

TOSHIBA

Wireless WAN Guide

NOTE Keep this guide in a convenient place to access important information about your wireless product.

If you need assistance:

- ❖ Toshiba's Support Web site
pcsupport.toshiba.com
- ❖ Toshiba Global Support Centre
Calling within the United States (800) 457-7777
Calling from outside the United States (949) 859-4273

Please fill in for your reference and future use:

Model name _____

Part number _____

Serial number _____

2

Safety Icons

This guide contains safety instructions that must be observed in order to avoid potential hazards that could result in personal injuries, damage to your equipment, or loss of data. These safety cautions have been classified according to the seriousness of the risk, and icons highlight these instructions as follows:

▲ DANGER Indicates an imminently hazardous situation which, if not avoided, will result in death or serious injury.

▲ WARNING Indicates a potentially hazardous situation which, if not avoided, could result in death or serious injury.

▲ CAUTION Indicates a potentially hazardous situation which, if not avoided, may result in minor or moderate injury.

CAUTION Indicates a potentially hazardous situation which, if not avoided, may result in property damage.

NOTE Provides important information.

Other icons used

Additional icons highlight other helpful or educational information:



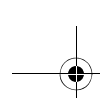
TECHNICAL NOTE: This icon highlights technical information about the computer.



HINT: This icon denotes helpful hints and tips.



DEFINITION: This icon indicates the definition of a term used in the text.

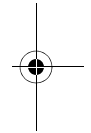
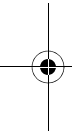


3



Contents

Introduction	4
Trademarks	5
Copyright	5
Patents and Licenses	5
Getting Started	6
Using VZAccess Manager	7
VZAccess Manager Preferences	14
Additional Features	21
Settings in Other Applications	26
Troubleshooting	37
Glossary	39
Index	43



Introduction

Your Toshiba Notebook PC comes with an installed wireless WAN device and VZAccess Manager software preinstalled on your system. This gives you a high-speed connection to the Internet, corporate intranet, and your email while you're away from the office. This guide provides all the information you need to get started and use your new Toshiba 3G module and VZAccess Manager software.

Safety Hazards

Please read the Instruction for Safety and Comfort manual that shipped with your system. It contains important safety information. The User's Guide that is preinstalled on your system also contains important wireless information.

▲ WARNING

Using your PC aboard an aircraft:

Present aviation agency regulations and airline policies typically require that you turn off your PC and any wireless communication switches or devices before boarding an aircraft.

While it is foreseeable that during certain non-critical phases of your flight, certain PC and/or wireless technologies might be permitted for use on board an aircraft, use of wireless WAN communication is normally prohibited. Since this PC is equipped with the wireless WAN feature, please be sure to turn off the wireless communication switch even if use of wireless LAN and/or Bluetooth is permitted. For this PC model, a single wireless switch controls all wireless communications and wireless LAN and/or Bluetooth cannot be selectively turned on without also turning on wireless WAN. If the wireless switch is turned on, wireless WAN radio waves may be transmitted.

Unapproved use of PC and/or wireless communication might interfere with navigation and aircraft communication systems, possibly causing serious injury.

Limitation of Liability

While Toshiba has made every effort at the time of publication to ensure the accuracy of the information herein, product specifications, configurations, system component/options availability are all subject to change without notice.

5

Trademarks

Trademarks

Verizon Wireless is a trademark of Verizon Trademark Services LLC, and the other trademarks, logos, and service marks (collectively the "Trademarks") used in this document are the property of Verizon Wireless or their respective owners. Nothing contained in this document should be construed as granting by implication, estoppel, or otherwise, a license or right of use of Verizon Wireless or any other Trademark displayed in this help file without the written permission of Verizon Wireless or its respective owner.

VZAccessSM is a service mark of Verizon Wireless

Microsoft®, MSN®, ActiveSync®, Outlook®, Outlook Express® and Windows® are either registered trademarks or trademarks of Microsoft® Corporation in the United States and/or other countries.

Netscape and the Netscape N and Ship's Wheel logos are registered trademarks of Netscape Communications Corporation in the U.S. and other countries.

AOL® is a registered trademark of America Online, Inc.

HotSync® is a registered trademark of Palm, Inc.

All other brand and product names are trademarks or registered trademarks of their respective companies.

Copyright

(c) 2006 Toshiba America Information Systems, Inc.

Patents and Licenses

Licensed by QUALCOMM Incorporated under one or more of the following patents:

4,901,307 5,490,165 5,056,109 5,504,773 5,101,501
5,506,865 5,109,390 5,511,073 5,228,054 5,535,239
5,267,261 5,544,196 5,267,262 5,568,483 5,337,338
5,600,754 5,414,796 5,657,420 5,416,797 5,659,569
5,710,784 5,778,338

Getting Started

This section will walk you through how to get started using your Toshiba 3G module. This includes using the VZAccess Manager software and setting up a data session to connect to the Internet.

This guide

This guide offers important information about your wireless WAN and VZAccess Manager software, including solutions to the most common problems, plus features and options.

Supported services

VZAccess Manager supports the following services from Verizon Wireless*:

- ❖ **BroadbandAccess** - Verizon Wireless BroadbandAccess is one of the fastest, fully mobile wireless Internet data solutions available. Quickly download complex files and view email attachments at broadband-like speeds (typically 300-500 Kbps, capable of reaching 2 Mbps). Visit www.verizonwireless.com/b2c/mobileoptions/broadband/index.jsp for service availability and additional details.

NOTE Present BroadbandAccess equipment devices also support NationalAccess.

- ❖ **NationalAccess** - NationalAccess delivers typical speeds of 60 to 80 Kbps, bursting up to 144 Kbps**. This service requires a subscription to a NationalAccess plan. Additional information is available at www.verizonwireless.com/b2c/mobileoptions/nationalaccess/index.jsp.

** 3G Wireless use requires separately purchased subscription service from Verizon Wireless. Access limited to coverage area. See www.verizonwireless.com.*

*** Speed claim based on network tests using 101 Kilobyte FTP data files. Actual throughput speed and coverage may vary.*

NOTE You do not need a separate Internet service provider (ISP) to access the Internet when using NationalAccess or BroadbandAccess.

Using VZAccess Manager

Today's online world offers more services everyday and the Toshiba 3G module provides you with the tools you need to take advantage of the best in connectivity solutions. With VZAccess Manager, enjoy the freedom and convenience of wireless Internet connectivity from your Toshiba notebook computer.

Features

WWAN (Wireless Wide Area Network) specific features

- ❖ Creates a NationalAccess - BroadbandAccess connection. This connection will automatically attempt connecting via NationalAccess if the BroadbandAccess service is unavailable.
- ❖ Signal strength for most wireless phones.
- ❖ Features a test function for your WWAN device.

Other features

- ❖ Can launch your browser, email client, VPN or a program of your choice upon connection.
- ❖ Logs connections used, connection duration, and bytes sent and received.
- ❖ Supports TXT messaging.

Getting Started with VZAccess Manager

To launch VZAccess Manager:

- ❖ Double-click the VZAccess Manager icon on your desktop, or click the Windows® **Start** menu, then **Programs**, and then select **VZAccess Manager**.

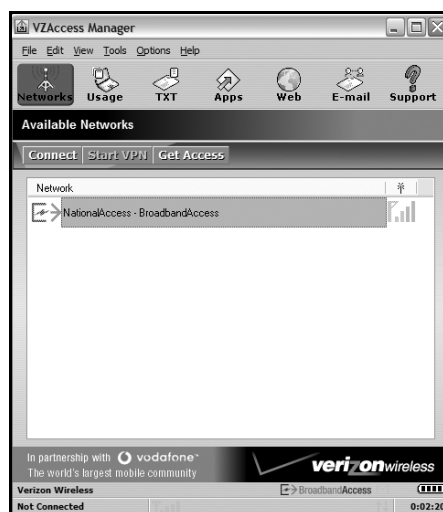
The Networks view

By default, VZAccess Manager will open the Networks view, allowing you to manage your wireless connection. This view lists all currently available network connections and indicates their respective signal strengths. Normally, there will be one network shown in the Available Networks display, "NationalAccess-BroadbandAccess."

Your 3G module is a BroadbandAccess capable device, so a NationalAccess-BroadbandAccess connection will automatically be created. This connection will use

BroadbandAccess, if available, and will automatically attempt a NationalAccess connection when BroadbandAccess is not available.

- ❖ If your expected connection does not display, select **Refresh Networks** from the Options menu. VZAccess Manager will look for your wireless device(s) and verify network availability.
- ❖ To update the signal strength of your WWAN, select **Refresh Signal Levels** from the Options menu.
- ❖ The status bar along the bottom of the window displays your current connection state and the elapsed time of any connection.



(Sample Illustration) Network View

Connecting to the Internet

Once your WWAN device is properly configured, connecting to the Internet is as simple as selecting your network connection and clicking the **Connect** button.

- 1 Select **NationalAccess - BroadbandAccess** as your network.
- 2 Click the **Connect** button.

To end your current session, click **Disconnect**.

9

Using VZAccess Manager

The status bar

Information regarding your current network connection can be viewed in the status bar along the bottom of the VZAccess Manager main screen.

VZAccess Manager will display status information at the bottom of the screen during the connection process and while your connection remains active.

- ❖ When not connected, the status in the lower left corner will display "Not connected," and the timer will display "00:00:00."
- ❖ When connected, the status will display "Connected" and the elapsed timer will begin to run.
- ❖ When a connection is active, its name will appear as bold text.

This status is also reflected in the Task Tray icon.



Connected



Idle - Not Connected



Connecting



Disconnecting

(Sample Illustration) Task Tray Icons

A window will also slide out of the tray showing when you connect and disconnect from networks.

This pop-up can be turned off, as desired, by selecting **Tools**, then **Preferences**, then clicking the **Options** tab, and then unchecking **Show popup status windows by tray**.

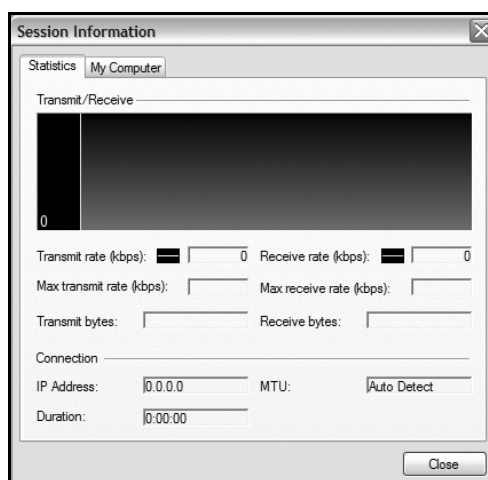
- ❖ Right-clicking on the tray icon provides additional options.
- ❖ Double-clicking on the tray icon displays the application.

- ❖ Placing your cursor over the tray icon displays the current connection status.

Based on your preferences, your browser, email or VPN program can be automatically launched, or you can launch another software program (for example, a Microsoft® Office application). You can also specify if non-wireless accounts show in the drop-down list or only your wireless WAN network connections. For more information, refer to “Setting Your Preferences”.

NOTE Always use the VZAccess Manager when connecting via NationalAccess - BroadbandAccess. This will ensure that the wireless device is configured properly before connecting.

At any time during connection, you can check your current speed and throughput in the **Statistics** tab of the Session Information window. To display this window, select **Statistics** from the **Options** menu.



(Sample Illustration) Sessions Information Window

The Session Information window also contains a My Computer tab for accessing detailed information about your computer. This information is often helpful when troubleshooting a problem.

Additional information about the NationalAccess connection

If you are using the NationalAccess - BroadbandAccess connection and the call fails when you try to connect, VZAccess Manager will return to its idle state. In this case, you should try to connect again.

Dormant Data Sessions

NationalAccess - BroadbandAccess data sessions become dormant if you are not sending or receiving data. As soon as you resume sending or receiving data, the data session will return to an active state.

Depending on your device and your NationalAccess or BroadbandAccess plan, your data session may disconnect during a dormant state. If this occurs, select **Disconnect**, and then **Connect** again. Refer to your Verizon Calling Plan brochure for details or visit www.verizonwireless.com.

TXT Messaging

VZAccess Manager supports TXT messaging.



(Sample Illustration) TXT Messaging View

Receiving TXT messages

- ❖ All of your TXT messages appear in the list box at the top of the TXT messaging view. By default, both sent and received messages display.
- ❖ To filter your messages, click the **View** toolbar button and then select **Received Messages**, **Sent Messages** or **All Messages**.
- ❖ If you are in the TXT Messaging view and a new message arrives, the message will automatically appear in the list and be displayed in bold.
- ❖ To view a long TXT message, select the message in the list view. The details of the message will appear below the list.
- ❖ If you are not in the TXT Messaging view and a new message arrives, a TXT icon will appear in the status bar showing that new messages are available. There is also a TXT preference option that can automatically switch VZAccess to the TXT Messaging view when new messages arrive. By default, this feature is turned off.
- ❖ To reply to an inbound message, select the message and press the **Reply** toolbar button. The phone number of the sender will automatically be entered. Enter your new message and press the **Send** button to send the message.
- ❖ To forward an inbound message, select the message and press the **Forward** toolbar button. The message will be entered and prefixed with a "FW:". Press the **Send** button to send the message.
- ❖ To resend a message, select the message and press the **Resend** toolbar button. The phone number and message will automatically be entered. Press the **Send** button to resend the message.

Sending TXT messages

- ❖ To send a TXT message to an individual or to multiple Verizon Wireless messaging subscribers, simply enter a Verizon Wireless 10-digit mobile number or click on the **To** button to open your Contact List. Separate each mobile number with a comma, (Ex: 4529067334, 6594556321).

13

Using VZAccess Manager

- ❖ To send a TXT message to one of the entries in your Contact List, click the **To** button to open the Contacts window.

Double-click the name of the user to add them to the Send To field.

To select multiple names from the list, hold down the Ctrl key while you click on the desired names.

- ❖ Enter the Phone Number and Message.
- ❖ The character counter counts all the characters typed in the message field (from 0 to 160).
- ❖ Click the **Send** button.

TXT contacts

The Address Book allows you to store the names and mobile numbers of your personal contacts.

To create a personal contact:

- ❖ From the Contact List dialog, press the **Add** button.
- ❖ Enter the name of the contact in the Name field.
- ❖ Enter the 10-digit mobile number into the Mobile 1 field.
- ❖ The Mobile 2 field can be used to enter a second mobile phone number. This is used if the individual sends you a message from this number. You will see the user's name next to the inbound message instead of the phone number.
- ❖ Click the **OK** button. The contact name displays in the list.

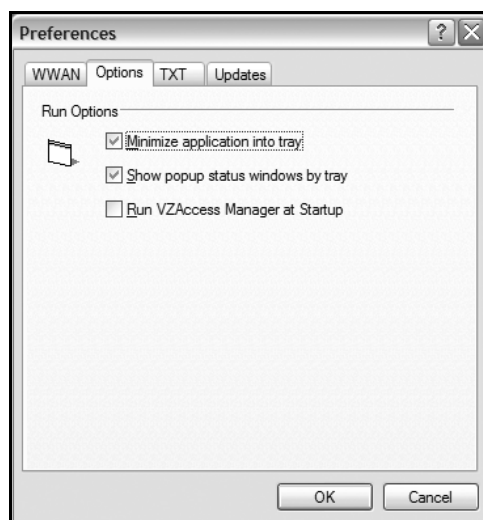
To edit a personal contact:

- ❖ Click a name in your contact list and press the **Edit** button.
- ❖ Make the necessary changes and then click the **OK** button.
- ❖ Clicking the **Cancel** button will not save any changes you have made.
- ❖ Clicking the **Delete** button will remove that name from your list.

VZAccess Manager Preferences

Options tab

To display the Options tab, click on **Tools**, then **Preferences**, and then click the **Options** tab.



(Sample Illustration) Options Tab

The following options are available on the Options tab:

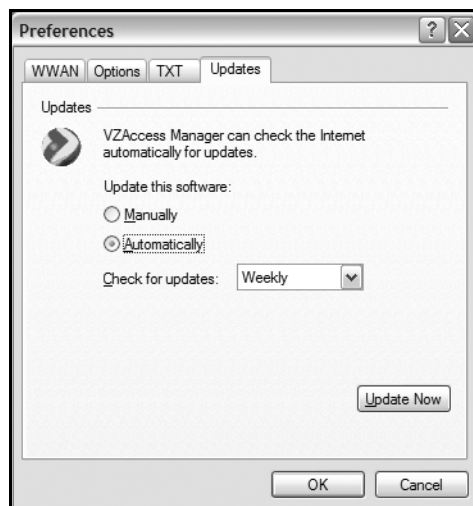
Minimize Application into tray: When selected, when you minimize VZAccess Manager, instead of taking up space on your desktop, it will disappear. To re-display it, double-click on the tray icon (alternatively, you can right-click on the icon and select **Show Application**). You can minimize the main VZAccess Manager window by selecting the minimize icon in the upper right corner of the main window.

Show popup status windows by tray: Enables a popup status notification above the task bar whenever a connection status changes.

Run VZAccess Manager at startup: Selecting this option adds VZAccess Manager to the Windows® startup group; unchecking it removes VZAccess Manager from the startup group.

Updates tab

To access the Updates tab, click the **Tools** menu, then **Preferences**, and then click the **Updates** tab.



(Sample Illustration) Updates Tab

This feature allows VZAccess Manager to automatically check for software updates. If an update is available, you will be notified of its size and approximate download times if using the NationalAccess or BroadbandAccess connection.

If you select to download available updates, a display will show the progress as the update is downloading. You do not need to download the updates wirelessly; you can use any connection to the Internet.

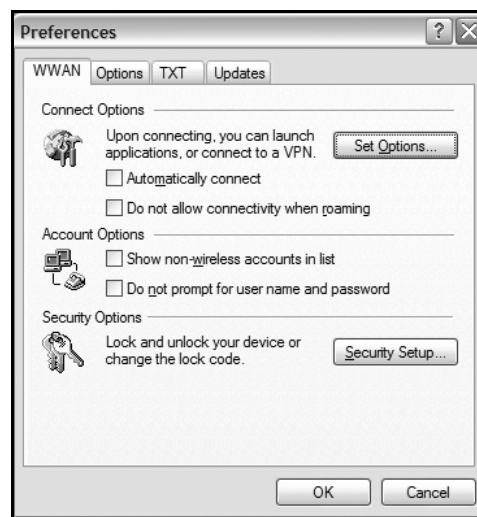
NOTE If you download the updates wirelessly, normal usage charges apply.

You can allow the software to automatically check for updates on a daily, weekly (default), or monthly basis. It only checks for updates when the application is running and you are connected and able to access the Internet. If desired, you can choose the **Manually** option and the software will only check for updates when you select **Update Now**, or when you

select **Help** from the VZAccess Manager's main screen, and then **Check for Updates**.

WWAN Preferences

To display WWAN preferences, click the **Tools** menu, and then select **Preferences**.



(Sample Illustration) WWAN Tab

The following options are available on the WWAN tab:

Connect options

Used to set various connect options as described below.

Automatically Connect: If desired, you can select to have VZAccess Manager automatically connect to Verizon Wireless NationalAccess - BroadbandAccess at startup.

Do not allow connectivity when roaming: Enabling this option will prevent you from connecting when roaming.

Account options

Show non-wireless accounts in list: If you select this option, all of your dial-up accounts will display in the VZAccess Manager's list of accounts, allowing you to use VZAccess Manager to launch them instead of dial-up networking.

With this option unchecked, the only connections that are displayed in VZAccess Manager's list of accounts are Verizon Wireless connections and any other connections you have created.

Do not prompt for user name and password: Since you are only using Verizon Wireless NationalAccess - BroadbandAccess, this setting has no effect.

Security options

Security Setup: Used to lock/unlock the Toshiba 3G module and change the lock code.

Connect options

Clicking the **Set Options** button on the WWAN tab displays the Connect tab.



(Sample Illustration) Connect Tab

The following options are available on the Connect tab:

Do not open my browser: With this option selected, when you connect to a WWAN network, VZAccess Manager will not automatically launch your default web browser.

Open my browser to my default home page: With this option selected, when you connect to a WWAN network, VZAccess Manager will automatically launch your default web browser and your home page will display.

Open my browser to this URL: With this option selected, when you connect to a WWAN network, VZAccess Manager will automatically launch your default web browser but display a specified URL instead of your home page.

Turn off graphics: If you select this option, it will turn off graphics in Internet Explorer.

With this option off, web pages will load faster but you will have to right-click and select **Show Picture** to display pictures.

Run program on connection: This allows you to automatically run a program when you use VZAccess Manager to connect to a WWAN network. Use the **Browse** button to navigate to the desired application you want to run. The selected application will run for all WWAN connections made from VZAccess Manager.

VPN options

To display the VPN tab, click the **VPN** tab.



(Sample Illustration) VPN Tab

The following options are available on the VPN tab:

VPN Client: VZAccess Manager automatically detects if certain VPN clients like Microsoft®, Cisco, CheckPoint and so on, are installed on the computer and allows you to select the one you want to use. Check with your network administrator to setup your VPN connection.

If the VPN client you wish to use does not appear in the list, you can select **Other VPN Application**.

Other VPN Application: This allows you to automatically run any VPN program when you use VZAccess Manager to connect to a WWAN network. Enter the full path to the executable, or use the **Browse** button to select the desired VPN program.

Security setup

Available with some wireless devices, selecting the **Security Setup** button on the WWAN tab displays the following options:



(Sample Illustration) Security Setup Options

Lock code: Enter your 4-digit lock code (the default is the last 4 numbers of the Toshiba 3G module phone number) and select **OK** to lock or unlock the Toshiba 3G module.

Change Lock Code: Click this button to change the 4-digit lock code on the Toshiba 3G module and enter the following information:

Current lock code: Enter your current 4-digit lock code.

New lock code: Enter your new 4-digit lock code.

Confirm new lock code: Re-type the new 4-digit lock code.

TXT Messaging Settings

To display TXT messaging options, click the **Tools** menu, then **Preferences**, and then click the **TXT** tab.



(Sample Illustration) TXT Tab

The following options are available on the TXT tab:

Incoming message options

- ❖ **Open TXT window on arrival of new message:** VZAccess Manager will automatically switch to the TXT view when a new message arrives.
- ❖ **Play sound on arrival of new messages:** A sound file (.WAV) can be selected to play when new messages arrive.

Outgoing message options

- ❖ **Message delivery duration:** The duration of time that the Verizon Wireless network will attempt to deliver the message. The default is one week.

Confirmations

The following confirmation dialogs can be turned on or off:

- ❖ Warn before deletion of messages
- ❖ Confirm deletion of messages
- ❖ Confirm sent messages.

Additional Features

In addition to the basic features described above, VZAccess Manager provides you with a number of additional features.

The Status Bar

Details for your current connection can be seen in the status bar at the bottom of VZAccess Manager.



(Sample Illustration) Status Bar

The status bar is always displayed when the interface is fully expanded.

Connection status

The text on the top left portion of the status bar (above Verizon Wireless) reflects your current state. During an active connection, this text will read "Connected". If you are not connected, it will display "Not Connected".

Coverage

An icon will display if you are in NationalAccess coverage. Pass the mouse over the icon to see a tool tip showing the name of the current network.

New TXT

If you have signed up for TXT messaging, an icon appears on the status bar when you have a new TXT message waiting.

Double-click the icon to jump to TXT view to view the message.

Throughput

The amount of data that you have sent and received since the current network connection was started can be displayed by holding the mouse over the UP and DOWN arrows on the right side of the status bar.

Battery level

The current battery level of your PC is displayed on the right side of the status bar.

Elapsed time

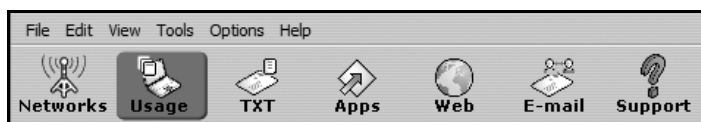
The amount of time that has elapsed since the current network connection was started is tracked on the lower right side of the status bar.

Roaming status

VZAccess Manager displays roaming status. The following icons may be displayed on the status bar:

Icon	Status
	Roaming
	Extended Network
No icon displayed	Home Network

The Toolbar Buttons



(Sample Illustration) Toolbar Buttons

Networks

Displays your available wireless connections and networks.

Usage

Provides a concise session log of your network activity. Click on a column heading to sort the log. This window also

23

Additional Features

displays the total number of sessions and the total time connected.

The information displayed in the Usage log can be customized as follows:

The screenshot shows a control panel for the Usage Log. It includes a 'View:' section with a checkbox for 'Selected connection' (which is checked) and a dropdown menu currently showing 'NationalAccess - BroadbandAccess'. Below this is a 'Date range' section with a checkbox (unchecked), 'From:' and 'To:' date pickers set to '5/ 7/2006' and '5/13/2006' respectively. At the bottom, a summary line reads: '3 sessions, 347.4 KB, duration: 27:58'.

(Sample Illustration) Usage Log

- ❖ To view just the connection history of a specific network type, check the **Selected connection** checkbox and then select the desired type from the drop-down list.
- ❖ To view just the connections made during a specific interval, check the **Date range** checkbox and specify the date in the “From” and “To” fields.
- ❖ To export the log as a CSV file, click the **Export** button.
- ❖ To clear the log, click the **Clear** button.

NOTE Clearing the log cannot be undone.

Apps

Allows you to add applications that you want easy access to while connected to the wireless Internet. VZAccess Manager will preload links to Verizon Wireless web sites, and any Microsoft® Office application you have installed on your computer.

TXT

Allows you to send short text messages to any other wireless device that supports SMS. This option is only available when you have signed up for TXT messaging.

Web

Launches your default web browser.

Email

Launches your default email application.

Support

Displays a variety of help options to find assistance with a problem, to explore the full range of VZW products and services, or to contact Verizon Wireless.

Minimizing the Application

To minimize VZAccess Manager, select **Minimum** from the View menu.

To return VZAccess Manager to its normal size, select **Minimum** from the View menu again.

The Tools Menu

The following options are available from the Tools menu:

Control Panels: From this menu, you have access to your systems Modem, Network and Dial-Up Connections, and Internet control panels. You can display all of the control panels by selecting **All**.

Dial-Up Accounts: Add, edit, or copy wireless dial-up accounts.

- ❖ **Add Wireless:** Used to create a new wireless dial-up connection.
- ❖ **Add Other:** Used to create a new regular dial-up connection.
- ❖ **Edit:** Used to edit properties of any dial-up connection.
- ❖ **Copy:** Used to copy connection information. Refer to Using Dial-Up Connections for details on copying connection information.

NOTE

These options are only applicable if using a WWAN device that supports dial-up accounts.

You can also control modem dial-up connections from options available in the Preferences dialog.

The Options Menu

The following options are available from the Options menu:

Refresh Networks: VZAccess Manager verifies devices connected and scans for available networks. Use this feature if you connected your equipment after launching VZAccess

Manager. Pressing the F6 function key also executes this option.

Statistics: Displays a Statistics tab that will show data speeds during a session when using the WWAN device.

NationalAccess delivers typical speeds of 60 to 80 kbps, bursting up to 144 kbps. BroadbandAccess provides broadband-like speeds (up to 1.54 Mbps).

There is also a My Computer tab that displays information about your computer that may be helpful when troubleshooting problems that may occur.

Test WWAN Device: Retrieves and displays detailed information about your WWAN device such as manufacturer, model, version, and so on.

Run Wizard: Runs the Setup Wizard, which is useful if you need to reconfigure VZAccess Manager.

The Help Menu

The following options are available from the Help menu:

Contents: Launches the online help.

Check for Updates: Can be used with any connection to the Internet to check for VZAccess Manager software updates.

NOTE

If downloading an update wirelessly, normal usage charges apply, refer to Update Options in Setting Your Preferences for more information.

Device Support Page: Displays the Verizon Wireless device support page that contains information about wireless devices, useful tips and hardware manuals.

Email Verizon Wireless Support: This option will attempt to launch your email client with the default address to Verizon Wireless Support.

About VZAccess Manager: Displays software version information, and your Toshiba 3G module's ESN, phone number and signal level.

Settings in Other Applications

This section describes special settings that might be required in other applications.

Sync Applications

Palm Incorporated's HotSync® and Microsoft® Corporation's ActiveSync® are used for Personal Digital Assistants (PDAs).

These programs are used to synchronize files between a notebook or desktop PC and the PDA. These programs may conflict with your WWAN device. If you have any problems using your WWAN device, try turning these programs off as described below:

To turn HotSync on and off

Right-click on the HotSync® icon in your task tray and click **Local Serial** and then **Local USB** (the checkmarks should be removed). This disables HotSync® and if it is causing a conflict, it will allow your WWAN device to work properly.

You can repeat the process to re-enable HotSync®. If you are using an early version of HotSync®, you may not be able to disable the Local options without first selecting **Modem** or **Network**. In this case, you can always choose **Exit** to close HotSync® and launch it from the Start menu the next time you need it.

To turn Windows® CE services on and off

For the original Windows® CE services:

- ❖ Right-click on the Windows® CE Services icon in your task tray and select/deselect **Enable Serial Connection**. Make sure it is unchecked when running Mobile Office and checked when you want to sync your Microsoft® Windows® CE based PDA.

For Microsoft® ActiveSync®:

- ❖ Right-click on the ActiveSync® icon in your task tray and select **Connection Settings**.
- ❖ Select/deselect **Allow serial cable or infrared connection to this COM port:** and **Allow USB connection with this desktop computer**. Make sure they are unchecked if you are having trouble connecting with

your WWAN device and restore them to their original settings when syncing your PDA.

- ❖ Click **OK** when finished.

Proxy Settings

Proxy settings effect the way your computer and browser connect to other computers on the Internet and local networks. It is highly recommended that you consult your network support staff before changing these settings described here.

Most corporations go through a proxy server to access the Internet via the corporate network. If you wish to access the Internet directly through BroadbandAccess or NationalAccess, proxy settings must be turned off.

If you are connecting to your corporation's network using VPN (Virtual Private Networking) and your corporation uses proxies, then you need the correct proxy settings in order to access the Internet. For exact details on the required proxy settings, contact your corporate network technical support.

NOTE

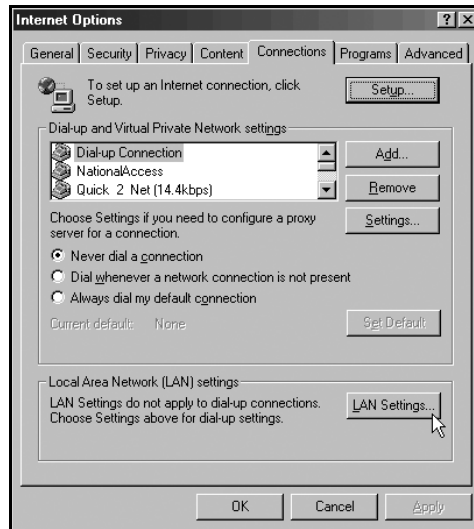
When directly accessing the Internet, performance is improved because you eliminate VPN client overhead.

Proxy settings if using Internet Explorer

(version 5 and newer)

If you are using proxy settings when connected to a corporate network via your network adapter, they will be entered under LAN settings. These settings apply to devices that appear to Windows® as a network adapter. You can access the LAN settings as follows:

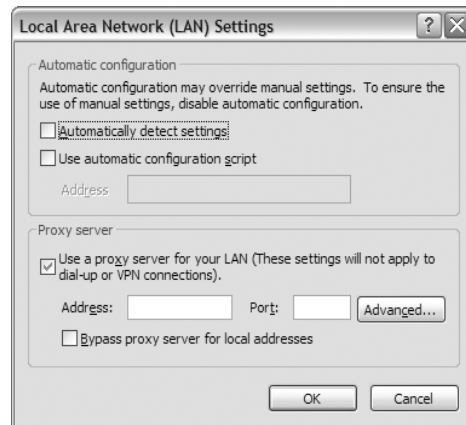
- 1 In Internet Explorer, select the **Tools** menu, and then **Internet Options**.



(Sample Illustration) Internet Options Dialog

- 2 Click the **Connections** tab and then click the **LAN Settings** button.

If your company uses proxy settings they will be displayed on the LAN Settings dialog.



(Sample Illustration) LAN Settings Dialog

If using a WWAN device, the NationalAccess - BroadbandAccess connection from within VZAccess Manager will have no proxy settings associated with it by default. This means you can access the Internet directly using the connection as long as you are not connecting via VPN and your company requires proxy settings.

- 3 If you need to enter proxy settings for the NationalAccess - BroadbandAccess connection that is used by VZAccess Manager, select the connection from the Connections tab and then select **Settings**.

The exact name of the connection used by VZAccess Manager is "NationalAccess – BroadbandAccess".

- 4 Enter the same proxy settings you recorded in Step 2, if you need to use VPN and proxy settings with this connection. If necessary, also enter the information collected on the Advanced screen by clicking the **Advanced** button.

To disable proxy settings for this connection, uncheck the **Use proxy server** checkbox. Proxy settings must be disabled to access the Internet directly when using a connection without VPN.

Proxy Settings if using Internet Explorer 4.x

In Internet Explorer 4.x, proxy settings are global and have to be turned off when directly accessing the Internet through the Verizon Wireless BroadbandAccess or NationalAccess connection, and then back on if required by your company when using their network to access the Internet or when using VPN.

- 1 Right-click on the Internet Explorer icon and choose **Properties**.
- 2 Click the **Connection** tab.
- 3 Uncheck the **Access the Internet using a proxy server** checkbox, and then click **OK** or **Apply**.

You may now directly access the Internet through the Verizon Wireless NationalAccess connection.

NOTE When you want to access the Internet through your corporate network proxy server, you must repeat these steps, by selecting Access the Internet using a proxy server, and then clicking OK. If your proxy settings are incorrect for the connection you are using, you will receive an error whenever you try to go to any site.

Proxy Settings if using Netscape® Navigator 4.0 and higher

For Netscape® Navigator 4.0 and higher, proxy settings are global and have to be turned off when directly accessing the Internet through the Verizon Wireless NationalAccess connection, and then back on if required by your company when using their network or when using VPN.

- 1 From within your browser, choose **Edit**, and then **Preferences**.
- 2 Click on the "+" next to **Advanced** and then choose **Proxies**.
- 3 Select **Direct connection to the Internet** and then click **OK**.

You may now directly access the Internet through the Verizon Wireless NationalAccess connection.

NOTE When you want to access the Internet through your corporate network proxy server, you must repeat these steps by selecting Manual proxy configuration then clicking OK. If your proxy settings are incorrect for the connection you are using, you receive an error whenever you try to go to any site.

Instructions for AOL Users

AOL supports using other connections to the Internet, so it can be used with the Verizon Wireless NationalAccess connection.

NOTE If you installed AOL after installing the Verizon Wireless Mobile Office software or if you upgraded to a new version of AOL and are having trouble accessing web pages, refer to the Troubleshooting section.

Configuring AOL version 9

- 1 Right-click on the AOL icon in your task tray, and then click **Auto Start Options**.
- 2 Select **Don't use any Auto Start options**, and then click **OK**.



(Sample Illustration) AOL Settings

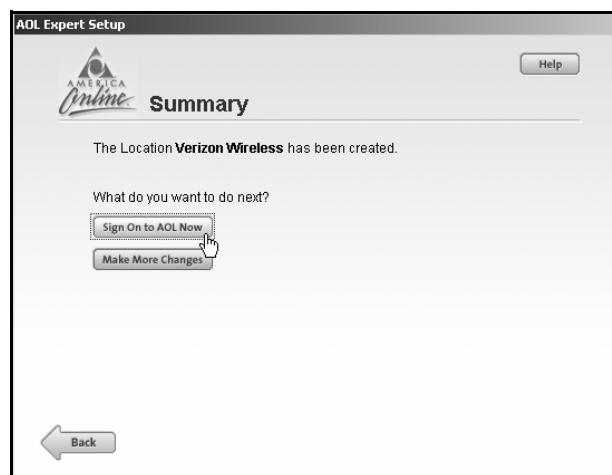
- 3 The first time you run AOL after setting your wireless device up as a modem, you may see the following message.



(Sample Illustration) Improving Your Connection Message

- 4 Click **OK** to proceed.
AOL will attempt to detect how it might be able to connect.
- 5 Once AOL detects a connection, select **Cancel**.

- 6 From the sign on screen, click **Sign On Options**.
- 7 Click **Expert Setup** and then **Add Location**.
- 8 Enter **Verizon Wireless** in the Location Name text box, and then click **Next**.
- 9 If **Other Dial-up ISP or LAN** is available, select it, and then click **Next**. If this option is not available, select **Manually add a connection device**, click **Next**, select **Other Dial-up ISP or LAN**, and then click **Next**.
- 10 Click **Next** until the Summary screen displays.



(Sample Illustration) Summary Screen

- 11 Click on **Sign On to AOL Now** to save the settings. Since you are not actually connected to the Internet, AOL will not be able to sign on, but it will save your changes.
- 12 Select **Close** when the following message displays.

This completes configuring AOL to work with any connection to the Internet, including BroadbandAccess, NationalAccess and Quick 2 Net (14.4 kbps).

Using AOL version 9 with your Mobile Office connections

To use AOL with the Verizon Wireless NationalAccess connection:

33

Settings in Other Applications

- 1 Select the connection from VZAccess Manager's main window and click **Connect**.
- 2 Once connected, launch AOL.
- 3 From your sign on screen, select **Verizon Wireless** for the location and sign on.

NOTE

You can set VZAccess Manager to automatically launch AOL when you connect. To do so, on the WWAN Specific Settings window, check the box to Run program on connection:, then using the Browse button, locate and select aol.exe (normally, it is located on your "C" drive in an America On Line folder, under the Program Files folder).

If you normally use a landline modem rather than a wireless connection, just remember to change the location back to your landline number when not using the Verizon Wireless NationalAccess connection.

To disconnect the Verizon Wireless NationalAccess connection, click on the Disconnect button in VZAccess Manager. (Signing off AOL will not end the call.)

Using Email with VZAccess

POP3 email

You can use the Verizon Wireless NationalAccess connection to access your POP3 email account if your email provider allows access through other providers. If your provider restricts access to their outgoing mail server, you will get an error message when attempting to send mail.

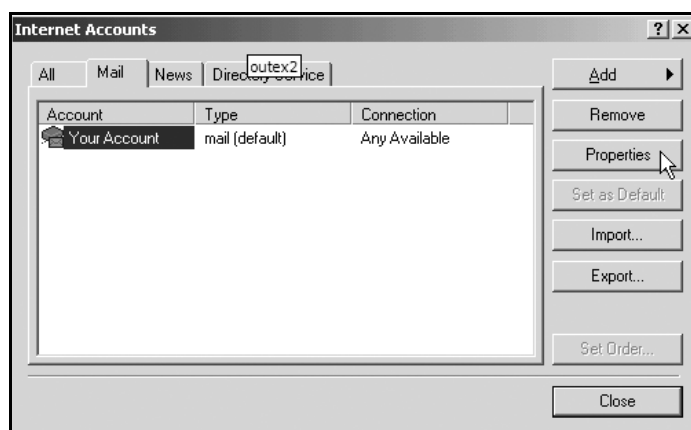
Most send mail servers are not accessible from outside connections to the Internet. You usually have to be connected to the email providers network to access their mail server, and most email providers require authentication (a user name and password). Without these security measures, anyone can use a send mail server to send massive amounts of unwanted junk email. If you are having trouble sending email, which includes replying to email and forwarding email, and you are getting an error message, then your send mail server can not be accessed from the Verizon Wireless network.

For customers in this situation, Verizon Wireless has made available a send mail server that you can use in place of the one you normally use. All that is required is that you have a TXT messaging capable Verizon wireless phone or device and TXT messaging service, visit www.vtext.com and establish a profile by selecting **Join Up**.

After entering your 10 digit mobile number, a TXT message will be sent to your handset or device to establish your password. Most Verizon Wireless phones are TXT message capable.

To use the Verizon Wireless Send Mail Server, you need to edit your existing mail account settings and change the outgoing mail server.

- ❖ In place of your existing Send Mail Server, enter **smtp.vzwmail.net**.
- ❖ Select **My server requires authentication**, and then enter the 10 digit mobile number@vzwmail.net (for example, 6145551212@vzwmail.net) as the Send Mail Server user name.
- ❖ Enter the password you created at www.vtext.com. You will also be able to use this server when connected to the Internet from other providers eliminating the need to change the setting when you switch from being connected to the Internet through Verizon Wireless. If you need to know where these settings are normally entered in your email client, check with your email provider. For your convenience, settings for Outlook Express® are as follows:
 - 1 Select **Tools**, and then click **Accounts**.
 - 2 Select your default account, then then click **Properties**.



(Sample Illustration) Account Properties Screen

- 3 Click the **Servers** tab.
- 4 In the Outgoing mail (SMTP) field, enter **smtp.vzwmail.net**.
- 5 In the Outgoing Mail Server section at the bottom of the screen, select **My server requires authentication**, and then click **Settings**.



(Sample Illustration) Outgoing Mail Server

- 6 Select **Log on using**, and then enter the 10-digit mobile number@vzwmail.net for the account name (for example, 6145551212@vzwmail.net).
- 7 Enter the password you created on www.vtext.com.
- 8 Select **Remember password**.
- 9 Click **OK**, then **Apply**, and then **OK**.
- 10 Click **Close** to return to the Outlook Express® main screen.

It may take up to two hours for your www.vtext.com credentials to be valid on the smtp.vzwmail.net server. Once validated, you should be able to send mail using the Verizon Wireless Send Mail Server (also referred to as a SMTP - Simple Mail Transport Protocol Server), when you are connected to the Internet, wirelessly or via other means.

Additional notes about the Verizon Wireless Send Mail Server

- ❖ There is no monthly charge for this service.
- ❖ Message limits: 2MB message size, 100 recipients per message.
- ❖ Customers that are identified as using this server to generate SPAM messages will be denied access to the server (email messages will not be sent).
- ❖ If you are using an email client other than Outlook® or Outlook Express® and it fails to work with the Verizon Wireless Send Mail server, it may not correctly support authentication. Try using Outlook Express® if you have problems. If it works, and your email client does not, check to see if any updates are available for your email client.

NOTE

Credentials established on www.vtext.com may take up two hours before they will work on the smtp.vzwmail.net server. If your credentials work on www.vtext.com but not on the smtp.vzwmail.net server, try again after two hours.

Web-based email

If you currently do not have email software, you can sign up for web based email at any of the popular portal sites, such as

<http://www.yahoo.com>, or <http://www.msn.com>. You may also search for other email providers from any of these pages.

Troubleshooting

When installing VZAccess Manager, it did not find the WWAN device

For a 1xEV-DO/1XRTT/CDMA device:

- ❖ Make sure that the wireless communication switch is in the ON position.
- ❖ Identify any software that uses the serial port on your notebook computer or other USB devices (such as Microsoft® Windows® CE services, ActiveSync® and Palm HotSync®) and exit all of these programs. Refer to Turning Sync Applications On and Off for more information.
- ❖ Make sure that the auto-answer feature of any fax software you are using is disabled.

If this is the case, you will only be able to access the Internet when using VPN. To directly access the Internet, you will have to disable the Winsock Proxy. Usually these applications have an icon in the Control Panel that allows you to turn them on and off. Check with your Network Administrator.

I get connected, but I can't get to any web sites

- ❖ If you are using VPN (Virtual Private Networking) you may require proxy settings on the NationalAccess connection. Disconnect from your VPN and see if you can access the Internet directly. For additional information refer to Turning Proxy Settings On and Off.
- ❖ If you are using a PC provided by your employer, it's possible they are using Microsoft's Winsock Proxy or a similar program that enforces proxy settings without having to enter any settings into your web browser.

If this is the case, you will only be able to access the Internet when using VPN. To directly access the Internet, you will have to disable the Winsock Proxy. Usually the

application have an icon in the Control Panel that allows you to turn them on and off. Check with your Network Administrator.

I can receive email, but cannot send email using my email program

Some Internet Service Providers (ISP) require that you be connected through them in order to access their mail server to send email. Refer to Email Options for more information.

Every time I try to establish a NationalAccess - BroadbandAccess connection, it fails

- ❖ Most likely, you are outside of NationalAccess and BroadbandAccess coverage.

Wireless Communications

Important notice

Due to the transmission and reception properties of wireless communications, data can occasionally be lost or delayed.

This can be due to the variation in radio signal strength that results from changes in the characteristics of the radio transmission path. Although data loss is rare, the environment where you operate the modem may adversely affect communications.

Variations in radio signal strength are referred to as fading. Fading is caused by several different factors including signal reflection, the ionosphere, and interference from other radio channels.

Toshiba will not be held responsible for damages of any kind resulting from the delays or errors in data transmitted or received with the wireless WAN, or failure of the wireless WAN to transmit or receive such data.

RF Exposure/Specific Absorption Rate (SAR) Information

This product has been evaluated for SAR and meets the FCC Guidelines for exposure to radio waves.

Your wireless modem is a radio transmitter and receiver. It is designed and manufactured not to exceed the exposure limits for radio frequency (RF) energy set by the Federal Communications Commission (FCC) of the U.S. Government.

These limits are part of comprehensive guidelines and establish permitted levels of RF energy for the general population.

The guidelines are based on standards that were developed by independent scientific organizations through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin designed to assure the safety of all persons, regardless of age and health.

The exposure standard for wireless devices including mobile phones and wireless modems uses a unit of measurement known as the Specific Absorption Rate, or SAR. Tests for SAR are conducted using standard operating positions reviewed by the FCC with the device under test transmitting at its highest certified power level in all frequency bands.

Although the SAR is determined at the highest certified power level, the actual SAR level of the phone or modem while operating can be well below the maximum value. This is because the phone or modem is designed to operate at multiple power levels so as to use only the power required to reach the network. In general, the closer you are to a wireless base station antenna, the lower the power output.

Glossary

1xRTT

Short for single carrier (1x) Radio Transmission Technology. A high speed wireless technology based on the CDMA platform. 1xRTT has the capability of providing broadband-like speeds of up to 144 Kbps. 1xRTT is also referred to as CDMA2000.

1xEVDO

Part of a family of CDMA2000 1x digital wireless standards. 1xEVDO is a "3G" standard. EVDO stands for "EVolution, Data-Only". 1xEVDO is based on a technology initially known as "HDR" (High Data Rate) or "HRPD" (High Rate Packet Data), developed by Qualcomm. The international standard is known as IS-856. 1xEVDO has the capability of providing broadband-like speeds of average speeds of 300-600 kbps.

bps

Bits per second – rate of data flow.

Broadband

High-capacity high-speed, transmission channel with a wider bandwidth than conventional copper telephone lines.

Broadband channels can carry video, voice, and data simultaneously.

COM Port

Defines a serial/RS-232 port within the Windows[®] environment. May be physical or virtual.

Dial-Up Connection

A switched network connection established by a computer using an analog data modem over ordinary copper telephone lines.

Dormancy

A network state that occurs when no data has been transmitted or received after a given amount of time. A network connection may disconnect during a dormant state.

Firewall

A hardware or software boundary that protects a network or single PC from unwanted outside traffic.

HTTP

Hyper Text Transfer Protocol

ISP

Internet Service Provider

IP

Internet Protocol. The mechanism by which packets are routed between computers on a network.

Kbps

Kilobits per second – rate of data flow

LSP

Layered Service Provider – a Microsoft[®] feature

LAN

Local Area Network. A data network confined to limited area with moderate to high data rates. Does not use common carrier circuits, although may have gateways or bridges to other public or private networks.

Mbps

Megabits per second

PC

Personal Computer

PCMCIA

Personal Computer Memory Card International Association.

PDA

Personal Digital Assistant. A handheld device used for organization, notes, address books, and so on.

POP3

Post Office Protocol v3. A standard transport protocol used send and receive email.

Proxy

A firewall mechanism that replaces the IP address of a host on the internal (protected) network with its own IP address for all traffic passing through it.

Serial Connection

A network connection established by a serial device such as a modem. Serial communication between your PC and modem or other serial devices adhere to the RS-232 standard.

SMS

Short Messaging Service. Short text messages of generally no more than 140-160 characters sent and received by wireless devices.

Sync

To compare and synchronize two or more sources of data.

TCP/IP

Transmission Control Protocol / Internet Protocol

URL

Uniform Resource Locator

USB

Universal Serial Bus. A connection type for computer peripherals such as a printer, mobile phone, and so on.

VPN

Virtual Private Network. A way to communicate through a dedicated server securely to a corporate network over the Internet.

WAN

Wide Area Network. A network which uses common carrier-provided lines.

WEP

Wired Equivalent Privacy. A security protocol for wireless local area networks (WLANs) defined in the 802.11b standard. WEP is designed to provide the same level of security as that of a wired LAN.

WWAN

Wireless Wide Area Network

WWW

World Wide Web

Index

C

copyright 5

G

getting started 6

glossary 39

I

introduction 4

L

limitation of liability 4

P

patents and licenses 5

S

safety hazards 4

safety regulations

RF exposure/specific absorption
rate (SAR) information 38

wireless communications 38

settings in other applications 26

instructions for AOL users 30

proxy settings 27

sync applications 26

supported services 6

T

The Networks view 7

trademarks and service marks 5

troubleshooting 37

TXT messaging settings 20

U

using email with VZAccess 33

POP3 email 33

web-based email 36

V

VZAccess Manager

additional features

Help menu 25

minimizing the application
24

Options menu 24

status bar 21

battery level 22

connection status 21

coverage 21

elapsed time 22

new TXT 21

roaming status 22

throughput 22

toolbar buttons 22

Apps 23

Email 23

Support 24

TXT 23

Usage 22

Web 23

Tools menu 24

connecting to the Internet 8

dormant data sessions 11

features 7

getting started 7

preferences 14

Connect tab 17

Security setup 19

Updates tab 15

VPN tab 18

status bar 9

TXT messaging 11

receiving TXT messages
12

sending TXT messages 12

TXT contacts 13

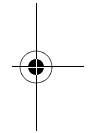
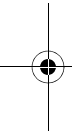
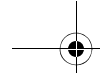
using 7

W

WWAN (Wireless Wide Area

Network) specific features 7

WWAN specific settings 16



PMAD00336010

