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**Verizon Wireless**  
**VZAccess<sup>SM</sup> Manager User Guide**  
**for the**  
**Kyocera KPC650 PC Card**

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## KPC650 PC Card Introduction

Congratulations and thank you for purchasing the Kyocera KPC650 PC Card. The KPC650 is a dual-band 1X EVDO PC card that enables you to communicate wirelessly from your laptop at high speeds. Using the Kyocera KPC650 together with Verizon Wireless' Broadband Access and NationalAccess provides you with a nationwide, mobile wireless data solution that gives you the coverage and speed you need.

Broadband Access is Verizon's premier data service, offering you one of the fastest, fully mobile wireless Internet data solutions available today. This ultra-high-speed wireless service provides you with typical speeds of 500 kbps with bursts up to 2.4 Mbps.

NationalAccess is the name for Verizon's national wireless Internet service. This 3rd generation data service, also referred to as 1XRTT, or 1X, enables you to access the Internet, email and attachments, as well as business applications at speeds bursting up to 144 kbps. The average speed is 40–60 kbps.



**Note:** Before using the KPC650, please be sure you review the ["Safety Information" on page 64](#).

## Checklist

The following items are included in your kit:

- The KPC650 Wireless PC Card Modem
- Quick Reference Guide
- KWC installation CD, which contains the software and the user guide
- Verizon Welcome CD, which contains pertinent Verizon Wireless information, along with an interactive user guide.

## About this guide

This user guide contains all the information you need to properly install and use your KPC650. Before you can begin using the KPC650, it is essential that you follow the proper instructions for installation. You must first load the software provided on the CD-ROM included in the kit before you insert the KPC650 into your notebook PC. This initial setup process takes just a few minutes and you'll soon be on your way to wireless freedom. An overview of the steps detailed in the ["Setup Instructions" on page 3](#) follow:

- Load the drivers and software, located on the Installation CD and follow the setup instructions.
- Insert the KPC650 into your notebook's PC Card slot when prompted.
- Activate your account when prompted by the Activation Wizard.
- Connect to the Verizon Wireless NationalAccess/BroadbandAccess network.

## About your Kyocera KPC650 PC Card

The KPC650 is a dual-band 1X EVDO PC card modem designed to fit into a Type II PCMCIA card slot available on most notebook PCs. This uniquely designed card allows you to connect to the Internet, send and receive email efficiently, connect to your company's network, and maximize productivity when away from the office. Note that the KPC supports SMS, but does not support voice services.

### Power Management

The KPC650 is designed to take advantage of the power management and system overhead benefits offered by the standard 32-bit CardBus electrical interface that minimizes power consumption.

### Other Features and Benefits

- A Type II PCMCIA format supporting the CardBus I/O interface
- Supports North American PCS (1900 MHz) and Cellular (800 MHz) bands
- Based on the QUALCOMM MSM6500 chipset
- Supports 3G network technologies
- Optimized data rates of up to 2 Mbps in receive mode and up to 144 kbps in transmit mode
- Equipped with all necessary host software and drivers for various operating systems
- Works at lower battery voltage and operates at a greater speed than standard PC Card interface.
- Verizon Wireless BroadbandAccess compatible (download speeds 2.4 Mb/sec max, 300–500 kbps typical)
- Verizon Wireless NationalAccess compatible (40–60 kbps)
- VZ Access Manager compatible
- Memory (FLASH/RAM): 128/64 MB
- 32-bit Cardbus interface
- Integrated dual band main antenna and a dial-band chip-based diversity antenna
- Supports external accessory antenna for enhanced diversity performance
- LED service indicator
- Supports 2-way Short Message Service (SMS)
- External accessory antenna for enhanced performance



### Storage

- When not in use, fold the antenna down and store in a compartment where the card can be protected from being crushed or broken.
- Store your KPC650 in a dry and clean place. Storage temperature: –30° to 65°C [86° to 149°F].
- Do not apply adhesive labels to the KPC650. This may cause the card to jam inside the PC Card slot of your notebook PC.
- The antenna extends freely. Do not force or hyper-extend the antenna. This may cause it to break.
- The KPC650 easily fits into the PC Card slot. Forcing the KPC650 into the PC Card slot may cause considerable damage.
- Protect your card from liquids, dust and excessive heat.

## Installation and Configuration

### Notebook PC Installation Precautions

**Warning:** DO NOT insert the KPC650 PC card before you install the software onto your notebook PC. Once you install the software, and drivers you will be prompted to insert the KPC650 into the Type II PC Card slot



Once the card is inserted, do **not** physically remove the KPC650 from the PC Card slot until you have completed the **Unplug/Eject** process. Removing the card improperly may cause a fatal error to your PC.

### System Requirements

Your KPC650 functions in notebook PCs with these Windows® operating systems:

Windows® 98 SE: Note that you may need the original Microsoft Windows 98 installation CD.

Windows® Me

Windows® XP

Windows® 2000

To install the KPC650 and the software, these minimum system resources are required:

**Card slots:** Type II PC Card slot (CardBus)

**Disk Drive:** CD-ROM

**Memory:** 32 MB

**Disk Space:** 14 MB

**Processor:** Pentium 166 MHz or higher

**Dial Up Networking:** DUN bound to TCP/IP

For VZW Access Manager, you also need

Optional Wi-Fi adapter for Wi-Fi access

Internet browser software for Internet access or the software used by your company for network access

Verizon Wireless wireless data service

### Setup Instructions



**Important:** VZAccess Manager software must be installed before you insert the KPC650 PC Card in to the computer for the first time. Only after the software has been installed can Windows successfully detect and configure the PC Card.

#### Step 1: Install PC Card Drivers

1. Insert the Installation CD into your notebook PC's CD-ROM drive. If set up does not automatically start, click the **Start** button on the taskbar and choose **Run**. Type **D:\Start** (where D is the letter of your CD-ROM drive) and click **OK**.
2. Select **Install KP650 Drivers** option install the drivers onto your computer.  
**Important:** Do **not** insert the PC Card until Step 4.

## Step 2: Install VZAccess Manager

1. From the CD-ROM, choose **Install VZAccess Manager** to begin the installation process. The VZAccess Manager installation program opens. Click **Next**.

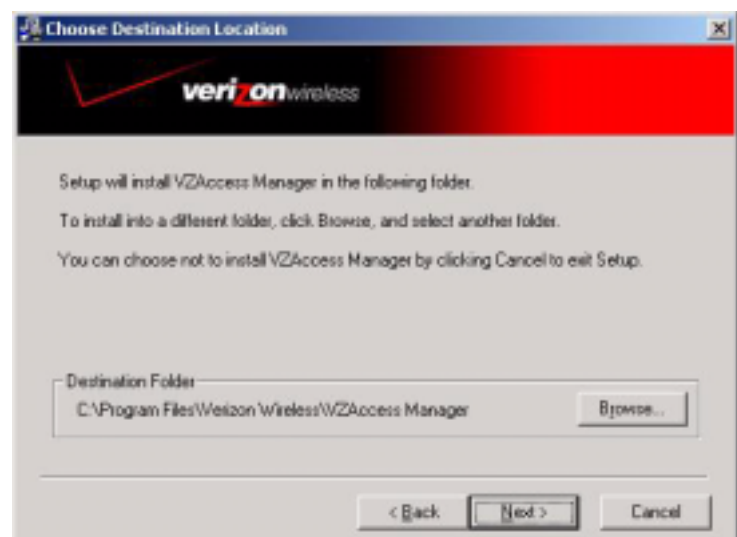


2. The VZAccess Manager License Agreement appears. To install and use this product you must agree with the terms of the VZAccess Manager License Agreement. Select **I agree with this software license agreement**.

Click **Next** to continue.

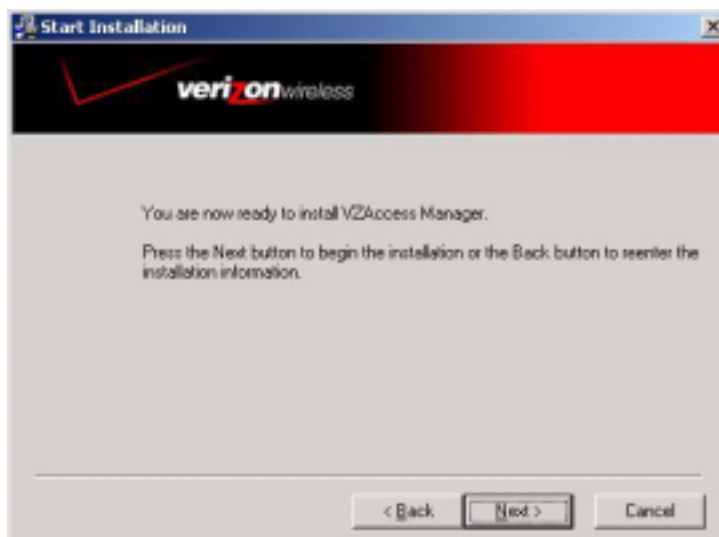


3. Choose a destination folder for your files, or use the default location.
4. Click **Next** to continue.

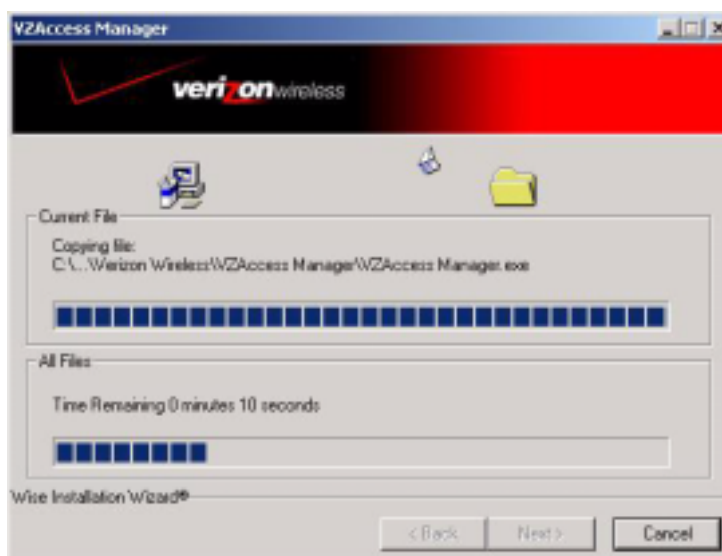




- Click **Next** to begin installing VZAccess Manager components onto your computer.



- During this step the VZAccess Manager components product are being installed onto your computer. Installed files will be placed within the destination folder specified in Step 3 above.

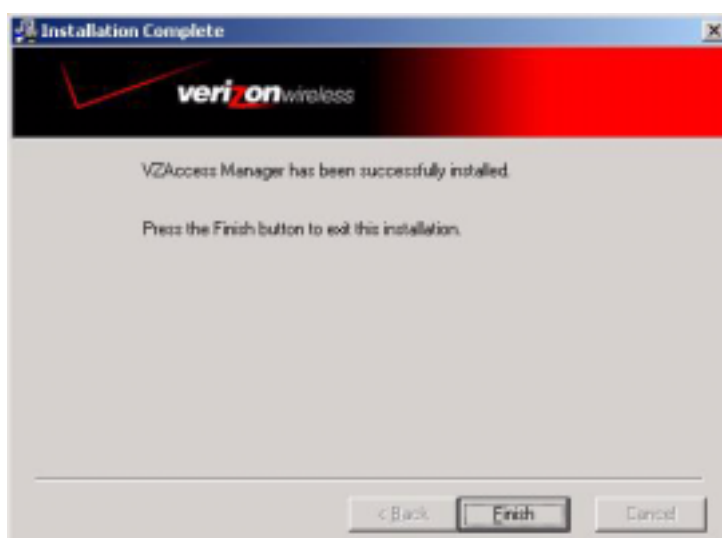


- Installation is now complete. Click **Finish**.

The setup program will automatically create a **VZAccess Manager** shortcut on your desktop.



Proceed to the continued instructions on [page 6](#).



### Step 3: Run the VZAccess Manager Setup Wizard

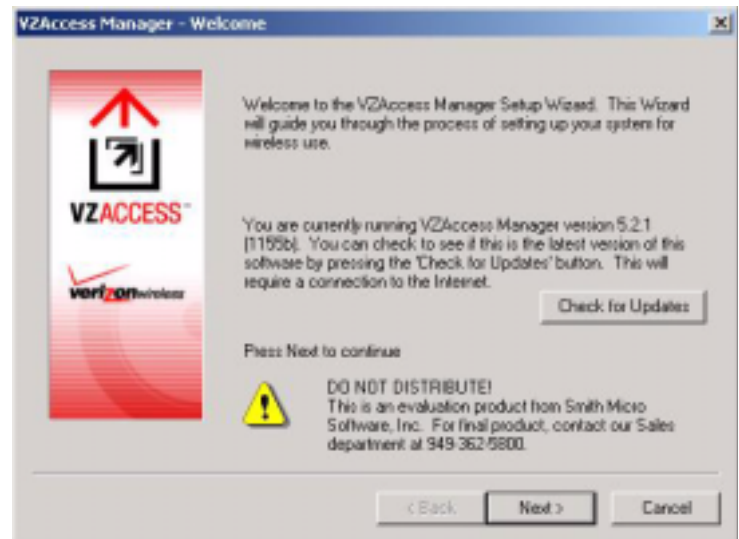
After you have successfully completed the installation process of VZAccess Manager, you are ready to install the VZAccess Manager program. The steps in the Setup Wizard are critical to the proper operation of VZAccess Manager when using your WWAN or Wi-Fi device to connect to the Internet wirelessly.

1. The VZAccess Manager software setup automatically launch when you complete initial setup.

If setup did not automatically initiate, double-click on the VZAccess Manager icon to begin the installation process, if t.



2. Click **Next** at the Welcome screen to continue the installation process.



3. Specify the type of wireless device that you intend to use with VZAccess Manager by selecting either

**Detect both Wi-Fi and WWAN**

or

**Detect WWAN device only (1xEV-DO/1xRTT/CDMA).**

For the purposes of this guide, Detect WWAN device only (1xEV-DO/1xRTT/CDMA).. Please note that your experience may be different if you use a different selection.

4. Click **Next** to continue.



5. VZAccess Manager now detects and sets up your WWAN adadevice on your computer. WWAN (Wireless Wide Area Network) denotes any 1xEVDO, 1xRTT or CDMA connection to the Verizon Wireless network such as BroadbandAccess, NationalAccess or Quick 2 Net.

**Note:** If you selected Wi-Fi and your computer has a built-in Wi-Fi adapter, you do not need to do anything and can proceed to the next step. Otherwise, insert your Wi-Fi PC Card now. You will need the drivers for the card if not already installed on the computer.

6. Click **Next** to continue...
7. Select the type of connectivity you wish to use with your wireless device. For the purposes of this guide, we use **PC Card**. Please note that this selection may not be appropriate for your type of wireless device.
8. Click **Next** to continue after you have selected your connectivity option

**Note:** If you selected USB and have not already installed the data cable drivers supplied with the cable, you must install them now. To install the data cable drivers click the **Cancel** button to exit the Setup Wizard and refer to the documentation included with the cable. Plug the data cable into your wireless phone and then plug the cable into your computer. If your wireless phone is not turned on, do so now.

9. You are now prompted to insert your PC card. Proceed to the steps below.



## Step 4: Install Your KPC650 PC Card.

1. Remove the installation CD from your CD-ROM drive.
2. Insert the KPC650 into your notebook's PC Card Slot with the label facing up.  
Raise the antenna so that it is fully extended and pointed up at a 90° angle.  
Use in any other configuration may exceed FCC RF exposure limits.



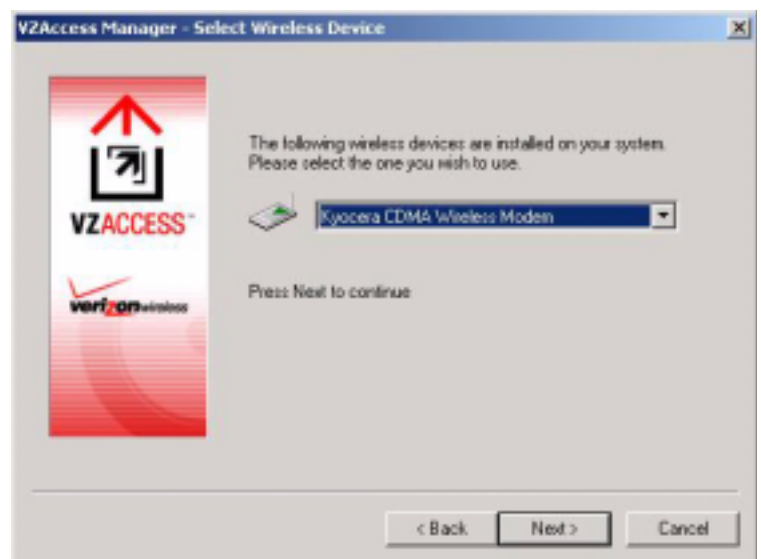
3. When you insert the PC card, the Found New Hardware wizard appears and installs the drivers placed on your computer system in the last set of steps.

**Windows 98 SE/2000/Me ONLY:** Once you have inserted the card properly, your Windows operating system notifies you that new hardware has been detected. Please wait a moment for the **Found New Hardware** function to complete the automated tasks. Multiple windows similar to the **Found New Hardware** window briefly appear and close automatically. Once complete you are prompted to begin Activation.

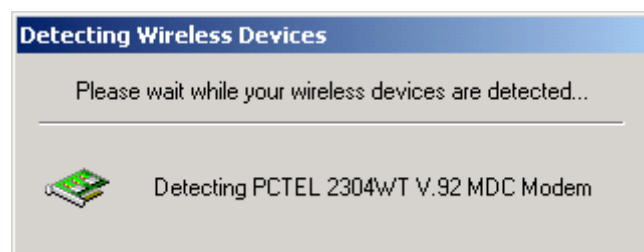
**Windows XP ONLY:** Once you have inserted the card properly, your Windows operating system notifies you that new hardware has been detected. Please wait momentarily for the “Found New Hardware” function to complete the automated tasks. Multiple Tool Tips similar to the “Found New Hardware” function will appear briefly in the system tray and will close automatically. Once complete you will be prompted to begin Activation (step 4).

**Note:** You may hear a short beep each time the KPC650 is inserted and removed from your notebook PC. This is normal. It is an audible notification from your notebook PC communicating that it recognizes new hardware. Click **Next** to continue.

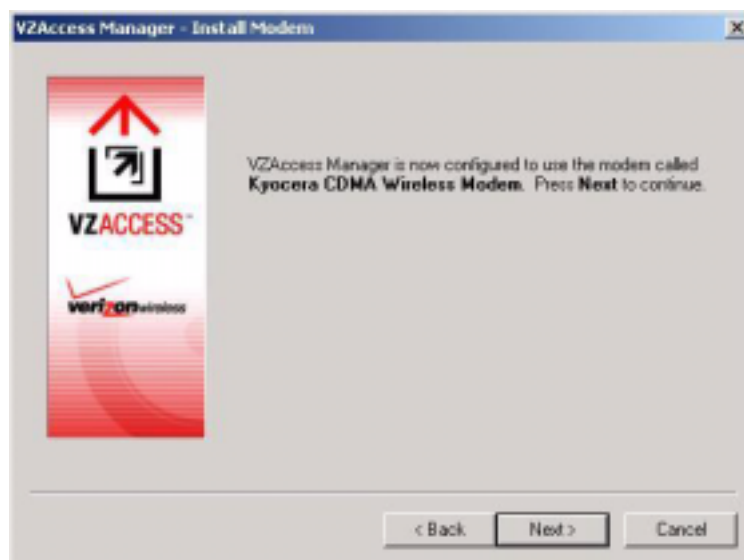
4. Select the wireless device you are using with VZAccess Manager.
5. Click **Next** to continue.



6. Your wireless device will now be detected.



7. After detecting the device, you are notified that the VZAccess Manager is configured to use the modem you selected.
8. Press **Next** to continue.



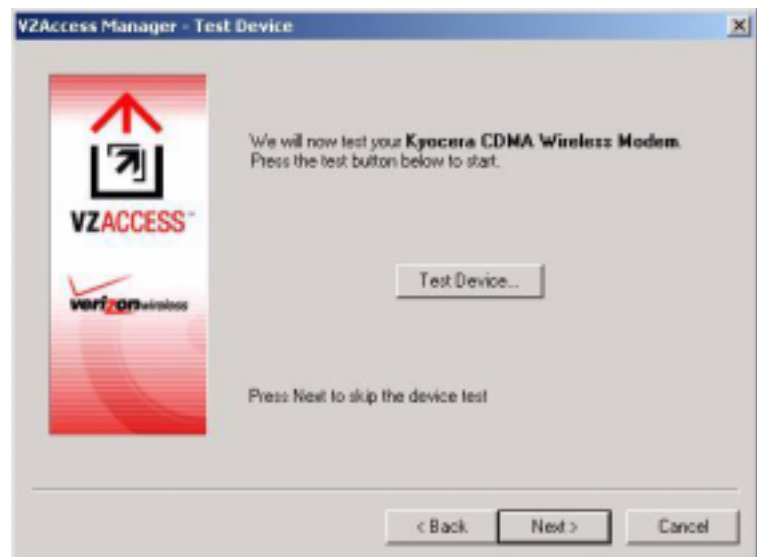
9. Enter your 10-digit phone number.
10. Press **Next** to continue.



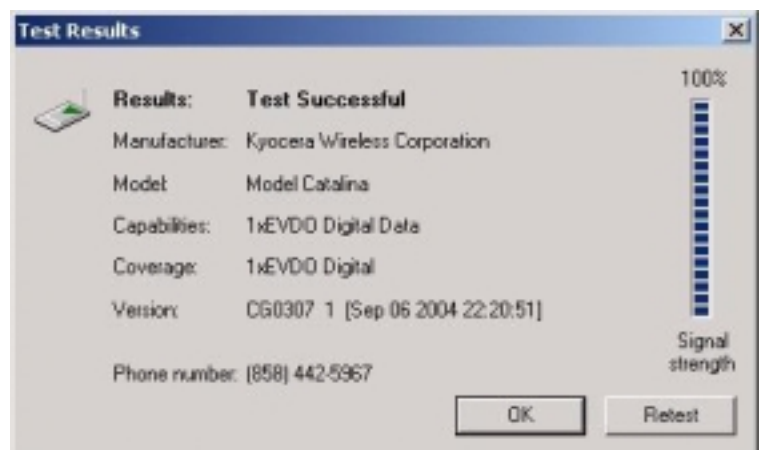
11. Select whether or not you would like to make copies of your dialup accounts if you wish. These accounts will appear as dialup options on the VZAccess Manager Connect view.
12. Click **Next** to continue.



13. Click the **Test Device** button to see detail on your PC Card and to verify that all components are working. The Test Device screen shows your device manufacturer, model, signal strength and other details.



14. Click the **Test Device** button to see detail on your PC Card and to verify that all components are working. The Test Device screen shows your device manufacturer, model, signal strength and other details.





- Click **Finish** to exit the Setup.

VZAccess Manager launches. For more information on how VZAccess Manager works, refer to “VZAccess Manager from Verizon Wireless” on page 12.



## Ejecting the KPC650

**Warning:** Do not eject the KPC650 from your notebook until you have followed the Unplug/Eject Hardware instructions for proper removal. Removing the card improperly may cause a fatal error on your PC.

- Double-click on the **Unplug/Eject Hardware** icon in the system tray.

Windows 2000 & ME



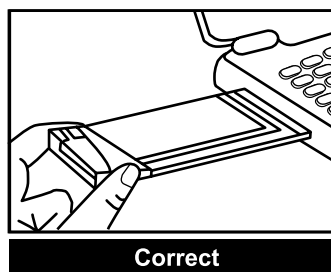
Windows 98



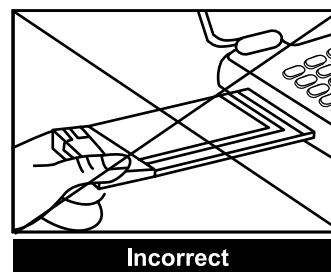
Windows XP



- Select the correct option for your operating system from the **Unplug or Eject Hardware** window and click **OK**.  
Windows 98 SE and Me: Select **Wireless PC Card Open Host Controller**.  
Windows 2000: Select **NEC PCI to USB Open Host Controller**.  
Windows XP: Select **Lucent USB Open Host Controller**.
- Confirm the device to be stopped and click **OK**.
- A Safe to Remove Hardware message appears, click **OK**.
- Remove the KPC650 from your notebook. When removing the KPC650, always grip it by the sides of the card rather than from the top. Pulling on the antenna over time may damage the card. If available, use the Card Ejector tool on your laptop.



**Correct**  
When inserting and removing the PC Card, grip both side.



**Incorrect**  
Do not handle or remove the PC Card by pulling on the antenna.

## VZAccess Manager from Verizon Wireless

Welcome to the Verizon Wireless VZAccess Manager. The VZAccess Manager provides a one-touch connection to the wireless Internet. It has built-in support for WWAN and Wi-Fi devices to give you the flexibility you need while you are mobile to connect your laptop to the Internet wirelessly.

### Supported Services

#### VZAccess Manager supports the following services from Verizon Wireless:

- **Quick 2 NetSM (14.4 kbps):** Requires a CDMA data-capable phone and Mobile Office Kit or IS95A-capable PC Card. This connection operates at 14.4 kbps and provides a connection to the Internet. Additional per-minute charges apply.
- **Dial-Up-Data Service:** Requires a CDMA data-capable phone and Mobile Office Kit or IS95A-capable PC Card. This allows you to use your wireless device to dial into your corporate network, or other services you normally dial into, over a regular phone line. This connection operates at 14.4 kbps. Additional per-minute charges apply.
- **NationalAccess:** Requires a NationalAccess-capable wireless phone and Mobile Office Kit or NationalAccess PC Card. NationalAccess delivers typical speeds of 40 to 60 kbps, bursting up to 144 kbps (speed claim based on our network tests with 101 Kilobyte FTP data files). Actual throughput speed and coverage vary.. This service requires subscription to a NationalAccess plan. Additional information is available at [www.verizonwireless.com/b2c/mobileoptions/nationalaccess/index.jsp](http://www.verizonwireless.com/b2c/mobileoptions/nationalaccess/index.jsp).
- **BroadbandAccess:** Requires a BroadbandAccess-capable PC Card and provides a wireless broadband connection to the Internet. 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 (typical speeds of 300–500 kbps, capable of reaching speeds up to 2 Mbps). Today this subscription service is available in the Washington, D.C., San Diego and Las Vegas areas. Visit [www.verizonwireless.com/b2c/mobileoptions/broadband/index.jsp](http://www.verizonwireless.com/b2c/mobileoptions/broadband/index.jsp) for service availability and additional details. **Note:** Present BroadbandAccess Equipment devices also support NationalAccess, but do not support Quick 2 Net or Dial-Up-Data Service.



You do not need a separate Internet service provider (ISP) to access the Internet when using Quick 2 Net, NationalAccess, or BroadbandAccess.

### NationalAccess and BroadbandAccess defined

The KPC650 operates on Verizon Wireless NationalAccess and BroadbandAccess technologies that leverage a wireless cellular network called Code Division Multiple Access (CDMA). CDMA is a digital spread-spectrum wireless technology that offers reliable, high-speed bi-directional throughput at speeds ranging from 144 kbps or 2 Mbps for email, corporate databases, and all the services of the Internet. The high-performance KPC650, designed to leverage CDMA 1xEVDO and 1xRTT network technologies, enables you to both send and receive data/email at maximum network rates.

Often times when using a dial-up connection, a network busy signal appears. That's because there are bottlenecks slowing down the network. With the spread spectrum technology of CDMA these frustrating bottlenecks are eliminated. In fact, CDMA technology allows a network to handle more calls than competing digital technologies. BroadbandAccess is Verizon Wireless' premier data service, offering one of the fastest, fully mobile wireless Internet data solutions available today. This ultra-high-speed wireless service, provides users with typical speeds of 300–500 kbps with bursts up to 2 Mbps. BroadbandAccess is also known as CDMA 1xEVDO, a 3G (third generation) technology. NationalAccess is the name for Verizon Wireless' national wireless Internet service. This is also known as CDMA 1xRTT, another variant of 3G technology, and delivers bi-directional peak packet data speeds of up to 144 kbps. Together, Verizon Wireless NationalAccess/BroadbandAccess offers a national mobile wireless data solution.



Maximum possible speed varies upon location and availability. Visit the Verizon Wireless website for up-to-date coverage information: [www.verizonwireless.com](http://www.verizonwireless.com).

#### What about privacy?

The secure CDMA network is designed with digital coding that is recognized only by the base station and unintelligible to eavesdroppers.

## VZAccess Manager Tools

Today's online world offers more services everyday and Verizon Wireless gives you 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 notebook computer!

### WWAN (Wireless Wide Area Network, 1xEV-DO/1xRTT/CDMA) Features

- Configures your PC to use your wireless phone and cable or wireless CDMA PC Card as a modem.
- Creates a Quick 2 Net (14.4 kbps) connection if supported by your device.
- Creates a NationalAccess connection if using a NationalAccess capable wireless phone and cable or PC Card, which does not support BroadbandAccess.
- Creates a NationalAccess - BroadbandAccess connection if using a BroadbandAccess capable device. This connection will automatically fall back and attempt connecting via NationalAccess if the BroadbandAccess service is unavailable.
- Copy utility to create wireless copies of your dial-up connections, if supported by your device.
- Controls the Venturi compression software when using your NationalAccess - BroadbandAccess, National Access, or Quick 2 Net (14.4 kbps) connections.
- Signal strength and battery level display for most wireless phones.
- Test function for WWAN device.

### Wi-Fi Features

- Configures Wi-Fi Adapter to work with VZAccess Manager.
- Displays Wi-Fi connections and signal strength when in a Wi-Fi coverage area. Supports connecting to Wi-Fi networks such as ones used at home or work.
- Supports built-in Wi-Fi adapters or PC cards.




WWAN capable device is required to use the WWAN features. Individual WWAN features are also device dependent as described in the WWAN section above.

### Other Features

- Launch all of your dial-up networking connections, if desired.
- Launch your browser, e-mail client, VPN or a program of your choice upon connection.
- Log connections used, duration and bytes sent and received.
- TXT messaging
- For more information about VZAccess Manager features, refer to [“Additional VZAccess Manager Features” on page 30](#).

## Getting Started with VZAccess Manager

Double-click on the VZAccess Manager icon  on your desktop or click on the Windows **Start** menu and go to **Programs → VZAccess Manager**.

### About the Connect View

VZAccess Manager will open to the Connect view by default. This view is where you manage your wireless connections. The Connect view displays all currently available network connections.

At a glance you can see the signal strength and battery level (if applicable) of your WWAN or Wi-Fi network. To update the information on this panel, select **Options → Refresh Networks** or **Options → Refresh Signal Levels**. Your current connection state and the elapsed time of the connection are displayed along the bottom of the status bar.



If your expected connection does not appear or if you connected your wireless phone and cable, or inserted your wireless CDMA PC Card or Wi-Fi Card after starting VZAccess Manager, select **Options → Refresh Networks** to have VZAccess Manager look for your wireless device(s) and verify network availability. If you have any Wi-Fi networks you manually added because they do not broadcast their SSID, they will always be displayed, and you will have to refer to the signal strength displayed to know when you are in range. Refer to [“Wi-Fi Preferences” on page 25](#) for additional details.



Note that with certain Wi-Fi adapters the signal strength for Wi-Fi networks is not accurate until you connect to the network.

**Note:** The Quick 2 Net (14.4 kbps) connection is only created when the WWAN option is selected during setup and if your wireless device supports it. The NationalAccess connection is only created when the WWAN option is selected during setup and if you are using a NationalAccess capable device that does not support the Verizon Wireless BroadbandAccess service. If you are using a BroadbandAccess capable device a NationalAccess - BroadbandAccess connection will be created. This connection will use BroadbandAccess if available and will automatically attempt a NationalAccess connection when BroadbandAccess is not available.



If you change phones or PC cards, you will need to run the Setup Wizard again. To do this make sure that your phone and cable are connected, then select **Options → Run Wizard** from the VZAccess Manager connect view.

## Connecting

Once your Wi-Fi or WWAN device is properly configured, connecting to the Internet is as simple as selecting the network connection type shown in the list and clicking the **Connect** button. Note that the Connect button immediately above the list changes to Connect WWAN or Connect Wi-Fi as appropriate based on the current selection in the networks list.

1. Select one of the following connections: **NationalAccess**, **NationalAccess - BroadbandAccess**, or **Quick 2 Net (14.4kbps)**.
2. Click the **Connect WWAN** button when it becomes enabled.

Once connected, the Connect WWAN button changes to **Disconnect WWAN**. Simply click this to end your current connection. To connect to any other network shown, select it, and then select **Connect**.

## Status Bar

Information regarding your current network connection can be seen in the status bar along the bottom of the VZAccess Manager interface.

**Note:** If you are using a WWAN (1xEV-DO/1xRTT/CDMA) device that supports the Verizon Wireless Dial-Up-Data service and you made wireless copies of your dial-up accounts, they will also appear. If you are in the presence of a private Wi-Fi network (such as one at work or at home) it will also appear if you selected the Wi-Fi option during setup. If the number of connections exceeds what can be displayed, a vertical scroll bar will appear to the right of the connections. Scroll down to see them all.



The first time you connect with the NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connections, or a private Wi-Fi connection, a connectivity warning message appears. These messages will appear each time you connect, unless you suppress them. For more information, refer to [“Warning Messages” on page 17](#).

Status information appears the bottom of the VZAccess Manager window. When not connected, the status text in the lower left corner will display "Not connected" for the currently selected network. The timer will display "00:00:00". Once connected, the status text will display "Connected" and the elapsed timer will begin to run. When a connection is active, its name will appear as bold text.

The status is also reflected in the Task Tray icon. Right-clicking on the tray icon provides various options and double-clicking on it will always show the application. Placing your cursor on it will display the current connection status.



Connected



Connecting



Idle - Not Connected



Disconnecting

When you connect and disconnect from VZAccess Manager an alert window slides out of the task tray showing the status from networks.

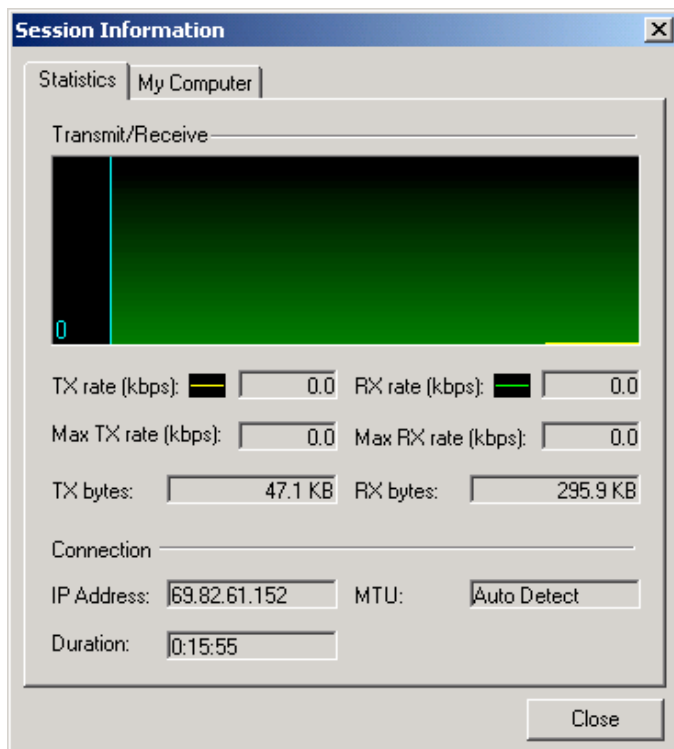
The pop up status can be turned off, by selecting **Tools** → **Preferences** → **Options** tab, and unchecking **Show popup status windows by tray**.

Based on your preferences, your browser or e-mail or VPN program can be launched automatically, or you can launch whatever software you want to use. You can also determine if all connections show in the drop down list or only your wireless ones, see [“VZAccess Manager Settings” on page 19](#).

**Note:** Always use VZAccess Manager when connecting via the NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection. This will ensure that the Venturi compression software is enabled and the wireless device is configured properly before connecting. Refer to [“Using Venturi” on page 36](#) for more information on how Venturi works.



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



The Session Information window also contains a My Computer tab and a Wi-Fi tab if applicable. The My Computer tab contains detailed information about your computer. This information is helpful when troubleshooting a problem.

#### Additional information when using the Quick 2 Net (14.4 kbps) connection:

When using the Quick 2 Net (14.4 kbps) connection, VZAccess Manager enables the Venturi compression software to roughly double your performance. For additional details refer to [“Using Venturi” on page 36](#).

#### Additional information when using the NationalAccess connection:

By default VZAccess Manager enables the Venturi compression software for the BroadbandAccess and NationalAccess connections.

If you are using the NationalAccess - BroadbandAccess or NationalAccess connection and the call fails when you try to connect, with VZAccess Manager returning to its idle state, you should try to connect again. If you are still having trouble, try the Quick 2 Net (14.4 kbps) connection, if your device supports it. If you feel you may have incorrectly entered your wireless telephone number during initial setup, select **Options** → **Run Wizard**.

#### Dormancy:

NationalAccess and BroadbandAccess data sessions become dormant if you are not sending or receiving any 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. See your Verizon Calling Plan brochure for details or visit [www.verizonwireless.com](http://www.verizonwireless.com). If this happens select **Disconnect**, and then connect again.

While dormant your wireless phone/device may be able to receive a voice call. If you leave your wireless phone connected to your PC, after you finish your voice call you may be able to resume your data session as you normally would.

## Warning Messages

### NationalAccess

The first time you connect via the NationalAccess connection, the following warning message appears:

**ATTENTION**

You are about to establish a NationalAccess (1xRTT) connection. Charges apply in accordance with your subscription to Verizon Wireless' NationalAccess.

To see our current pricing for NationalAccess, please visit <http://www.verizonwireless.com/b2c/mobileoptions>

Select **Do not show this warning again** to suppress the message. Otherwise, each time you connect via the NationalAccess connection this message will appear.

### NationalAccess - BroadbandAccess

The first time you connect via the NationalAccess - BroadbandAccess connection, the following warning message appears:

**ATTENTION**

You are about to establish a BroadbandAccess or NationalAccess connection. Charges apply in accordance with your subscription to Verizon Wireless' NationalAccess/BroadbandAccess.

To see our current pricing for BroadbandAccess, please visit <http://www.verizonwireless.com/b2c/mobileoptions>.

Select **Do not show this warning again** to suppress the message. Otherwise, each time you connect via the NationalAccess - BroadbandAccess connection this message will appear.

### Quick 2 Net (14.4 kbps)

The first time you connect via the Quick 2 Net (14.4 kbps) connection, the following warning message appears:

**ATTENTION**

Quick 2 Net(sm) may be charged differently than NationalAccess sessions.

Please check your Calling Plan for details.

Select **Do not show this warning again** to suppress the message. Otherwise, each time you connect via the Quick 2 Net (14.4 kbps) connection this message will appear.

### Dial-Up

The first time you connect via a wireless Dial-Up connection, the following warning message appears:

**ATTENTION**

Dial Up connections may be charged differently than NationalAccess sessions.

Please check your Calling Plan for details.

Select **Do not show this warning again** to suppress the message. Otherwise, each time you connect via the Dial-Up connection this message will appear.

## Wi-Fi

The first time you connect to a Wi-Fi network, the following warning appears

You are about to establish a connection to a Wi-Fi network. Verizon Wireless does not support problems associated with Wi-Fi networks.

Verizon Wireless Customer Care will not be able to assist you. Please see the Help file for details.

In most cases connecting to a private Wi-Fi network is a simple process and you can use VZAccess Manager instead of the Wi-Fi client you would normally use. If you have any problems doing this try the recommendations in the section on Wi-Fi Troubleshooting.

## Setting Dial Up Connections

This section is only applicable if you are using a WWAN Device that supports Dial-Up connections (a wireless phone and cable or a PC card).

You can make wireless copies of existing dial up accounts on your system. This will enable those accounts and allow you to connect to them wirelessly.

To launch the copy utility, select **Tools** → **Dial-up Accounts** → **Copy**.

Click on the connection or connection(s) you want to copy and click **OK**.



The new connection will have a suffix of "(Wireless)" and will be set to use your wireless phone as the modem. If the utility is unable to automatically recognize your existing area code and number, the existing number will be displayed, and you will be prompted to enter the area code and number. The utility configures the new wireless connections to always dial 11 digits, so that they will work locally and also in other digital data coverage areas. If it is determined that the connection might benefit by further optimization, an additional connection with a "(Wireless Optimized)" suffix, will also be created. This connection may connect faster. If you have trouble with the "(Wireless Optimized)" connection, you can delete it from your dial-up networking folder and use the "(Wireless)" connection.



**Note:** Some applications, such as AOL and JUNO, have Dial-Up Networking connections that can't be used directly from VZAccess Manager or Dial-Up Networking. Copies of these connections will not work with your wireless phone, since the original connections do not work by themselves. In most cases the original connections or the software can be configured to use your wireless phone or CDMA PC Card as a modem. For the easiest way to configure AOL to work with your wireless phone, refer to [“Configuring AOL Version 9” on page 43](#).

To delete connections:

**Windows 95, 98, or ME:** Select **Tools** → **Dial-up Accounts** → **Edit**. To delete a connection, click on it to select it, and press the delete key.

**Windows 2000 and XP:** Select **Tools** → **Control Panels** → **Network and Dial-up Connections**. Right-click on the desired connection and select **Delete**.

## VZAccess Manager Settings

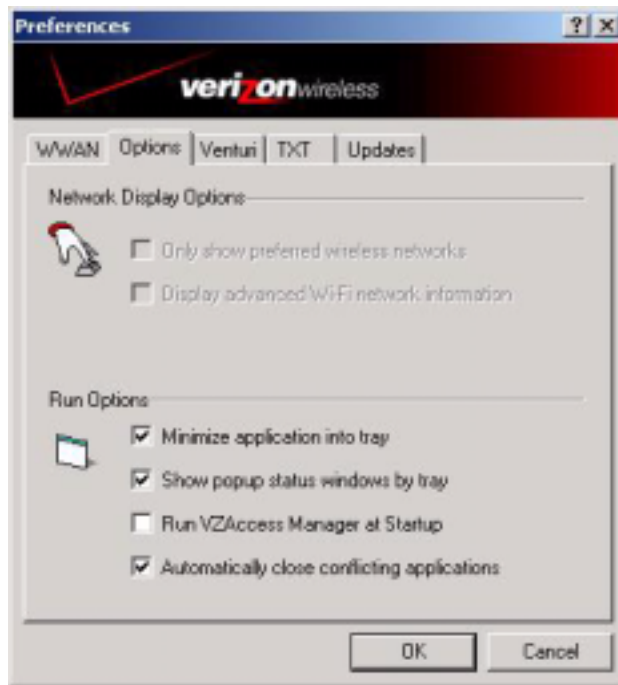
### General Preferences

This section covers the preferences that are common to both WWAN and Wi-Fi. Preferences that are unique to WWAN and Wi-Fi are discussed in [“WWAN Preferences” on page 22](#) and [“Wi-Fi Preferences” on page 25](#).





## Options Tab

On the VZAccess Manager Home screen, select **Tools** → **Preferences** → **Options** tab.



**Only show preferred wireless networks:** This only applies to Wi-Fi networks. If checked, at startup, only networks in your Preferred list on the Wi-Fi tab are displayed (networks you have connected to in the past) otherwise, all detected networks are displayed.

**Display advanced Wi-Fi network information:** This only applies to Wi-Fi networks. If checked, additional information will be displayed for Wi-Fi networks such as the channel, MAC address and type of security.

**Minimize Application into tray:** With this option selected, when you minimize VZAccess Manager, instead of taking up space in your taskbar, it will just disappear. You can get it back by double-clicking on the tray icon , alternatively you can right-click in the icon and select **Show Application**. You can minimize the main window of VZAccess Manager by selecting the minimize icon (  ) in the upper-right corner of the main window.

**Show popup status windows by tray:** Enables status notification in a pop up window above the task bar that displays for a few seconds whenever 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.

**Automatically close conflicting applications:** With this option selected, VZAccess Manager will automatically close any application it recognizes that is known to prevent it from working correctly. For example, it may close the client software that was supplied with your Wi-Fi card, if it's known to conflict with VZAccess Manager controlling your Wi-Fi card.

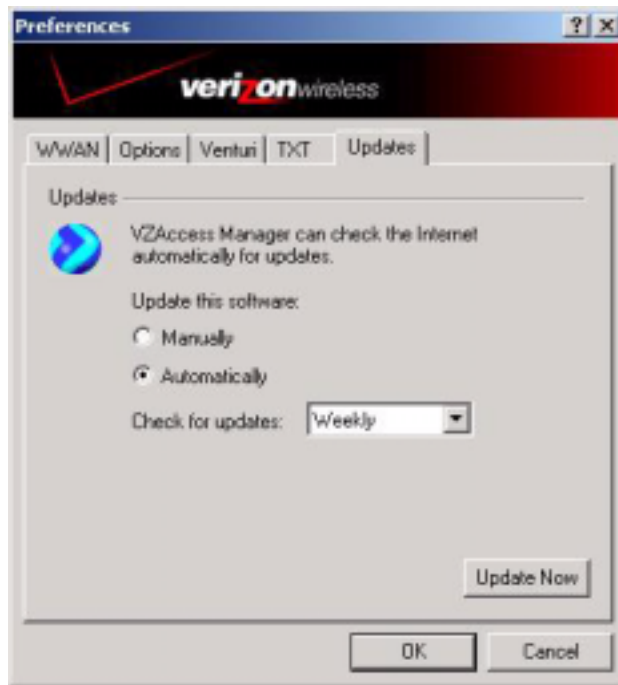
For Wi-Fi, Passwords, and VPN options, refer [“Wi-Fi Preferences” on page 25](#).

For WWAN options and Venturi options see [“WWAN Preferences” on page 22](#).



## Updates Tab

On the VZAccess Manager connect view, select **Tools** → **Preferences** → **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 NationalAccess, BroadbandAccess, Quick 2 Net or any Wi-Fi connection.

You will be given the choice to download or cancel. If you select download, you will be presented with a display that shows the progress as the update is downloading with the option to cancel if desired. 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 check automatically for updates, daily, weekly (default), or monthly. It only checks when the application is running and when it detects that you are connected and able to access to the Internet. If desired, you can select **Manually** and the software will only check for updates when you select **Update Now**, or you when you select, from VZAccess Manager's connect view **Help, Check for Updates**.

## WWAN Preferences

From the VZAccess Manager home screen, select **Tools** → **Preferences** → **WWAN** tab.



**Show wireless device battery instead of PC battery:** If you only selected to detect and install Wi-Fi when installing VZAccess Manager, VZAccess Manager will display the PC's battery status in its main window. If you are using a WWAN device and this option is selected, the battery level of your WWAN device is displayed when your device is connected and detected by VZAccess Manager, as well as when you connect and disconnect using your WWAN device. Battery status cannot be updated while you are connected. You can refresh the status when you are not connected, by selecting **Tools** → **Refresh Signal Levels** from VZAccess Manager's main window. Some phones fail to accurately report their battery level to VZAccess Manager and some WWAN devices such as PC cards do not use batteries, so you can use this option to display the PC's battery instead.

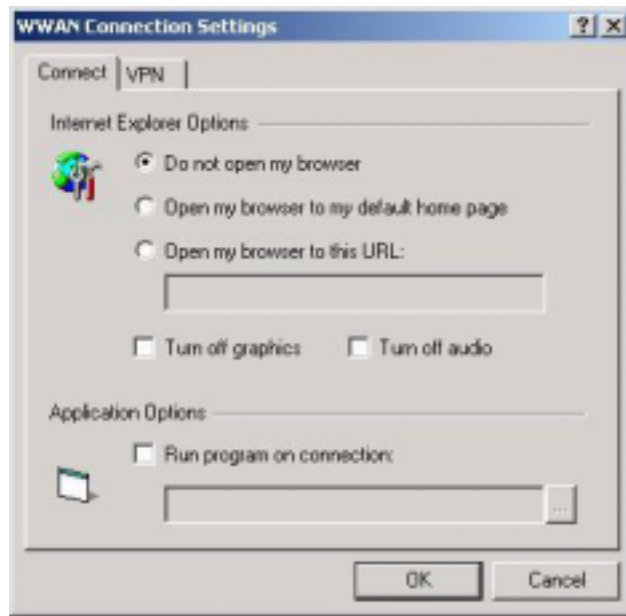
**Set Options. . . :** This is used to set various connect options. See [“Connect Tab” on page 23](#) and [“VPN Tab” on page 24](#).

**Show non-wireless accounts in list:** If you select this option all of your dial up accounts will show up in 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 the Verizon Wireless NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, (depending on your wireless phone/device capabilities) and any wireless connections you have created, manually or with the Copy Accounts Wizard. If VZAccess Manager is also configured for Wi-Fi, these connections are also displayed when in coverage of the hot spot.

**Do not prompt for user name and password:** If you are only using the Verizon Wireless NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, this setting has no effect. If you created Wireless connections to dial into other networks or have existing connections you are going to launch using VZAccess Manager, checking this option will skip the screen that normally asks for your user name and password. For this to work you will have had to connect previously, successfully saving your user name and password.

## Connect Tab

When you select **Set Options**  from the WWAN Preferences screen (**Tools** → **Preferences** → **WWAN** tab → **Set Options** → **Connect** tab.), the following options appear .



**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 (NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net), VZAccess Manager automatically launches your default web browser and your home page loads.

**Open my browser to this URL:** With this option selected, when you connect to a WWAN network (NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net), VZAccess Manager automatically launches your default web browser but does it in such a way that the URL you specify will load instead of your home page.

**Turn off graphics:** When selected, this turns off graphics in Internet Explorer.

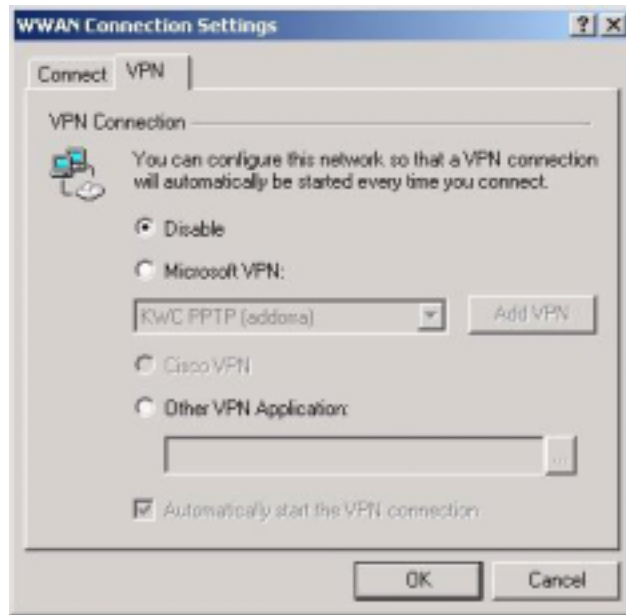
**Turn off audio:** When selected, this turns off audio in Internet Explorer.

With these options off, web pages load faster but you have to right-click and select **show picture** to view any pictures. With the added performance of the Venturi compression software when using the Verizon Wireless NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, most users prefer to see graphics and have audio support, so the default setting for both options is unchecked.

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

## VPN Tab

The following options exist on the VPN tab (**Tools** → **Preferences** → **WWAN** tab → **Set Options** → **VPN** tab):



**Disable:** When you connect to a WWAN network, VZAccess Manager will not automatically launch your VPN client.

**Microsoft VPN:** If the network you are connecting to supports using Microsoft's VPN, you can select this option and select the VPN connection you normally use from the drop down list. You can also use the **Add VPN** to create a Microsoft VPN connection. When you use VZAccess Manager to connect to a WWAN network, it will automatically launch your VPN connection.

**Cisco VPN:** If Cisco VPN software is installed, you can select this option to cause VZAccess Manager to automatically launch your Cisco VPN software when you connect to a WWAN network using VZAccess Manager.

**Other VPN Application:** This allows you to automatically run any VPN program when you use VZAccess Manager to connect to a WWAN network. Check the **Other VPN Application** radial button and then click on the browse button to locate the desired VPN application you want to run when you connect to a WWAN network using VZAccess Manager. The VPN application will run for all WWAN connections made from VZAccess Manager. If you have a shortcut you normally use to launch your VPN application you may want to right-click on it and select properties to see where the program is located and how it's named.

## Venturi Tab

The last WWAN specific option is the Venturi tab (**Tools** → **Preferences** → **Venturi** tab):



The Venturi compression software works in the background between your computer and Venturi compression servers on the Verizon Wireless network to improve your performance when using the NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection. This option is selected by default and allows VZAccess Manager to automatically turn the Venturi compression software on when you use VZAccess Manager to connect via BroadbandAccess, NationalAccess or Quick 2 Net, and off when you disconnect.

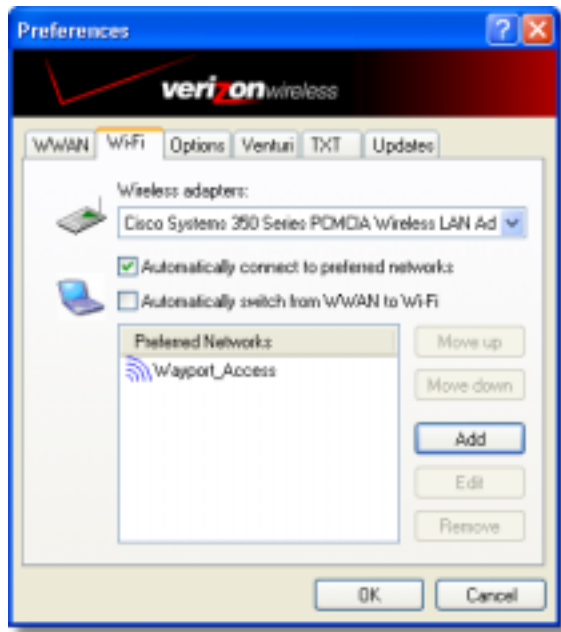
Unselecting "Compress and accelerate WWAN connections" will cause VZAccess Manager to no longer toggle the Venturi compression software on and off when using BroadbandAccess, NationalAccess or Quick 2 Net. The recommendation is to leave this option selected because it helps in most cases. There are some rare situations where you may get better performance by turning the compression software off, so the option is available. You can also control the compression client through its user interface. For additional details see the section on Venturi Instructions.

## Wi-Fi Preferences

The following options are available if you selected "detect Wi-Fi" device during setup. If you have added a Wi-Fi device after having installed VZAccess Manager, you can select **Options** → **Run Wizard** to run the setup wizard again.

If you connect your Wi-Fi device after VZAccess Manager has been started and you are in coverage of a Wi-Fi network, selecting **Options** → **Refresh Networks** will cause VZAccess Manager to recognize your Wi-Fi device (and WWAN if connected) and scan for available networks.

Select Tools → Preferences → Wi-Fi tab.



**Wireless adapters:** In the rare case you have more than one Wi-Fi adapter, you can select the Wi-Fi adapter you are using. If your adapter does not appear, try upgrading to the latest available drivers from the Wi-Fi device manufacturer.

**Automatically connect to preferred networks:** Allows you to have VZAccess Manager automatically connect to your preferred Wi-Fi networks when they are detected.

**Automatically switch from WWAN to Wi-Fi:** Requires that **Automatically connect to preferred networks** is selected. When you select this option to automatically switch from WWAN to Wi-Fi

VZAccess Manager will disconnect your WWAN connection (NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps)) and automatically connects via Wi-Fi when a preferred Wi-Fi network is detected. WWAN connections are only relevant if using a 1XRTT/CDMA wireless phone and cable or an 1XEVD0/1XRTT/CDMA PC card.

**Preferred Networks:** When you connect to or add Wi-Fi networks they appear in this list. If using the **Automatically connect** feature VZAccess Manager attempts to connect to the networks in the order they appear in this list.

**Move Up:** Changes the priority of the Wi-Fi networks you have added or connected to in the past. This option is only available when you have two or more Wi-Fi networks in the Preferred list.

**Move Down:** Changes the priority of non Verizon Wireless Wi-Fi networks you have added or connected to in the past. This option is only available when you have two or more Wi-Fi networks in the Preferred list.

**Add:** Used to manually add Wi-Fi network. If you select "Add" you will have to enter the network's name and indicate if it is password protected. The only time you would need to use the "Add" feature would be if the Access Point providing the Wi-Fi coverage does not broadcast its network name (SSID). The easiest way to add a network that broadcasts its network name, is to select the Wi-Fi network connection when it appears, and then select **Connect**. If it is password protected you will be prompted to enter your WEP (Wired Equivalent Privacy) key.

**Note:** If you manually add a Wi-Fi network, when VZAccess Manager finds it, its signal strength is displayed to the right of the network name when you are within coverage of that network. If you incorrectly entered the name, the signal strength will never indicate any signal.



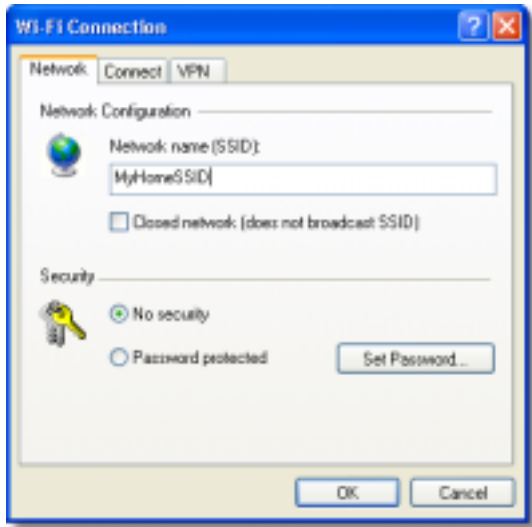
With certain Wi-Fi adapters the signal strength for Wi-Fi networks is not accurate until you connect to the network.

**Edit:** If you select a connection in the Preferred Network list, the Edit button will become active. Pressing it will provide you with three additional tabs: Network, Connect, and VPN. These are discussed below.

**Remove:** Removes any other Wi-Fi networks you have added or connected to in the past. Just select the network, then select **Remove**.

### Network Tab

From the Wi-Fi tab above (**Tools** → **Preferences** → **Wi-Fi** tab), select a network listed under **Preferred Networks** then select the **Edit** button, or if you select the **Add** button, one of the following options will be displayed:



The following options exist on the Network tab:

**Network Name:** On the Network tab, for private networks you can edit or enter the Network name and specify if it is a closed network. **Note:** The name has to match the network to work. If the network broadcasts its SSID, instead of manually adding it, select the Wi-Fi network connection when it appears, and then select **Connect**. If it is password protected you will be prompted to enter your WEP (Wired Equivalent Privacy) key.

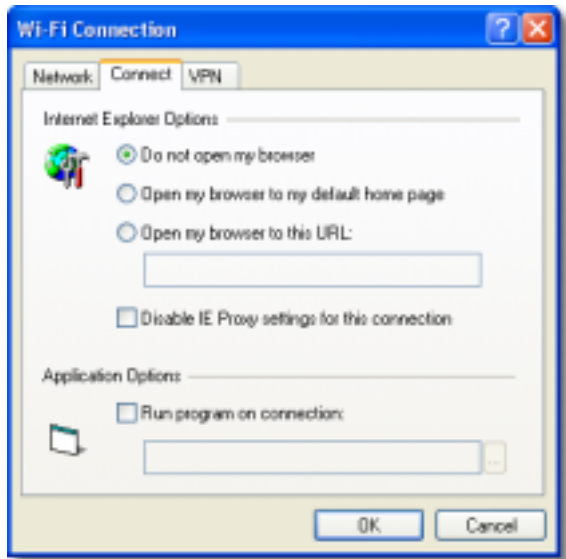


The name has to match the network to work. Note that this name is case sensitive when entering it

**Set Password:** This option allows you to modify, delete or enter your Wi-Fi WEP keys for a private Wi-Fi network..

## Connect Tab

The following options exist on the **Connect** tab (**Tools** → **Preferences** → **Wi-Fi** tab → **Add** or a network in the **Preferred Network** list → **Edit** → **Connect** tab.):



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

**Open my browser to my default home page:** With this option selected, when you connect to a Wi-Fi network VZAccess Manager will automatically launch your web browser and your default home page will load.

**Open my browser to this URL:** With this option selected, when you connect to a Wi-Fi network, VZAccess Manager will automatically launch your web browser but do it in such a way that the URL you specify will load instead of your home page.

**Disable IE Proxy settings for this connection:** This option provides an automatic method to turn off proxy settings when connecting to a Wi-Fi network. This would typically be used if you normally use proxy settings at work to access the Internet and you wanted to access the Internet directly via Wi-Fi without using VPN (Virtual Private Networking) software.

**Run program on connection:** This allows automatically running a program when you use VZAccess Manager to connect to a Wi-Fi network. Select the browse button to browse to the desired application you want to run when you connect to a Wi-Fi network using VZAccess Manager. The application will run for all Wi-Fi connections made from VZAccess Manager.



## VPN Tab

The following options exist on the **VPN** tab (**Tools** → **Preferences** → **Wi-Fi** tab → **Add** or a network in the **Preferred Network** list → **Edit** → **VPN** tab):



**Disable:** When you connect to a Wi-Fi network, VZAccess Manager will not automatically launch your VPN client.

**Microsoft VPN:** If the network you are connecting to supports using Microsoft's VPN, you can select this option and select the VPN connection you normally use from the drop down list. You can also use the **Add VPN** to create a Microsoft VPN connection. When you use VZAccess Manager to connect to the Wi-Fi network you added or edited, it will automatically launch your VPN connection.

**Cisco VPN:** If Cisco VPN software is installed, you can select this option to cause VZAccess Manager to automatically launch your Cisco VPN software when you connect to the Wi-Fi network you added or edited, using VZAccess Manager.

**Other VPN Application:** This allows you to automatically run any VPN program when you use VZAccess Manager to connect to the Wi-Fi network you added or edited. Select the browse button to browse to the desired VPN application you want to run when you connect to the Wi-Fi network you added or edited, using VZAccess Manager. If you have a shortcut you normally use to launch your VPN application you may want to right click on it and select properties to see where the program is located and how it's named.

## Options Tab

The last tab in Preferences that has Wi-Fi specific settings is the **Options** tab (**Tools** → **Preferences** → **Options**):

**Only show preferred wireless networks at start up:** This only applies to Wi-Fi networks. If checked, at startup, only networks in your Preferred list on the Wi-Fi tab are displayed (networks you have connected to in the past) otherwise, all detected networks are displayed. You also have the option in the main screen of VZAccess Manager of selecting "Show All Networks" when only preferred networks are displayed and you have the option to select "Show Preferred" networks when VZAccess Manager is set to show all detected networks.

**Display advanced Wi-Fi network information:** This only applies to Wi-Fi networks. If checked, additional information will be displayed for Wi-Fi networks such as the channel, MAC address and type of security.

The rest of the features on this tab are explained in [“General Preferences” on page 19](#).

## Additional VZAccess Manager Features

In addition to the basic features mentioned in previous sections, VZAccess Manager has the additional features listed below.

### The Status Bar

The details of your current connection can be seen in the status bar at the bottom of the VZAccess Manager interface. This status bar is always visible when the interface is fully expanded. For information on minimizing the VZAccess Manager interface, refer to [“Minimizing the Interface” on page 32](#).



**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 changes to **Connected**. If you are not connected, **Not Connected** displays.

#### WWAN PC Card Status Area:

The text that reads Verizon Wireless can change to the following:

Device not inserted - Your WWAN PC Card is removed from the laptop.

Device not activated - Your PC Card needs to be activated.

**Coverage:** For PC cards, an icon will display if you are in NationalAccess or BroadbandAccess coverage. Hover the mouse to see the tool tip showing the name of the current network.

**New TXT:** If your device supports TXT messaging, an icon appears on the status bar to show that you have a new TXT message waiting. Double-click on the icon to jump to the TXT view to see the message.

**Throughput:** The amount of data that you have sent and received since the current network connection was initiated can be seen by holding the mouse over the green up and down arrows on the right side of the status bar.

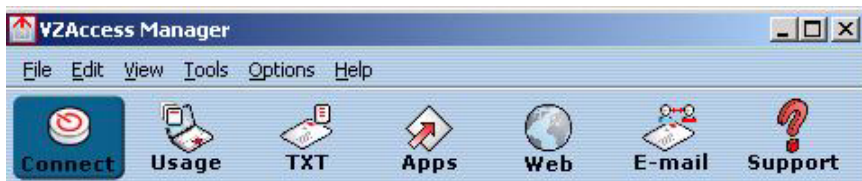
**Battery Level:** The current battery level of your mobile phone can be seen on the right side of the status bar.

**Elapsed Time:** The amount of time that has elapsed since the current network connection was initiated is tracked on the lower right side of the status bar.

**Roaming Status:** VZAccess Manager displays Roaming status for PC Cards. These icons will show on status bar in these scenarios:

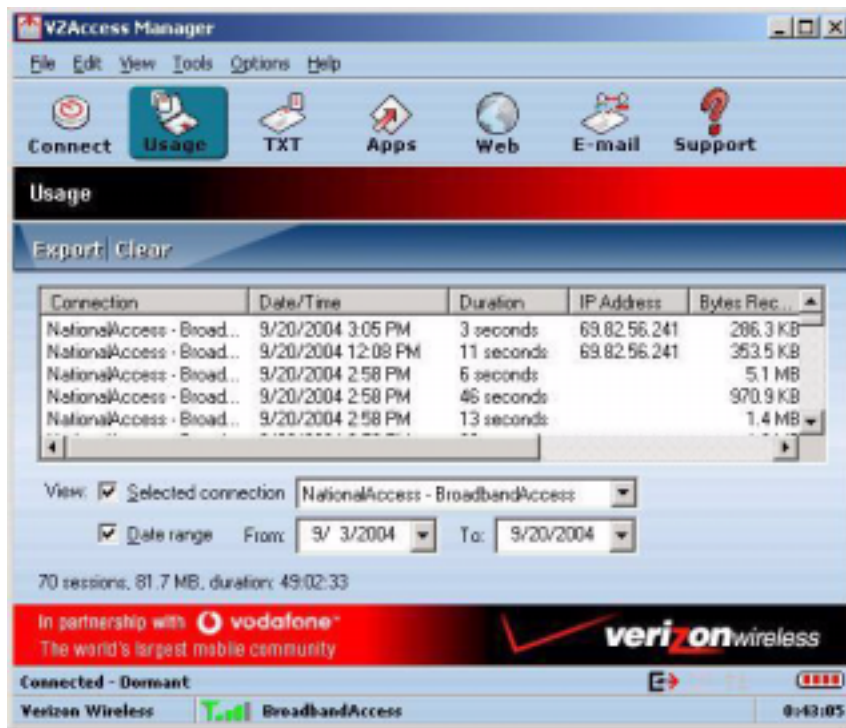
Icon	Status
	Roaming
	Extended Network
No icon displayed	Home Network

## The Toolbar Buttons

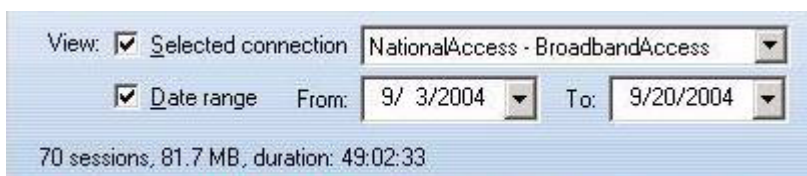


**Connect:** Displays all of your available wireless connections and networks.

**Usage:** Provides a concise session log of your network activity. Click on a column heading to sort the log. This window also displays the total number of sessions as well as the total time connected.



The information displayed in the Usage log can be customized using the controls that appear just below the list.



To view only the connection history of a specific network type, check the **Selected connection** checkbox and select the desired type from the drop-down list. To view only the connections made during a specific interval, check the **Date range** checkbox and specify the date in the **From:** and **To:** fields.

To export this log as a CSV file, click the **Export** button that is just above the log. To clear the log, press the **Clear** button. Note that clearing the log cannot be undone.

**Apps:** Add applications here that you want easy access to while connected to the wireless Internet. VZAccess Manager will pre-load into this view links to Verizon Wireless web sites, and any Microsoft Office applications you have loaded on your computer.

**TXT:** The TXT button allows you to send short text messages to any other wireless device that supports SMS. Note that this button is only available when using a wireless device that supports SMS.

**Web:** Launches the default web browser on your computer.

**Email:** Launches the default email application on your computer.

**Support:** Displays a variety of help options available to you. Click this button to find assistance with a problem, to explore the full range of VZW products and services, or to contact Verizon Wireless.

## Minimizing the Interface

The VZAccess Manager interface can be minimized to take up as little screen real estate as possible. To minimize the interface, select **View → Minimum**.



To return the VZAccess Manager interface to the normal size, select **View → Minimum** again.

## The Tools Menu

**Preferences:** Allows you to set preferences for WWAN, WiFi, Options, Venturi and updates.

**Control Panels:** Access to your systems **Modem**, **Network and Dial-Up Connections**, and **Internet** control panels. You can also see all control panels by selecting **All**.



The following options are only applicable if using a WWAN device (Wireless Phone and cable or 1xRTT/CDMA PC card) that supports dial-up accounts

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

- **Add Wireless:** This is used to create a wireless dial-up connection from scratch.
- **Add Other:** This is used to create a regular dial-up connection from scratch.
- **Edit:** This is used to edit properties of any dial-up connection.
- **Copy:** See section on Using Dial-Up Connections.

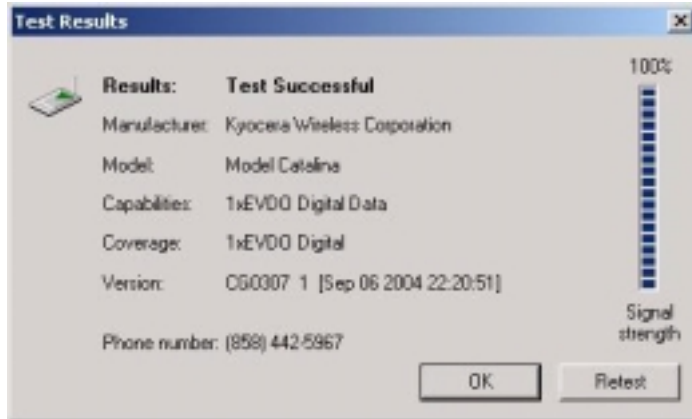
## The Options Menu

**Refresh Networks:** This causes VZAccess Manager to verify devices connected and to scan for available Networks. Use this feature if you connected your equipment after launching VZAccess Manager. Pressing the F6 function key can also access this option.

**Refresh Signal Levels:** This causes VZAccess Manager to query signal levels and update its display. This will also update the battery display for your WWAN device if it is not in an active data session. Signal levels are automatically refreshed when you launch VZAccess Manager, connect or disconnect. Pressing the F5 function key can also access this option.

**Statistics:** If you selected to detect and install Wi-Fi during installation, there will be a Wi-Fi statistics tab with additional information and tools that are helpful in the event any troubleshooting of the connection is required. You can view key statistics including bandwidth and your IP address information, release your IP address, renew your IP address. If you selected to detect and install a WWAN device during installation, there will be a Statistics tab that will show data speeds during a session when using the WWAN device. Quick 2 Net is capable of data speeds bursting up to 14.4 Kbps. NationalAccess delivers typical speeds of 40 to 60 kbps, bursting up to 144 kbps. BroadbandAccess provides broadband-like speeds (up to 1.54 Mbps). There is also a My Computer tab; this tab has key information about your computer that may be helpful in troubleshooting any problems that may occur. It also has the option of being e-mailed to Verizon Wireless Technical Support.

**Test WWAN Device:** Retrieve and display detailed information about your WWAN device (Wireless phone and cable or 1xEV-DO/1xRTT/CDMA PC Card) such as manufacturer, model, version, etc. Also, see the current battery (not with PC cards) and signal strengths. This information can be valuable when troubleshooting a problem.



**Run Wizard:** Runs the Setup Wizard again. Useful if you need to reconfigure VZAccess Manager to use a new mobile handset or PC Card.

## The Help Menu

**Contents:** Launches this help file. You can also access this help file from your installation CD.

**Check for Updates:** Can be used with any connection to the Internet to check for software updates for VZAccess Manager. **Note:** If downloading an update wirelessly, normal usage charges apply. [“Updates Tab” on page 21.](#)



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

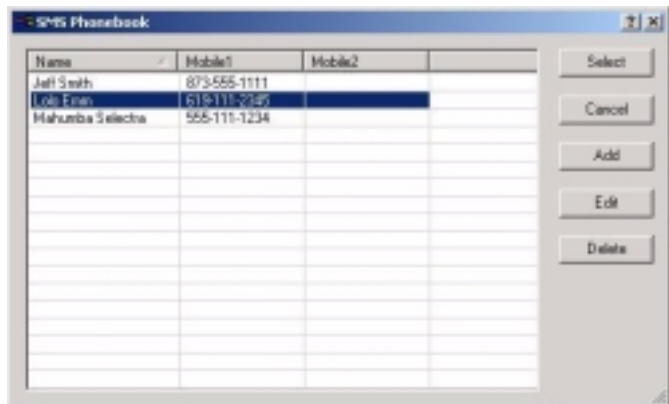
**E-mail Verizon Wireless Support:** This option will attempt to launch your mail client with the default address to e-mail Verizon Wireless Support.

**About VZAccess Manager:** Displays the software version.

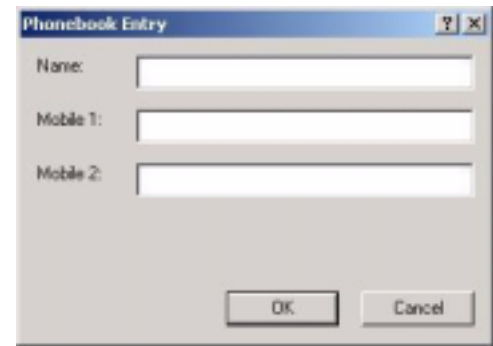
## Text messaging

Your Kyocera KPC650 is short message service (SMS) capable. Before sending messages, you must have the mobile numbers of your contacts set up your SMS phonebook. To do this:

1. Click the TXT button  on the VZAccess Manager home screen to open the TXT Messaging window
2. Click on the To button  located toward the bottom part of the window. The SMS Phonebook screen appears.
3. Click **Add**. The Phonebook Entry screen opens




4. Enter the name and phone number(s) of your contact and click **OK**.
5. Repeat for each contact you want to add.



A dialog box titled "Phonebook Entry" with a question mark icon. It contains three text input fields labeled "Name:", "Mobile 1:", and "Mobile 2:". At the bottom right are "OK" and "Cancel" buttons.

## Sending a text message

1. Click the TXT button  on the VZAccess Manager home screen to open the TXT Messaging window..
2. Click on the **To:** button, highlight the contact you want to send a message to, and click **Select**. The address is laced in the **To:** text field.
3. Type your message in the Compose text field.
4. Click the **Send** button. A message alerts you that VZAccess Manager is attempting to send the message. Shortly after you will receive a confirmation that the message has been sent or that the attempt failed.



## Options within TXT Messaging

**Check new messages:** Click on this text to update message that have been sent to you.

**View:** Check to see Received Messages, Sent Messages, or All messages in the display window at the top of the screen.

**Reply:** Reply to any messages you have received. Select the message to which you want to reply, click **Reply**, and type your text. Click **Send**.

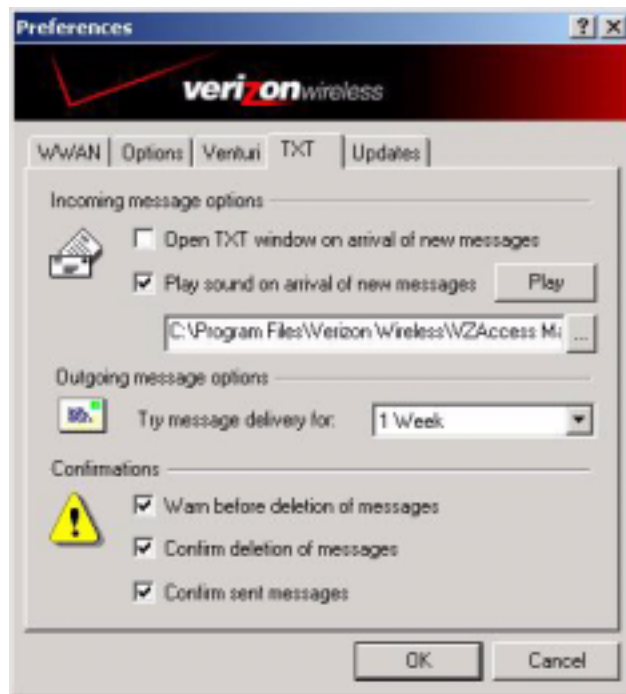
**Forward:** Send an existing message to another address. Highlight the message, click **Forward**, Click the **To** button and choose the recipient. Click **Send**.





**Resend:** Resend the message to the original recipient.

**Delete:** Delete messages from your inbox. Highlight the message, click **Delete**. A warning will confirm that you want to delete the message. Select **Yes**.

## Setting TXT preferences



**Open TXT Window on arrival of new messages:** Allows you to set how text messages are delivered. Placing a checkmark in this box will cause open a new window when a TXT message arrives for you.

**Play sound on arrival of new messages:** Checking this box allows you to set sounds for incoming messages. Use the Browse button  to search for your sound files. Click on the sound file you want to set. Confirm you set the sound you wanted by clicking the Play button .

**Try message delivery for:** Set the timeframe for which how long you want to attempt to send messages if they are undeliverable. Use the dropdown to set 1 Hour, 6 Hours, 24 Hours, 72 Hours, or 1 Week.

**Warn before deletion of messages:** Place a checkmark in this box if you want a warning before messages are deleted.

**Confirm deletion of messages:** Place a checkmark in this box to receive confirmation when messages are deleted.

**Confirm sent messages:** Place a checkmark in this box to receive confirmation of when messages have been sent.

## Venturi Compression Software

Venturi, on average, roughly doubles your web browsing performance when connecting to the Internet when using a WWAN device (Wireless phone and cable or 1xEV-DO/1XRTT/CDMA PC Card) and the NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection. Performance can vary due to many factors.

### Here's how it works

The Venturi client intercepts your request from your web browser and passes it to a Venturi compression server on the Verizon Wireless Network. The server gets your web content, reduces the quality of the graphics, to reduce their size, and compresses the text that makes up the rest of the web page. The now compressed page, smaller in size, is sent to the client. The client decompresses the page and passes it to your browser. Performance is improved since less information has to be sent for you to get your web page.

## Supported Protocols

- HTTP (used for web pages)
- HTTPS (used for secure web pages). **Note:** Due to encryption secure web pages are not compressed, but Venturi still improves HTTPS performance.
- FTP (used when accessing Internet file servers)
- POP3 (used to access some e-mail servers)
- IMAP (used to access some e-mail servers)
- SMTP (used for e-mail, send mail servers)
- Telnet and Secure Shell (used for terminal applications accessing other computers)

**Note:** Although Venturi supports these protocols, you may not be able to access certain servers if they are not accessible via any connection to the Internet. For example, many Internet Service Providers (ISPs) only allow access to their send mail servers when you are connected to the Internet through them. They do this to minimize fraudulent use of their send mail servers. An alternative is to use the Verizon Wireless Send Mail Server or to use web based e-mail, such as Microsoft's Hotmail (<http://www.hotmail.com>). For more details, see section on Using E-mail with Mobile Office.

## Using Venturi

### Venturi Icons

The Venturi compression software loads automatically at startup. A “V” icon is available in your system tray. This icon indicates the following states:



A purple "V" indicates that Venturi is idle and on.




A spinning “V” indicates Venturi is processing requests.

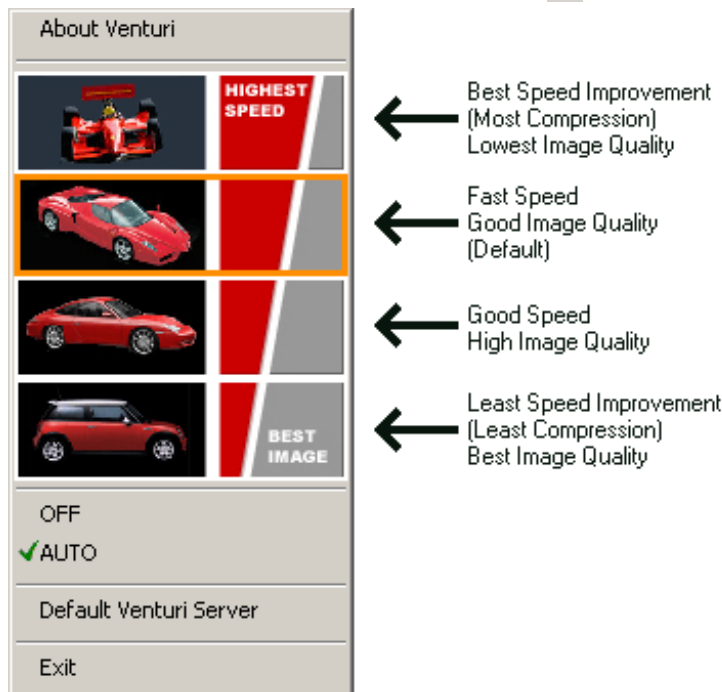


A “V” with a red X indicates that either the Venturi compression software is off or in bypass mode. If the client is on and enters bypass mode, this is an indication that the client was unsuccessful communicating with the Venturi server. In the rare case of this happening, Venturi will automatically resume working as soon as it's able to reach the server. While in bypass mode you will still be able to access web pages, but Venturi compression will not occur.



## Venturi Options



If you right click on the Venturi task tray icon  the following menu appears.



**About Venturi:** Displays the version of the client.

**Speed/Image Selection:** Select the quality of graphics you want Venturi to provide by clicking on one of the four car images. It's a trade-off between speed and image quality. With any of these settings, you can always force a web page to load with uncompressed images by doing a forced refresh. If using Internet Explorer this is accomplished by holding down the **Ctrl** key + **Alt** key + the **Shift** key and then clicking on the refresh icon. If using Netscape, hold down the shift key and click on the "Reload" icon.

**OFF and AUTO:** Allows you to switch the client between **AUTO** and **OFF** (or **ON** and **OFF**, if configured for manual mode). If you are using Virtual Private Networking (VPN) or are connected wirelessly to a private network or Internet Service Provider where the Verizon Wireless Venturi servers are not reachable, you may want to turn Venturi off so you don't have to wait for it to determine that no server is available and switch into its bypass mode. Also, in the rare case you have an issue accessing a particular site, you can also temporarily turn Venturi off. Remember to turn it back on when you want to use it.

The BroadbandAccess / NationalAccess / Quick 2 Net version of Venturi is configured by default to use Auto mode. This means that it loads, turns off , and expects an external program to turn it on  when you connect wirelessly and turn it off when you disconnect. The VZAccess Manager software performs these functions.

**Default Venturi Server:** Displays the address for the Venturi compression servers on the Verizon Wireless Network, this is set to [expressnet.myvzw.com](http://expressnet.myvzw.com). By default this value cannot be changed but may be used for troubleshooting when working with Verizon Wireless support.



**Exit:** Closes Venturi.


## Using Venturi

Make sure that Venturi is set to **AUTO** (or **ON** if configured for manual mode), connect to the Internet by double-clicking on **NationalAccess - BroadbandAccess**, **NationalAccess**, or **Quick 2 Net (14.4kbps)** from VZAccess Manager. Once connected, start browsing web pages.

### Additional Tips:

If you have trouble loading a page or signing onto a site you can temporarily turn Venturi off as follows:

1. Click **Stop** in your browser to stop any data being processed by Venturi. The "V" should stop spinning. If it does not, exit your browser.
2. Right-click on  in the task tray to bring up the user interface.
3. Click on **OFF**.
4. Click on **Refresh** or **Reload** in your browser, to reload the page. If you had to exit your browser in step 1, launch it and navigate to your desired page. (It should also appear in your browser's history.)
5. To turn Venturi back on, simply right-click on  in the task tray and click on **AUTO** (or **ON** if configured for manual mode).

**Note:** If your browser fails to stop passing data to Venturi and  will not stop spinning to allow you to toggle Venturi off, exit your browser, toggle Venturi off, and then launch your browser again.

If you ever have a web page where a graphic fails to load, try right-clicking where the graphic should have loaded and select **Show Picture** or **View Image**, and just that image will be requested and load.

### Downloading Venturi

The VZAccess Manager should come with the latest version of Venturi, but you can check the following web site for updates to this software: [www.venturiwireless.com/support.html](http://www.venturiwireless.com/support.html).

For troubleshooting tips on using Venturi, see the Online help.

## Settings in other Applications

This section describes special settings that might be required to use Personal Digital Assistants (PDAs) over the Verizon Wireless wireless network.

### Sync Applications

Palm Incorporated's HotSync<sup>®</sup> and Microsoft Corporation's ActiveSync<sup>®</sup> are used for PDAs. These programs synchronize files between a laptop or desktop PC and the PDA, and may conflict with your WWAN device. If you have any problems using your WWAN device, try turning these programs off as explained below:

**To turn HotSync On and Off:** Right-click on the HotSync icon in your task tray to bring up HotSync options. Click on **Local Serial** and **Local USB** to remove the check marks. This disables HotSync. If HotSync was causing a conflict your WWAN device should now work. Repeat this process to recheck **Local Serial** and **Local USB** to re-enable HotSync. If you are using an early version of HotSync, you may not be able to uncheck the Local options without first checking Modem or Network. If this is the case, you can always select **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 for Mobile Office and checked when you want to sync your 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

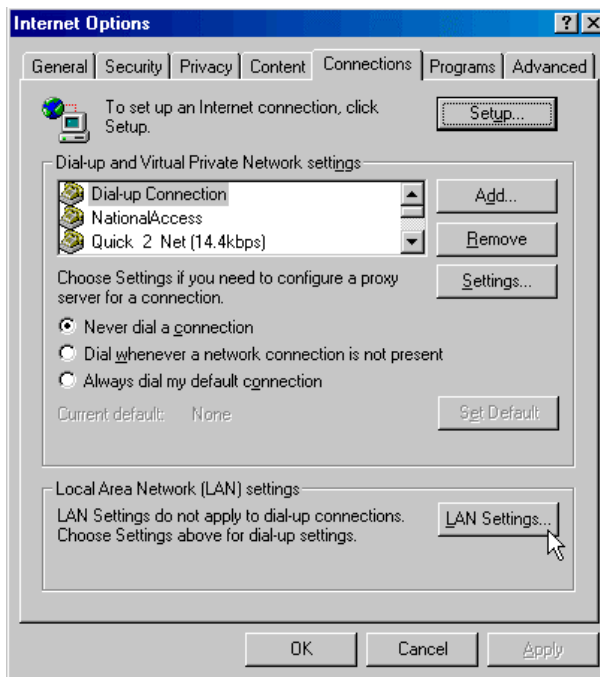
Most corporations go through a proxy server to access the Internet via the corporate network. If you wish to access the internet directly through the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection, proxy settings must be turned off. If you are connecting to your corporation's network using VPN and your corporation uses proxies, then you would need the correct proxy settings to be able to access the Internet. For exact details on the proxy settings needed when accessing your corporate network, contact your corporate network technical support department.

Performance, when accessing the Internet directly, is improved because you eliminate any overhead of the VPN client. Also for the NationalAccess - BroadbandAccess, NationalAccess, and Quick 2 Net (14.4 kbps) connection, if the Venturi compression software is installed, it also increases performance when you are accessing the Internet directly. When using a VPN client, it creates a secure connection to your corporate network and prevents accessing the Venturi compression servers on the Verizon Wireless network, so Venturi is of no value when you are using VPN. For additional details on Venturi, refer to [“Using Venturi” on page 36](#).

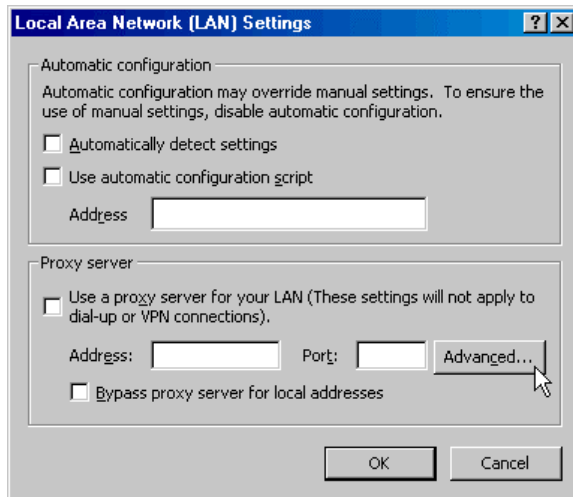
### Proxy settings if using Internet Explorer (version 5 and newer)

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 Network adapters, which include Wi-Fi adapters as well as your Network adapter. You can access the LAN Settings by doing the following:

1. In Internet Explorer, select **Tools** → **Internet Options**.
2. Then select the **Connections** Tab then **LAN Settings**.



If your company uses proxy settings they will appear here.

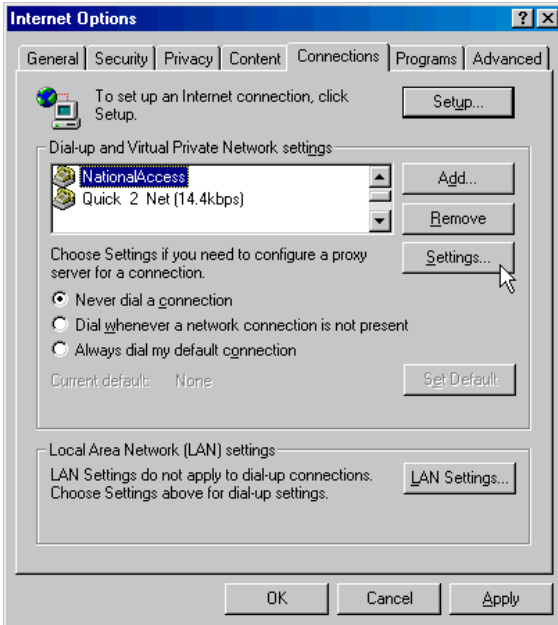


3. If you are only using Wi-Fi connections without VPN and you want to access the Internet directly, uncheck the first three options to turn proxy settings off. If using VPN and if the settings are present leave them as they are. To restore the settings, navigate back to this screen and recheck any boxes you had unchecked. If using a WWAN device, the NationalAccess - BroadbandAccess, NationalAccess and Quick 2 Net (14.4 kbps) connections from within VZAccess Manager have no proxy settings associated with them by default. This means you can access the Internet directly using these connections but if you connect via VPN and your company requires proxy settings, you will not be able to access the Internet when connected via VPN. Performance is better if you drop your VPN connection when you want to access the Internet directly, but you can record all the settings on this screen and on the screen that appears when you select the **Advanced** button, then enter these settings in the properties for your WWAN connections (NationalAccess - BroadbandAccess, NationalAccess, Quick 2 Net [14.4 kbps]).

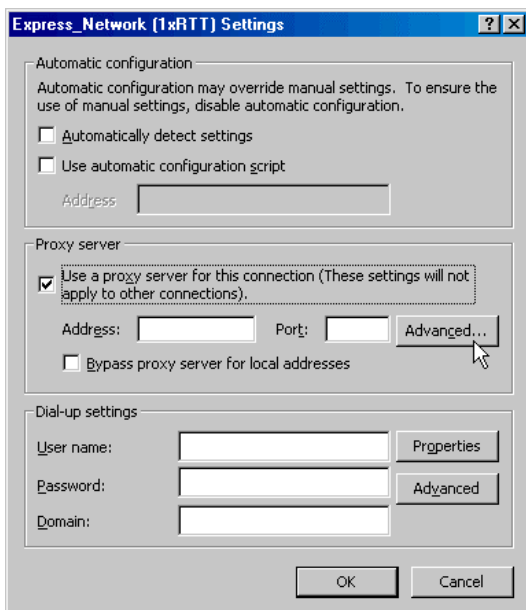
**Note:** You can have proxy settings automatically turned off when you connect using Wi-Fi connections , refer to [“Wi-Fi Preferences” on page 25](#).

4. If you need to enter proxy settings for the NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection that is used by VZAccess Manager, you would select the connection from the **Connections** tab in the previous step and select **Settings**. The exact names of the connections used by VZAccess Manager are

NationalAccess - BroadbandAccess, NationalAccess, and Quick 2 Net (14.4kbps). (If you need to navigate to this tab, from Internet Explorer's main screen, select **Tools** → **Internet Options** → **Connections** tab.)



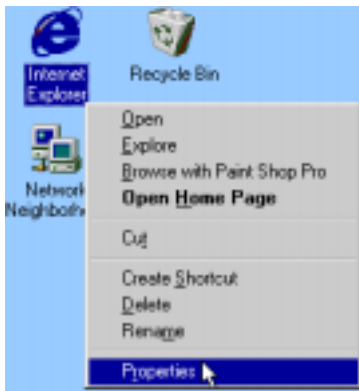
- The settings are displayed, you can now enter the same proxy settings you recorded in Step 3, if you want to use VPN and your proxy settings with these connections. If necessary also enter the information recorded from the screen that appears after selecting the **Advanced** button. To disable proxy settings for these connections, uncheck the **Use proxy server...** box. Proxy settings must be disabled to access the Internet directly when using these connections 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 accessing the Internet directly through the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection and 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 select **Properties** (or if Internet Explorer is already open go to **Tools → Internet Options...**).



2. Click on the **Connection** tab. Uncheck the box labeled **Access the Internet using a proxy server** then click **OK** or **Apply**. You may now access the Internet through the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection.

When you wish to access the Internet through your corporate network proxy server, you must repeat these steps, checking the box labeled **Access the Internet using a proxy server**.

If your proxy setting is incorrect for the connection you are using, you will get an error whenever you try to go to any site.

#### Proxy Settings if using Netscape Navigator 4.0 and higher:

In Netscape Navigator 4.0 and higher, proxy settings are global and have to be turned off when accessing the Internet directly through the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection and back on if required by your company when using their network to access the Internet or when using VPN.

1. From within your browser, go to **Edit → Preferences**.
2. Click on the + beside **Advanced** then **Proxies**. Next select **Direct connection to the Internet** and click **OK**. You may now access the Internet through the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 Kbps) connection.

**Reminder:** When you wish to access the Internet through your corporate network proxy server, you must repeat these steps, select **Manual proxy configuration** and click **OK**. If your proxy setting is incorrect for the connection you are using, you will get 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 BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) 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 [“Troubleshooting” on page 50](#) to resolve the issue.

For instructions on how to configure AOL versions 8.0 or earlier, refer to the Online help located under the Help menu on the VZAccess Manager connect view.

### AOL Version 9

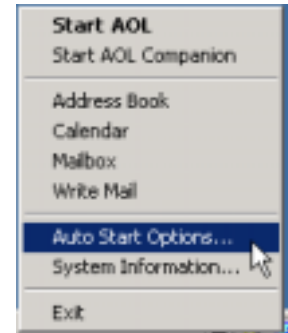
AOL supports using other connections to the Internet, so it can be used with the Verizon Wireless BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection.

**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, click here to see how to resolve this issue in our trouble-shooting section.

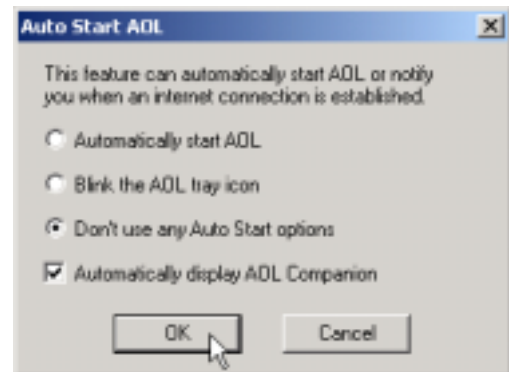
When using the AOL interface, Venturi is unable to compress your Internet traffic, however, Venturi compression will occur if you launch and use your web browser.

### Configuring AOL Version 9

1. Right-click on the AOL icon in your task tray, and then click on **Auto Start Options..**



2. Select **Don't use any Auto Start options**, and then click **OK**. (We have found it to be more reliable to manually launch AOL, rather than to use the Auto Start options.)



3. The first time you run AOL (version 9), after setting your wireless device up as a modem, you may get the following screen; select **OK** to proceed. If you do not get this screen go to Step



4. AOL will attempt to detect how it might be able to connect

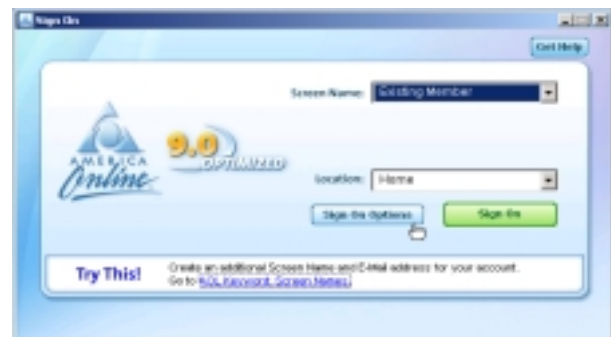




5. Once AOL detects a way to connect, select **Cancel**.



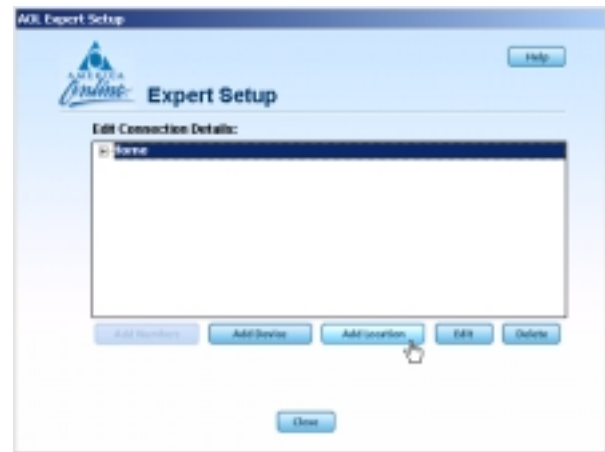
6. From the sign on screen select **Sign On Options**.



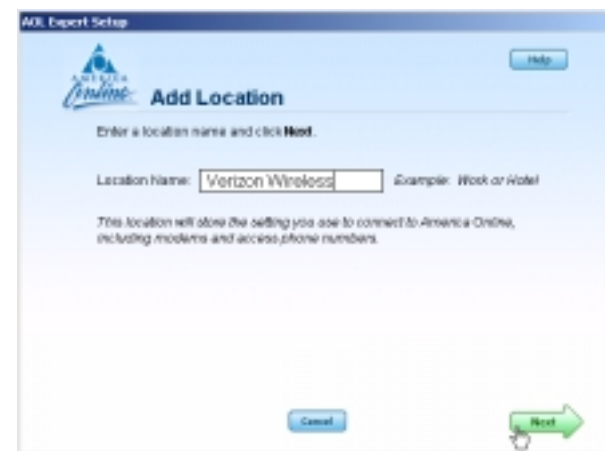
7. Select **Expert Setup**.



8. Select **Add Location**.



9. For the location name enter **Verizon Wireless** and then select **Next**



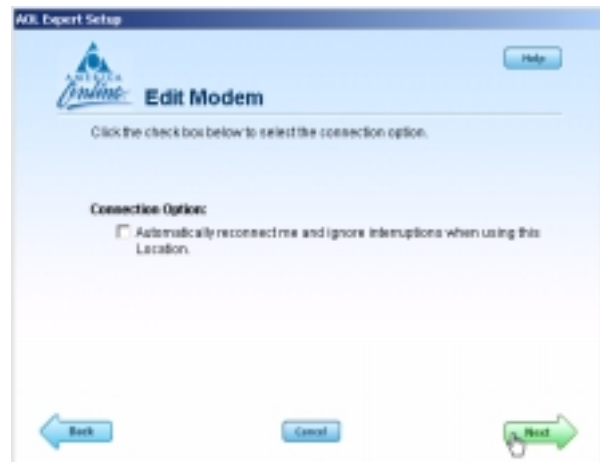
10. ..Select **Other Dial-up ISP or LAN**, then select **Next** and go to Step 10. If this option is not available, select **Manually add a connection device** and then select **Next**.



11. Select **Other Dial-up ISP or LAN** then select **Next**.



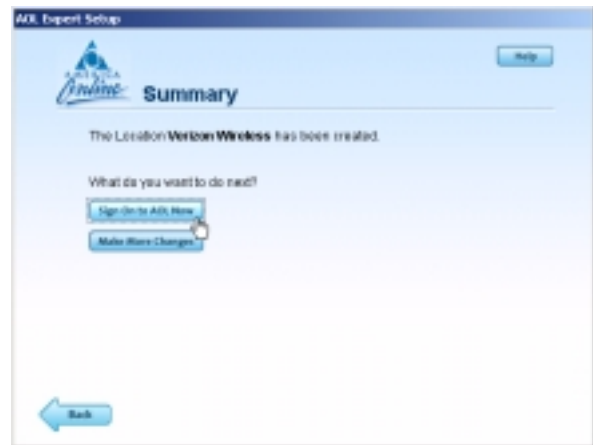
12. Select **Next**.



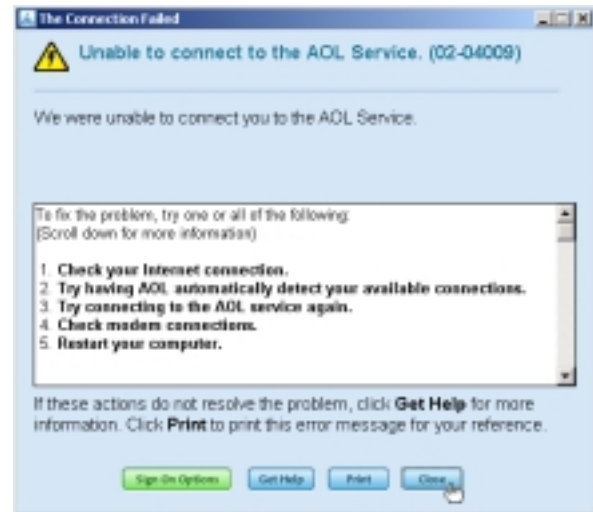
13. Select **Next**.



14. Even though AOL reports the location has been created, you must click on **Sign On to AOL Now** to save the changes. Since you are not actually connected to the Internet, AOL will not actually be able to sign on, but it will save your changes.



15. Select **Close** when you get the following error message. 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 BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, select the desired connection from VZAccess Manager's main window and select **Connect**.

Once connected, launch AOL. 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 get connected. See [“Wi-Fi Preferences” on page 25](#) and [“WWAN Preferences” on page 22](#). Check the box to **Run program on connection:**, then click the browse button to locate and select **aol.exe**, which should be located in your "C" drive in an America On Line folder, under the Program Files folder).

**Note:** If you normally use a landline modem rather than connecting wirelessly, just remember to change the location back to the one you normally use. Then change it back to **Verizon Wireless** when you use the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection.

**Reminder:** To disconnect the Verizon Wireless BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, click on the **Disconnect** button in VZAccess Manager. (Signing off AOL will not end the call.)

### Using E-mail with VZAccess

#### POP3 E-mail

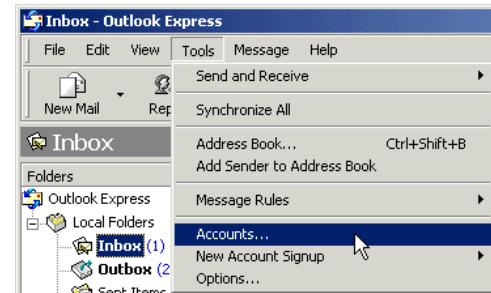
You can use the Verizon Wireless BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection to access your POP3 e-mail account if your e-mail provider allows access through other providers (many do). If your provider restricts access to their outgoing mail server you will get an error message if you are attempting to send mail.

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

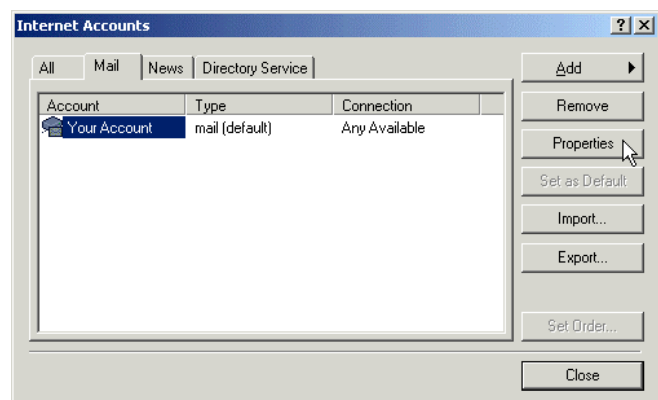
For customers in this situation, Verizon Wireless has made available a mail server that you can use in place of the one you normally use. All that is required is that you have a TXT messaging-capable Verizon Wireless phone or device and TXT messaging service, visit [www.vtext.com](http://www.vtext.com) and establish a profile there by selecting **Join Up** and completing the form. You will be asked to enter your 10-digit mobile number. A TXT message will be sent to your handset or device and will be used to establish your password. The Kyocera KPC650 PC card can receive TXT messages. Most Verizon Wireless phones are TXT messaging capable. If your PC card is not capable of receiving TXT messages but your Verizon Wireless cell phone is, you can use your phone to establish a profile on [www.vtext.com](http://www.vtext.com) as described above.

To use the Verizon Wireless Send Mail Server, you will edit your existing Mail account settings and change the outgoing mail server you are currently using. In place of your existing Send Mail Server, enter **smtp.vzwmail.net**, select **My server requires authentication** and using the 10-digit mobile number you used to establish your profile on [www.vtext.com](http://www.vtext.com), enter the 10-digit mobile number@vzwmail.net (i.e. 6145551212@vzwmail.net) for the Send Mail Server user name. For the password, use the password you established for [www.vtext.com](http://www.vtext.com). You will also be able to use this server when connected to the Internet from various providers eliminating the need to change this setting when you switch from being connected to the Internet through Verizon Wireless and by various other means. If you need to know where these settings normally are in your e-mail client, check with your e-mail provider. For your convenience the settings for Outlook Express® are as follows:

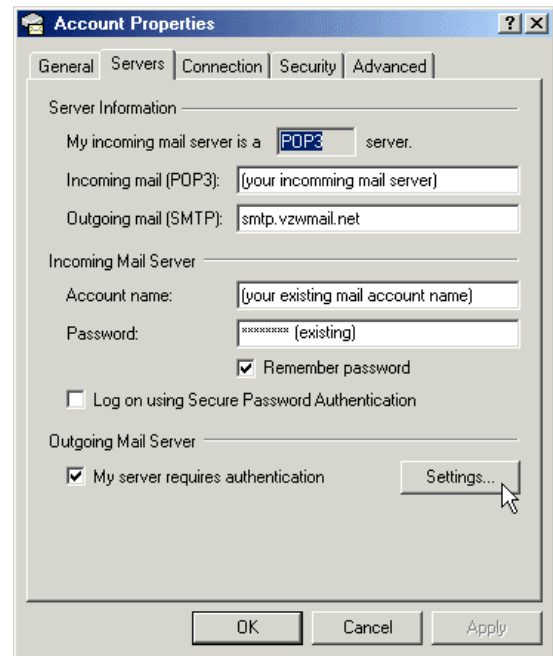
1. Select **Tools** → **Accounts**.



2. Select your default account, then **Properties**.



3. Select the **Servers** tab. In the Outgoing mail (SMTP): field enter **smtp.vzwmail.net**. In the "Outgoing Mail Server" section at the bottom, select **My server requires authentication**, then select **Settings**.



4. Select **Log on using**  
**Account Name:** Using the 10-digit number used to establish your profile at [www.vtext.com](http://www.vtext.com), create number@vzwmail.net (6145551212@vzwmail.net)  
**Password:** Enter the password you established on [www.vtext.com](http://www.vtext.com).  
 Select **Remember password**.  
 Click **OK** → **Apply** → **OK** → **Close** to return to the Outlook Express® main screen.



### Additional important notes about the Verizon Wireless Send Mail Server

- There is no monthly charge for this service.
- Message Limits are 2 MB Message Size, 100 Recipients per message.
- Customers that are identified as using this server to generate SPAM messages (what most would consider unsolicited junk e-mail) will be denied access to this server (e-mail messages will not be sent).
- If you are using an e-mail client other than Outlook® or Outlook Express® and it fails to work with the Verizon Wireless Send Mail server, it may not support authentication correctly. If it works and your e-mail client does not, check to see if any updates are available for your e-mail client.

**Note:** Credentials established on [www.vtext.com](http://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](http://www.vtext.com) but not on the smtp.vzwmail.net server, try again after two hours.

### Web Based E-mail

If you currently do not have e-mail software, or if you do not have a text messaging-capable Verizon Wireless device or phone, you can sign up for web-based e-mail at any of the popular portal sites, such as <http://www.yahoo.com>, or <http://www.msn.com>. You may also search for other e-mail providers from any of these pages.

## Troubleshooting

### WWAN (CDMA/1xRTT/1xEVDO)

Possible Problem	Possible Resolution
When I installed VZAccess Manager, it was not able to find the WWAN device (wireless phone and cable or 1xEV-DO/1XRTT/CDMA PC card).	<ul style="list-style-type: none"> <li>• If using a wireless phone and cable make sure it is powered ON and securely connected.</li> <li>• If using a wireless phone and cable, try powering it OFF, then ON again.</li> <li>• If using a WWAN (1xEV-DO/1XRTT/CDMA) PC card, try removing it and reinserting it.</li> <li>• Identify any software that uses the serial port on your computer or other USB devices (such as Microsoft Windows CE services, ActiveSync and Palm HotSync) and exit all of these programs. See Turning Sync Applications On and Off.</li> <li>• Make sure that the auto-answer feature of any fax software you are using is disabled.</li> <li>• Check with your computer manufacturer to verify your serial port or USB port is enabled and properly configured.</li> <li>• If using a USB cable be sure to follow the documentation supplied with it to get it installed as a serial port or USB modem, before installing the VZAccess Manager software. If you have done this, also try disconnecting the USB cable from the PC and the wireless phone, then reconnect it and try again.</li> <li>• If you are using a NationalAccess capable wireless phone and cable, verify the serial port speed setting on the phone is set to 19,200 or 115,200. If your serial port supports 115,200 or 230,400, VZAccess Manager will automatically set the phone to the best speed setting. See your wireless phone's manual for instructions on how to do this. If your wireless phone does not have a speed setting, power it OFF, then ON again.</li> </ul>
I get connected, but I can't get to any web sites.	<ul style="list-style-type: none"> <li>• If you are using VPN (Virtual Private Networking) you may require proxy settings on the BroadbandAccess, NationalAccess and Quick 2 Net (14.4 kbps) connections if you wish to access the Internet when connected to a corporate network through VPN. To see if this is the case disconnect from your VPN and see if you can access the Internet directly. For additional information see <a href="#">“Proxy Settings” on page 39</a>.</li> <li>• If you are using a PC provided by your employer it's possible they might be using Microsoft's Winsock Proxy or a similar program that enforces Proxy settings without having to enter any proxy settings in your web browser. If this is the case, you will only be able to access the Internet when using VPN. To access the Internet directly you will have to disable the Winsock Proxy. Usually these applications have an icon in Control Panel that allows turning them on and off. Check with your Network Administrator if you think this might be the case.</li> <li>• An application may be causing a conflict with the Venturi compression software. If you just installed an application temporarily uninstall it and see if normal operation returns.</li> </ul>
I can't load a specific page.	<ul style="list-style-type: none"> <li>• Try turning Venturi off to load a page that is causing a problem and then turn it back on to continue browsing. Right-click on the V icon in the task tray and <b>OFF</b> to turn Venturi off, click it again to return it to <b>AUTO</b> (<b>ON</b> if configured for manual control).</li> </ul>
I can receive e-mail but cannot send e-mail using my e-mail program.	Some Internet Service Providers require that you be connected through them to access their mail server to send e-mail. See section on E-mail Options.



Possible Problem	Possible Resolution
<p>My computer, during installation or normal use:</p> <ol style="list-style-type: none"> <li>1. Locks up or crashes when attempting to dial.</li> <li>2. Mouse does not work properly when I try to use my Mobile Office wireless phone or device.</li> </ol>	<ul style="list-style-type: none"> <li>• Refer to your computer manual for help in managing your serial COM ports and USB ports, to resolve potential resource conflicts.</li> <li>• Exit any applications that may use serial ports or USB ports, that might be causing a conflict and try again.</li> <li>• Remove any PC card (PCMCIA) modems in your computer while using your wireless phone and cable or 1xEV-DO/1XRTT/CDMA PC card, and try again</li> </ul>
<p>My connection fails immediately, or I get a "Call Failed" message on the display of the wireless phone.</p>	<ul style="list-style-type: none"> <li>• If using a wireless phone and cable, check the battery strength indicator on the display of your wireless phone. Low power may cause loss of signal.</li> <li>• Raise the antenna on your wireless phone, and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in Verizon Wireless digital coverage to place your call. Try to connect again.</li> <li>• Try powering the wireless phone OFF, then ON again. If using a PC card you can remove it and reinsert it. Then try to establish your session again.</li> </ul>
<p>My connection fails, and I am getting a "Signal Faded" message on the display of my wireless phone.</p>	<ul style="list-style-type: none"> <li>• Raise the antenna on your PC card and your wireless phone and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in the Verizon Wireless digital coverage area to place your call.</li> <li>• Try to establish your session again.</li> </ul>
<p>My communication software shows that I am connected, but my wireless phone does not.</p>	<ul style="list-style-type: none"> <li>• Depending on your device and your NationalAccess or BroadbandAccess plan, your data session may disconnect during a dormant state. See your Calling Plan brochure for details. Select disconnect, then connect again</li> <li>• Your call may have been disconnected due to a network anomaly. Disconnect and try to establish your session again.</li> <li>• If you are unable to establish a session using the NationalAccess - BroadbandAccess or the NationalAccess connection, try the Quick 2 Net (14.4 kbps) connection.</li> </ul> <p><b>Note:</b> Quick 2 Net and Dial Up connections may be charged differently than NationalAccess or BroadbandAccess sessions. Please check your Calling Plan brochure for details.</p>
<p>I get disconnected while using Mobile Office, or while dialed in to my corporate network.</p>	<ul style="list-style-type: none"> <li>• Raise the antenna on your wireless phone, and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in the Verizon Wireless digital coverage area to place your call.</li> <li>• Check the battery strength indicator on the display of your wireless phone. Low power may cause loss of signal.</li> <li>• Try to establish your session again.</li> <li>• Make sure the data cable between your wireless phone and your computer is securely connected to both devices.</li> <li>• Your corporate network or Internet service provider may have disconnected you. If the problem persists, contact your Internet service provider or corporate network administrator for support.</li> <li>• Check your application software setup to see if it has an inactivity timeout. Increase the timeout to match your needs.</li> </ul>

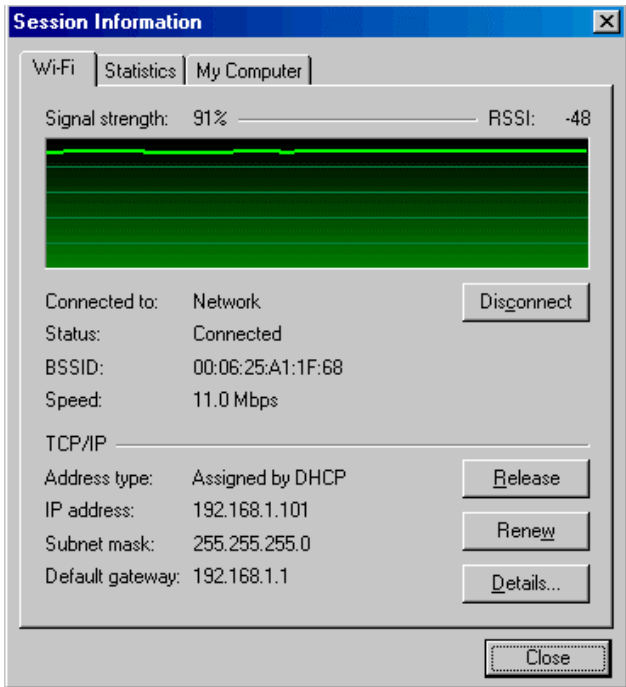
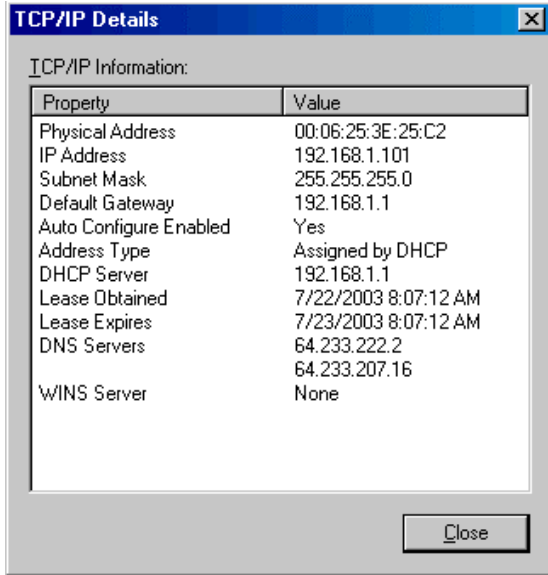
Possible Problem	Possible Resolution
<p>When I launch VZAccess Manager:</p> <ol style="list-style-type: none"> <li>my wireless phone powers off.</li> <li>the levels reported for Battery or Signal level are incorrect.</li> </ol>	<ul style="list-style-type: none"> <li>Some wireless phones do not support the commands used to determine the battery and signal levels. If the display of the phone differs with what is displayed in VZAccess Manager use the information displayed on the phone.</li> <li>You can set VZAccess Manager to display the PC's battery level instead of the battery level of the wireless device. This will resolve the powering off issue if it is occurring. See WWAN Specific Settings.</li> <li>Also keep in mind the battery levels in VZAccess Manager cannot update when the wireless phone is in use. The default setting is to query the wireless phone when the program starts, right before you establish a session and when you disconnect. So the levels are a snapshot; they do not constantly update. You can refresh the levels when you are not in a session by selecting <b>Options</b> → <b>Refresh Networks</b> from VZAccess Manager's home screen.</li> </ul>
<p>I get <b>There is no dial tone</b> while trying to connect, using my wireless phone or it seems as if the wireless phone is not being recognized at all.</p>	<ul style="list-style-type: none"> <li>Try powering the wireless phone OFF, then ON again. If using a PC card you can remove it and reinsert it. Then try to establish your session again.</li> <li>Raise the antenna on your wireless phone, and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in the Verizon Wireless digital coverage area to place your call.</li> </ul> <p><b>Note:</b> There is a known issue with some Kyocera 2035s, which will cause this symptom if you receive or miss a call then connect the wireless phone to your PC and attempt to use your Quick 2 Net (14.4 kbps) connection. Powering the wireless phone OFF and then back ON will reset the phone, allowing you to use it. If you take the wireless phone in for service, the phone's software can be upgraded to the latest version to resolve this issue.</p> <ul style="list-style-type: none"> <li>If you are using a NationalAccess capable wireless phone and cable, verify the serial port speed setting on the phone is set to 19,200 or 115,200. If your serial port supports 115,200 or 230,400, VZAccess Manager will automatically set the phone to the best speed setting. See your wireless phone's manual for instructions on how to do this. If your wireless phone does not have a speed setting, power it OFF, then ON again.</li> <li>If using a USB cable, be sure you connected it to the same port it was connected to when you configured VZAccess Manager. You can reset the USB drivers by unplugging and reconnecting the USB cable. If necessary, from VZAccess Manager's main screen you can select <b>Options</b> → <b>Run Wizard</b> to run the setup wizard again to redetect and configure the phone.</li> </ul>
<p>Venturi stopped working after I installed software provided by my service manufacturer.</p>	<ul style="list-style-type: none"> <li>The Venturi compression software is configured to be turned on and off by the VZAccess Manager when using the NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection. Verizon Wireless only supports VZAccess Manager and does not support application software that may be provided by the device manufacturer.</li> </ul>
<p>Every time I try to establish a NationalAccess - BroadbandAccess or NationalAccess connection, it fails.</p>	<ul style="list-style-type: none"> <li>Most likely, you are outside of NationalAccess and BroadbandAccess coverage. If this is the case, you can try the Quick 2 Net (14.4 kbps) connection.</li> <li>If you feel you may have incorrectly entered your wireless telephone number during initial setup, from the menu bar select <b>Options</b> → <b>Run Wizard</b>. After the wizard finishes, try connecting again.</li> </ul>

Possible Problem	Possible Resolution
After installing Venturi or another application I can no longer browse web pages connected to any network or I get a blue screen on start up.	<ul style="list-style-type: none"> <li>Typically this is caused by an existing conflicting application that is using a feature from Microsoft called Layered Service Provider (LSP) sometimes also referred to as transparency. Venturi uses LSP by default but can be reconfigured to eliminate the use of LSP to resolve the conflict. Click <a href="#">here</a> for detailed instructions on how to do this.</li> </ul>

## Wi-Fi

Possible Problem	Possible Resolution
When installing VZAccess Manager, it was not able to find the Wi-Fi device.	<ul style="list-style-type: none"> <li>Verify that the client that came with the Wi-Fi device can talk to it. If it can't, contact the Wi-Fi device manufacturer for assistance getting it to work with the client it comes with. Then try VZAccess Manager again.</li> <li>Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are, download and install them.</li> <li>If using a Wi-Fi PC card, try removing it and reinserting it.</li> <li>On Windows 2000 and XP, this can happen if you do not have administrative rights. Check with your IT department, if you have one, to see if they limited your user rights. If they have, you will need their assistance to run the setup wizard with administrative rights. You can access the setup wizard from VZAccess Manager's main screen by selecting <b>Options</b> → <b>Run Wizard</b>.</li> </ul>
When installing VZAccess Manager, a dialog appeared stating that a feature in the Cisco® Aironet® Client needed to be enabled.	<ul style="list-style-type: none"> <li>A simple configuration change is required to the Cisco® Aironet® Client to allow VZAccess Manager to work properly. Select <b>Start</b> → <b>Programs</b> → <b>Cisco Systems</b> → <b>Aironet Client Utility (ACU)</b> → <b>Select Profile</b> → <b>Use Another Application to Configure My Wireless Settings</b> → <b>Apply</b>.</li> </ul>
When installing VZAccess Manager, a dialog appeared stating <b>You will need to upgrade your Wi-Fi card drivers before running this program.</b>	<ul style="list-style-type: none"> <li>Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are download and install them.</li> </ul>
I'm unable to connect using Wi-Fi.	<ul style="list-style-type: none"> <li>A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.</li> <li>This can happen when your computer fails to successfully obtain an IP address. Try performing a release and renew by selecting the following from VZAccess Manager's home screen: <b>Options</b> → <b>Statistics</b> → <b>Wi-Fi</b> tab. The Address type should show Assigned by DHCP. If it shows Automatic Private Address you have not been assigned an IP address from the Wi-Fi network. Select <b>Release</b>, then <b>Renew</b>.</li> <li>Try selecting <b>Disconnect</b> and then connect again.</li> </ul>

Possible Problem	Possible Resolution
I get connected, but I can't get to any web sites.	<ul style="list-style-type: none"> <li>• If you are using VPN (Virtual Private Networking) you may require proxy settings to access the Internet when Wi-Fi connections. To see if this is the case disconnect from your VPN and see if you can access the Internet directly. Also if you are not using VPN and you have proxy settings set, they will prevent you from accessing web pages. For additional information see Turning Proxy Settings On and Off.</li> <li>• If you are using a PC provided by your employer, it's possible they might be using Microsoft's Winsock Proxy or a similar program that enforces Proxy settings without having to enter any proxy settings in your web browser. If this is the case you would only be able to access the Internet when using VPN. To access the internet directly you would have to disable the Winsock Proxy. Usually these applications have an icon in Control Panel that allows turning them on and off. Check with your Network Administrator if you think this might be the case.</li> <li>• An application may be causing a conflict with the Venturi compression software. If you just installed an application temporarily uninstall it and see if normal operation returns. Venturi is not used for the Wi-Fi connections but a conflicting application might prevent access to web pages.</li> </ul>
I can receive e-mail but cannot send e-mail using my e-mail program.	<ul style="list-style-type: none"> <li>• Some Internet Service Providers require that you be connected through them to access their mail server to send e-mail. See section on E-mail Options.</li> </ul>
I connected OK, everything was working, then everything stopped working.	<ul style="list-style-type: none"> <li>• A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.</li> <li>• If necessary, try disconnecting and reconnecting.</li> </ul>
My connection was lost.	<ul style="list-style-type: none"> <li>• A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again</li> </ul>
I can't get VZAccess Manager to work with my private Wi-Fi Network.	<ul style="list-style-type: none"> <li>• First verify that the client that came with the Wi-Fi device works with your private network. If it doesn't, contact your Wi-Fi device provider and or the device provider of your network equipment.</li> <li>• In the section on Wi-Fi specific settings there are options to manually add a Wi-Fi network if it does not broadcast its Network ID (SSID) which would prevent it from appearing in VZAccess Manager. There is also an option to enter/edit your WEP (Wireless Equivalent Privacy) password if your network requires one. If it was incorrectly entered, it could prevent you from connecting.</li> <li>• The issue may be related to using WEP security and your specific Wi-Fi adapter. You may want to temporarily test your network without WEP to determine if this is the case. If it works without WEP and fails using WEP, please e-mail Verizon Wireless Tech support with your computer and Wi-Fi device info by doing the following: From VZAccess Manager's main screen select <b>Options</b> → <b>Statistics</b> → <b>My Computer</b> → <b>E-mail Technical Support</b>. Please also include in the body of the e-mail your computer brand, model and any Wi-Fi device information you have - built in device or PC card, brand and model. We will pass this information on to Smith Micro for consideration in a future version. Use the client that came with your device if you have this issue. Also please be aware that Verizon Wireless does not support problems associated with Wi-Fi networks. Customer Care will not be able to assist you.</li> </ul>

Possible Problem	Possible Resolution																								
Wi-Fi Statistics Support Tool	<p>From VZAccess Manager's home screen select <b>Options</b> → <b>Statistics</b> → <b>Wi-Fi</b> tab.</p>  <p>The screenshot shows a window titled "Session Information" with three tabs: "Wi-Fi", "Statistics", and "My Computer". The "Wi-Fi" tab is selected. It displays "Signal strength: 91%" and "RSSI: -48" with a green signal bar. Below this, it shows "Connected to: Network", "Status: Connected", "BSSID: 00:06:25:A1:1F:68", and "Speed: 11.0 Mbps". There is a "Disconnect" button. Under the "TCP/IP" section, it shows "Address type: Assigned by DHCP", "IP address: 192.168.1.101", "Subnet mask: 255.255.255.0", and "Default gateway: 192.168.1.1". There are buttons for "Release", "Renew", and "Details...". A "Close" button is at the bottom right.</p>																								
	<ul style="list-style-type: none"> <li>This tool displays signal strength, all relevant IP address information with additional details by selecting <b>Details</b>. It also provides the ability to release your existing IP address and request a new one by selecting <b>Release</b>, then <b>Renew</b>. This procedure is a common troubleshooting step as explained in some of the symptoms and solutions listed above.</li> <li>The <b>Details...</b> option displays the following information:</li> </ul>  <p>The screenshot shows a window titled "TCP/IP Details" with a tab labeled "TCP/IP Information:". It contains a table with two columns: "Property" and "Value".</p> <table border="1"> <thead> <tr> <th>Property</th><th>Value</th></tr> </thead> <tbody> <tr> <td>Physical Address</td><td>00:06:25:3E:25:C2</td></tr> <tr> <td>IP Address</td><td>192.168.1.101</td></tr> <tr> <td>Subnet Mask</td><td>255.255.255.0</td></tr> <tr> <td>Default Gateway</td><td>192.168.1.1</td></tr> <tr> <td>Auto Configure Enabled</td><td>Yes</td></tr> <tr> <td>Address Type</td><td>Assigned by DHCP</td></tr> <tr> <td>DHCP Server</td><td>192.168.1.1</td></tr> <tr> <td>Lease Obtained</td><td>7/22/2003 8:07:12 AM</td></tr> <tr> <td>Lease Expires</td><td>7/23/2003 8:07:12 AM</td></tr> <tr> <td>DNS Servers</td><td>64.233.222.2 64.233.207.16</td></tr> <tr> <td>WINS Server</td><td>None</td></tr> </tbody> </table> <p>A "Close" button is located at the bottom right of the window.</p>	Property	Value	Physical Address	00:06:25:3E:25:C2	IP Address	192.168.1.101	Subnet Mask	255.255.255.0	Default Gateway	192.168.1.1	Auto Configure Enabled	Yes	Address Type	Assigned by DHCP	DHCP Server	192.168.1.1	Lease Obtained	7/22/2003 8:07:12 AM	Lease Expires	7/23/2003 8:07:12 AM	DNS Servers	64.233.222.2 64.233.207.16	WINS Server	None
Property	Value																								
Physical Address	00:06:25:3E:25:C2																								
IP Address	192.168.1.101																								
Subnet Mask	255.255.255.0																								
Default Gateway	192.168.1.1																								
Auto Configure Enabled	Yes																								
Address Type	Assigned by DHCP																								
DHCP Server	192.168.1.1																								
Lease Obtained	7/22/2003 8:07:12 AM																								
Lease Expires	7/23/2003 8:07:12 AM																								
DNS Servers	64.233.222.2 64.233.207.16																								
WINS Server	None																								

## Venturi

Possible Problem	Possible Resolution
The Venturi compression software does not work. I get a V with a red X in my task tray.	<ul style="list-style-type: none"> <li>When traveling / roaming the Venturi compression servers may not be able accessible from the network you are using. In this case Venturi will fall to bypass mode, displaying the V with the X through it and you will be able to browse web pages without compression.</li> <li>This could also happen for other more rare reasons, such as the server being down or a temporary network issue making it unreachable, in these cases the compression software will automatically resume using the Venturi server as soon as its reachable.</li> </ul>
I can't load a specific page.	Try turning Venturi off to load a page that is causing a problem and then turn it back on to continue browsing. You do this by accessing the main user interface by right clicking on the "V" icon in the task tray and selecting <b>OFF</b> . Right click on the "V" again and select <b>AUTO (ON if configured for manual control)</b> , to turn it back on.
When I establish a connection to my ISP or corporate network the "V" in my task tray does not spin.	<ul style="list-style-type: none"> <li>This is normal. The Venturi compression software only spins the "V" when you are using the NationalAccess - BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection, since it has to be able to establish communication with the Venturi compression servers on the Verizon Wireless network. These servers are not accessible from the Internet, your corporate network or from Wi-Fi connections.</li> <li>The "V" not spinning is also normal when using Virtual Private Networking (VPN) to connect to your corporate network as this prevents communication with the Venturi compression servers.</li> <li>For more details, refer <a href="#">"Using Venturi" on page 36</a>.</li> </ul>
<p>I can no longer browse web pages when connected to any network after:</p> <ul style="list-style-type: none"> <li>Installing AOL</li> <li>Applying a Service Pack</li> <li>Making any changes to my network configuration such as installing a Network card.</li> </ul>	<p>Venturi uses a feature from Microsoft called Layered Service Provider (LSP). If changes are made to your network configuration it is necessary to uninstall and reinstall Venturi's LSP. You can uninstall Venturi from <b>Add/Remove</b> programs in Windows® control panel and then reinstall it to restore normal operation or you can follow the instructions below to just uninstall and reinstall Venturi's LSP:</p> <p>To uninstall Venturi's LSP:</p> <ol style="list-style-type: none"> <li>Click on your <b>C:</b> drive.</li> <li>Open the <b>Program Files</b> folder.</li> <li>Open the <b>Venturi2</b> folder.</li> <li>Open the <b>SPI</b> folder.</li> <li>Double-click on <b>Uninstall Transparency</b>.</li> <li>Select <b>Start</b> → <b>Shutdown</b> → <b>Restart</b> to restart your PC.</li> </ol> <p>To re-install Venturi's LSP:</p> <p>Repeat the above instructions but in step 3, select <b>Install Transparency</b>.</p>
After installing Venturi or another application I can no longer browse web pages connected to any network or I get a blue screen on start up.	<ul style="list-style-type: none"> <li>Typically this is caused by an existing conflicting application that is using a feature from Microsoft called Layered Service Provider (LSP) sometimes also referred to as transparency. Venturi uses LSP by default but can be reconfigured to eliminate the use of LSP to resolve the conflict.</li> <li>For more details, refer to <a href="#">"Proxy Settings" on page 39</a>.</li> </ul>

Possible Problem	Possible Resolution
When trying to use Venturi, I can't browse web pages wirelessly.	<p>Uninstall Venturi:</p> <ol style="list-style-type: none"> <li>1. Select <b>Start</b> → <b>Programs</b> → <b>Venturi 2</b> → <b>Uninstall Venturi Client 2.3</b>.</li> <li>2. Select <b>Start</b> → <b>Shutdown</b> → <b>Restart</b> to restart your PC.</li> <li>3. Verify you can browse web pages wirelessly, if not, and this is a corporate PC - look for a Winsock Proxy icon in Windows Control Panel or check with your network administrator to see if your company is using Winsock Proxy software on your PC. If this is the case, it must be turned off to access the Internet directly when connecting via the Verizon Wireless BroadbandAccess, NationalAccess or Quick 2 Net (14.4 kbps) connection.</li> <li>4. If you can browse wirelessly with Venturi removed, there is probably a conflicting application on the PC using Microsoft's Layered Service Provider (LSP) technology. You can reinstall Venturi and then reconfigure it to eliminate the use of LSP to resolve the conflict. For more details see section on Explicit Proxy Settings on how to do this.</li> </ol>
I can't get Venturi to coexist with other applications I use.	<ul style="list-style-type: none"> <li>• This is vary rare but you also have the option of using the Venturi compression servers for improved web browsing in a clientless mode, eliminating the need to install the Venturi compression software on your PC.</li> </ul>
I use a personal firewall and I am not sure what settings are required to allow Venturi to work.	<ul style="list-style-type: none"> <li>• VentC.exe should be granted permission to listen for data from the localhost and to send/receive data to the internet. VentC.exe listens on the following ports:TCP 8000, 8001, 9875 and UDP 8008. It connects to the Venturi server on UDP port 29301.</li> <li>• Ventcfg.exe should be granted permission to listen for data from the localhost and to send/receive data to the localhost. Ventcfg.exe listens on UDP port 8007. It communicates with VentC.exe on TCP port 9875.</li> <li>• With most personal firewalls controlling Internet access, you will only need to select yes, always, when prompted to allow VentC.exe to connect to the Internet.</li> </ul>
I changed my performance settings, but some pages do not appear to match my new settings.	<p>This can be caused by pages you may have in your browser's cache. Try clearing your cache by following the instructions below:</p> <p>For Internet Explorer versions 5.0, 5.5, 6.0:</p> <ol style="list-style-type: none"> <li>1. Open Internet Explorer.</li> <li>2. Select <b>Tools</b> → <b>Internet Options</b>.</li> <li>3. Select the <b>General</b> tab.</li> <li>4. In the <b>Temporary Internet file</b> area, select <b>Delete Files</b>, then select <b>OK</b>.</li> </ol> <p>For Netscape versions 4.7, 6.0, 7.0:</p> <ol style="list-style-type: none"> <li>1. Open Netscape</li> <li>2. Select <b>Edit</b> → <b>Preferences</b>.</li> <li>3. Select <b>Advanced</b> on the left, then select <b>Cache</b>.</li> <li>4. Select the <b>Clear Disk Cache</b> button and the <b>Clear Memory Cache</b> button.</li> <li>5. Select <b>OK</b>.</li> </ol> <p><b>Note:</b> For any single page, you could do a forced refresh as described below instead of clearing the entire cache. This will refresh the page without it loading from the cache.</p>



Possible Problem	Possible Resolution
Graphics on a page were compressed to the point I can't make them out.	<p>Other than changing the performance settings, how can I reload just one page with uncompressed graphics?</p> <p>You can always force a web page to load with uncompressed images by doing a forced refresh:</p> <ul style="list-style-type: none"><li>· If using Internet Explorer this is accomplished by holding down the "Ctrl" key + "Alt" key + the "Shift" key and then clicking on the refresh icon.</li><li>· If using Netscape, hold down the shift key and click on the "Reload" icon.</li></ul>
I need additional help, or my problem is not listed. Where can I find additional help?	<p>Visit <a href="http://www.venturiwireless.com/support.html">www.venturiwireless.com/support.html</a></p> <p>Contact Verizon Wireless:</p> <ul style="list-style-type: none"><li>• Wireless Data Technical Support 1-866-788-9387</li><li>• Billing &amp; Customer Service 1-800-256-4646</li></ul>

## Glossary

Term	Definition
<b>1xRTT</b>	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.
<b>1xEVDO</b>	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.
<b>Access Point</b>	An interface between a Wi-Fi network and a wired network.
<b>bps</b>	Bits per second – rate of data flow.
<b>Broadband</b>	High-capacity high-speed, transmission channel with a wider bandwidth than conventional copper telephone lines. Broadband channels can carry video, voice, and data simultaneously.
<b>COM Port</b>	Defines a serial/RS-232 port within the Windows environment. May be physical or virtual.
<b>Dial-Up Connection</b>	A switched network connection established by a computer using an analog data modem over ordinary copper telephone lines.
<b>Dormancy</b>	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.
<b>Firewall</b>	A hardware or software boundary that protects a network or single PC from unwanted outside traffic.
<b>HTTP</b>	Hypertext Transfer Protocol
<b>ISP</b>	Internet Service Provider
<b>IP</b>	Internet Protocol. The mechanism by which packets are routed between computers on a network.
<b>Kilobyte</b>	1024 bytes
<b>Kbps</b>	Kilobits per second – rate of data flow
<b>LSP</b>	Layered Service Provider – a Microsoft feature
<b>LAN</b>	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.
<b>Mbps</b>	Megabits per second
<b>PC</b>	Personal computer
<b>PC Card</b>	A card having physical and electrical characteristics specified by PCMCIA providing extra functionality when inserted into a mobile PC. Typical examples are modems and network cards. A PC card type refers to the thickness of the card.
<b>PC Card Slot</b>	A physical slot on a mobile computer, usually located on the side of the machine, which accepts standard sized PC cards to enhance the functionality of the machine.

Term	Definition
<b>PCMCIA</b>	Personal Computer Memory Card International Association. Defines specifications used for PC cards. <a href="http://www.pcmcia.org">www.pcmcia.org</a>
<b>PDA</b>	Personal Digital Assistant. A handheld device used for organization, notes, address books, etc.
<b>POP3</b>	Post Office Protocol v3. A standard transport protocol used send and receive email.
<b>Proxy</b>	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.
<b>Serial Connection</b>	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.
<b>SMS</b>	Short Messaging Service. Short text messages of generally no more than 140-160 characters sent and received by wireless devices.
<b>SSID</b>	Service Set Identifier. An SSID is also referred to as a Network Name because it is a name that identifies a Wi-Fi network. Most access points broadcast their SSID.
<b>Sync</b>	To compare and synchronize two or more sources of data.
<b>TCP/IP</b>	Transmission Control Protocol / Internet Protocol
<b>URL</b>	Uniform Resource Locator
<b>USB</b>	Universal Serial Bus. A connection type for computer peripherals such as a printer, mobile phone, etc.
<b>VPN</b>	Virtual Private Network. A way to communicate through a dedicated server securely to a corporate network over the Internet.
<b>WAN</b>	Wide Area Network. A network which uses common carrier-provided lines. Contrasts with LAN.
<b>WEP</b>	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.
<b>Wi-Fi</b>	Wireless Fidelity. A generic term used to describe any type of 802.11 (a, b, g) network.
<b>WWAN</b>	Wireless Wide Area Network
<b>WWAN Device</b>	Wireless Phone and cable or 1xEVDO/1xRTT/CDMA PC card.
<b>WWW</b>	World Wide Web

## Kyocera Wireless Consumer Limited Warranty

Kyocera Wireless Corp. (“KYOCERA”) offers you a limited warranty that the enclosed product or products (the “Product”) will be free from defects in material and workmanship for a period that expires one year from the date of sale of the Product to you, provided that you are the original end-user purchaser of the Product and provided that your purchase was made from an authorized supplier. Transfer or resale of a Product will automatically terminate warranty coverage with respect to that Product. This limited warranty is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product.

KYOCERA shall, at its sole and absolute discretion, either repair or replace a Product (which unit may use refurbished parts of similar quality and functionality) if found by KYOCERA to be defective in material or workmanship, or if KYOCERA determines that it is unable to repair or replace such Product, KYOCERA shall refund the purchase price for such Product, provided that the subject Product (i) is returned, with transportation prepaid, to a KYOCERA authorized service center within the one year warranty period, and (ii) is accompanied by a proof of purchase in the form of a bill of sale or receipted invoice which evidences that the subject Product is within the one year warranty period (“Proof of Purchase”). After the one year warranty period, you must pay all shipping, parts and labor charges.

This limited warranty does not cover and is void with respect to the following: (i) any Product which has been improperly installed, repaired, maintained or modified; (ii) any Product which has been subjected to misuse (including any Product used in conjunction with hardware electrically or mechanically incompatible or used with accessories not approved by KYOCERA), abuse, accident, physical damage, abnormal operation, improper handling, neglect, exposure to fire, water or excessive moisture or dampness or extreme changes in climate or temperature; (iii) any Product operated outside published maximum ratings; (iv) cosmetic damage; (v) any Product on which warranty stickers or Product serial numbers have been removed, altered, or rendered illegible; (vi) cost of installation, removal or reinstallation; (vii) signal reception problems (unless caused by defects in material and workmanship); (viii) damage the result of fire, flood, acts of God or other acts which are not the fault of KYOCERA and which the Product is not specified to tolerate, including damage caused by mishandling, shipping and blown fuses; (ix) consumables (such as fuses); or (x) any Product which has been opened, repaired, modified or altered by anyone other than KYOCERA or a KYOCERA authorized service center.

USE ONLY KYOCERA APPROVED ACCESSORIES WITH KYOCERA PHONES. USE OF ANY UNAUTHORIZED ACCESSORIES MAY BE DANGEROUS AND WILL INVALIDATE THE PHONE WARRANTY IF SAID ACCESSORIES CAUSE DAMAGE OR A DEFECT TO THE PHONE.

KYOCERA SPECIFICALLY DISCLAIMS LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, PUNITIVE, EXEMPLARY, AGGRAVATED, INCIDENTAL OR CONSEQUENTIAL DAMAGES, EVEN IF ADVISED OF THE POSSIBILITY THEREOF, WHETHER FORESEEABLE OR UNFORESEEABLE OF ANY KIND WHATSOEVER, INCLUDING BUT NOT LIMITED TO LOSS OF PROFITS, UNANTICIPATED BENEFITS OR REVENUE, ANTICIPATED PROFITS ARISING OUT OF USE OF OR INABILITY TO USE ANY PRODUCT (FOR EXAMPLE, WASTED AIRTIME CHARGES DUE TO THE MALFUNCTION OF A PRODUCT) OR CONTRIBUTION OR INDEMNITY IN RESPECT OF ANY CLAIM RELATED TO A PRODUCT.

REPAIR OR REPLACEMENT OF A DEFECTIVE PRODUCT OR REFUND OF THE PURCHASE PRICE RELATING TO A DEFECTIVE PRODUCT, AS PROVIDED UNDER THIS WARRANTY, ARE YOUR SOLE AND EXCLUSIVE REMEDIES FOR BREACH OF THE LIMITED WARRANTY, AND SUBJECT TO THIS WARRANTY, THE PRODUCTS ARE APPROVED AND ACCEPTED BY YOU “AS IS”. KYOCERA MAKES NO OTHER WARRANTIES, REPRESENTATIONS OR CONDITIONS OF ANY KIND, ORAL OR VERBAL, EXPRESS OR IMPLIED, STATUTORY OR OTHERWISE, WITH RESPECT TO THE PRODUCTS, INCLUDING BUT NOT LIMITED TO ANY IMPLIED WARRANTY OR CONDITION OF MERCHANTABILITY OR

FITNESS FOR A PARTICULAR PURPOSE OR AGAINST INFRINGEMENT OR ANY IMPLIED WARRANTY OR CONDITION ARISING OUT OF TRADE USAGE OR OUT OF A COURSE OF DEALING OR COURSE OF PERFORMANCE. NO DEALER, DISTRIBUTOR, AGENT OR EMPLOYEE IS AUTHORIZED TO MAKE ANY MODIFICATION OR ADDITION TO THIS WARRANTY.

Some jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or allow limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you.

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction.

For warranty service information, please call the following telephone number from anywhere in the continental United States and Canada: 1-800-349-4478 or 858-882-1401; or contact KYOCERA at the following address: 10300 Campus Point Drive, San Diego, California, 92121-1582, USA, Attention: Technical Support.

DO NOT RETURN YOUR PRODUCTS TO THE ABOVE ADDRESS. Please call or write for the location of the Kyocera Wireless Corp. authorized service center nearest you and for procedures for obtaining warranty service.

## Regulatory and Safety Information

This Section outlines important regulatory notices concerning your new KPC650 PC card.

FCC ID:OVFKWC-KPC650, IC:3572A-KPC650

### Regulatory Notices

#### FCC/IC Notice:

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions:(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

**Caution:** The user is cautioned that changes or modifications not expressly approved by the party responsible for compliance could void the warranty and users' authority to operate the equipment.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures.

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Caution:** This device has been tested for compliance with FCC RF exposure limits in the laptop computers configurations with side PCMCIA slot, and can be used in laptop computers with substantially similar physical dimensions, construction, and electrical and RF characteristics. Always place the antenna in the upright position (oriented vertically) when using this data modem in a notebook computer.



This PC card must not be co-location or operated in conjunction with any other antenna or transmitter. Use of this device in any other configuration may exceed the FCC RF Exposure compliance limit.

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (C)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

## Safety Information

This section outlines important liability and safety guidelines concerning your new PC card.

### Important Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or totally be lost. Although significant delays or losses of data are rare when wireless devices such as the PC Card-Model KPC650 CDMA modem are used in a normal manner with a well constructed network, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or another party, including but not limited to personal injury, death or loss of personal property. No responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the PC Card-Model KPC650 CDMA modem, or for failure of the PC Card-Model KPC650 to transmit or receive such data.

### Safety and Hazards

**Blasting Areas and Hospitals**—Do not operate the PC Card-Model KPC650 in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio.

**Aircraft**—FCC regulations prohibit using your KPC650 on a plane that is in the air. Do not operate the PC card in any aircraft whether the aircraft is on the ground or in flight. In aircraft, the PC card must be powered off. When operating it can transmit signals that could interfere with various onboard systems.

**Vehicles**—RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles. Check with the manufacturer of the device to determine if it is adequately shielded from external RF energy

**Air bags**—If your vehicle has an air bag, DO NOT place installed or portable equipment or other objects over the air bag or in the air bag deployment area. If equipment is not properly installed, you and your passengers risk serious injury.

#### Medical devices

**Pacemakers**—Warning to pacemaker wearers: PC card, when in the 'on' position, may interfere with pacemakers. The PC card should be kept at least 15 cm (6 inches) away from the pacemaker to reduce risk. If you have any reason to suspect that interference is taking place, turn off your phone immediately. Contact your cardiologist for more information.

**Other medical devices**—If you use any other personal medical device, consult the manufacturer of the device to determine if it is adequately shielded from external RF energy. Your physician may be able to help you obtain this information.

**In health care facilities**—Turn your PC card off in health care facilities when instructed. Hospitals and health care facilities may be using equipment that is sensitive to external RF energy.

**Posted facilities**—Turn your PC card off in any facility when posted notices require you to do so.

**Potentially explosive atmospheres**—Turn off your PC card when you are in any area with a potentially explosive atmosphere. Obey all signs and instructions. Sparks in such areas could cause an explosion or fire, resulting in bodily injury or death. Areas with a potentially explosive atmosphere are often, but not always, clearly marked. They include:

- fueling areas such as gas stations
- below deck on boats
- transfer or storage facilities for fuel or chemicals
- vehicles using liquefied petroleum gas, such as propane or butane
- areas where the air contains chemicals or particles such as grain, dust, or metal powders
- any other area where you would normally be advised to turn off your vehicle engine