Verizon Wireless

VZAccess℠ Manager

User's Guide

Table of Contents

1   Introduction

VZAccess^{SM} 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.

1.1   Supported Services

VZAccess Manager supports the following services from Verizon Wireless:

1. **Quick 2 Net^{SM} (14.4 kbps)** - This requires a CDMA data capable phone and cable or PC Card. This allows connection directly to the Internet in less then 10 seconds. Then you can use your existing Internet browser or e-mail software. If you currently do not have e-mail software, you can sign up for web based e-mail at any of the popular portal sites, see section on Using E-mail with Mobile Office for additional information. This connection operates at 14.4 kbps. This is slower than a landline modem but works wirelessly and is billed the same as voice calls.
2. **Dial-Up-Data Service** - This requires a CDMA data capable phone and cable or 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. This is slower than a landline modem but works wirelessly and is billed the same as voice calls.
3. **NationalAccess** - This requires a NationalAccess capable wireless phone and cable or PC Card. This service works the same as the Quick 2 Net service but typically at considerably faster data rates. NationalAccess is capable of data speeds bursting up to 144 kbps, delivering average speeds of up to 40 to 60 kbps. This service requires subscription to a NationalAccess plan. Additional information is available at www.verizonwireless.com/b2c/mobileoptions/nationalaccess/index.jsp.
4. **BroadbandAccess** - This requires a BrandbandAccess capable device 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 (up to 1.54 Mbps). Today this subscription service is available in the Washington, D.C. and San Diego areas. Visit 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, Dial-Up-Data Service or voice service.

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

1.2   System Requirements

In order to set up VZAccess Manager, you will need the following minimum system requirements:

- Microsoft Windows 98 (Second Edition), Windows Millennium Edition (ME), Windows 2000 Professional, or Windows XP (Home, Professional, Media Center or Tablet PC Editions)
- Pentium 166 MHz or higher
- Verizon Wireless PC Card or mobile phone with a Mobile Office Kit
- 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

1.3 Setup Overview

1. If VZAccess Manager was obtained in a Mobile Office kit, install the USB drivers for your phone from Disc 1 before installing VZAccess Manager.
2. If you purchased a PC Card, there is only one CD that contains VZAccess Manager and PC Card drivers.
3. If you plan to use the Wi-Fi features be sure your Wi-Fi adapter is installed before installing VZAccess Manager.
4. When setup is run you will be prompted to select "Detect both Wi-Fi and WWAN", "Detect WWAN device only (1xEVDO/1xRTT/CDMA)". WWAN stands for Wireless Wide Area Network and depending on device compatibility, includes the services listed in the previous section - Quick 2 Net**,** Dial-Up-Data Service, NationalAccess, BroadbandAccess.
5. The WWAN setup will do the following:
   a. Create a **VZAccess Manager** shortcut on your desktop.
   b. Install the wireless device as a modem or use a preexisting modem driver for it and configure VZAccess Manager to use it.
   c. Create the **Quick 2 Net (14.4 kbps)** connection if the wireless device supports it. This connection allows you to use your wireless phone and cable or PC Card to connect to the Internet in less than 10 seconds.
   d. If the wireless device supports NationalAccess but not BroadbandAccess, a **NationalAccess** connection is created. This connection works like the Quick 2 Net (14.4 kbps) connection but at faster data rates, as described in the above section.
   e. If the wireless device supports BroadbandAccess, a **NationalAccess - BroadbandAccess** connection will be created, this will work for BroadbandAccess where it's available and will automatically fall back and attempt connecting via NationalAccess when BroadbandAccess is not available.
   f. If the wireless device supports it, you will have the option of creating wireless copies of any existing dial up connections for use with your wireless device.
   g. Your are prompted to install the Venturi compression software after completing the VZAccess Manager Setup Wizard. Once installed, this requires no user configuration and roughly doubles your performance using the NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection, when launched from VZAccess Manager. See Venturi Compression Software for more details.
6. The Wi-Fi setup will do the following:
   a. Create a VZAccess Manager shortcut on your desktop.
   b. Detect and configure your Wi-Fi adapter to work with VZAccess Manager.
   c. Begin looking for available Wi-Fi connections each time you run VZAccess Manager.

2 Installation and Configuration

This section will guide you through the installation and setup process for the VZAccess Manager. Before getting started, you should become familiar with the documentation that came with your mobile phone or PC Card.

Getting Started
Follow these steps to install VZAccess Manager:

1. Turn on your computer and close all applications.
2. Insert the CD-ROM into your CD drive.
3. 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.
4. Follow the steps in the next section...

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

2.1   The VZAccess Manager Setup Program

Step 1

Double-click the VZAccess Manager setup program. You will be presented with a "Welcome" screen. Click the Next button to continue with the installation process.

Step 2

After the Welcome screen you will see the VZAccess Manager License Agreement. In order to install and use this product you must agree with the terms of this agreement. Select "I agree with this software license agreement", then click the Next button to continue. If you do not agree with this agreement, click the Cancel button to exit.
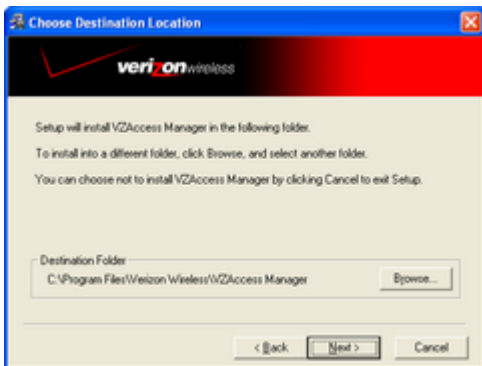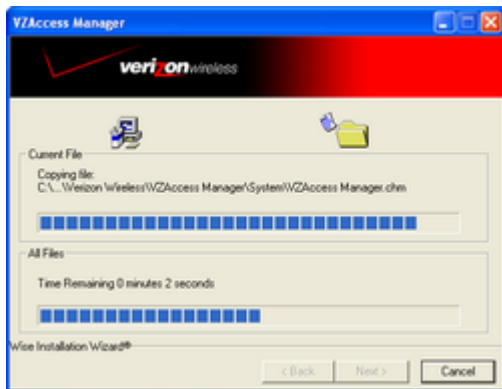
Step 3

You are now ready to select the location on your computer where the VZAccess Manager should be installed. It is recommended that you do not modify the default destination folder. Click the Next button to continue.
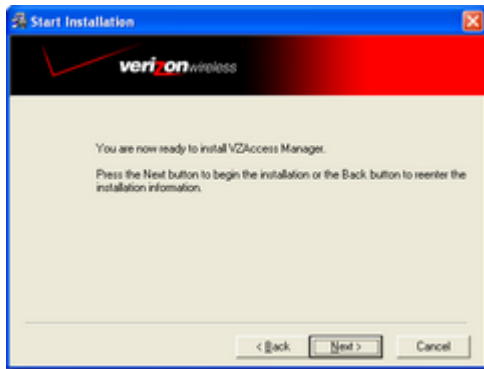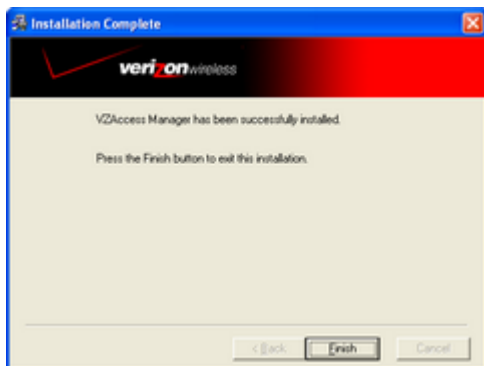
Step 4
You are now ready to begin installing VZAccess Manager components onto your computer. Click Next to continue.

Step 5
During this step the components of the VZAccess Manager product are being installed onto your computer. Installation will occur to the destination folder specified in Step 3 above.

Step 6
Installation is now complete. Click the Finish button to leave the VZAccess Manager setup program and begin using your new software

2.2   The VZAccess Manager Setup Wizard

After you have successfully completed the installation process of VZAccess Manager, you are ready to start the VZAccess Manager program and begin your initial setup. 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.

Step 1
Click the Start button, select the Programs menu and choose the VZAccess Manager menu item to start the VZAccess Manager program.
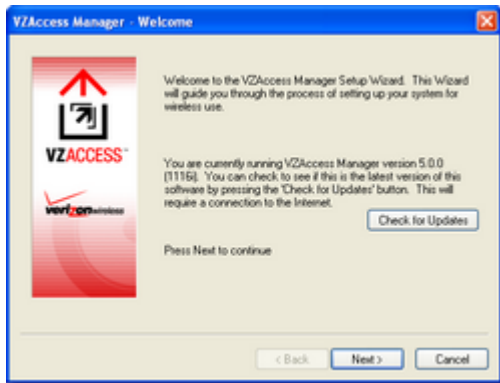
Step 2

On first-run of VZAccess Manager the Setup Wizard will automatically run. You will be presented with a Welcome screen.

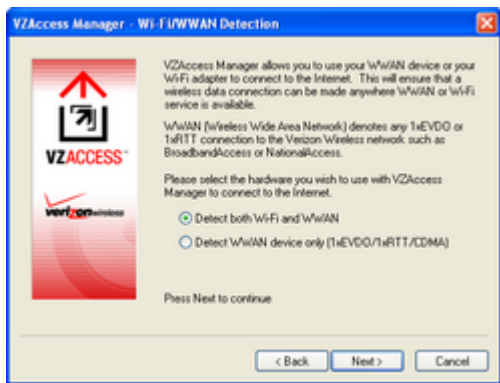If you have an Internet connection, it is recommend that you check to see if you are running the lastest version of VZAccess Manager. Click the Check for Updates button to perform this check.

Click Next to continue.

Step 3

In this step of the Setup Wizard you must specify the type of wireless device that you intend to use with VZAccess Manager. Select "Detect both Wi-Fi and WWAN", "Detect WWAN device only (1xEV-DO/1xRTT/CDMA)". For the purposes of this guide, "Detect both Wi-Fi and WWAN" will be used. Please note that your experience in Step 4 may be different if you use a different selection. After making the appropriate selection, click Next to continue.

Step 4

In this step VZAccess Manager will detect the Wi-Fi adapters on your computer. If your computer has a built-in Wi-Fi adapter, you do not need to do anything and can proceed to the next step. Otherwise, please insert your Wi-Fi PC Card now. You will need the drivers for the card if not already installed on the computer. Once complete, click Next to continue.

Note: 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.

Step 5
The VZAccess Manager will now detect and setup your WWAN device.

Step 6
In this step you need to select the type of connectivity you wish to use with your wireless device. For the purposes of this guide, we will select "PC Card". Please note that this selection may not be appropriate for your type of wireless device. Once you have selected your connectivity option, click Next to continue.

Step 7
In this step the VZAccess Manager will find your wireless device.

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 below to exit the Setup Wizard and then refer to the documentation included with the cable. Please 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.

For PCCard users, insert your PCCard now, and wait for Windows to detect and install drivers for the device.

Once your wireless phone is turned on and connected to your computer, click Next to continue. At this point in the setup process VZAccess Manager will attempt to find your wireless device. If a devione is found, you will see the following screen.

Step 8
The detection and configuration process for your wireless device is now complete. In this step you can elect to run the VZAccess Manager automatically every time you start up your computer. To do so, check the "Run VZAccess Manager at Startup" checkbox. Click Finish when complete.

After clicking the Finish button VZAccess Manager will launch the Venturi client install program. Follow the on-screen instructions to install the Venturi client.

Please familiarize yourself with the information in the "Using VZAccess Manager" and "Connecting to the Internet" sections of this guide.

3 Using VZAccess Manager

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!

3.1 Features

WWAN (Wireless Wide Area Network, 1xEV-DO/1xRTT/CDMA) Specific 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, NationalAccess, or Quick 2 Net (14.4 kbps) connection.
- 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.

A 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:
* Can also be used to launch all of your dial-up networking connections, if desired.
* Can launch your browser, e-mail client, VPN or a program of your choice upon connection.
* Logs connections used, duration and bytes sent and received.
* See the section "Additional Features" for more information about the features of VZAccess Manager.
* TXT messaging (Aircard 555 Only)

3.2 Getting Started

Double click on the VZAccess Manager icon on your desktop or click on the Windows Start menu and select VZAccess Manager from the list of Programs.

About the Connect View
The 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. Select "Refresh Networks" or "Refresh Signal Levels" from the "Options" menu to update the information in this panel. 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 "Refresh Networks" from the "Options" menu. This will cause VZAccess Manager to 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 ID, they will always be displayed, and you will have to refer to the signal

strength displayed to know when you are in range. See the section "*Wi-Fi Specific Settings"* 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 "Run Wizard" from the "Options" menu.

3.3   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 will change 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 will change to "Disconnect". Simply click this to end your current connection. To connect to any other network shown, select it, and then select "Connect".

The Status Bar
Information regarding your current network connection can be seen in the status bar along the bottom of the VZAccess Manager interface. For more information on this status bar, see the section "*The Status Bar*" in the "*Additional Features*" section.

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. See the section "*Creating Wireless Copies of your Dial-Up Connections"*. Optionally you can have all dial-up connections appear in VZAccess Manager and use it to launch any dial-up networking connection. See the section *"Setting Your Preferences"*. 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) connection, or a private Wi-Fi connection, a connectivity warning message will appear. You have the option to suppress these warning messages when they are displayed.

VZAccess Manager will display status information at the bottom during the connection process as well as while connected. 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.

Connected

Idle - Not Connected

Connecting
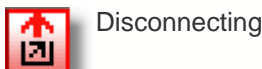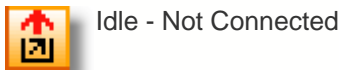
Disconnecting

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

The pop up status can be turned off, if desired, by selecting "Options", "Preferences", "Options" tab, un-checking "Show popup status windows by tray". 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.

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 Setting Your Preferences.

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.

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 "Statistics" from the "Options" menu.
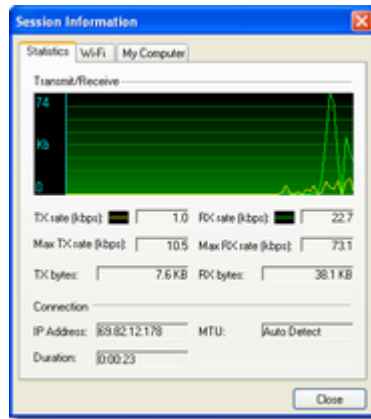
The Session Information window will also contain a My Computer tab and a Wi-Fi tab if applicable. The My Computer tab contains detailed information about your computer. This information is helpful when troubleshooting a problem.

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 see the Venturi Instructions.

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. 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.

3.4   Warning Messages

The first time you connect via the NationalAccess connection, the following warning message will be displayed:

> 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

This message will display each time you go to connect via the NationalAccess connection until you select "Do not show this warning again".

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

> ATTENTION
>
> Quick 2 Net(sm) may be charged differently than NationalAccess sessions.
>
> Please check your Calling Plan for details.

This message will display each time you go to connect via the Quick 2 Net (14.4 kbps) connection, until you select "Do not show this warning again".

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

> ATTENTION
>
> Dial Up connections may be charged differently than NationalAccess sessions.
>
> Please check your Calling Plan for details.

This message will display each time you go to connect via a wireless Dial-Up connection, until you select "Do not show this warning again".

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

> 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

This message will display each time you go to connect via the NationalAccess - BroadbandAccess connection, until you select "Do not show this warning again".

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

> 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 <u>Wi-Fi Troubleshooting</u>.

3.5　Using 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 wirelessly enable them and allow you to connect to them wirelessly.

To launch the copy utility, select "Options", "Dial-up Accounts" then "Copy".

Click on the connection or connections you want to copy and click on the "OK" button.

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, see the section on <u>Configuring AOL</u>.

To delete connections:

If you are using Windows 95, 98, or ME you can access Dial-Up Networking from VZAccess Manager by selecting "Options", "Dial-up Accounts", "Edit". To delete a connection, click on it to select it, and press the delete key.

Windows 2000 and XP users can access Dial-Up Networking from VZAccess Manager by selecting "Options", "Control Panels", "Network and Dial-up Connections", right click on the desired connection and select "Delete".

4   VZAccess Manager Preferences

This section will cover the preferences that are common to both WWAN and Wi-Fi usage. The next two sections will cover preferences unique to WWAN and Wi-Fi.

4.1   General Preferences

This section will cover the preferences that are common to both WWAN and Wi-Fi. The next two sections will cover preferences unique to WWAN and Wi-Fi.

Options Tab
Click on "Tools", then "Preferences. . . ".

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.

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 ![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 (![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 see section on Wi-Fi Specific Settings.

For WWAN and Venturi options see section on WWAN Specific Settings.

Updates Tab
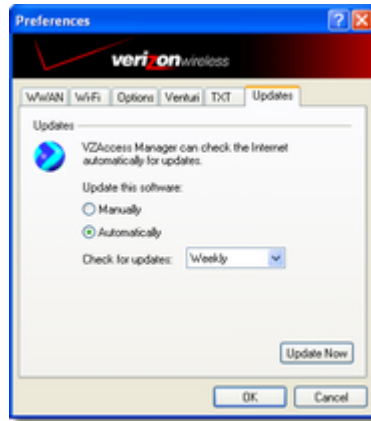
This feature allows VZAccess Manager to automatically check for software updates. If an update is available, you will be notified of it's size and approximate download times if using NationalAccess, BroadbandAccess, Quick 2 Net or any Wi-Fi connection.

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" (pictured above), or you when you select, from VZAccess Manager's main screen, "Help", "Check for Updates".

4.2   WWAN Specific Settings

WWAN Preferences
Click on "Tools", then "Preferences. . . ".
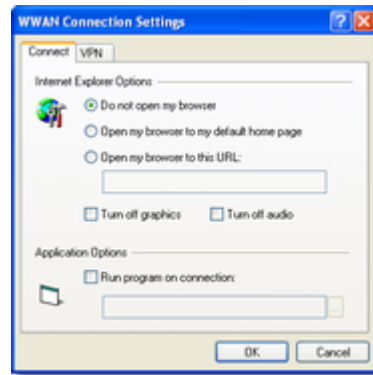
WWAN Options

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 it's main window. If you are using a WWAN device and this option is selected, the battery level of your WWAN device will be 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 below.

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 will also be 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.

When you select the "Set Options" button from the screen above, the following options will appear ("Options", "Preferences", "WWAN tab", "Set Options. . . ")**:**

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 will automatically launch your default web browser and your home page will load.

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 will automatically launch your default web browser but do it in such a way that the URL you specify will load instead of your home page.

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

Turn off audio: If you select this it will turn off audio in Internet Explorer.

With these options off, web pages will load faster but you will have to right click and select "show picture" for any pictures you want to see. 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 automatically running 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.

The following options exist on the VPN tab ("Options", "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 automatically running any VPN program when you use VZAccess Manager to connect to a WWAN network. Select the browse button, ⌷, to browse to 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.

The last WWAN specific option is the "Venturi" tab ("Options", "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^{SM} (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^{SM}, 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^{SM}. 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.

## 4.3   Wi-Fi Specific Settings

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.

Wi-Fi Preferences

The options relevant to Wi-Fi are found on the "Options" tab and the "Wi-Fi" tab under preferences. Select "Options" then "Preferences".

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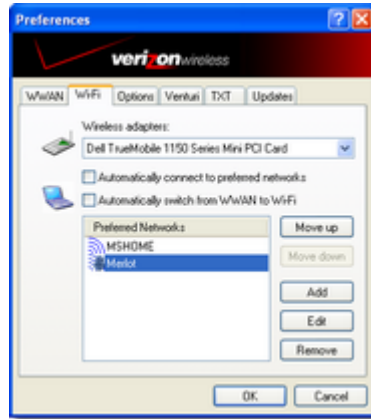
Wireless adapters: In the rare case you have more than one Wi-Fi adapter, you can select the Wi-Fi adapter you are using. If your adapter does not appear, try upgrading to the latest available drivers from the Wi-Fi device manufacturer.

Automatically connect to preferred networks: If desired, you can select 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 connect 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 1XEVDO/1XRTT/CDMA PC Card.

Preferred Networks: When you connect to or add Wi-Fi networks they will appear in this list. If using the "Automatically connect" feature VZAccess Manager will try 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 it's network name (SSID). The easiest way to add a network that broadcasts it's 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, it's signal strength will be 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.

Note that 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 that will be discussed below.

Remove: This will remove any other Wi-Fi networks you have added or connected to in the past. Just select the network, then select "Remove".

From the Wi-Fi tab (above, "Options", "Preferences", "Wi-Fi" tab) if you 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:
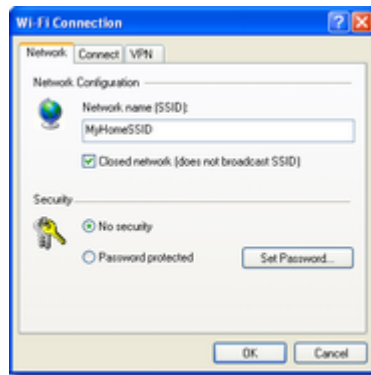


The following options exist on the Network tab:

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 it's ID, 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.

Note: 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..

The following options exist on the **Connect** tab ("Options", "Preferences", "Wi-Fi" tab, select "Add" or a network in the "Preferred Network" list and "Edit", then "Connect"):
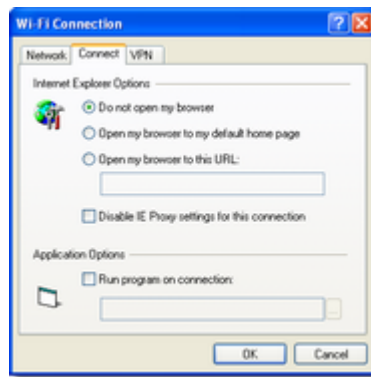
Do not open my browser: With this option selected, when you connect to a Wi-Fi network, VZAccess Manager will not automatically launch your web browser.

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.

The following options exist on the **VPN** tab ("Options", "Preferences", "Wi-Fi" tab, select "Add" or a network in the "Preferred Network" list and "Edit", then "VPN"):

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 automatically running 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.

The last tab in Preferences that has Wi-Fi specific settings is the **Options** tab ("Options", "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 the section on Setting Your Preferences.

5   Additional Features

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

5.1   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, see the section "*Minimizing the Interface*".
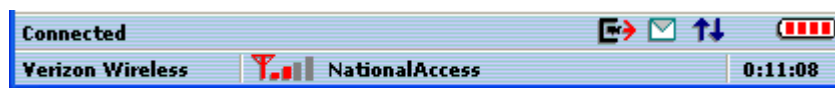
Connection Status
The text on the top left portion of the status bar above the "Verizon Wireless" text reflects your current state. During an active connection, this text will change to "Connected". If you are not connected, it will display "Not Connected".

WWAN PCCard 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. Select Activate from the Options menu.

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.

5.2   The Toolbar Buttons

The "Connect" button
Displays all of your available wireless connections and networks. Please refer to the <u>Connecting</u> section earlier.

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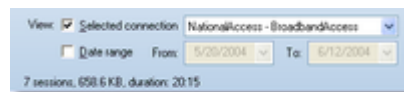
To view only the connection history of a specific network type, check the "Selected connection" checkbox and select the desired type from the drop-down list. To view only the connections made during a specific interval, check the "Date range" checkbox and specify the date in the "From:" and "To:" fields.

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

The "Apps" button
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.

The "TXT" button
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. See the
graphic below for an illustration of the TXT features.

The "Web" button
Launches the default web browser on your computer.

The "Email" button
Launches the your default email application on your computer.

The "Support" button
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.

5.3   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 "Minimum" from the "View" menu.

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

5.4   The Tools Menu

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

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.

Note: These options are only applicable if using a WWAN device (Wireless Phone and cable or
1xRTT/CDMA PC Card) that supports dial-up accounts.

5.5 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 it's 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 is capable of data speeds bursting up to 144 Kbps with typical speeds of 40 to 60 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 and signal strengths. This information can be valuable when troubleshooting a problem.
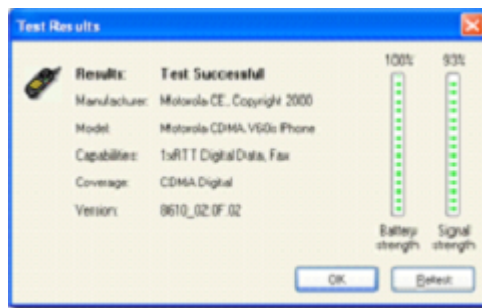
Run Wizard: Runs the Setup Wizard again. Useful if you need to reconfigure VZAccess Manager to use a new mobile handset or PC Card.

5.6 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, - see Update Options in Setting Your Preferences.

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.

6   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.

6.1   Supported Protocols

The following protocols are supported:

- 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 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.

6.2   Using Venturi

Task Tray Icon

The Venturi compression software loads automatically at startup.

You will see an icon of a "V" in your system tray.

This icon indicates the following states:

    If you see a Purple "V", Venturi is idle and on.

    When Venturi is processing requests the "V" will spin.

    If the V has a Red X through it, 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.

The spinning V, as you browse web pages, is an indication that Venturi is working.

Task Tray Options

If you right click on the Venturi task tray icon ("V") a menu will appear.
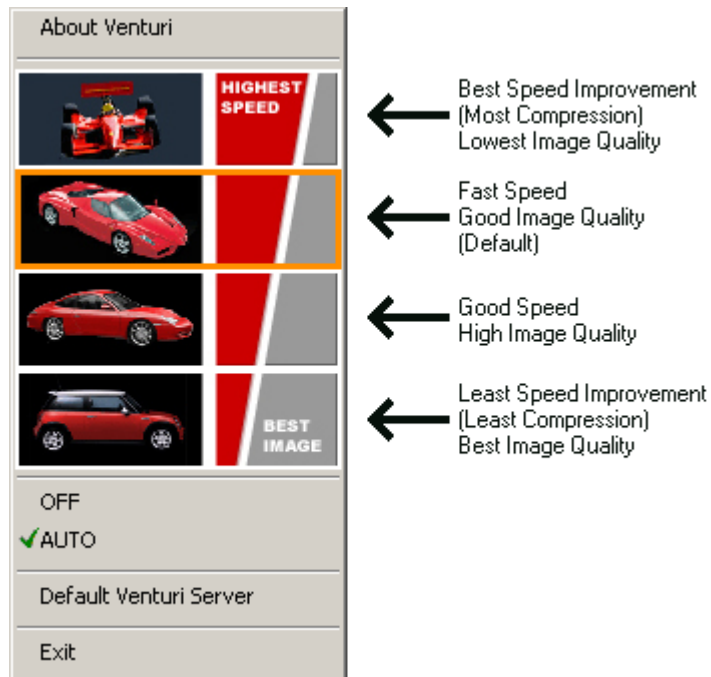
"About Venturi" will display the version of the client.

Speed/Image Selection - You have the option of selecting the quality of graphics you want Venturi to provide by clicking on one of the four car images. It's a tradeoff 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" clicking on these allows you to switch the client between "AUTO" and "OFF" (or "ON" and "OFF", if configured for manual mode).

If you are using VPN (Virtual Private Networking) 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 ("V" in tray with a "X" through it), and expects an external program to turn it on ("V" without the "X") 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. By default this value can not be changed but

may be used for troubleshooting when working with Verizon Wireless support.

"Exit" will close Venturi; You can start it again from your "Start Menu", "Programs", "Venturi 2".

To start using Venturi:
Make sure that Venturi is set to "AUTO" (or "On" if configured for manual mode), connect to the Internet by selecting "NationalAccess - BroadbandAccess", "NationalAccess" or "Quick 2 Net (14.4kbps)" from VZAccess Manager and then "Connect". Once connected, start browsing web pages.

Additional Tips:
If you ever have trouble loading a page or signing into a site you can temporarily turn Venturi off by doing the following:

1. Click on 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 the Venturi icon in the 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 the Venturi icon in the tray and click on "AUTO" (or "ON" if configured for manual mode).

Note: If your browser fails to stop passing data to Venturi and the "V" 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.

6.3   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

For troubleshooting tips on using Ventrui, see the On-Line help.

7   Settings in other Applications

This section describes special settings that might be required to use them over the Verizon Wireless wireless network.

7.1   Sync Applications

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

To turn HotSync On & Off
Right click on the HotSync® icon in your task tray and the menu below will appear. Click on "Local

Serial" and "Local USB" to remove the check marks. This effectively disables HotSync® and if it is causing a conflict this will allow your WWAN device to work. You can repeat this process to put the check marks back 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.
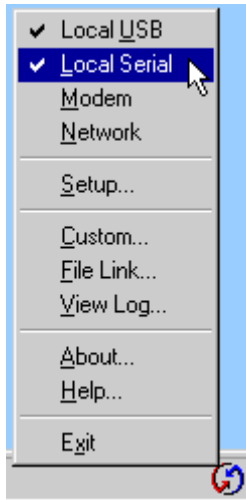

To turn Windows CE Services On & Off

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.
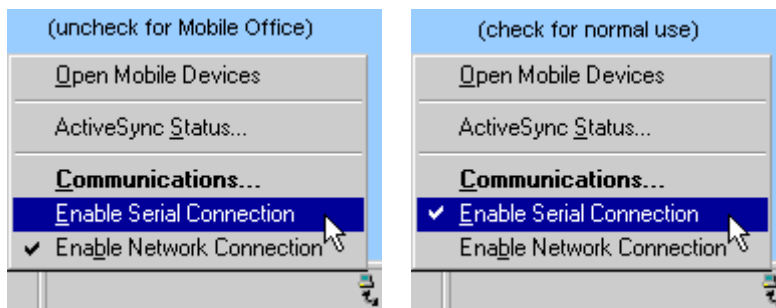
For Microsoft ActiveSync®: Right click on the ActiveSync® icon in your task tray and select "Connection Settings".
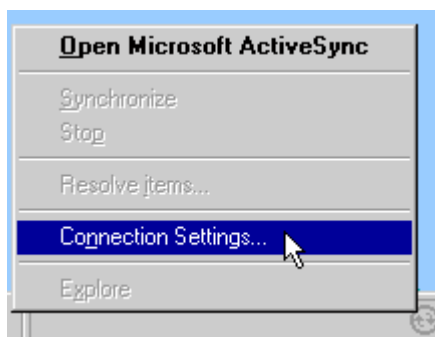
Select/deselect "Allow serial cable or infrared connection to this COM port:" and "Allow USB

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.
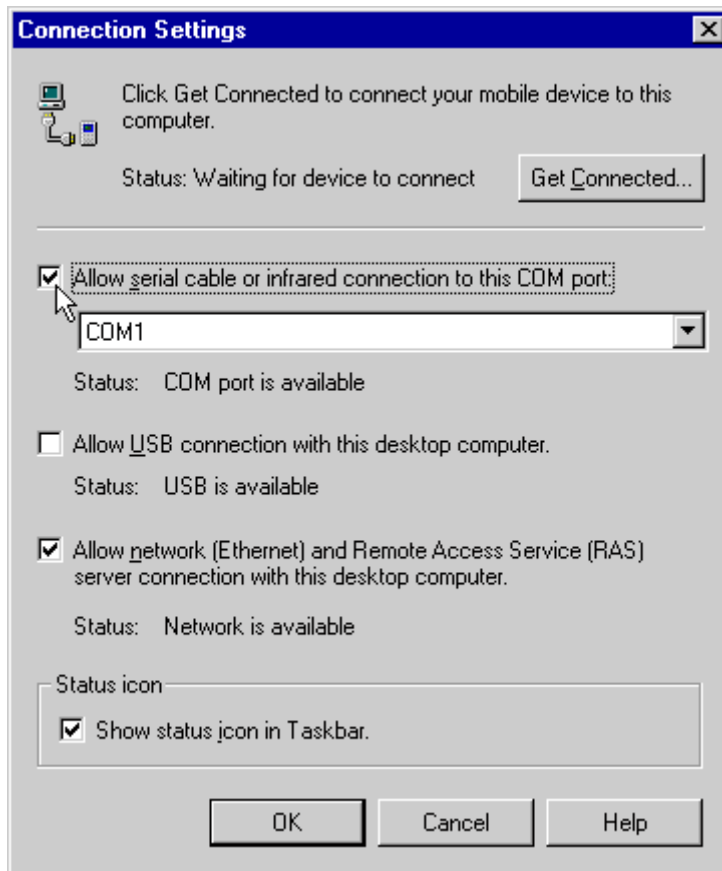
7.2   Proxy Settings

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 the Quick 2 Net (14.4 kbps) connection, proxy settings must be turned off. If you are connecting to your corporation's network using VPN (Virtual Private Networking) and your corporation uses proxies, then you 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 if you need additional assistance.

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 will also increase 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 details on Venturi see Venturi Instructions.

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 - this includes Wi-Fi adapters as well as your Network adapter. You can access the LAN

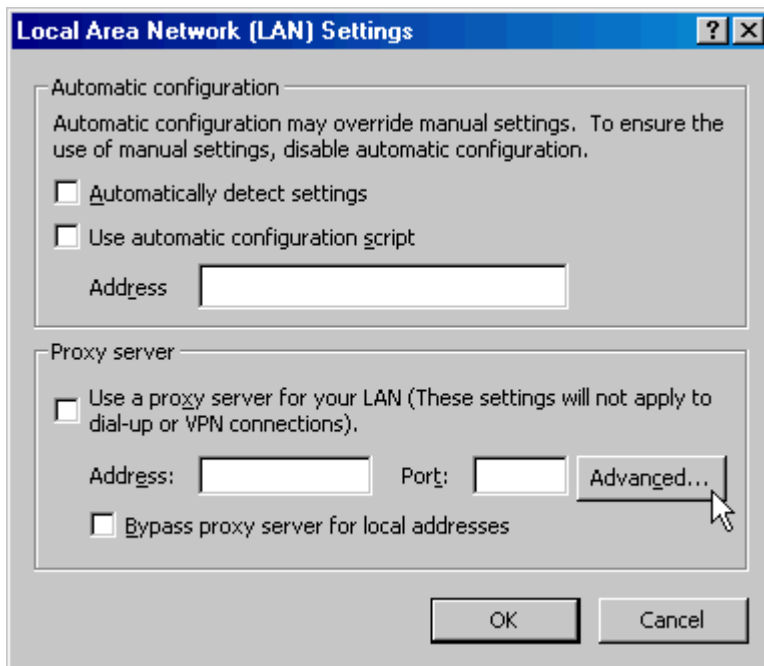Settings by doing the following:

Step 1: In Internet Explorer, select "Tools", "Internet Options".

**Step 2:** Then select the "Connections Tab" and "LAN Settings".

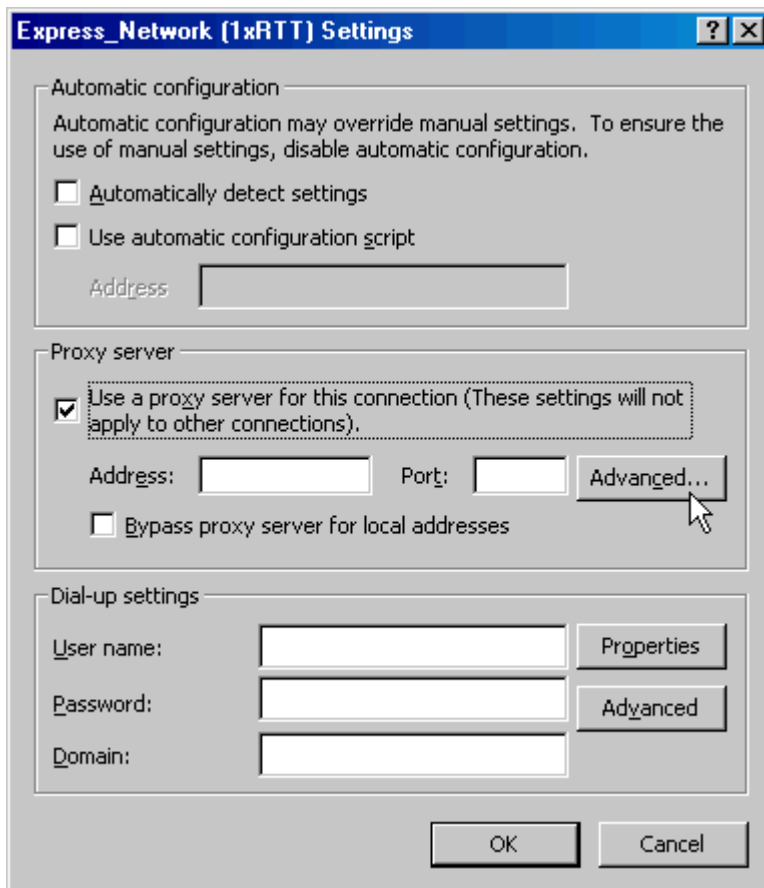If your company uses proxy settings they will appear here.

Step 3: If you are only using Wi-Fi connections without VPN and you want to access the Internet directly, you would uncheck the first three options to turn proxy settings off. If using VPN and if the settings are present you would leave them. To restore the settings you would 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, if desired, 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: If desired, you can have proxy settings automatically turned off when you connect using Wi-Fi connections - See Wi-Fi Specific Settings.

Step 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", "Options" as shown in Step 1 and then the "Connections" tab.)
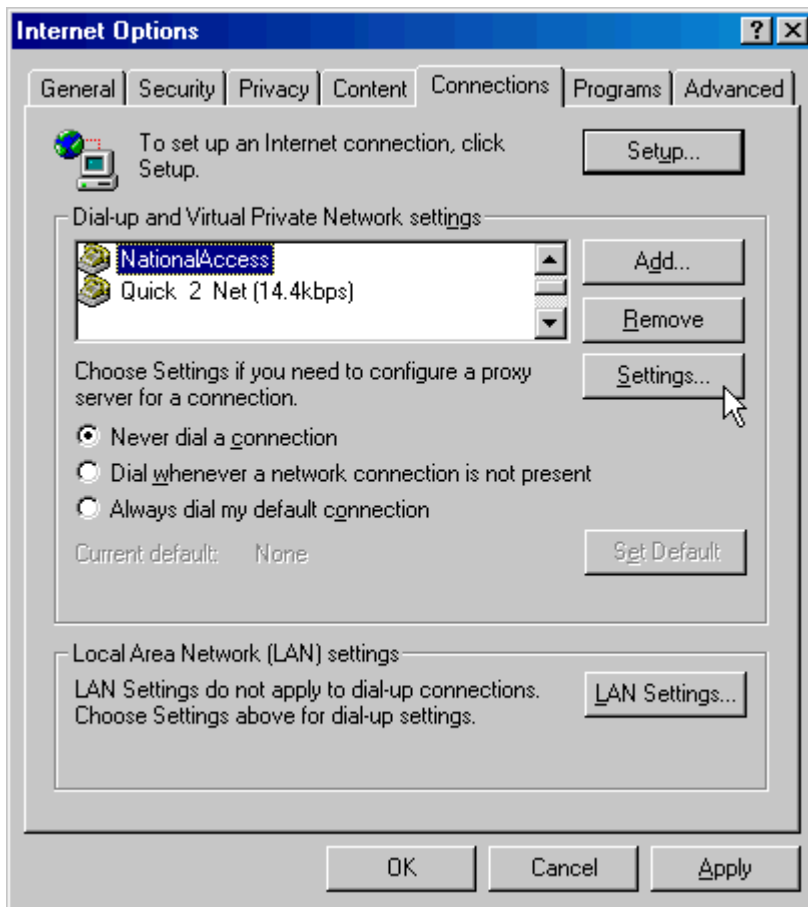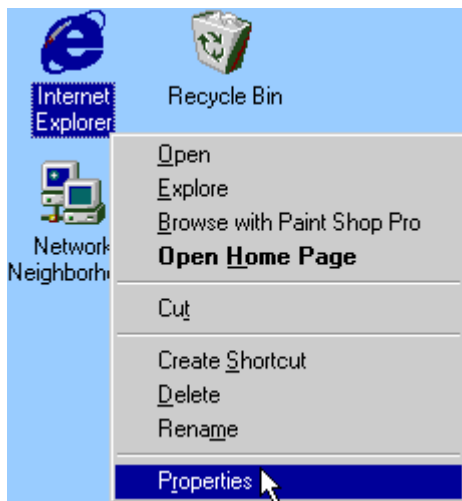
Step 5: The settings will be displayed, you can now enter the same proxy settings you recorded in Step 3, if you desire to use VPN and your proxy settings with these connections. If necessary also enter the information recorded from the screen that appears after selecting the "Advanced" button. To disable proxy settings for these connections you would have to uncheck the "Use proxy server . . ." box. Proxy settings must be disabled to access the Internet directly when using these connections without VPN.

Express_Network (1xRTT) Settings   ? ☒

Automatic configuration

Automatic configuration may override manual settings. To ensure the use of manual settings, disable automatic configuration.

☐ Automatically detect settings

☐ Use automatic configuration script

Address [   ]

Proxy server

☑ Use a proxy server for this connection (These settings will not apply to other connections).

Address: [   ]   Port: [   ]   Advanced...

☐ Bypass proxy server for local addresses

Dial-up settings

User name: [   ]   Properties

Password: [   ]   Advanced

Domain: [   ]

OK   Cancel

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.

Step 1: Right-click on the Internet Explorer icon and go to properties (or if Internet Explorer is already open go to View then Internet Options...)**.**

Internet Explorer

Recycle Bin

Network Neighborh

Open
Explore
Browse with Paint Shop Pro
Open Home Page

Cut

Create Shortcut
Delete
Rename

Properties

Step 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.
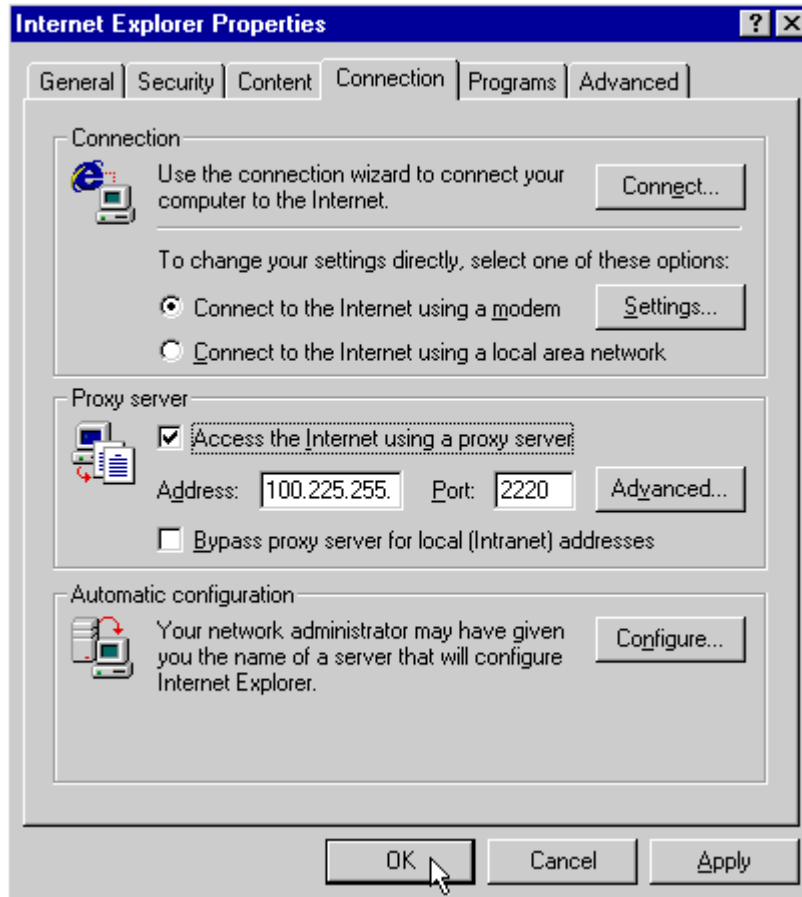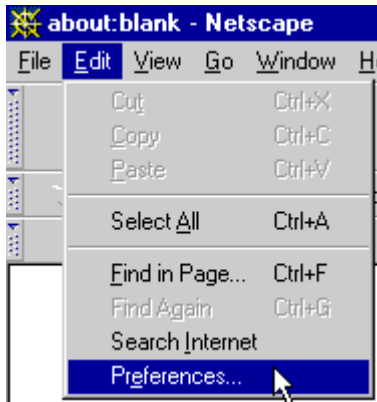

When you wish to access the Internet through your corporate network proxy server, you must repeat these steps, checking the box labeled "Access the Internet using a proxy server." **If your proxy setting is incorrect for the connection you are using, you will get an error whenever you try to go to any 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.

Step 1: From within your browser, go to "Edit" then "Preferences".

Step 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.
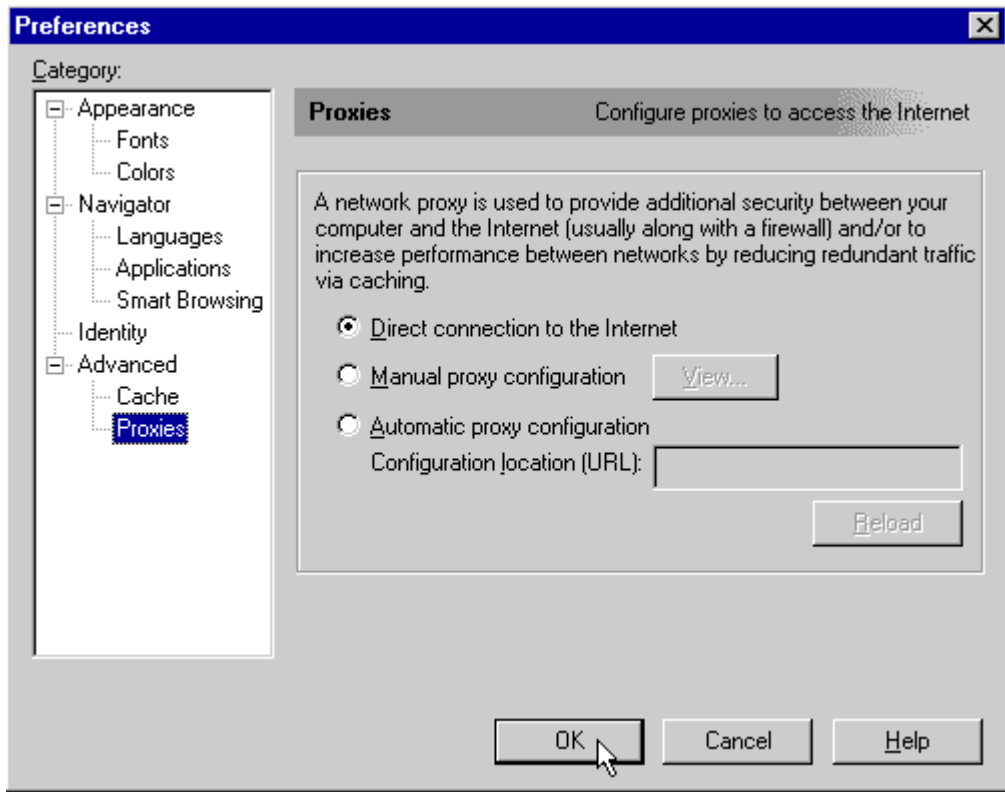
Reminder: When you wish to access the Internet through your corporate network proxy server, you must repeat these steps, selecting "Manual proxy configuration" then clicking "OK." **If your proxy setting is incorrect for the connection you are using, you will get an error whenever you try to go to any site.**

7.3   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. Click here to see how to resolve this issue in our troubleshooting section.

For instructions on how to configure AOL versions 8.0 or earlier, see the On-Line help.

7.3.1 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 troubleshooting 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

Step 1: Right click on the AOL icon in your task tray, and then click on "Auto Start Options..."
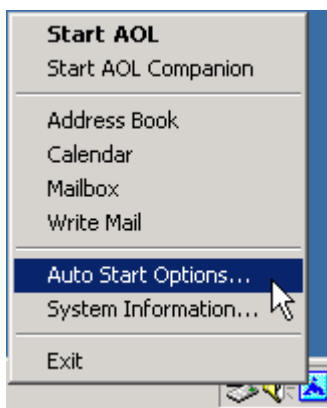

Step 2: Select "Don't use any Auto Start options", and then click the "OK" button. (We have found it to be more reliable to manually launch AOL, rather than to use the Auto Start options.)
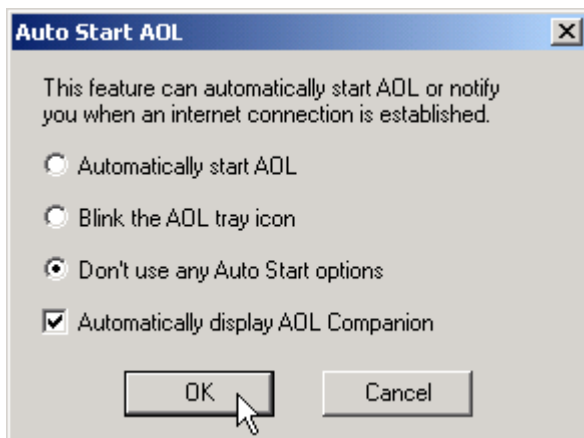
Step 3: The first time you run AOL (version 9), after setting your wireless device up as a modem, you may get the following screen; select "OK" to proceed. If you do not get this screen go to Step 6.
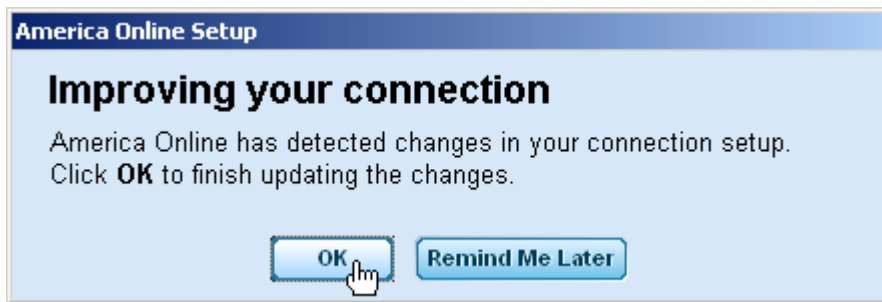
Step 4: AOL will attempt to detect how it might be able to connect.
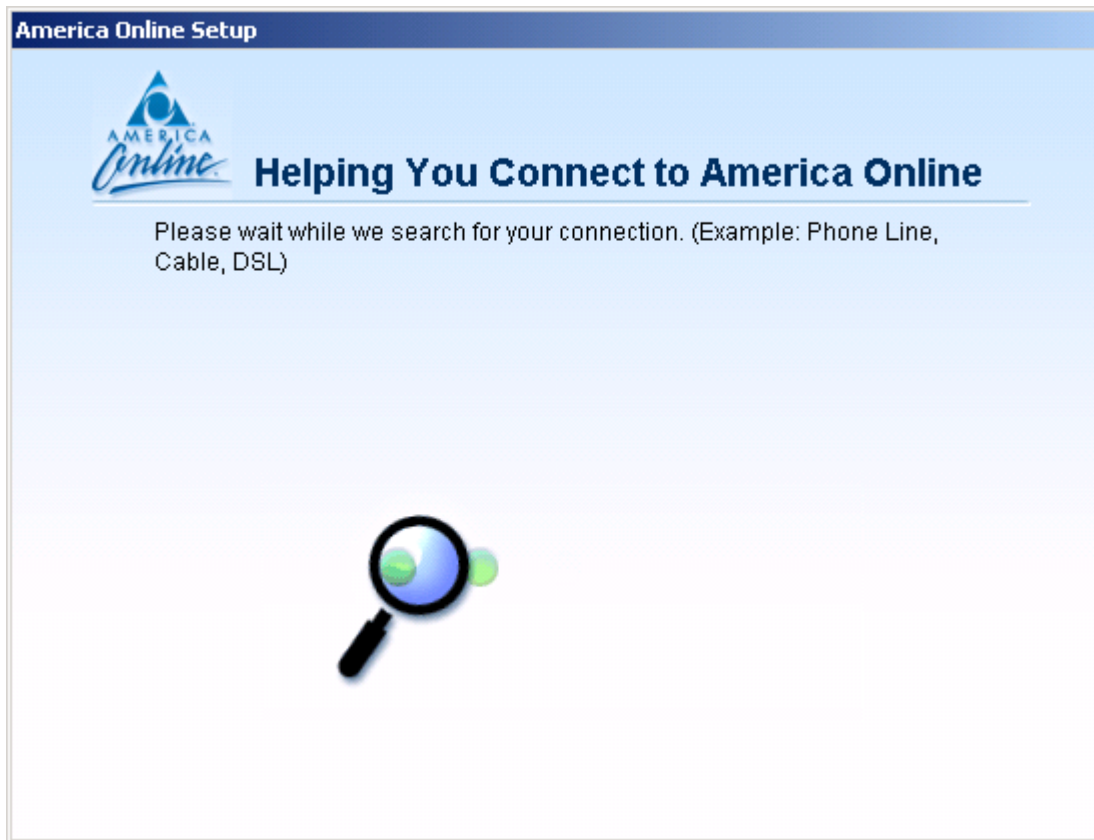
Step 5: Once AOL detects a way to connect, select "Cancel"
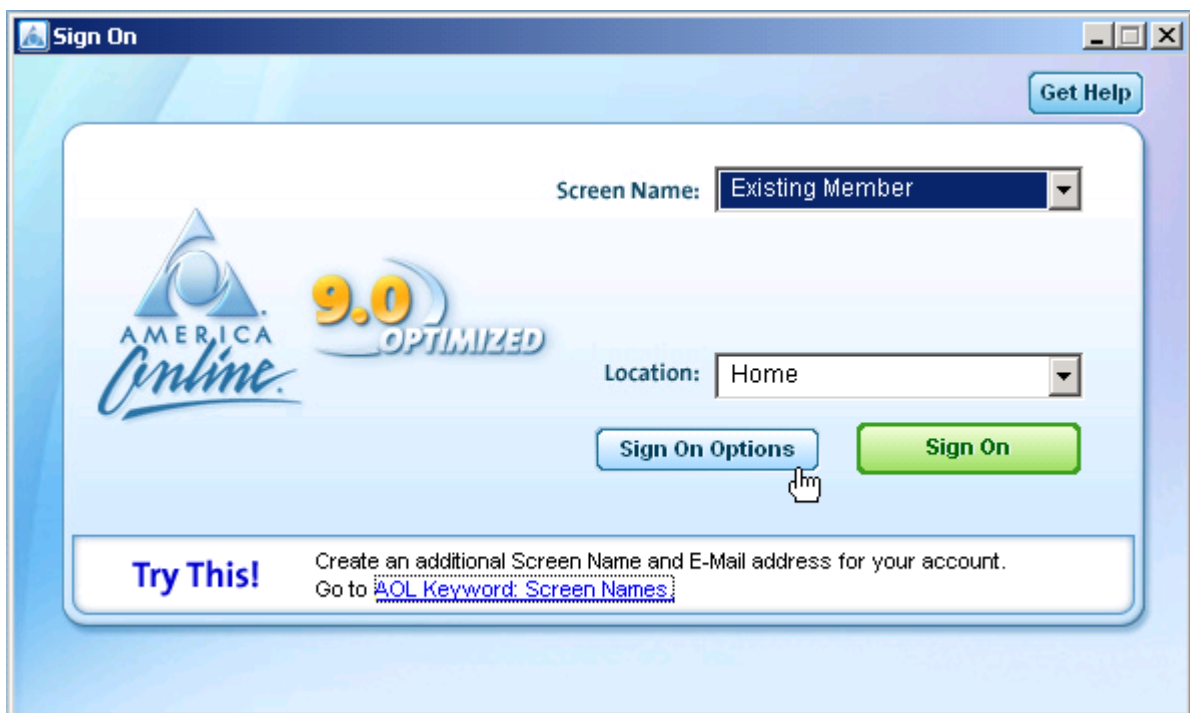
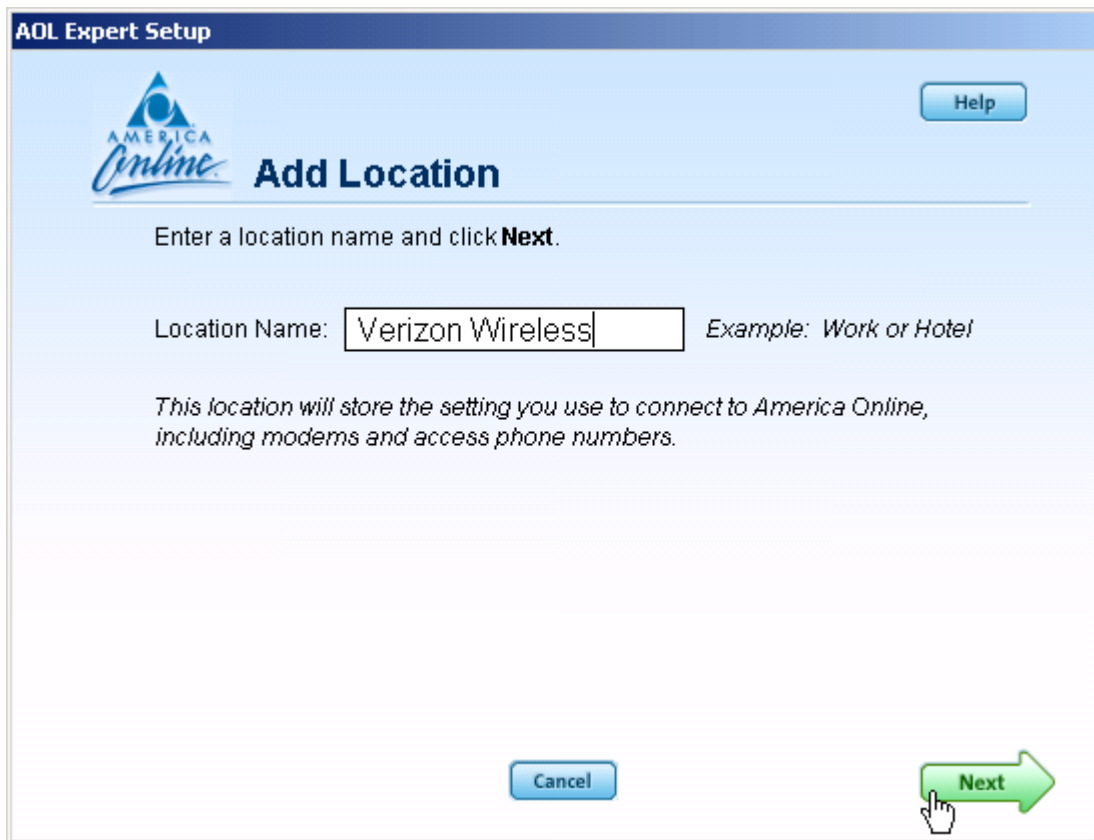**Step 6:** From the sign on screen select "Sign On Options"

Step 6: Select "Expert Setup"

Step 7: Select "Add Location"
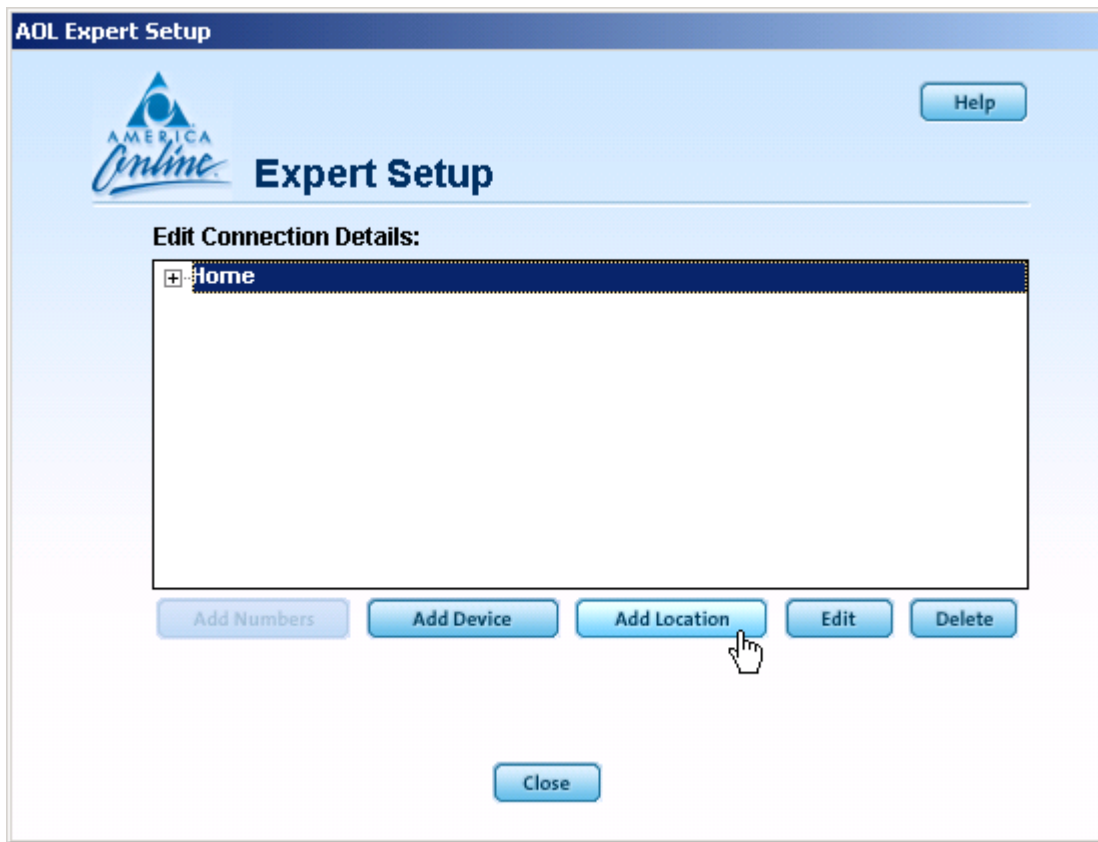
Step 7: For the location name enter "Verizon Wireless" and then select "Next".

Step 8: If "Other Dial-up ISP or LAN" is available select it then select "Next" and go to . If this option is not available, select "(Manually add a connection device)" and then select "Next".

Step 9: Select "Other Dial-up ISP or LAN" then select "Next".
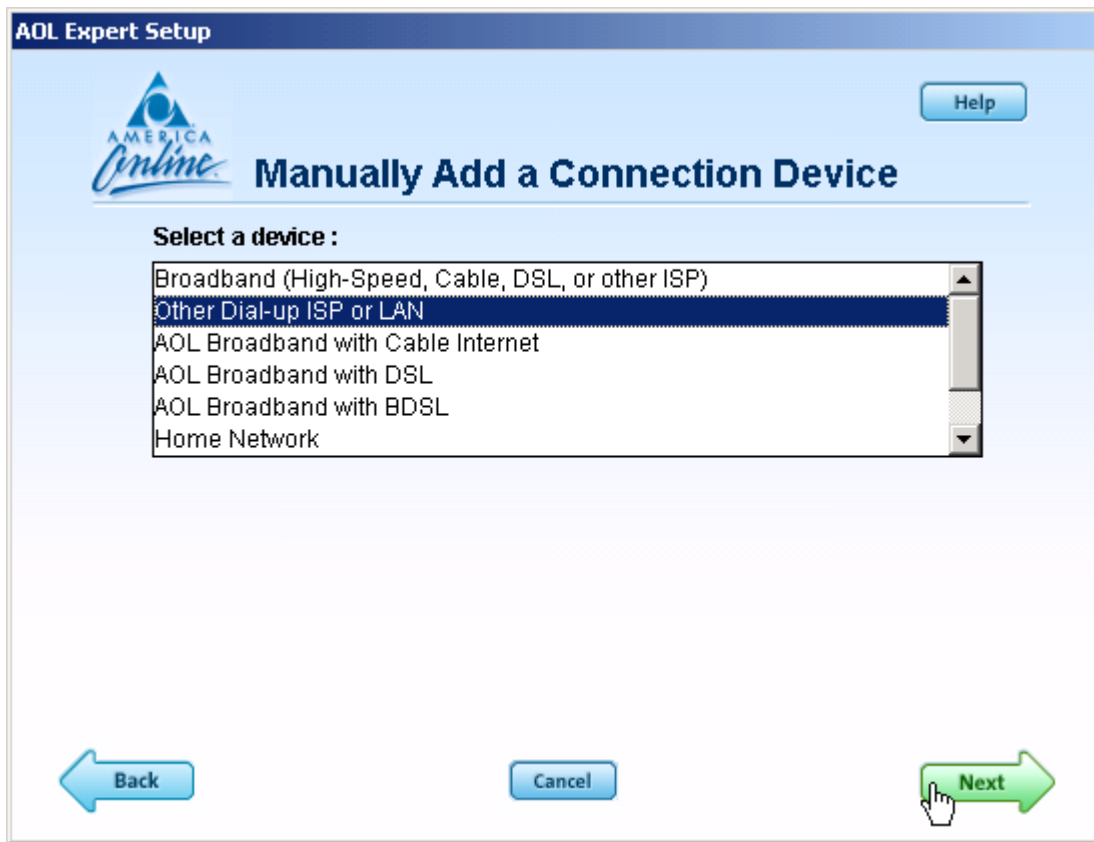
Step 10: Select "Next"

Step 11: Select "Next"

AOL Expert Setup

TCP/IP Configuration

Help

TCP/IP normally requires no extra configuration. Click **Next** to Continue.

Note: If you have a LAN (Local Area Network) that requires additional proxy setup, select your configuration options below.

Configuration Options:

⦿ Automatic Connection

○ Manual Proxy Configuration
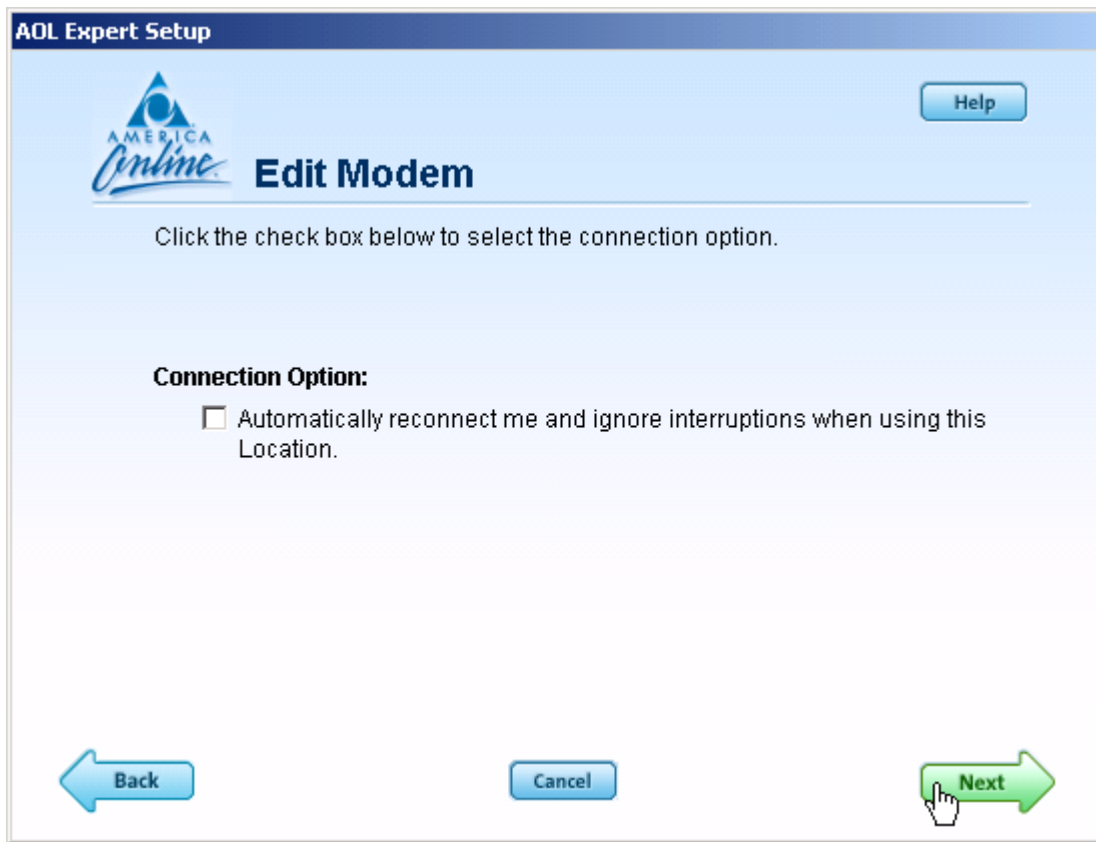
Back   Cancel   Next
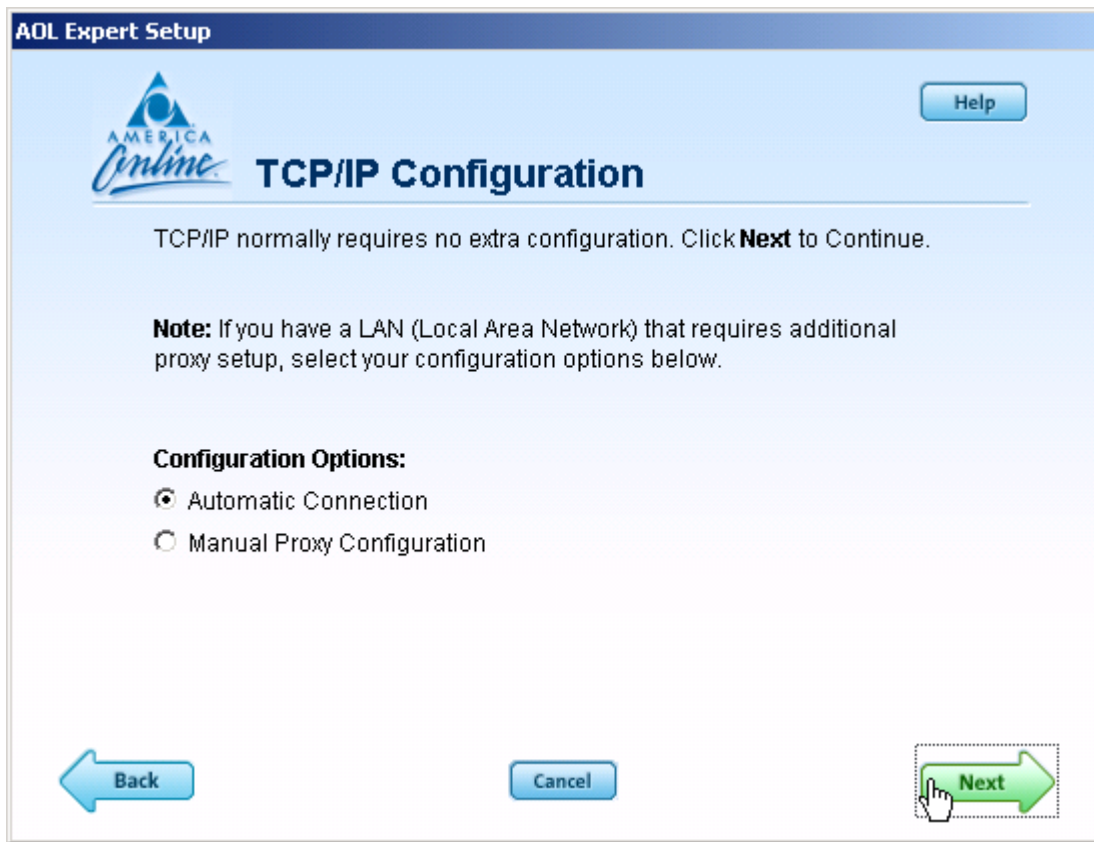
Step 12: Even though AOL reports the location has been created, you must click on "Sign On to AOL Now" to save the changes. Since you are not actually connected to the Internet, AOL will not actually be able to sign on, but it will save your changes.
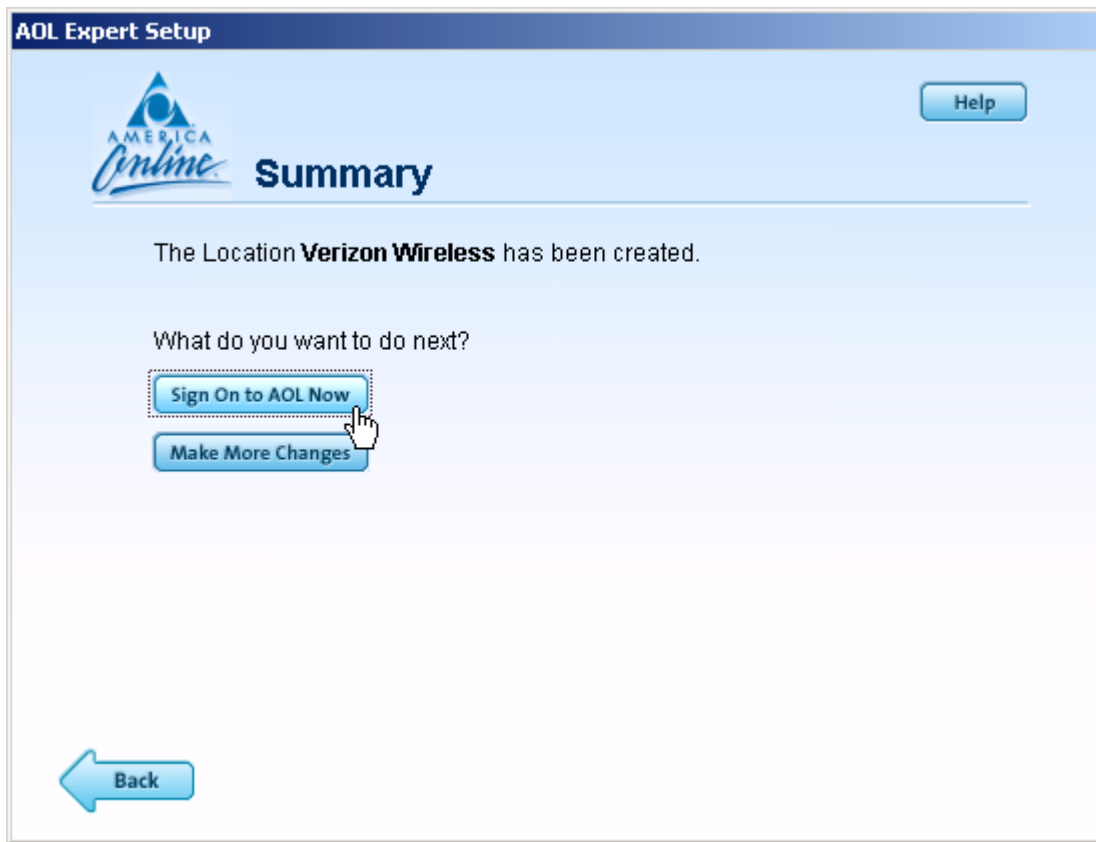
Step 13: Select "Close" when you get the following error message. This completes configuring AOL to work with any connection to the Internet, including BroadbandAccess, NationalAccess and Quick 2 Net^{SM} (14.4 kbps).
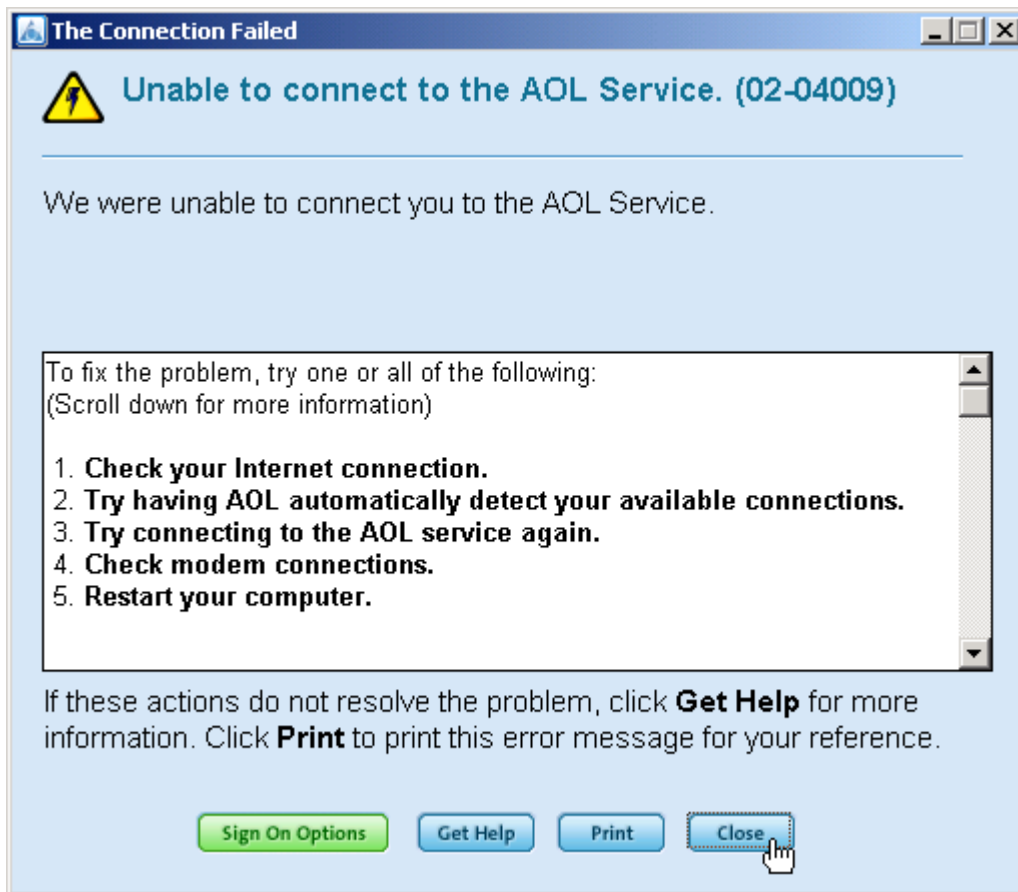
Using AOL Version 9 with your Mobile Office Connections

To use AOL with the Verizon Wireless BroadbandAccess, NationalAccess or Quick 2 Net^{SM} (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 section on Wi-Fi Specific Settings and WWAN Specific Settings. Check the box to "Run program on connection:", then click the [...] button to browse and select aol.exe, it 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^{SM} (14.4 kbps) connection.

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

7.4 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 similar to the one below if you are attempting to send mail.
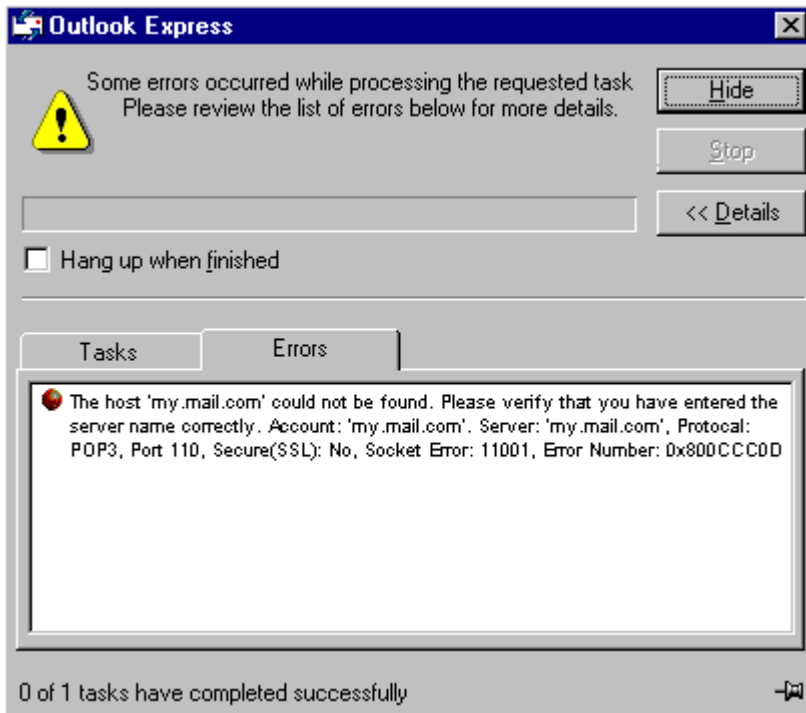
Most send mail servers are not accessible from various connections to the Internet. You usually have to be connected to the e-mail providers network to access their mail server and most e-mail providers require authentication (a user name and password). The reason everyone has had to resort to this, is that without these measures, anyone can use a send mail server to send massive amounts of unwanted junk e-mail. If you are having trouble sending e-mail - this also includes replying and forwarding, and you are getting an error message similar to that shown above, then your send mail server can not be accessed from the Verizon Wireless network.

For customers in this situation, Verizon Wireless has made available a send mail server that you can use in place of the one you normally use. All that is required is that you have a TXT messaging capable Verizon Wireless phone or device and TXT messaging service, visit www.vtext.com and establish a profile 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 Sierra Wireless Aircard 555 and 555D PC Cards can receive TXT messages. The Verizon Wireless PC3220 and PC5220 PC Cards are not TXT messaging capable. Most Verizon Wireless phones are TXT messaging capable. If you have a PC Card that is not capable of receiving TXT messages and you have a Verizon Wireless phone that is, you can use it to establish a profile on 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, 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. 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:

Step 1: Select "Tools", "Accounts".
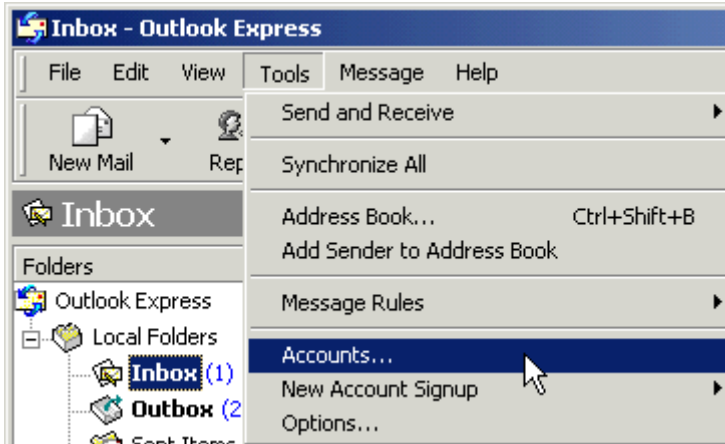
Step 2: Select your default account, then "Properties".
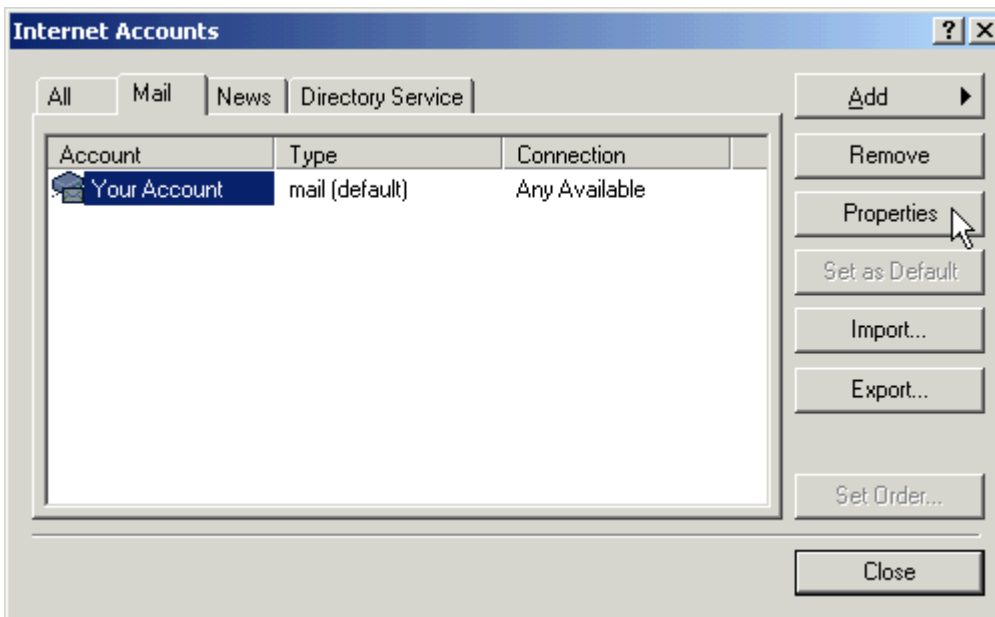
Step 3: Select the "Servers" tab. In the "Outgoing mail (SMTP):" field enter "smtp.vzwmail.net" without quotes. In the "Outgoing Mail Server" section at the bottom, select "My server requires authentication", then select "Settings".
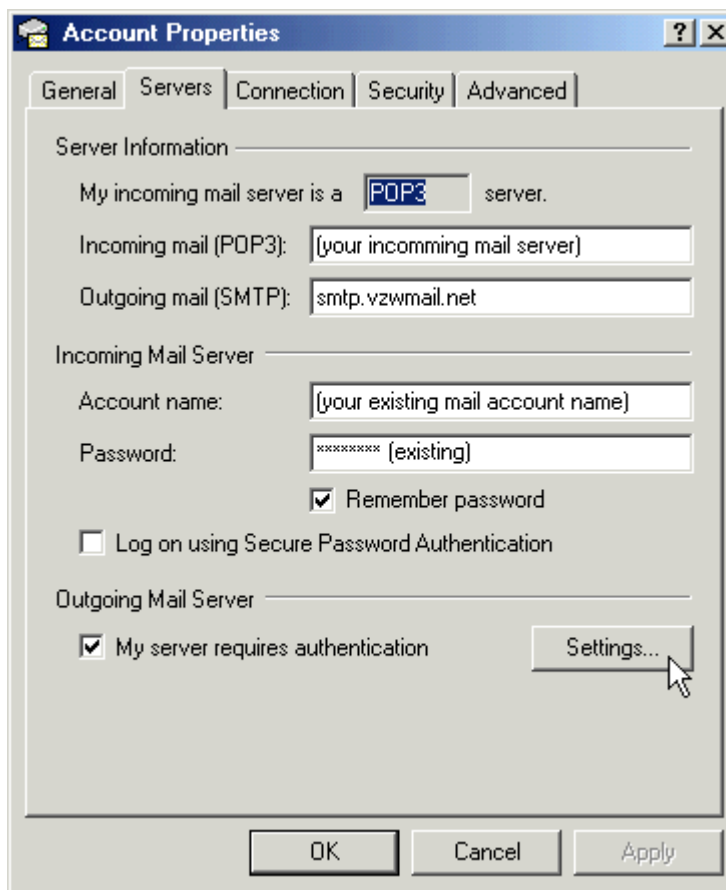
Step 4: Select "Log on using", then using the 10-digit mobile number you used to establish your profile at www.vtext.com, enter the 10-digit mobile number@vzwmail.net for the account name (i.e. 6145551212@vzwmail.net). For the password, enter the password you established on www.vtext.com. Select "Remember password". Select "OK", "Apply", "OK", "Close" to get back to the Outlook Express® main screen. It may take up to two hours for your www.vtext.com credentials to be valid on the smtp.vzwmail.net server. Once they are valid, you should be able to send mail using the Verizon Wireless Send Mail Server (also referred to as a SMTP - Simple Mail Transport Protocol Server), when you are connected to the Internet, wirelessly or via other means.

Additional important notes about the Verizon Wireless Send Mail Server:

- There is no monthly charge for this service.

- Message Limits are as follows: 2MB 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. Try using Outlook Express® if you have any problems. 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 may take up two hours before they will work on the smtp.vzwmail.net server. If your credentials work on www.vtext.com but not on the smtp.vzwmail.net server, try again after two hours.

Web Based 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.

8 Troubleshooting

WWAN (CDMA/1XRTT)

Wi-Fi

Venturi

8.1 WWAN (CDMA/1xRTT/1xEVDO)

Possible Problem	Possible Resolution

When installing VZAccess Manager, it was not able to find the WWAN device (wireless phone and cable or 1XEV-DO/1XRTT/CDMA PC Card).	• If using a wireless phone and cable make sure it is powered ON and securely connected. • If using a wireless phone and cable, try powering it OFF, then ON again. • If using a WWAN (1XEV-DO/1XRTT/CDMA) PC Card, try removing it and reinserting it. • 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. • Make sure that the auto-answer feature of any fax software you are using is disabled. • Check with your computer manufacturer to verify your serial port or USB port is enabled and properly configured. • 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. • 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.
I get connected, but I can't get to any web sites.	• If you are using VPN (Virtual Private Networking) you may require proxy settings on the 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 Turning Proxy Settings On and Off. • 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. • 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. For details on resolving problems with Venturi see the Venturi Troubleshooting section.

I can't load a specific page.	• You can 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 double clicking on the "V" icon in the task tray or by right clicking on it and selecting "Open". Click the button under "Venturi Mode:", to turn Venturi "OFF", click it again to return it to "AUTO" ("ON" if configured for manual control).
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.
My computer, during installation or normal use: **. . . locks up or crashes when attempting to dial.** **. . . mouse does not work properly when I try to use my Mobile Office wireless phone or device.**	• Refer to your computer manual for help in managing your serial COM ports and USB ports, to resolve potential resource conflicts. • Exit any applications that may use serial ports or USB ports, that might be causing a conflict and try again. • 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.
My connection fails immediately, or I get a "Call Failed" message on the display of the wireless phone.	• 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. • 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. • 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.
My connection fails, and I am getting a "Signal Faded" message on the display of my wireless phone.	• 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. • Try to establish your session again.

My communication software shows that I am connected, but my wireless phone does not.	• 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 • Your call may have been disconnected due to a network anomaly. Disconnect and try to establish your session again. • 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. (**Note: Quick 2 Net and Dial Up connections may be charged differently than NationalAccess or BroadbandAccess sessions. Please check your Calling Plan brochure for details.)**
I get disconnected while using Mobile Office, or while dialed in to my corporate network.	• 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. • Check the battery strength indicator on the display of your wireless phone. Low power may cause loss of signal. • Try to establish your session again. • Make sure the data cable between your wireless phone and your computer is securely connected to both devices. • 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. • Check your application software setup to see if it has an inactivity timeout. Increase the timeout to match your needs.
When I launch VZAccess Manager: **. . . my wireless phone powers off.** **. . . the levels reported for Battery or Signal level are incorrect.**	• 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. • 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. • 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 "Tools", "Refresh Signal Levels" from VZAccess Manager's main screen.

I get "There is no dial tone" while trying to connect, using my wireless phone. **or** **It seems as if the wireless phone is not being recognized at all.**	• 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. • 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. • Note: 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. • 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. • 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 "Tools", "Run Wizard" to run the setup wizard again to redetect and configure the phone.

I accidentally installed an Original Equipment Manufacturer's version of VZAccess Manager and it replaced the Verizon Wireless version of VZAccess Manager, what should I do?
 	
or
 	
Venturi stopped working after I installed software provided by my wireless phone manufacturer.
	• The Venturi compression software is configured to be turned on and off by the Verizon Wireless version of VZAccess Manager when using the NationalAccess - BroadbandAccess, NationalAccess, or Quick 2 Net (14.4 kbps) connection. To restore the Verizon Wireless version we recommend the following:
	
	  1. Remove the current version of VZAccess Manager: From your start menu select "Start", "Settings", "Control Panel", "Add/Remove Programs". Select "VZAccess Manager" then click on the Add/Remove button and remove it.
	
	  2. Optional, but recommended: From Control Panel, select Modems, and delete any modem drivers for your wireless phone, including the Verizon Wireless phone driver. The modem installed by the OEM version of VZAccess Manager should have Wireless Phone as part of its name. Select the modem or modems listed for your wireless phone and click on "Remove" to remove them.
	
	  3. Reinstall the Verizon Wireless version of VZAccess Manager. If re-installing the Verizon version of VZAccess Manager from a CD, at the end of the setup process for VZAccess Manager, the Venturi setup will begin; you can cancel out of this since Venturi is already installed.

Every time I try to establish a NationalAccess - BroadbandAccess or NationalAccess connection, it fails.	• 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. • If you feel you may have incorrectly entered your wireless telephone number during initial setup, select "Menu", "Tools", "Run Wizard". After the wizard finishes, try connecting again.
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.	• 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 here for detailed instructions on how to do this.

8.2 Wi-Fi

Possible Problem	Possible Resolution

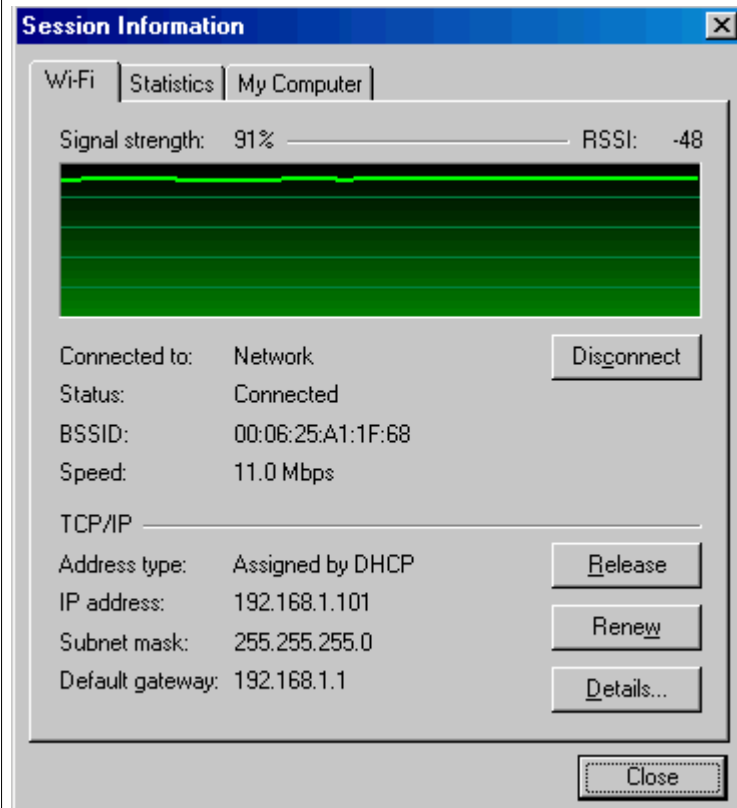|	
When installing VZAccess Manager, it was not able to find the Wi-Fi device.	• Verify that the client that came with the Wi-Fi device can talk to it. If it can't, contact the Wi-Fi device manufacturer for assistance getting it to work with the client it comes with. Then try VZAccess Manager again. • Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are, download and install them. • If using a Wi-Fi PC Card, try removing it and reinserting it. • 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 "Tools", "Run Wizard".
When installing VZAccess Manager, a dialog appeared stating that a feature in the Cisco® Aironet® Client needed to be enabled.	• A simple configuration change is required to the Cisco® Aironet® Client to allow VZAccess Manager to work properly. Select, "Start", "Programs", "Cisco Systems", "Aironet Client Utility (ACU)", "Select Profile", then select "Use Another Application to Configure My Wireless Settings", and "Apply".
When installing VZAccess Manager, a dialog appeared stating "You will need to upgrade your Wi-Fi card drivers before running this program. . ."	• Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are download and install them.

I get connected, but I can't get to any web sites.	• If you are using VPN (Virtual Private Networking) you may require proxy settings 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.
	• 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.
	• 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. For details on resolving problems with Venturi see the Venturi Troubleshooting section. Venturi is not used for the Wi-Fi connections but a conflicting application might prevent access to web pages.
I'm unable to connect using Wi-Fi.	• A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
	• 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 main screen: "Session", "Statistics", "Wi-Fi" 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 "Release", then "Renew".
	• Try selecting "Disconnect" and then connect again.
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.
I connected OK, everything was working, then everything stopped working.	• A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
	• If necessary, try disconnecting and reconnecting.
My connection was lost.	• A low signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.

| I can't get VZAccess Manager to work with my private Wi-Fi Network.	• 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.
	• In the section on <u>Wi-Fi specific settings</u> there are options to manually add a Wi-Fi network if it does not broadcast it's 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 mis-entered, it could prevent you from connecting.
	• 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 "Session", "Statistics", "My Computer" then "E-mail Technical Support". 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.**

Wi-Fi Statistics Support Tool	From VZAccess Manager's main screen select "Session", "Statistics", then the Wi-Fi tab.
	This tool displays signal strength, all relevant IP address information with additional details by selecting "Details". It also provides the ability to release your existing IP address and request a new one by selecting "Release", then "Renew". This procedure is a common troubleshooting step as explained in some of the symptoms and solutions listed above.

The "Details. . ." option will display the following information:

 |
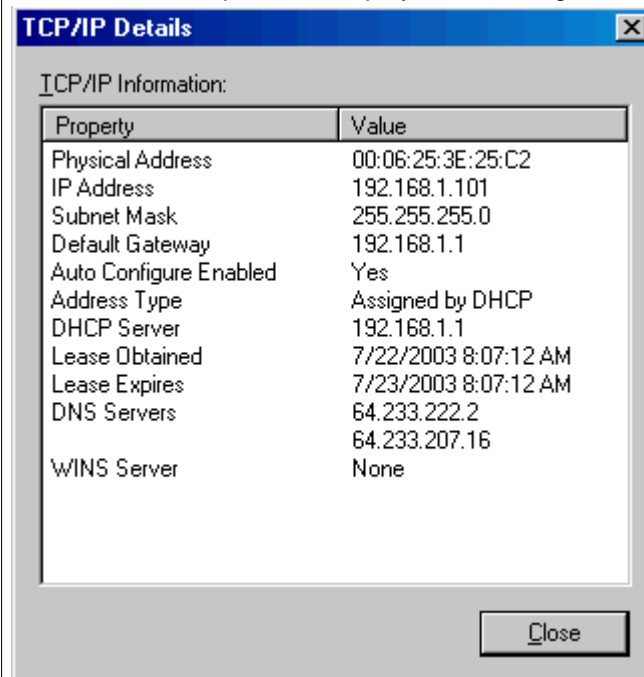
9   Glossary

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

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

bps
Bits per second – rate of data flow.

Broadband
High-capacity high-speed, transmission channel with a wider bandwidth than conventional copper telephone lines. Broadband channels can carry video, voice, and data simultaneously.

COM Port
Defines a serial/RS-232 port within the Windows© environment. May be physical or virtual

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

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

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

HTTP
Hypertext Transfer Protocol

ISP
Internet Service Provider

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

Kbps
Kilobits per second – rate of data flow

LSP
Layered Service Provider – a Microsoft feature

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

networks.

Mbps
Megabits per second

PC
Personal Computer

PC Card
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.

PC Card Slot
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.

PCMCIA
Personal Computer Memory Card International Association. Defines specifications used for PC Cards.
www.pcmcia.org

PDA
Personal Digital Assistant. A handheld device used for organization, notes, address books, etc.

POP3
Post Office Protocol v3. A standard transport protocol used send and receive email.

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

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

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

Sync
To compare and synchronize two or more sources of data.

TCP/IP
Transmission Control Protocol / Internet Protocol

URL
Uniform Resource Locator

USB
Universal Serial Bus. A connection type for computer peripherals such as a printer, mobile phone, etc.

VPN
Virtual Private Network. A way to communicate through a dedicated server securely to a corporate

network over the Internet.

WAN
Wide Area Network. A network which uses common carrier-provided lines. Contrasts with LAN.

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

Wi-Fi
Wireless Fidelity. A generic term used to describe any type of 802.11 (a, b, g) network.

WWAN
Wireless Wide Area Network

WWAN Device
Wireless Phone and cable or 1xEVDO/1xRTT/CDMA PC Card.

WWW
World Wide Web

10   Trademarks and Service Marks

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

VZAccess^{SM} is a service mark of Verizon Wireless

Quick 2 Net^{SM} is a service mark of Verizon Wireless.

Venturi^{TM} is a trademark of Venturi Wireless.

QuickLink® is a registered trademark of Smith Micro Software, Inc.

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

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

AOL® is a registered trademark of America Online, Inc

Aironet® , Cisco®, Cisco Systems® are registered trademarks of Cisco Systems, Inc. and/or its affiliates in the U.S. and certain other countries.

HotSync® is a registered trademark of Palm, Inc.

The names of actual companies and products mentioned in this help file may be the trademarks of their respective owners.

Contents of this help file, Copyright 2004 Verizon Wireless, all rights reserved. REV 6.19.04.