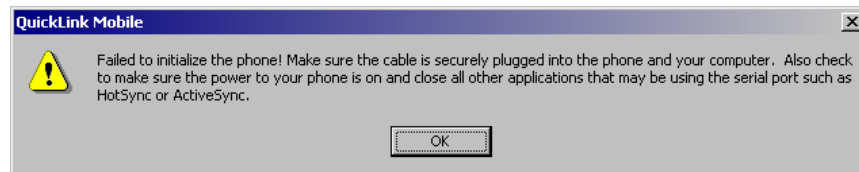
To retrieve a specific graphic, you can right mouse click on the graphics rectangle, and select Show Picture on the menu.

To turn this feature off in QuickLink Mobile, 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 using Data 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.

When you try to start Data Connect check if the red light comes on followed by the green flashing light on the modem.

Re-run the installation Wizard.

Try unplugging then reinserting the PC card modem.

Try restarting your computer.

Uninstalling QuickLink

Question

How do I uninstall a previous version of QuickLink Mobile?

Answer

To remove a previous version of QuickLink Mobile, go to your Start menu, select

Settings, Control Panel and finally Add/Remove Programs. Select QuickLink Mobile 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.

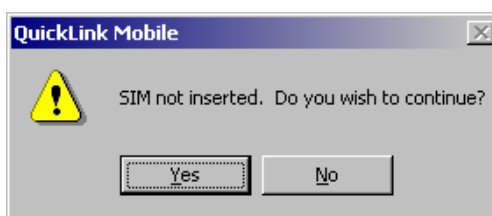
SIM Card Error

Question

When I try to start QuickLink I get a message that says SIM not installed.

Answer:

If you try to start QuickLink Mobile without a SIM you will see this message. You should click No, exit QuickLink, remove the card and insert the SIM.



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 Data Connect process fails.

Answer

Subscribe to Wireless Internet Express

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 Wireless Internet Express is not available in your area (GPRS – check with Cingular Wireless Customer Service to verify: 1-866-246-4852) try Wireless Internet

QuickLink Mobile 2000

Question:

I am getting a hardware installation warning when installing QuickLink Mobile

**Only --
Windows XP
drivers issue /
Hardware
installation
warning**

2000 on a Windows XP system.

Answer:

In the setup process QuickLink Mobile 2000 installs drivers for your phone. Windows XP warns you that the drivers installed "has not passed Windows Logo testing to verify its compatibility with Windows XP". Click the "Continue Anyway" button on this warning.

**Some ISP
Accounts do not
show up.**

Question:

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

Answer:

By default, QuickLink Mobile only shows 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:

QuickLink 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
Wireless
Internet Error
Codes**

Question:

I'm unable to connect to "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. If the error code is not listed, look in the error code listing above for "Cingular Wireless Internet".

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

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 Wireless Internet" or "Cingular Wireless Internet Express" 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. Press 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 QuickLink Mobile Wizard "Menu -> Tools -> Run Wizard...".

**Cingular
Wireless
Internet
Express**

Question:

I'm unable to connect to "Cingular 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. If the error code is not listed, look in the error code listing above for "Cingular Wireless Internet".

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 connecting again.)

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

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