User Guide

Sprint SmartView℠ for Windows

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Section 1

Getting Started
Setting up service is quick and easy. This section walks you through installing device drivers, installing the Sprint SmartView software, launching the software, and getting connected.

System Requirements

The minimum system requirements for installation and operation of Sprint SmartView are shown in the table below.

<table>
<thead>
<tr>
<th></th>
<th>Windows XP</th>
<th>Windows Vista</th>
<th>Windows 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor</td>
<td>300 MHz</td>
<td>800 MHz (1 GHz recommended)</td>
<td>1 GHz</td>
</tr>
<tr>
<td>RAM</td>
<td>256 MB</td>
<td>1 GB (2 GB recommended)</td>
<td>1 GB (2 GB recommended)</td>
</tr>
<tr>
<td>Hard Drive Space</td>
<td>70 MB</td>
<td>70 MB</td>
<td>70 MB</td>
</tr>
<tr>
<td>Internet Explorer</td>
<td>IE 5.5 (or higher)</td>
<td>IE 7 (or higher)</td>
<td>IE 8 (or higher)</td>
</tr>
<tr>
<td>Windows Service Pack</td>
<td>Service Pack 3 (or higher)</td>
<td>Service Pack 2 (or higher)</td>
<td>-</td>
</tr>
</tbody>
</table>

Additional Requirements

- Windows Vista and Windows 7 operation require DirectX 9.0 (or better) Graphics Accelerator
- Internet Connection (if downloading the installer from the Internet)
- CD-ROM (if installing from CD)
Installing the Drivers for Wireless Devices

Before you connect with a wireless device, you will need to ensure that the device's drivers are properly installed.

**WiFi Devices**

If a WiFi device came preinstalled on your computer, its drivers have most likely already been installed by the computer manufacturer.

If you purchased a WiFi device separately and have not already done so, you should install the drivers for the device before proceeding.

**Sprint Mobile Broadband Devices**

All Sprint Mobile Broadband devices come with a printed Quick Start Guide or Get Started Guide that contains instructions for device setup, including driver installation, which typically involves the following steps:

1. Plug the device into the appropriate PC Card, ExpressCard, or USB slot. You will see a small icon at the bottom right of the screen indicating that Windows has discovered new hardware, and that the device drivers are being installed for it.

2. After the installation finishes, you will receive a confirmation message at the bottom right of your screen stating that the new hardware was installed successfully and is ready to use.

**Note:** Follow the instructions included with your Sprint Mobile Broadband device. Many devices will instruct you to install the Sprint SmartView software before inserting the device into your computer.

Installing Sprint SmartView

Your Sprint Mobile Broadband device includes a copy of Sprint SmartView, residing either on the device or on an installation CD.

If the installer is preloaded on your device, you will be prompted to install Sprint SmartView when you connect the device to your computer.

If your device came with an installation CD, simply insert the CD in your computer's CD-ROM or DVD-ROM drive, and the installer should run automatically.

**Note:** The Sprint SmartView software can also be downloaded from [www.sprint.com/downloads](http://www.sprint.com/downloads).

For detailed instructions on installing Sprint SmartView, consult the printed Quick Start Guide or Get Started Guide.
Launching Sprint SmartView

Once your hardware is installed and ready to connect, you may go ahead and launch Sprint SmartView by doing one of the following:

● Double-click the Sprint SmartView icon on your computer’s desktop.
  – or –
● In the Start menu, select Programs or All Programs > Sprint > SmartView > Sprint SmartView.

Device Activation

Some Sprint Mobile Broadband devices may require activation (programming) prior to use. If your device needs to be activated, Sprint SmartView will inform you and start the activation process when you connect the device.

Note: If you have a device that was previously provisioned for use with a Sprint account, but that account is no longer valid, you may be able to restart the activation process by clicking Tools > Reset Device. This allows your device to once again be associated with a valid account.

Although the activation process will vary depending on the make, model and firmware version of your device, all activations fall into one of the following categories:

Hands-Free Activation
Sprint SmartView will simply inform you that it is activating your device and periodically give you updates about activation status. No intervention is required on your part.

Device Self Activation
If Hands-Free Activation is unsuccessful, Sprint SmartView will proceed with the “Device Self-Activation” process. The Connect button in the main window changes to an Activate button. Click this button (or select Device Self Activation from the Tools menu) to start Device Self Activation. A browser will launch with the Sprint activation information. Follow the prompts to complete activation.

Device Self Activation allows you to set up your Sprint account through Sprint’s website and then makes sure the device is correctly associated with that account.

If you have any difficulty activating your device, contact Sprint Customer Service (see page 8) for assistance.

One-Touch Activation
Sprint SmartView will display a pop-up window that indicates that your device requires activation/programming and asks you if you would like to activate/program the device now. Click Yes to activate your device.
If you choose to cancel activation at this time (by clicking No), you can restart activation by disconnecting the device from your computer and then attaching it again. One-Touch Activation can also be restarted by selecting **Device Self Activation** from the **Tools** menu.
By default, Sprint SmartView will automatically select an available network to connect to based on the priorities specified in the Profiles window. See “Network Profile Priority” on page 68 for a discussion of how this works.

However, you can also manually select a network with which to establish a connection.

**Manually Establishing Connections**

You can manually establish a connection by doing any of the following:

- Click one of the **Connect** buttons in the main window to establish a connection using the associated technology.

- Select a network profile from the menu that appears when you click **My Networks**. (This menu lists ALL available network profiles.)

- Select a network profile from the list in the Profiles window and then click **Connect**.

See the “Manually Connecting....” topics in the sections dedicated to particular connection technologies for more information on establishing manual connections.
Engaging Automatic Mode

If you want Sprint SmartView to automatically establish connections to the networks it selects, click the Auto button (near the top right corner of the main window). The button will illuminate, indicating that the feature has been enabled.

Once automatic connection mode is engaged, connecting and disconnecting will be done automatically by the software. If you then manually establish a connection, the auto connect feature will be disabled for the technology you used to establish the connection. However, the feature will remain enabled for all other connection technologies. The Auto button will remain lit as long as the overall feature is enabled, even if automatic connection for specific technologies has been disabled.

You can re-enable automatic connection mode for all technologies if you wish:

- If the Auto button is currently dimmed (off), click this button once to turn automatic mode on.
- If the Auto button is currently illuminated (on), click this button once to switch automatic mode off for all technologies. The button will dim. Click the button again to re-enable automatic mode.
Visiting the Sprint Website

Stop by www.sprint.com and log on to get up-to-date information on Sprint services, options, and more.

You can also:
- Review coverage maps.
- Access your account information.
- Add additional options to your service plan.
- Purchase accessories.
- Check out frequently asked questions.
- And more.

Contacting Sprint Customer Service

You can reach Sprint Customer Service by:
- Logging on to your account at www.sprint.com.
- Calling us toll-free at 1-888-211-4727 (personal use) or 1-888-788-4727 (business use).

Troubleshooting

The Online Help for Sprint SmartView (select Help from the Help menu) includes descriptions of most common error messages. Look in the Table of Contents under Troubleshooting. Additionally, you’ll find that most of the content in this guide also appears in the Help system.

For help with other problems:
- See section 7, “Troubleshooting and FAQ” on page 107. It describes a number of informational tools included in Sprint SmartView that may be of help in diagnosing problems. Additionally, it describes techniques that can be used to resolve the most common problems.
- Contact Sprint as noted above.
Section 2

Sprint SmartView
Section 2A

The Main Window

- Basic Layout (page 10)
- The WiFi Control Panel: In Detail (page 13)
- The Mobile Control Panel: In Detail (page 14)
- Connection State (page 16)

This section describes the Sprint SmartView main screen, its controls, and the connection status information it displays.

Basic Layout

WiFi Control Panel
This panel is used to connect to and disconnect from WiFi networks. (See “The WiFi Control Panel: In Detail” on page 13 for more information.)

Privacy Indicator
This icon appears when a mobile broadband device that supports GPS has been attached. When no such device is present, the icon does not appear.

If a red slash appears across this graphic, a device that supports GPS is present, but its GPS functions are disabled. This is also called “privacy mode” because the device is not exchanging information about your location with the network. To exit privacy mode and enable GPS functions, click the GPS indicator to turn it yellow (or white).
**VPN Indicator**
Click this icon to log on to a Virtual Private Network (VPN) using the settings configured on the VPN tab of the settings window. The indicator will turn orange and spin while VPN client software is being launched. It will turn yellow upon successful connection to the desired VPN.

**GPS Indicator**
This icon indicates whether GPS functions are enabled on your device.

- **GPS and sharing disabled.** In this state, GPS data is not received by the Sprint SmartView application.
- **GPS enabled/sharing disabled.** GPS data is received by the Sprint SmartView application, but the received data is not shared with third-party GPS applications.
- **GPS and sharing enabled.** In this state, GPS data is received by the Sprint SmartView application and data is shared with third-party GPS applications using the NMEA protocol.

Hover over this icon to view the data received from your GPS device. Click the arrow to the right of it to open the GPS Applications menu (see page 56). Click the icon itself to enable and disable GPS data sharing.

**Note:** This icon will not appear if your device does not contain a supported GPS receiver or if GPS has been disabled entirely by selecting the **Disable GPS on Device** check box on the **Location/GPS** tab of the settings window (see page 101).

**Automatic Mode Indicator (Auto Button)**
Click this indicator to turn on automatic mode. The indicator will illuminate. In this mode, the Sprint SmartView software will automatically establish a connection using the criteria described in “Network Profile Priority” on page 68 and then proceed to establish a connection to that network automatically. However, it will switch to manual connection mode for an individual connection technology when you manually connect or disconnect from a network that uses that technology.

The Automatic Mode Indicator lights up when the automatic connection feature is enabled. It will remain lit as long as the overall feature is enabled, even if automatic connection for specific technologies has been disabled by manually connecting or disconnecting.

- Click this indicator to disable the automatic connection feature for all technology types. The indicator will dim.
- Click this indicator again to re-enable automatic connection for all technology types. The indicator will illuminate once more.
My Networks
Click this button if you would like to manually select a network to connect to. This displays a list of all networks that are available for connection. They are listed in the following order:

1. Networks for which a profile has been created, in order of priority.
2. WiFi networks for which you do not currently have a profile.

Mobile Control Panel
This panel is displayed if you have a 3G or 4G Sprint Mobile Broadband device attached to your computer (or if your computer has such a device built in). It is used to connect to and disconnect from 3G and 4G networks. (See “The Mobile Control Panel: In Detail” on page 14 for more information.)

Check Usage
When you are connected to the Internet, you can click this button to be taken to a page that lets you view your estimated wireless usage for the current billing period.

GPS Search Menu
If your device supports GPS, you can search for nearby restaurants, hotels and other amenities using this menu. To perform a search, just type what you are searching for in the space provided or select one of the predefined searches from the menu. (See “The GPS Search Menu” on page 55 for more information.)

Application Launch Menu
Quickly launch commonly used applications by selecting a desired application from this menu. Additional applications can be added to this list using the App Launcher tab of the settings window. (See "Launching External Applications" on page 42 for more information.)
The WiFi Control Panel: In Detail

The WiFi Control Panel is used to establish connections to WiFi networks.

**Connection Status Indicator**
The color of this icon is a visual indication of the connection state for the corresponding technology. See “Connection State” on page 16 for a detailed explanation of the various possible states.

**WiFi Protocol Indicator**
This indicator displays the WiFi protocol used by a network you are currently connected to. There are three different protocols:

- 802.11a - provides over the air transmission speeds of up to 54 Mbps in the 5 GHz frequency band.
- 802.11b - provides over the air transmission speeds of up to 11 Mbps in the 2.4 GHz frequency band.
- 802.11g - provides over the air transmission speeds of more than 20 Mbps in the 2.4 GHz frequency band.
- 802.11n - provides over the air transmission speeds of more than 50 Mbps in the 2.4 GHz and/or 5 GHz frequency bands.

**Signal Strength**
This gauge shows the strength of the signal being broadcast from the currently selected network. Stronger signals tend to produce more reliable connections.

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**Note:** This panel will not appear if Sprint SmartView’s WiFi support has been disabled. To re-enable WiFi functions, select the Use this as my default WiFi management utility check box on the **Settings** window (see page 91).
**Connection Timer**
This timer indicates how long you have been connected to the currently selected network. The timer only appears when you are currently connected via the selected technology type.

**Note:** The timer can be hidden by clearing the Display Connection Timer check box on the Client settings tab.

**Connect / Disconnect**
Click this button to connect to (or disconnect from) the network whose name is currently displayed in the connection status area.

**Connection Status Text**
A brief textual description of the connection status for the currently selected network (for example, “Ready” or “Connected”). This also usually includes the name of the current network. However, some states (such as “No Device Detected”) are not network-specific.

**The Mobile Control Panel: In Detail**
The Mobile Control Panel is used to establish connections to 3G and 4G mobile networks. Click any item in the illustration below for more information.

**Connection Status Indicator**
The color of this icon is a visual indication the connection state for your device. See “Connection State” on page 16 for a detailed explanation of the various possible states. The image on the icon indicates whether 3G or 4G mobile technology is selected:

- 3G Mobile
- 4G Mobile
**Roaming Banner**
If you are roaming off of the Sprint network for a 3G or 4G mobile broadband connection, additional information about your roaming state may be displayed here.

**Mobile Protocol Indicator**
This indicator displays the mobile broadband data protocol (“bearer type”) used by a 3G network you are currently connected to. (See “3G Bearer Types” on page 26 for more information.) This is not displayed for 4G connections (WiMAX is the only 4G bearer type supported).

**Roaming Indicator**
This icon appears for 3G and 4G mobile broadband connections if the currently selected network is a roaming network. In other words, you will be roaming off the Sprint network if you connect to this one. Consult your wireless service plan for more information about roaming.

**Signal Strength**
This gauge shows the strength of the signal being broadcast from the currently selected network. Stronger signals tend to produce more reliable connections.

**3G/4G Technology Button**
This button appears if you have both a 3G mobile device and a 4G mobile device attached to your computer (or a single device that supports both types of connection). Click it to switch from 3G mode to 4G mode (and vice versa). Note that if you have a dual-mode device that supports both of these functions, there will be a brief delay while the device switches modes.

**Connection Timer**
This timer indicates how long you have been connected to the currently selected network. The timer only appears when you are currently connected via the selected technology type.

*Note:* The timer can be hidden by clearing the Display Connection Timer check box on the Client settings tab.

**Connection Status Text**
A brief textual description of the connection status for the currently selected network (for example, “Ready to Connect” or “Connected”). This also usually includes the name of the current network. However, some states (such as “No Device Detected”) are not network-specific.
Connection State

Each button indicates its corresponding technology’s connection status by changes in brightness or color.

**Connected.** Sprint SmartView is connected using this technology.

**Ready.** Sprint SmartView is ready to establish a connection using this technology.

**Not Ready.** Sprint SmartView is NOT ready to establish a connection using this technology. This state will be displayed briefly while the device is being initialized. If it continues to be displayed, there is most likely a problem with the device or with network availability. A brief description of the specific state will appear in the Connection Status Text area.

Selecting Alternate Networks

Click the arrow (↑) to the right of a connection state indicator to display a list of the currently defined network profiles for the corresponding technology. Click any profile in the list to establish a connection with that profile. (See “Network Profiles” on page 67 for more information on creating and using network profiles.)
**Section 2B**

**Menus in the Main Window**

- The File Menu (page 17)
- The Tools Menu (page 17)
- The Help Menu (page 19)
- Username and Password Logon Window (page 20)

This section describes the menus that are accessible from the main window.

**The File Menu**

Clicking **File** in the menu bar of Sprint SmartView’s main window opens a short menu with the following option:

- **Exit** – Exit the Sprint SmartView application.

**The Tools Menu**

Clicking **Tools** in the menu bar of Sprint SmartView’s main window opens a menu with the following options:

**Note:** WiFi-related items will not appear in this menu if Sprint SmartView’s WiFi Support has been disabled. To re-enable WiFi functions, select the **Use this as my default WiFi management utility** check box on the **Client** tab of the **Settings** window (see page 91).

- **Profiles** – Display the Profiles window (see page 68). This window is used to create and edit network profiles and to set their priority.
- **Sprint WiFi Login** – Open the **Username and Password Logon** window. This window can be used to enter a single standard user name and password combination that will be used as a default for all WiFi connections. See page 20.
- **WiFi Info** – Open the **WiFi Info** window. This window displays technical information about the WiFi network you are connected to and your current WiFi device. See “WiFi Network Info” on page 109.
- **Lock Device** – Lock and unlock your device. A check mark appears next to this item when your device is currently locked. (See “Locking and Unlocking Your Sprint Mobile Broadband Device” on page 26 for more information.)
- **Mobile Info** – Open the **Mobile Info** window. This window displays technical information about the mobile network you are connected to and your current Sprint Mobile Broadband device. See “The Mobile Info Window” on page 111.
- **WiMAX Info** – Open the **WiMAX Info** window. This window displays technical information about the WiMAX network you are connected to and your current WiMAX device. See “The WiMAX Info Window” on page 114.
● **Update Data Profile** – Instruct your Sprint Mobile Broadband device to update its provisioning information so that it may properly use Sprint data services.

● **Change Device Mode** – This submenu appears when certain dual mode (GSM/CDMA dual mode mobile devices are attached. It allows you to switch between CDMA mode (used for domestic connections) and GSM mode (used for International roaming).

● **Reset Device** – This option resets the device to its original factory configuration. In this mode, the device will immediately query the Sprint network to see if a valid account has already been set up for it. If such an account exists, it will configure itself to use this account. If there is no such account, you will be offered the option to create a new account. This is useful for devices that have somehow become misconfigured in a way that prevents them from connecting to the network. It is also useful for devices that are associated with an account that is no longer valid. For example, you may have discontinued your Sprint account or used the device with a temporary account such as a daypass. Since these devices are no longer associated with a valid account, they will not be able to establish a connection. Resetting the device allows the device to be associated with a valid account once more.

● **Device Self Activation** – If your Sprint Mobile Broadband device supports Device Self Activation, the activation process can be started by selecting this menu item.

● **Check for Updates Now** – Force Sprint SmartView to check for updates to its software and its databases immediately.

● **Settings** – Open the Settings window. The Settings window allows you to configure a number of personal preference features. This window is covered in detail in Section 6, “Sprint SmartView Settings” on page 86.

● **Enable/Disable WiFi** – Select this option to enable and disable your WiFi device. Disabling a device is useful when you want to prevent it from establishing connections or when you want to prevent it from consuming your laptop’s power.

● **Enable/Disable 3G** – Select this option to enable and disable your 3G mobile broadband device. Disabling a device is useful when you want to prevent it from establishing connections or when you want to prevent it from consuming your laptop’s power.

● **Enable/Disable 4G** – Select this option to enable and disable your WiMAX device. Disabling a device is useful when you want to prevent it from establishing connections or when you want to prevent it from consuming your laptop’s power.
The Help Menu

Clicking Help in the menu bar of the Sprint SmartView main window opens a short menu with the following options:

- **Help** – Open Sprint SmartView’s Help system.
- **Event History Manager** – Display a list of the most recent Sprint SmartView events (network connections, network disconnections, errors, etc.). (See “Event History Manager” on page 108 for more information.)
- **Sign on to Sprint.com** – Launch your browser and go to www.sprint.com.
- **About Sprint SmartView** – Open a window displaying version information for the Sprint SmartView software. (See “About Sprint SmartView” on page 117.)
Username and Password Logon Window

Click **Tools > Sprint WiFi Login** to open the **Username and Password Logon** window.

1. Enter your user name in the **Username** field.
2. Enter your password in the **Password** field.
3. Re-enter your password in the **Confirm Password** field.
4. Choose the **Save option** that best suits your needs:
   - Save Nothing
   - Save Username only
   - Save Username and Password
5. Click **OK** to save your entries and close the window. (Click **Cancel** to discard your entries and close the window.)
Section 3

Making Connections
Section 3A

Mobile Broadband

◆ Manually Connecting to the Sprint Mobile Broadband Network (page 22)
◆ Automatic Connection Upon Device Attachment (page 23)
◆ Multiple Broadband Devices (page 24)
◆ Locking and Unlocking Your Sprint Mobile Broadband Device (page 26)
◆ 3G Bearer Types (page 26)

This section describes connecting to the Sprint Mobile Broadband Network.

**Manually Connecting to the Sprint Mobile Broadband Network**

Before you begin, you will need the following:

● A 3G or a 4G Sprint Mobile Broadband device that you will use to establish connections. Windows device drivers for this device must be properly installed according to the manufacturer's instructions and the device must be selected in the Hardware tab of Sprint SmartView's **Settings** window.

● A valid Sprint Mobile Broadband account.

● A network profile configured to access the Sprint network. (This is created for you automatically when you connect a supported Sprint Mobile Broadband device.)

Follow these steps to connect to the Sprint Mobile Broadband Network:

1. If you have not already done so, connect the device that you wish to use. Sprint SmartView will begin searching for an available network.

2. If you want to switch from 3G to 4G (or vice versa), click **Switch to 3G** (or 4G). Note that if you have a single device that supports both 3G and 4G connections rather than two separate devices, there will be a few seconds delay while the device switches modes.

3. When Sprint SmartView is ready, the connection status text on the Mobile Control Panel will display “Ready.” followed by the name of the network that has been selected. Click **Connect** to establish a connection.

**Note:** If you are using a GSM mobile broadband device for international roaming, clicking the arrow (ridden) on the top right side of the Connection Status Indicator opens a menu listing all GSM network profiles. You can establish a connection using any profile listed simply by selecting it from the menu. The default (“Sprint”) profile, however, should be used when connecting to any of Sprint's roaming partners. (See “International Roaming (GSM)” on page 28 for more information about roaming internationally.)
Automatic Connection Upon Device Attachment

When a device is in NDIS mode, it can be configured to establish a connection automatically whenever you attach it to your computer.

**Note:** This feature is not available when you are using a 3G/4G dual mode devices because it prevents the establishment of 4G connections. (The device would be configured to stay in 3G mode in order to establish 3G connections automatically.)

1. Open the **Hardware** tab of the **Settings** window. (Click **Tools > Settings > Hardware**.)
2. Ensure that the **Allow simultaneous connections** box is checked.
3. Click **Modify** next to the Mobile Devices heading. The CDMA version of the Device Properties window appears (see page 95).
4. Select the **Auto Connect when device is available** check box.

**Note:** This feature will behave differently depending on whether RAS or NDIS is selected in the section below the check box. If **RAS** is selected, autoconnection will occur only if the Sprint SmartView software is running. If **NDIS** is selected, autoconnection will occur even if Sprint SmartView is not running.

5. Click **OK** to exit the **Device Property** window.
6. Click **OK** to exit the **Settings** window.

Your device should now automatically establish a connection each time you connect it to your computer.

**Important:** This is one of two autoconnect features provided by the Sprint SmartView software. This feature automatically establishes a connection when you attach a particular mobile broadband device to your computer. It will automatically connect to the highest priority network regardless of whether the profile for that network specifies autoconnection.

The other feature automatically establishes connections to individual networks based on the configuration of the corresponding network profiles. This is controlled by the **Connection Options** setting on the General page of the profile properties window. The feature is enabled each time you start Sprint SmartView, but can be disabled by establishing a connection manually. You can re-enable this feature by clicking **Auto** in the main window.
Multiple Broadband Devices

If you already have a broadband device connected and a new, previously unknown broadband device is connected, Sprint SmartView prompts you to pick which device you want to use. Depending on what is selected for Mobile Devices in the Selection column of the Device List on the Hardware tab of the Settings window, one of two pop-up windows is displayed. For more information, see “The Hardware Tab” on page 92 and “The Device List” on page 94.

If Manual is selected in the Selection column for Mobile Devices, when you insert a previously unknown device, the following pop-up window appears:

Select one of the options:
- Use the <New Device Name> and make it my default device to use.
- Use the <New Device Name> this one time only.
- Don’t use the <New Device Name> at this time.

Click OK after you select an option.
If Automatic is selected in the Selection column for Mobile Devices, when you insert a previously unknown device, the following pop-up window appears:

Select one of the options:
- Use the <New Device Name> and assign it the highest priority.
- Use the <New Device Name> and assign it the lowest priority.
- Don’t use the <New Device Name> at this time.

Click OK after you have selected an option.

You can change the device priority on the Hardware tab of the Settings window.
Locking and Unlocking Your Sprint Mobile Broadband Device

You can lock your Sprint Mobile Broadband device to prevent it from being used by unauthorized individuals. A locked device cannot be used to establish a connection until it has been unlocked.

**Locking the Device**
1. Click **Tools > Lock Device**. The *Enter Lock Code* window appears.

2. Enter the current **Lock Code** in the space provided.

   **Note:** The default lock code is the last four digits of the device's phone number, which can be found by clicking **Tools > Mobile Info** (it’s the second item under *User information* on the Device tab).

3. Click **OK** to lock the device.

**Unlocking the Device**
1. Click **Tools > Lock Device**. (When the device is locked, this item will have a check mark next to it.) The *Enter Lock Code* window appears.

2. Enter the current **Lock Code** in the space provided.

3. Click **OK** to unlock the device.

**3G Bearer Types**

The bearer types described below are available for 3G connections.

**CDMA Bearer Types (Used for Domestic 3G Connections)**
CDMA bearer types include the following (from fastest to slowest):

- **EVDO REV A**
  Revision A of the EVDO protocol supports download speeds of up to 3.1 megabits per second.

- **EVDO**
  EVDO (Evolution-Data Optimized) revision 0 is a bearer type for 3G CDMA networks that supports download speeds of up to 2.4 megabits per second.
1xRTT
1xRTT (1 times Radio Transmission Technology) is the most basic bearer type for 3G CDMA networks. It is usually limited to download speeds of 144 kilobits per second. Because of its limited (slower) nature, it is sometimes referred to as a 2.5G technology.

QNC
QNC (Quick Net Connect) is a 2G bearer type. As one of the earliest protocols for transmitting digital data over CDMA networks, it is capable only of relatively slow download speeds of 14.4 kilobits per second.

GSM Bearer Types (Used for International Roaming)
GSM Bearer types include the following:

HSUPA and HSDPA
HSUPA (High Speed Upload Packet Access) and HSDPA (High Speed Download Packet Access) are the upload and download components of the HSPA protocol suite. If your device reports that it is using one of these, the other is almost certainly being used as well. These are fast 3G bearer types that directly compete with fast CDMA bearer types like EVDO and may eventually reach speeds comparable to 4G.

UMTS
UMTS (Universal Mobile Telecommunications System) may refer to a number of 3G technologies, including HSPDA and HSUPA at the faster end as well as a few other 3G technologies that might be slightly slower.

EDGE
EDGE (Enhanced Data rates for GSM Evolution) is a 3G bearer type whose maximum download speed in the vicinity of 200 kilobits per second, depending on network configuration.

GPRS
GPRS (General Packet Radio Service) is a 2.5G bearer type for GSM networks. It's limited to a maximum download speed of around 60 or 80 kilobits per second, depending on network configuration.
International Roaming (GSM)

Section 3B

This describes how you can connect to Sprint's roaming partner networks around the world using the same simple, one-click access employed for domestic connections.

**Note:** You will need a service plan that includes International Roaming.

**Selecting CDMA or GSM on a Dual-Mode Device**

If you have a dual-mode CDMA/GSM device, you must select the mode you want to use. This can be accomplished by doing either one of the following:

- Click **Tools > Change Device Mode**.
- Select a different mode from the **Select Device Mode** dropdown menu in the Device Properties window.

**Manual Mode Switching**

If neither one of the options above are available, you must change modes manually (on the device itself). Follow these steps:

1. Select CDMA or GSM mode according to the instructions that came with your device.
2. Force Sprint SmartView to learn the type of device you're using. This happens automatically whenever you start the Sprint SmartView application. If Sprint SmartView is already running, you can do any one of the following:
   - Connect the device to your computer (if not currently connected)
   - Disconnect and reconnect your device (if already connected)
   - Exit and restart the Sprint SmartView application.
Switching Between a CDMA Device and a GSM Device

If you have both a GSM device and a CDMA device attached to your computer, you can select which device you would like to use by doing the following:

1. Open the Hardware tab of the Settings window. (Click Tools > Settings > Hardware.)
2. Scan down the list until you locate the Mobile Devices heading. To the right of this heading (in the Selection column) is a pull-down menu. Select Manual from this menu. (This enables manual selection of your mobile broadband device.)
3. Select the check box next to the device you wish to use.
4. Click OK to exit the window.

Establishing an International Roaming Connection

Once you have attached a GSM mobile broadband device (or a dual-mode device in GSM mode), the Sprint SmartView software will search for an available roaming network and configure itself to connect to that network as needed. When it’s finished, the status text on the main window will inform you that Sprint is ready to connect, just as it does for domestic connections.

- Click Connect on the Mobile Control Panel to establish a connection.

Manually Selecting a GSM Roaming Network

If you wish to override Sprint SmartView’s choice of a network to connect to, you can do so by following these steps:

1. Go to www.sprintpcs.com/common/popups/pop-gprsCarriers.html, where you’ll find a list of Sprint’s roaming partners that provide data services.
2. Note which carriers provide data services supported by your device in the area to which you are traveling.
3. Connect your GSM mobile broadband device to your computer.
4. If the device is a dual-mode device, make sure the device is in GSM mode.
5. Start the Sprint SmartView software.
6. Open the Settings window. (Click Tools > Settings.)
7. Select the **Hardware** tab.
8. Scan down the list of installed devices until you find the Mobile Devices heading. Click **Modify** directly to the right of this heading. The GSM **Device Properties** window appears.

![Device Properties Window](image)


10. Click **Scan**. A list of all GSM networks detected appears in the table.

11. Click to highlight the Operator name or the Operator ID of the desired operator to select the network you wish to connect to. (Use one of the operators you chose in step 2.)

    **Note:** In some cases, the same operator may provide multiple data services, all of which look the same in this list (such as the “Orange” listing in the image above). The only way to tell these apart is to simply try connecting to one. If it's not the one you want, try another. (The services will always appear in the same order in this window.)

12. Click **OK** to exit the window.
Creating a GSM Network Profile

Creating a GSM profile should rarely, if ever, be necessary. Whenever you connect a GSM device, Sprint SmartView creates a GSM network profile for you automatically. The automatically generated profile can be used to connect to any of Sprint's roaming partner networks.

There are two types of manually created GSM profiles:

- **Sprint Profiles** are actually slightly customized profiles based on Sprint's default GSM profile. As such, they inherit Sprint's GSM connection settings, but allow you to customize TCP/IP settings (see page 76) and General profile settings (see page 82). At this time, Sprint is not aware of any specific situation in which this would be required. However, the capacity to create such a profile is provided in the event that Sprint's Technical Support staff needs to resolve a particular connection problem by helping you manually alter your connection settings.

- **Custom Profiles** are entirely new profiles, unrelated to the Sprint GSM profile. Creating a custom profile will be required if a non-Sprint SIM is placed in the device.

**Important:** Sprint does not support the use of non-Sprint SIMs. If you choose to do so, it is entirely your responsibility to obtain the correct connection information from the provider of the SIM and enter it correctly into the Network Profile Wizard.

Follow these steps to create a GSM network profile:

1. Click **Tools > Profiles**. The Profiles window will be displayed.
2. Select **Add New Profile** from the **Settings** menu. A list of network profile types appears.
3. Select **Mobile** and click **Add**. The first page of the Add Profile Wizard appears. This page prompts you to choose one of the two profile types.
4. Select either **Sprint** or **Create Custom Profile** and then click **Next**. The **Mobile** page of the New Profile Wizard appears (see page 74).
   - If you selected **Sprint** on the previous page, the correct settings for the **Mobile** page will be pre-populated and you can't change them here.
   - If you selected **Create Custom Profile**, enter the correct settings for connecting to the desired GSM network.
5. Click **Next**. The **IP Settings** page appears (see page 76).
   - The default selections in the **IP Settings** page are correct for most GSM networks. If, however, a particular network requires a specific IP address, DNS server settings, or both, you can specify them here.
6. Click **Next**. The **General** page appears (see page 82).
   - The settings in the **General** page are largely determined by your preferences. For example, do you want to launch your browser upon a successful connection? You can make such choices here.
7. Click **Finish**.

---

![International Roaming (GSM)](image-url)
International Technical Support

Sprint Worldwide Customer Service is available to answer your questions 24 hours a day, 7 days a week. Visit www.sprint.com/international and click Chat with us to talk online with an International Services representative; or click Email us to send an email to an International Services representative; or you can call the numbers below if you need assistance.

While in the United States:

■ Call 1-888-226-7212, option 2.

While traveling outside the United States:

■ Call +1-817-698-4199, option 3.

There is no charge for this call from your Sprint wireless device.

From a landline phone when outside the United States:

Sprint Worldwide Customer Service can be reached from a landline phone at +1-817-698-4199, option 3. Access or connection fees may apply. The toll-free numbers below can also be used to contact Sprint Worldwide Customer Service in the following countries.

- Anguilla 1-888-226-7212
- Barbados 1-888-226-7212
- Cayman Islands 1-888-226-7212
- Dominica 1-888-226-7212
- France 0800-903200
- Germany 0800-180-0951
- Italy 800-787-986
- Trinidad & Tobago 1-800-201-7545
- United Kingdom 0808-234-6616

Note: This toll-free service is available through ordinary landline phones and some public payphones. Additional fees may be incurred if you call this service from hotels.
Section 3C
WiFi Networks

- Manually Connecting to a WiFi Network (page 34)
- Options for Connecting to a New Network (page 35)
- Accessing a Closed Network (page 36)
- Introduction to WiFi Encryption (page 37)
- Accessing an Encrypted Network (page 38)
- When you are finished, click Connect on the prompt dialog to proceed.

WiFi Location Finder (page 39)

This section walks you through connecting to WiFi networks, including finding WiFi locations and accessing encrypted, and closed networks.

Note: Before you can connect to a WiFi network or access any WiFi-related settings, Sprint SmartView's WiFi support must be enabled. To enable WiFi functions, select the Use this as my default WiFi management utility check box on the Client tab of the Settings window (see page 91).

Manually Connecting to a WiFi Network

Follow these steps to manually connect to a WiFi network:

1. If you have not already done so, connect your WiFi device to your computer. If your device is properly connected and configured, Sprint SmartView will begin searching for an available network. When Sprint SmartView is ready, the connection status text on the Wi-Fi control panel will display “Ready:” followed by the name of the network that has been selected.

2. If you want to connect to the network Sprint SmartView has selected, click Connect.
   - or –
   If you want to connect to a different network, do one of the following:
   - Click the My Networks button in the upper-right corner of the interface. This displays a list of all networks that are currently available for connection.
   - Click the arrow (↑) to the right of the WiFi connection state indicator to display a list of the currently defined WiFi network profiles.

Prompts
Sprint SmartView will attempt to establish a connection to the selected network. You may see either one or both of the following prompts during this process:

- If the network is encrypted, you will be prompted to enter an encryption key. If this is the case and you know the required encryption key, enter it and click OK. If you don’t know the encryption key for an encrypted network, you must click Cancel and select a different
network. (See “Introduction to WiFi Encryption” on page 37 for more information on connecting to encrypted networks.)

● When you connect to a WiFi network for the first time, Sprint SmartView may display the **New Network Options** prompt (see page 35). Using this dialog box, you can configure Sprint SmartView to automatically connect to a network in the future or to prompt you when that network is available.

**Options for Connecting to a New Network**

If **Prompt me before saving network settings** is selected in the **Automatic Profile Creation Settings** window (see “Automatic Profile Creation Settings” on page 71), you will see the dialog pictured below whenever you connect to a new WiFi network for the first time. The option selected specifies the type of profile that Sprint SmartView will create for this network. By creating a profile automatically, Sprint SmartView makes it easier for you to connect to the same network in the future.

You must choose one the following options:

**Automatically connect to network in future**
If you select this option, the profile created will specify that Sprint SmartView should automatically establish a connection to this network whenever it is detected.

*Note:* When multiple networks that have been configured for autoconnection are detected, Sprint SmartView will choose which network to connect to based on the ranking of profiles in the **Profiles** window. (See “Network Profile Priority” on page 68 for more information.)

**Prompt me before connecting to this network**
If you select this option, the profile created will specify that Sprint SmartView should offer to connect to this network whenever this network is detected.
Save settings for manual connections
If you select this option, the profile created will save the settings you used to connect to this network. This allows the Sprint SmartView to automate the details of establishing a connection to this network. However, you must still initiate connections to this network manually by selecting the network and then clicking Connect.

Do not save settings
If you select this option, you can connect to the network this time, but no settings will be saved and no profile created.

Accessing a Closed Network
To access a closed network with Sprint SmartView, you must set up a network profile for that network. Follow these steps:
1. Click Tools > Profiles. The Profiles window will be displayed.
2. Click Settings > Add New Profile. A list of network profile types appears.
3. Select WiFi.
4. Click Add. The first page of properties for the new profile appears.
5. Enter the name of the network you want to add in the SSID field. The network name is case-sensitive and must be entered exactly as provided by the network administrator.
6. Check This is a non-broadcasted network (Closed) to identify this as a closed network.
7. Complete the remaining fields on this page as instructed by the network administrator.
8. Click Next to continue to the General page.
9. Configure the fields on the General page as desired.
10. Click Finish to exit.
**Introduction to WiFi Encryption**

Unlike a wired local network, a wireless network cannot easily be protected from potential intruders by physical barriers such as walls. Since radio signals travel through physical objects, a potential intruder merely need listen with the right equipment to see the traffic traveling across a wireless network. For this reason, public wireless networks often employ encryption to protect their users.

To access an encrypted network you will need the Encryption Key used by the network you wish to access.

**Encryption Keys**

An encryption key is a code key used to encrypt data exchanged between an encrypted network and Sprint SmartView. You cannot exchange data with an encrypted network without having the appropriate encryption key.

There are two ways to obtain an encryption key:

- Obtain a key from the administrator of the WiFi network you are trying to access.
- Configure 802.1x Authentication according to the instructions of the network’s administrator. A key will be provided automatically as part of the login process.

**802.1x Authentication**

802.1x is a protocol that specifies the method Sprint SmartView will use to obtain an encryption key during the WiFi login process. It is really just a standard framework that specifies a second protocol, called an “EAP Type” (Extended Access Protocol), to accomplish most of its work. Therefore, when attempting to access a network that requires 802.1x Authentication, you will need to correctly specify the EAP used and configure the options for that EAP. Consult the administrator of the WiFi network you are trying to access for the correct settings.

Because it requires a certain amount of infrastructure, 802.1x is typically used in office and enterprise environments.

**What Does “PSK” Stand For?**

PSK stands for “Pre-Shared Key,” it simply means that your encryption key has to be entered manually rather than obtained automatically using 802.1x. Because of their simplicity, PSK methods are the typical choice for home and small office environments.

**Wired Equivalent Privacy (WEP)**

WEP was the standard encryption technology that was used in the early days of WiFi networks. More secure methods, such as WPA, have since emerged, but WEP remains an extremely popular choice for encrypted networks. There are two variants of WEP:

- **WEP Open:** This is by far the most commonly used version of WEP. Networks that use this variant don’t bother to verify that you have the correct encryption key before allowing you to connect. After all, if you don’t have the correct encryption key, you won’t be able to communicate with the network anyway.
- **WEP Shared**: This variant forces you to prove you have the correct encryption key before it allows you to connect. It does this by sending out some sample text for Sprint SmartView to encrypt. If the result that the network gets back is what it expected, then it allows you to connect. Ironically, this is somewhat less secure than WEP Open because the verification process used gives potential intruders a large hint about the contents of the encryption key.

**WiFi Protected Access (WPA and WPA2)**

WiFi Protected Access (WPA) is a significant improvement over WEP for both enterprises and home users. It was developed when an industry trade group known as the WiFi Alliance became concerned that the security in the existing WEP Standard was insufficient. They quickly issued an interim standard that would address most of their concerns while they developed a more complete final standard. The interim standard would become known as WPA, while the final standard would be termed WPA2.

Because 802.1x is a required component of WPA, both WPA and WPA2 provide an upgrade path for enterprises that allows them to preserve existing investments in 802.1x/EAP Authentication capabilities. In addition, home users can take advantage of a Pre-Shared Key mode in WPA and WPA2, which allows the encryption and network protection capabilities to function on a home network as well.

To use WPA, you will need a WPA-compliant WiFi device.

**What are TKIP and AES?**

Temporal Key Integrity Protocol (TKIP) and Advanced Encryption Standard (AES) are different encryption protocols that can be used with WPA. TKIP is the method that was called for in the original WPA Specification. AES, which is even more secure, was added as an alternate method to later versions of the specification. So, if the network uses WPA, but doesn't specify which of these it uses, TKIP is the most likely of these to be supported by the network.

**Accessing an Encrypted Network**

The steps required to connect to an encrypted WiFi network are the same as those required to connect to a non-encrypted WiFi network – until you click **Connect**. When you click **Connect**, a dialog will prompt you to enter a network encryption key. To proceed, you must do one of the following:

- Enter a network encryption key obtained from the network administrator.
- Configure 802.1x Authentication as instructed by the network administrator.
When you are finished, click Connect on the prompt dialog to proceed.\textit{WiFi Location}

\begin{table}[h]
\centering
\begin{tabular}{|p{1\textwidth}|}
\hline
\textbf{Tip:} You can create a profile containing the appropriate encryption information to avoid having to manually having to enter an encryption key each time you connect. (See “Creating a Profile for a WiFi Network” on page 69 for more information.)
\hline
\end{tabular}
\end{table}

\section*{Finder}

Location Finder is an application that makes it easy to find nearby WiFi Access Points that are provided by Sprint. Sprint SmartView automates the process of connecting to these networks to make establishing connections as simple as possible.

\textit{To access Location Finder:}

\begin{itemize}
\item Select \textit{WiFi hotspot location Finder} from the Application Launch menu. (See “Launching External Applications” on page 42.)
\end{itemize}

\textit{To search for Access Points:}

\begin{enumerate}
\item In the upper-left corner of the \textit{Sprint WiFi Location Finder} window, select the country in which you wish to search.
\item You can narrow your search to a specific area by filling in more of the fields in the left column. For some countries, a map will appear on the right that allows selecting a specific region or city by clicking on it.
\item Click \textit{Search}. Location Finder will display a list of found locations organized by location type.
\end{enumerate}

Select the Access Point you wish to use from the displayed options.

\begin{table}[h]
\centering
\begin{tabular}{|p{1\textwidth}|}
\hline
\textbf{Tip:} Clicking on any Access Point will display a short informational message about that location
\hline
\end{tabular}
\end{table}
Section 4

Applications
Section 4A

The Application Launcher

- Launching External Applications (page 42)
- The App Launcher Tab (page 43)
- Adding an Application (page 44)
- Editing the Settings for a Launched Application (page 44)
- Launching an Application Automatically (page 45)
- Changing the Order in Which Applications Are Launched (page 46)
- Stopping an Application From Being Launched (page 46)
- Monitoring Launched Applications (page 47)
- The Application Configuration Window (page 48)
- The Monitor Details Window (page 49)

This section describes how you can launch external applications from Sprint SmartView and walks you through the procedures necessary to use this feature.

Launching External Applications

The Sprint SmartView software has the ability to quickly launch commonly used applications. The Application Launch menu is a drop-down list of applications that appears in the lower left corner of Sprint SmartView’s main window.

Select an application from this menu to launch the application.

The following applications are listed by default:

- **Digital Lounge.** Links you to the Sprint Digital Lounge.
- **WiFi hotspot location Finder.** Opens the Sprint Wi-Fi Location Finder. (See “When you are finished, click Connect on the prompt dialog to proceed.WiFi Location Finder” on page 39 for more information.)
- **Coverage Maps.** Opens your browser to a website containing Sprint Mobile Broadband Network coverage information.
- **My Support.** Connects to online support for your Sprint Mobile Broadband device.
The Application Launcher

You can add additional icons to the Application Launch menu using the App Launcher tab in the Settings window. (See “Adding an Application” on page 44 for more information.)

**The App Launcher Tab**

The App Launcher tab in the Settings window is used to specify which applications should appear in the Application Launch menu. The settings here also control launch-related details such as launch delays and Sprint SmartView’s response when a launched application is shut down.

**Opening the App Launcher Tab**

- Click Tools > Settings, and then click the App Launcher tab.

![App Launcher Tab Screenshot]
Adding an Application

Follow these steps to add an application to the list in the App Launcher settings tab:

1. On the App Launcher tab, click Add. The Application Configuration window appears (see page 48).
2. Enter the name of the application that you are adding in the Profile Name field. The name entered here will be displayed in the App Launcher tab.
3. Click Browse next to the box marked File.
4. Select the file you wish to add to the list and then click OK.
5. If the application requires any additional parameters to be entered on the command line when it is launched, you can enter them in the Parameters field.
6. If you want to use an icon other than the application’s default icon, click Browse next to the box marked Icon. You may select either an icon (.ico) file or an executable (.exe) file. When you are finished selecting the file, click OK to return to the Application Configuration window.

Note: Executable files may contain multiple icons. By default, Sprint SmartView will select the application’s primary icon. Ordinarily, this means that you don’t have to change the value in the Icon Index field. However, if you choose a different icon file in step 6 and that file is an executable (.exe) file, you must enter the index of the icon you wish to use. For example, if you want to use the first icon in the file, enter the number “1.”

7. Click OK.

Editing the Settings for a Launched Application

The parameters used to launch an application are found in two locations: the Application Configuration window and the Monitor Details window.

To change settings in the Application Configuration window:

1. In the App Launcher tab of the Settings window (click Tools > Settings > App Launcher), select the application you wish to edit.
2. Click Edit. The Application Configuration window appears.
3. Make any desired changes. (See “The Application Configuration Window” on page 48.)
4. Click OK when you are finished.

To change settings in the Monitor Details window:

1. In the App Launcher tab, click the Modify button next to the application you wish to edit. The Monitor Details window appears.
2. Make any desired changes. (See “The Monitor Details Window” on page 49.)
3. Click OK when you are finished.

**Note:** You cannot edit the settings for the applications added to this list by Sprint.

---

**Launching an Application Automatically**

Applications can be automatically launched when you connect to particular network profiles. Follow these steps to configure automatic application launching:

1. Ensure that the application you wish to launch appears in the list on the **App Launcher** settings tab. (See “Adding an Application” on page 44.)

2. In the **App Launcher** tab, click the **Modify** button next to the application that you wish to autolaunch. The **Monitor Details** window appears (see page 49).

3. If you want to be prompted before the application is launched automatically, select **Prompt** in the **Launch options** box. Otherwise, select **Auto**.

4. If you don’t want the application to launch immediately upon making a connection, enter a time delay (in seconds) in the **Launch Delay** field.

**Note:** A time delay is necessary only if the application is not functioning correctly because it is being launched too quickly after a connection is established. Applications that must run over a VPN connection are the most likely to require such a delay because VPN client software may take some time to launch and log into a VPN.

5. Click OK to exit the **Monitor Details** window.

6. Click OK to exit the **Settings** window.

7. Select **Tools > Profiles** from the menu bar in the main window.

8. Select the profile with which you wish to launch the applications you specified earlier.

9. Click **Edit**. The Profile Properties window appears.

10. On the **General** tab, check **Enable Application Launcher**.

11. Click OK to exit the Profile Properties window.

---

**Special Cases**

Internet Explorer and VPN client software are special cases. Although you can add either Internet Explorer or a VPN client to the list of launched applications here, it is not the easiest or the most flexible way to launch these applications.

- Each network profile has a dedicated setting that specifies whether Internet Explorer should be launched upon successful connection. (See “Profile Properties: General” on page 82 for more information.)

- Sprint SmartView includes a dedicated interface for configuring and launching VPN clients. You must use this interface if you wish to take advantage of the enhanced VPN functions provided by the Sprint SmartView software. (See “Automatically Launching a VPN Connection” on page 66 for more information.)
Changing the Order in Which Applications Are Launched

The order in which applications are launched is controlled by the amount of launch delay specified in the Monitor Details window. Applications with a greater delay will be launched later than applications with a smaller delay. Follow these steps to change the launch delay:

1. In the App Launcher tab, click the Modify button next to the application whose launch order you wish to change. The Monitor Details window appears. (See “The Monitor Details Window” on page 49.)

2. Increase or decrease the Launch Delay to make the application launch later or sooner than other applications.

   **Note:** If Launch Delay is already set to 0 and you want this application to launch sooner than other applications, it is necessary to increase the Launch Delay setting of the other applications.

3. Click OK to exit the Monitor Details window.

Stopping an Application From Being Launched

Do one of the following to prevent an application from launching automatically when you connect to an associated network profile:

- Remove the application from the list displayed in the App Launcher tab of the Settings window. To do this, select the application you want to remove and then click Remove. Note that this also removes the application from the Application Launch menu.

- Configure the application for manual launch only by clicking the Modify button corresponding to the application on the App Launcher tab and then selecting Manual in the Launch Options list.

- Prevent all applications from being launched with a particular network profile by clearing the Enable Application Launcher check box on the General tab of the Profile Properties window.

   **Note:** All of these options are available for applications that you have added. However, only the last option is available for applications Sprint has added to the App Launcher tab.
Monitoring Launched Applications

Sprint SmartView can be configured to respond when one of the applications listed in the App Launcher settings tab is shut down, for example, by shutting down your connection or by restarting the application.

Follow these steps to enable the monitoring of a specific application:

1. Ensure that the application you wish to monitor appears in the list in the App Launcher settings tab. (See “Adding an Application” on page 44.)

2. In the App Launcher tab, click the Modify button next to the application that you wish to launch automatically. The Monitor Details window appears. (See “The Monitor Details Window” on page 49.)

3. In the Monitor Action list, select what Sprint SmartView should do if the application shuts down. Possibilities include:
   - Manual (take no action).
   - Prompt you to select an appropriate response.
   - Restart the application that was shut down.
   - Disconnect from your current wireless connection.

4. Click OK to return to the App Launcher tab.
The Application Configuration Window

This window allows you to select an application to be added to the list of launched applications in the App Launcher settings tab or to edit the settings Sprint SmartView uses to launch that application.

Profile Name
This is the name that will be displayed for this application in the App Launcher tab of the Settings window.

File / Browse
To select the application to be launched, do one of the following:
- Click Browse, locate the file you want to launch, and then click OK.
- Type the complete path and filename of the file you wish to launch in the File field.

Note: Specifying a file automatically fills in the Icon Index and Icon fields below.

Parameters
If you wish to specify any command line parameters to use when launching this file, you may enter them in this field. Most applications do not require such parameters to launch, but some may use them to configure particular options. See the documentation for the application you wish to launch for more information about command line parameters that the application supports.

Test
Click this button if you wish to verify that the application launches correctly. Sprint SmartView will attempt to launch the software with the configuration you have specified.
Icon Index
Since executable (.exe) files can contain multiple icons, this field can be used to specify which icon in such a file to use.

**Note:** This field is automatically filled in when an executable file is selected above.

Toolbar Position
This field not currently used by the Sprint SmartView software.

Icon / Browse
By default, Sprint SmartView will use the primary icon from the executable file selected above.

To select an icon from a different file, do one of the following:

- Click **Browse**, locate the file that contains the icon you wish to use, and then click **OK**.
- Type the complete path and filename of the file containing the icon you wish to use in the **Icon** field.

Toolbar Tooltip
The field is not currently used by the Sprint SmartView software.

The Monitor Details Window

The **Monitor Details** window allows you to specify whether a given application listed in the **App Launcher** tab will be launched automatically when you connect and what actions Sprint SmartView should take when that application is shut down.

![Monitor Details Window](image)

**Launch options**
This setting determines whether an application should be launched automatically when you successfully establish a connection using certain profiles. (See “Launching an Application Automatically” on page 45 for more information.)

- **Auto** – The application will be launched automatically (without prompting you).
- **Prompt** – Sprint SmartView will prompt you before launching the application.
- **Manual** – The application will not be launched automatically.
Launch Delay (sec)
If Launch options is set to Auto, Sprint SmartView will wait the number of seconds specified here before launching the application. The delay period begins immediately after a successful connection is made.

Note: In most cases, a delay is not necessary. It is only needed when launching an application too quickly causes a problem.

Monitor Application
Select this check box if you want Sprint SmartView to monitor this application and to take a specified action when the application is shut down.

Monitor Action
If Monitor Action is checked, this field specifies what Sprint SmartView should do when it detects that this application has been shut down.

- Manual – Sprint SmartView will not respond to the application being shut down.
- Prompt – Sprint SmartView will prompt you for a course of action.
- Restart – Sprint SmartView will restart the application.
- Disconnect – Sprint SmartView will shut down your current connection.

Monitor Cycle (sec)
Determines how often Sprint SmartView should check to see if the application is still running.
**Section 4B**

**Using GPS**

- Requirements for GPS Service (page 51)
- Mobile-Originated vs. Network-Originated GPS (page 52)
- Enabling and Disabling GPS (page 54)
- The GPS Search Menu (page 55)
- The GPS Applications Menu (page 56)
- GPS Data Fields (page 56)
- GPS Applications Window (page 57)
- Working With Third-Party GPS Applications (page 58)

**Requirements for GPS Service**

The following conditions must be met to access GPS services with the Sprint SmartView software:

- You must be using a Sprint Mobile Broadband device containing a GPS receiver. GPS receivers in mobile phones are not currently supported.
- You must have a valid Sprint Mobile Broadband subscription.
- You must agree to the privacy agreements that appear when you attempt to access Sprint SmartView's GPS functions.
- GPS must be enabled. (See “Enabling and Disabling GPS” on page 54 for more information.)
- Some additional configuration may be required in order to use third-party GPS software. (See “Working With Third-Party GPS Applications” on page 58 for more information.)

However, GPS services will not be available if any of the following are true:

- Your device only supports CDMA EVDO mode.
- You are using a dual-mode CDMA/WiMAX device and that device is currently connected to a WiMAX network.

**Note:** GPS receivers must be able to lock onto the global positioning satellites to accurately determine position. The number of obstructions present indoors often makes accurate position determination impossible. Therefore, GPS services may not be available when you are indoors.
Mobile-Originated vs. Network-Originated GPS

GPS queries can be originated either by your device or by the Sprint network.

- Mobile-originated queries are generated when you use software on your computer or on your device to retrieve location data. Applications in this class include any mapping and navigation software that can be installed on your computer.
- Network-originated queries are generated when the Sprint network needs to locate your device. This is the method that is used when your device needs to be located in an emergency. However, it is also possible for applications to use this method to obtain the position of your device from the Sprint location server.

Privacy Concerns for Network-Originated GPS

Since network-originated queries are initiated by the network rather than by you, no additional configuration is needed to use this feature. However, if you are not comfortable with Sprint being able to track your device’s location, you can enable “privacy mode” to block network-originated GPS queries. Under privacy mode, both mobile-originated and network-originated queries are disabled. So, when you are not actively using GPS, you can disable it if you wish to avoid the possibility of being tracked. (See “Enabling and Disabling GPS” on page 54 for instructions.)

At any given time, you can determine whether privacy mode is on by looking at the Privacy Indicator icon near the upper right corner of the main user interface. It has three states:

- **Privacy on/GPS disabled.** You cannot be tracked using GPS, nor can you use other GPS functions.
- **Privacy off/GPS enabled.** GPS is currently enabled and the network can use it to locate you.
- **No GPS device (Privacy on).** The privacy icon does not appear if no GPS-capable mobile broadband device is currently attached to your computer. It also does not appear if you have checked Disable GPS on Device on the Location/GPS settings tab. In either of these cases, GPS is disabled for the entire Sprint SmartView application.
**Mobile-Originated Service Modes**

There are two modes of mobile-originated GPS service. Some devices support only one mode; others support both.

- **Basic** – the default mode of all GPS-capable mobile broadband devices. In this mode, the Sprint network helps the device to obtain its initial fix on GPS satellites. This has the effect of allowing the device to obtain its initial position reading somewhat faster than in stand-alone mode. However, this mode requires access to the Sprint network. When the Sprint network is not available, Sprint SmartView will offer to switch to standalone mode (if your device supports it).

- **Autonomous/Standalone** – in this mode, your mobile broadband device acts as a completely standalone GPS receiver. It does not query the Sprint network for location data. This has the advantage of being available when you are roaming, but it may take longer to obtain initial position data from the device.

**Note:** If your device supports both modes, you can specify which mode will be used by default using the **GPS Mode** setting on the **Location/GPS** tab of the Settings window.
**Enabling and Disabling GPS**

Using the GPS receiver in your mobile broadband device requires that you enable GPS in the Sprint SmartView application. Using external third-party GPS applications requires that you enable NMEA.

**Enabling GPS**

GPS will be enabled automatically if you do any of the following:

- Initiate a search using the GPS Search menu.
- Attempt to launch an application using the GPS Applications menu.
- Enable NMEA.

**Enabling NMEA**

When NMEA is disabled, the GPS icon will appear gray or yellow as shown below:

- **GPS and NMEA disabled.** In this state, GPS data is not received by the Sprint SmartView application.
- **GPS enabled/NMEA disabled.** In this state, GPS data is received by the Sprint SmartView application, but the received data is not shared with third-party GPS applications.

Click this icon to enable NMEA. The icon will turn white. Click again to disable NMEA.

- **GPS and NMEA enabled.** In this state, GPS data is received by the Sprint SmartView application and data is shared with third-party GPS applications.

Additionally, NMEA will be enabled automatically when you launch an application using the GPS Applications menu.

**Shutting Off GPS Entirely**

If you wish to disable GPS entirely, check the **Disable GPS on Device** field on the Location/GPS settings tab. (See “Disable GPS on Device” on page 101.) This disables GPS and removes all GPS-related items from Sprint SmartView’s user interface.
The GPS Search Menu

If your device contains a GPS receiver, you can use the GPS Search menu to search for the nearest restaurants, gas stations, and other amenities. This pull-down menu appears on the bottom of the main window, just to the right of the Application Launch menu.

To perform a search:

1. Specify the type of location to search for by doing one of the following:
   - Pull down the menu to select one of the predefined searches (see below).
   - Type what you are looking for in the field at the top of the menu. (Sprint SmartView will search for the nearest examples of whatever you typed and then add this search to the menu.)

2. Click Find.

**Note:** As custom searches are added, the list can potentially become quite long. Items can be removed from the list using the window that appears when you click Configure GPS Applications in the Location/GPS tab of the settings window.

Predefined Searches

The following search items are predefined by Sprint:

- Sprint Store
- Local Restaurants
- Local Banks
- Local Hotels
- Local Gas Stations
- Local Coffee Houses

**Note:** The Sprint SmartView software does not currently support GPS receivers on wireless phones.
The GPS Applications Menu

Clicking the arrow to the right of the icon opens the GPS Applications menu. This menu can be used to quickly launch applications that require GPS input (such as mapping utilities and other location-based applications).

By default, there are no applications listed here, but you can add GPS applications to the menu in the GPS Applications window. (See “Adding a GPS Application to the GPS Applications Window” on page 59 for more information.)

GPS Data Fields

The following data fields appear on the Location/GPS tab of the Settings window and in the menu that appears when you hover over the GPS icon in the main window:

- **Number of Satellites** – The number of satellites your GPS receiver has acquired. At least three are required to provide latitude and longitude and four are required to provide an altitude. Additional satellites provide greater accuracy (seven or more is considered excellent).
- **HEPE** – Horizontal Estimated Position Error. This is a measure of the accuracy of your calculated position. So, if the HEPE is 43 feet, you could be as much as 43 feet from the coordinates indicated by your device’s GPS receiver.
- **Latitude** – Your current latitude, expressed in degrees and rounded to four decimal places. Positive numbers are used for locations north of the equator. Negative numbers are used for locations south of the equator. Zero is the equator itself.
- **Longitude** – Your current longitude, expressed in degrees and rounded to four decimal places. Positive numbers indicate locations east of the Prime Meridian (which passes through Greenwich, England). Negative numbers indicate locations west of the Prime Meridian.
- **Elevation** – Your current altitude above Sea Level (in feet). Note that because of the inherent difficulty in determining altitude via GPS, the margin of error for altitude may be larger than the HEPE (the margin of error for latitude and longitude).
- **Speed** – The estimated speed at which you are moving.
- **Heading** – The approximate direction in which you are moving. Compass headings range from 0 degrees (due north) to 360 degrees, with 90 being due east, 180 due south, and 270 degrees due west.
- **GPS Port/NMEA Port** – The next available NMEA Port available for use by a GPS application. Some applications require you to enter this port number.
**GPS Applications Window**

Click Tools > Settings > Location/GPS tab > Configure GPS Applications to display the GPS Applications window. It is nearly identical to the App Launcher settings tab described on page 43, and configuring applications differs very little from one to the other. However the following differences should be noted:

- The applications configured here are assumed to be GPS-aware (for example, mapping applications). Such applications appear in the GPS Applications menu rather than the Application Launch menu.

- Unlike the App Launcher settings tab, the list here also contains search items. These appear in the GPS Search menu. Note, however, that you cannot add new search items in this window. Search items can be added by typing them into the field at the top of the GPS Search menu.

- GPS applications must be assigned an NMEA port (see “GPS/NMEA COM Ports” on page 58). Sprint SmartView uses this port to send the data generated by your GPS receiver to the application.

- As a result of the above differences, the procedure to add a new GPS application differs somewhat from the process described in “Adding an Application” on page 44. See “Adding a GPS Application to the GPS Applications Window” on page 59 for the GPS-specific version of this procedure.
Working With Third-Party GPS Applications

The Sprint SmartView software allows you to share the GPS data generated by your mobile broadband device with third-party GPS applications. Typically, such applications assume that the GPS receiver is attached to a communications (COM) port on your computer and that the data it outputs is formatted according to the NMEA standard for GPS data. The GPS receiver on your device, however, is attached to your computer through an entirely different kind of port. To remedy this, the Sprint SmartView software creates three virtual COM ports to which it can forward NMEA GPS data.

To share GPS data with a third-party application, you must do all of the following:

- Enable GPS and NMEA. (See “Enabling and Disabling GPS” on page 54 for more information.)
- Identify the GPS/NMEA ports created by the Sprint SmartView software. (See “GPS/NMEA COM Ports” below.)
- Configure your third-party software to use one of Sprint SmartView's three GPS/NMEA ports (consult the documentation that came with the third-party application).
- Add the application to the GPS Applications menu. (See “Adding a GPS Application to the GPS Applications Window” on page 59.)

GPS/NMEA COM Ports

When you are configuring an application that uses GPS data, the application may ask you to enter the number of the COM port over which it will be receiving this data.

Sprint SmartView provides three such ports for use by other applications. Specific ports can be assigned to applications when you are adding them to the GPS Applications menu. First, however, you must identify the three COM ports Sprint SmartView has provided. The exact procedure for doing this is unique to each version of Windows.

Windows XP

1. Open the Windows System Properties folder. The procedure for doing this depends on whether “My Computer” is on your desktop or in the first level of the Start menu.
   - If “My Computer” is on your desktop, right-click the My Computer icon and then select Properties from the menu that appears.
   - If “My Computer” is on the first level of the Start menu, select My Computer from the Start menu and then click View System Information in the left column of the window that appears.
2. Select the Hardware tab.
3. Click Device Manager. In the Device Manager window, the three virtual ports created by Sprint SmartView are listed under the Ports (COM & LPT) heading.
Windows Vista / Windows 7
1. Display the Windows System Properties folder. The procedure for doing this depends on whether “Computer” is on your desktop or in the first level of the Start menu.
   - If “Computer” is on your desktop, right-click the Computer icon and then select Properties from the menu that appears.
   - If “Computer” is on the first level of the Start menu, select Computer from the Start menu and then click System Properties at the top of the window that appears.
2. Click the Device Manager link in the left column. In the Device Manager window, the three virtual ports created by Sprint SmartView are listed under the Ports (COM & LPT) heading.

Adding a GPS Application to the GPS Applications Window
Follow these steps to add an application to the list in the GPS Applications window.
1. Click Tools > Settings > Location/GPS tab > Configure GPS Applications to display the GPS Applications window.
2. Click Add.
3. In the Profile Name field, enter the name of the application that you are adding. The name entered here will be displayed in the GPS Applications window.
4. Click Browse (next to the box marked File).
5. Select the file you wish to add to the list and then click OK.
6. If the application you are adding supports specifying the NMEA COM port on the command line, you can enter it in the Parameters field. This is an alternative to specifying the port within the launched application itself. Once you have determined the format that the application uses for the NMEA command line parameter, there are two ways of specifying the actual port number:
   - Enter a port number directly (for example COM33). Note, however, if another GPS application is already using this port when you open this application, this application will not be able to receive data. Be careful not to assign the same number to two GPS applications that are likely to be open at the same time.
   - Instruct Sprint SmartView to assign the application the next available port each time the application is opened. To do this, use $NMEAPORT in place of the actual port number.

   **Note:** The Parameters field also allows you to specify additional command line parameters to be used when launching the application. However, these additional parameters must be enclosed in parentheses.
7. Click OK.

   **Note:** Applications added using this procedure will appear in the GPS Applications menu rather than the GPS Search menu. If you wish to add an item to the GPS Search menu, just type the text you want to search for into the field at the top of the menu itself.
Application Configuration Example: Microsoft Streets & Trips 2008

1. Identify the GPS/NMEA ports that have been added to your system by the Sprint SmartView software. (See page 58 for instructions specific to each version of Windows.)

2. Open Microsoft Streets & Trips 2008.

3. From the Streets and Trips menu bar, select **Tools > GPS > Configure GPS Receiver**. The GPS Receiver Settings window appears as shown below.

4. In the list of ports at the bottom of the page, select one of the three ports identified in step 1. If possible, choose a port that you have not yet assigned to another GPS application. (Each port may be used by only one application at a time.)

   **Tip:** If the Sprint SmartView software is currently open and NMEA is currently enabled, you can verify that the selected port is functioning properly by clicking **Scan**. "GPS device found" should appear next to all three of the ports identified in step 1.

5. Click **OK**. You may exit the Streets & Trips application now, if desired.

6. In Sprint SmartView, select **Settings** from the Tools menu.

7. Select the **Location/GPS** tab.

8. Click **Configure GPS Applications**. The GPS Applications window appears.
9. Click **Add**.

10. In the **Profile Name** field, type “Microsoft Streets & Trips 2008.”

11. Enter the location of the Streets & Trips program file (**streets.exe**) in the **File** field. If you installed Streets & Trips in the default location, it will be at **C:\Program Files\Microsoft Streets & Trips\streets.exe**.

    – or –

    Click **Browse** to browse for the file on your hard drive. When you have found the file, select it and click **OK**.

12. Streets & Trips does NOT support passing the NMEA port number on the command line. So, in this case, the **Parameters** field should be left blank.

13. Click **OK**.

You should now be able to launch Streets & Trips by selecting "Microsoft Streets & Trips 2008" from the GPS Applications menu.
Section 5

Network Configuration
What is a Virtual Private Network?

A Virtual Private Network (VPN) is a private network that can be accessed over a public backbone network (like the Internet) without compromising the privacy of the private network. Typically, VPNs maintain their privacy by forming secure (encrypted) “tunnels” directly to users who access them. For example, a company might set up a VPN for its employees to access their corporate network securely when they are away from the office.

The software responsible for forming the tunnel with the private network is called a VPN client. Because the VPN client and the private network exchange data in an encrypted format, no one on the public network over which this information passes can access it.

Supported Clients

Although Sprint SmartView is not a VPN client itself, it can automate the launching of VPN client software when needed. Sprint SmartView has been tested with the following VPN clients and even automates certain tasks for these clients:

- Microsoft
- Cisco
- Nortel
- Checkpoint
- NetMotion

Sprint SmartView can also launch other VPN clients, but may require more manual configuration to do so.
Configuring a VPN Connection

As with any other secure network, accessing a VPN requires some security-related configuration. Perform these steps:

1. Consult the administrator of the VPN you wish to access. The administrator will provide you with VPN client software and instructions for establishing VPN connections.

2. If the VPN client software is not already installed on your system, install it now. (Microsoft’s VPN client is pre-installed on most versions of Windows.)

3. Follow your administrator’s instructions for setting up a VPN Login Profile.

4. Access the VPN tab by selecting the Settings option in the Tools menu and then clicking the VPN tab. (Click Tools > Settings > VPN.)

5. If the VPN client software you are using is supported by Sprint SmartView, select Use existing VPN profile. Then, specify the client software and the Login Profile that you want to use.

   If the VPN client software you are using is NOT supported by Sprint SmartView, select Use third party VPN client. Then, click Browse to specify the location of the client software that you are using.

6. Click OK to exit the Settings window.

Once VPN settings have been configured, there are two ways to start a VPN connection.

- Automatically start a VPN session upon connection by configuring a network profile to do so.
- Manually launch the VPN client by clicking the VPN indicator (button that displays a padlock icon) in Sprint SmartView's main window.
Automatically Launching a VPN Connection

You can configure a network profile to automatically launch the VPN client and log into a VPN once the connection to the public network is established. Follow these steps:

1. If you have not already done so, configure the connection settings for the VPN you wish to connect to. (See “Configuring a VPN Connection” on page 65.)

2. Open the Profiles window. (Click **Tools > Profiles**.)

3. In the left pane, select the profile for which you want to automate VPN connections.

4. Click **Edit**. The **Edit Profile** window for the selected profile appears.

5. If the **General** tab is not already selected, select it now.

6. Select the **Auto Launch** check box.

7. Click **OK** to exit.

**Tip:** If you want the VPN client to be launched automatically with all (or most) of the new profiles you create, consider selecting the **Auto Launch** check box on the **VPN** tab of the **Settings** window. This configures the default behavior of all newly created profiles.
What is a Network Profile?

A network profile is a saved configuration for connecting to a particular network. Some profiles, such as the profile used to establish a Sprint Mobile Broadband connection, are predefined. Additional network profiles for other types of connections can be created in the Profiles window.

Network profiles have the following advantages:

- You can configure Sprint SmartView to automatically connect to a network profile whenever the associated network is available.
- If the last network you connected to is not available, the Sprint SmartView software uses the priorities of all defined network profiles to select a network to connect to, regardless of whether it is in automatic or manual connection mode. In manual mode, the selected network is presented as the default for manual connection. This allows the same easy, one click connection to an alternate network.
- You can automate steps in the connection process, such as entering an encryption key or logging into a VPN, so that you don’t have to perform these actions each time you connect.

Moreover, you must have a profile to connect to:

- Closed WiFi networks. (See “Accessing a Closed Network” on page 36.)
- A mobile broadband network. (Sprint SmartView creates a profile for you automatically when you connect a Sprint Mobile Broadband Device.)
- A WiMAX network. (An appropriate profile is created for you when you install the Sprint SmartView software.)

**The Profiles Window**

Network profiles can be added and configured in the Profiles window. To access the Profiles window, click **Tools > Profiles**.

![Profiles window](image)

**Network Profile Priority**

In the Profiles window, profiles are listed in order of priority. When selecting a network to connect to, Sprint SmartView will go down the list from top to bottom, selecting the first network profile for which all of the following are true.

- The network described by the profile is available.
- A device capable of connecting to the network is connected to your computer and ready.
- The **Connection options** field on the **General** tab in the profile’s configuration is set to either “Automatic” or “Prompt.”

Profile priority also determines when Sprint SmartView will automatically switch from one network to another. If you are connected to one network and a higher priority network becomes available, Sprint SmartView will switch to the higher priority network.

**Changing Profile Priority**

To change the priority of a specific profile, select the profile whose priority you would like to change. Then, click **Up** or **Down** to move the profile up or down the list.
Creating a Profile for a WiFi Network

Perform these steps to create a WiFi network profile.

1. Click Tools > Profiles. The Profiles window will be displayed.
2. Select Add New Profile from the Settings menu. A list of network profile types appears.
3. Select WiFi and then click Add to launch the wizard used to create WiFi network profiles.

4. In the SSID field, enter the broadcast name of the network to which you will be connecting. Note that the name entered here must match the SSID (Service Set IDentifier) used by the network exactly.

5. If the network is a Closed network, select the This is a non-broadcasted network check box.

6. If the network whose profile you are configuring does not use WEP or WPA encryption, leave the Enable data encryption check box cleared.
   –or–

   If the network uses WEP or WPA encryption, select the Enable data encryption check box and configure the WiFi Data Encryption Settings as explained in “Configuring WiFi Data Encryption” on page 70.
7. Click Next. The General page appears (see page 82).

8. Configure the settings in the General page as desired and then click Finish.

Configuring WiFi Data Encryption

1. Contact the administrator of the network you wish to access to obtain any necessary information such as the security method used or the encryption keys required.

2. Select the Enable data encryption check box.

3. Select the appropriate Authentication method for this network. Supported authentication methods include the following:

   - **None**: For an unencrypted network.
   - **WEP-OPEN (Normal Method)**: This is the standard WEP encryption method.
   - **WEP-SHARED**: This variant of WEP uses an encryption key that is pre-shared between the parties of the connection.
   - **WPA (TKIP or AES)**: If you select this method, you will need to configure 802.1x Authentication using the fields in the lower half of the page.
   - **WPA-PSK (TKIP or AES)**: If you select this method, you will need to enter your pre-shared key in the “Network key” fields.
   - **WPA2 (TKIP or AES)**: If you select this method, you will need to configure 802.1x Authentication using the fields in the lower half of the page.
   - **WPA2-PSK (TKIP or AES)**: If you select this method, you will need to enter your pre-shared key in the “Network key” fields.

   **Note**: The WPA methods listed above will only be displayed if your WiFi adapter supports WPA security.
4. If you selected WEP-SHARED or one of the WPA or WPA2 methods that have “PSK” in their names, you must enter the encryption key in the **Network key** and **Confirm network key** fields.

If you selected one of the WPA or WPA2 methods that don’t have “PSK” in their names, you must configure 802.1x Authentication. Follow these steps to enable 802.1x Authentication when connecting to this network:

   a. Select the **Enable 802.1x authentication** check box.
   b. Select the EAP Type from the **EAP type** dropdown menu.
   c. Click **Properties** to configure the settings for the selected EAP type.

If you selected "WEP-OPEN" as the authentication method, you can either enter an encryption key in the **Network key** fields or complete the 802.1x Authentication section.

### Automatic Profile Creation Settings

If you wish, Sprint SmartView can automatically create network profiles for each new WiFi network you successfully connect to. The setting that controls this can be found by clicking **Settings > WiFi Network Options** in the Profiles window. Choose from the following options:

- **Automatically save all networks that I connect to** – Sprint SmartView will create a new profile for every new WiFi network you successfully connect to.
- **Prompt me before saving network settings** – Sprint SmartView will ask you if you want to create a new profile each time you successfully connect to a new network.
- **Allow manual input of network settings only** – Sprint SmartView will not automatically create network profiles.
Editing a Network Profile

You can edit all settings for network profiles you have created yourself and all of settings for profiles that were created automatically for you when you connected to a WiFi network. A reduced set of parameters will be available for modification in profiles that were created for you by Sprint.

1. Click Tools > Profiles. The Profiles window appears.
2. Select the profile you wish to edit in the left pane of the window.
3. Click Edit. A tabbed interface showing all the user-editable settings of the selected profile appears. Depending on the type of profile you are editing, the following tabs may be displayed:
   - WiFi (see page 73)
   - Mobile (see page 74)
   - Add Mobile Profile (see page 75)
   - IP Settings (see page 76)
   - General (see page 82)
4. Make the desired changes.
5. Click OK when you are finished.

Deleting a Network Profile

Follow these steps to delete a network profile from the Profiles window:

1. Click Tools > Profiles. The Profiles window will be displayed.
2. Select the profile that you want to delete from the list in the left pane of the window.
3. Click Remove. A prompt asks if you are sure you want to delete this profile.
4. Click Yes to confirm that you want to delete the profile.

Note: You can delete any profile that you created or that was created automatically for you when you connected to a WiFi network successfully. You cannot delete network profiles that were created for you by Sprint.
Profile Properties: WiFi

The WiFi page contains the security settings for WiFi network profiles.

- The window pictured on the left below appears when creating a new profile.
- The tabbed version on the right appears when editing an existing profile.

Although the window controls vary, the actual parameters included are identical for both versions.

Follow these steps to configure WiFi network security:

1. In the SSID field, enter the name broadcast by the network for which you are creating a profile. The name entered here must match the SSID (Service Set IDentifier) used by the network exactly.

2. If this is a closed network, select the This is a non-broadcasted network (closed) check box.

3. If the network does not use WEP or WPA encryption, leave Enable data encryption unchecked.

   –or–

   If the network does use WEP or WPA encryption, select the Enable data encryption check box and configure the WiFi data encryption settings. (See “Configuring WiFi Data Encryption” on page 70.)
Profile Properties: Mobile

This Mobile page contains the basic settings for GSM network profiles. It is not included in any other profile type.

- The window pictured on the left below appears when creating a new profile.
- The tabbed version on the right appears when editing an existing profile.

Although the window controls vary, the actual parameters included are identical for both versions.

**Service**
The name of the network for which you are creating this profile. It is not editable.

**Service Type**
Select the type of service provided by this network. Most GSM networks now provide packet data service. So, the correct selection here would be “Packet.” A few networks, however, may still be using the older GSM/CSD for Data Connections. In this case, “Circuit” would be the correct selection.

**Note:** If you have selected a network that only provides one type of service, this menu will only include the type that is provided by the selected network.
**Dialled Number**
This is the telephone number that your device must dial in order to connect to this network. In most cases, the dialled number for the selected network will have been pre-entered for you (and will not be editable). However, if you are creating a custom profile, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

**Access Point Name**
This is the name of the Wireless Access Point (WAP) that your GSM device communicates with when connected to this network. In most cases, the Access Point Name for the selected network will have been pre-entered for you (and will not be editable). However, if you are creating a custom profile, you must enter the appropriate number here. If you do not know the appropriate information for this network, contact the network provider.

**Profile Properties: Add Mobile Profile**
The **Add Mobile Profile** page displays the basic settings for CDMA mobile broadband network profiles such as the profile used to connect to the Sprint network domestically. It is not included in any other profile type.

- The window pictured below appears when editing a CDMA profile. Note, however, that the Add Mobile Profile page is for informational purposes only. Users cannot edit the settings on this page.
- Since users cannot create CDMA profiles, no other version of the Add Mobile Profile page will appear.
**Service**
The name of the network for which you are creating this profile. It is not editable.

**Service Type**
The type of service provided by this network (EVDO, 1xRTT or QNC). For the Sprint network, this is set to Auto, which tells the Sprint SmartView software to select the fastest connection technology available at a given location.

**Dialed Number**
This is the telephone number that your CDMA device must dial in order to connect to the Sprint network.

**MIP Profile Number**
CDMA devices store connection information internally in structures known as MIP profiles. This field indicates which MIP profile your CDMA device is using to establish connections to the Sprint network.

**Profile Properties: IP Settings**
The IP Settings page allows you to configure the Internet Protocol (IP) addressing to be used with a particular profile. It is available only for mobile broadband profiles.

- The window pictured on the left below appears when creating a new profile.
- The tabbed version on the right appears when editing an existing profile.
Although the window controls vary, the actual parameters included are identical for both versions.

Profile IP Address
The settings in the top group specify the IP address that your system will use when connected to this network. The default selection, *Obtain IP address automatically*, instructs Sprint SmartView to ask the network to assign it an appropriate address each time it connects. This is the correct setting for most network profiles. However, if the network does not support automatic address assignment, you can enter appropriate values manually by selecting *Use the following IP address*. Contact the administrator of the network whose profile you are configuring to obtain appropriate values for these fields.

Profile DNS Server
The settings in the lower group specify the address of the name server that your system should use to translate names (for example, “Sprint.com”) to numerical addresses when connected to this network. The default selection, *Obtain DNS server address automatically*, instructs Sprint SmartView to ask the network to provide the address of a name server each time it connects. This is the correct setting for most network profiles. However, if the network does not support automatic DNS server assignment, you can enter appropriate values manually by selecting *Use the following DNS server address*. Contact the administrator of the network whose profile you are configuring to obtain appropriate values for these fields.

Alternately, click **Advanced** to configure detailed settings for DNS and WINS servers.
**Advanced**
Clicking **Advanced** opens the **Advanced** window. This window allows you to configure advanced settings pertaining to naming services and protocols to be used with a particular network profile. There are three tabs in this interface:

- DNS (see page 78)
- WINS (see page 80)
- Protocols (see page 81)

**Advanced IP Settings: DNS Tab**
The **DNS** tab in the **Advanced** window allows you to configure the advanced settings pertaining to Domain Name Server usage.

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**DNS server addresses, in order of use**
This is a list of DNS servers that may be used. The first listed will be tried first. The second server listed will be used if the first is not available, etc. To add a server to the list, click **Add** and then enter the IP address for that server. If you wish to change the order in which servers are listed, use the arrows on the right.

**Append primary and connection-specific DNS suffixes**
Selecting this option specifies that when attempting to resolve an unqualified DNS name, your computer will send two different name resolution queries:

- The first query it sends is based on the "Domain" portion of your computer’s name (which can be found by clicking on the **System** icon in the Control Panel). So, if the computer is attempting to resolve the name "pc21" and the Domain portion of your
computer’s name was “mycompany.com,” the first query sent would be for “pc21.mycompany.com.”

- The second query sent is based on the DNS suffix entered in **DNS suffix for this connection** (see below). So, if you entered “sales.mycompany.com” in that space, your computer would also attempt to resolve “pc21.sales.mycompany.com.” This query is only sent if a DNS suffix is entered in the space provided.

The local setting is used only if the associated group policy is disabled or unspecified.

**Append parent suffixes of the primary DNS suffix**
Selecting this check box specifies that your computer should also send queries based on the parent domains in your computer’s name (up to the second level domain). For example, if your computer is attempting to resolve the name “pc21” and its own name includes the domain named “us.sales.mycompany.com,” it would query for “pc21.mycompany.com” and “pc21.sales.mycompany.com” in addition to the standard query for “pc21.us.sales.mycompany.com.”

**Append these DNS suffixes (in order)**
Selecting this option specifies that when attempting to resolve unqualified DNS Names, your computer will formulate a query based on each of the domains listed in the box directly below this option. For example, if your computer is attempting to resolve the name “pc21” and the domains “sales.mycompany.com” and “mycompany.com” appear in the list, your computer will query for “pc21.sales.mycompany.com” and “pc21.mycompany.com.”

The local setting is used only if the associated group policy is disabled or unspecified.

**DNS suffix for this connection**
If you wish to specify a DNS suffix for this connection, enter it here.

**Note:** If you enter a DNS suffix here, it will override any suffix assigned dynamically by a DHCP server. The local setting is used only if the associated group policy is disabled or ignored.

**Register this connection’s addresses in DNS**
Selecting this check box specifies that the computer should attempt to dynamically register this connection’s IP Address (through DNS) using the full computer name specified on the **Computer Name** tab (available under **System** in the Windows Control Panel). The local setting is used only if the group policy is disabled or unspecified.

**Use this connection’s DNS suffix in DNS registration**
Specifies whether DNS dynamic update is used to register the IP addresses and the connection-specific domain name of this connection. The connection-specific domain name of this connection is the concatenation of the computer name (which is the first label of the full computer name) and the DNS suffix of this connection. The full computer name is specified on the **Computer Name** tab (available under **System** in the Windows Control Panel). If **Register this connection’s addresses in DNS** is checked, this registration is in
addition to the DNS registration of the full computer name. The local setting is used only if the associated group policy is disabled or ignored.

**Advanced IP Settings: WINS Tab**
The list of WINS Servers on the WINS tab of the Advanced window is used to resolve NetBIOS Names (typically used by Windows Workgroups). To add a server to the list, click **Add** and then enter the IP address of the desired server.
**Advanced IP Settings: Protocols Tab**

The **Protocols** tab of the **Advanced IP Settings** window lists additional protocols that may be used with this connection. Select the check box for the protocols you wish to use.
Profile Properties: General

The **General** page contains settings that apply to all types of network profiles.

- The window pictured on the left below appears when creating a new profile.
- The tab version on the right appears when editing an existing profile.

Although the window controls vary, the actual parameters included are identical for both versions.

Note: Some of the options pictured on this page may not be available if you are editing a profile created for you by Sprint.

**Profile name**
The name entered here will be displayed in the Network Profiles window and Sprint SmartView’s main window.

**Connection options**
This setting controls what Sprint SmartView will do when it detects the network to which this profile applies. Select one of the following options:

- **Automatic** – Sprint SmartView will automatically connect to this network whenever it is detected.
- **Prompt** – Sprint SmartView will ask you whether to connect to this network each time the network is detected.
● **Manual** – You must manually initiate connections to this network (either by using the controls in the main window or by selecting it in the Profiles window and then clicking **Connect**). Sprint SmartView will not connect to this network automatically.

*Auto Launch*
Select this check box if you would like to automatically launch the VPN client software when you establish a connection to this network.

*Enable Application Launcher*
If this check box is selected, Sprint SmartView will launch selected applications whenever it establishes a connection to this network. For an application to be launched in this manner, the following must also be true:

- The application must be listed on the **App Launcher** tab of the **Settings** window.
- The **Launch Options** field in the **Monitor Details** window must be set to either “Prompt” or “Auto.”

If this check box is not selected, these applications will not be launched.

*Disable IE’s manual proxy settings on connect*
If you normally connect to the Internet through a proxy server (this is common on corporate LANs), you may experience difficulty connecting to the Internet with Internet Explorer when you are traveling. This is because Internet Explorer is trying to connect through a proxy server that is on your home network rather than on the network to which you are connected.

If this is the case, you can select this check box to disable proxy server settings while you are connected using this profile.

*Launch browser window on connect*
Select this check box to automatically launch your browser each time you connect to this network. If you want the browser to start at a particular Web page each time you connect to this network, enter the address for that Web page in the **Start URL** field.
Section 6

Settings
Section 6A
Sprint SmartView Settings

- The Acceleration Tab (page 86)
- The App Launcher Tab (page 89)
- The Client Tab (page 90)
- The Hardware Tab (page 92)
- The Device List (page 94)
- Device Properties Window: CDMA Version (page 95)
- Device Properties Window: GSM Version (page 98)
- Device Properties Window: WiMAX Version (page 100)
- The Location/GPS Tab (page 101)
- The Sounds Tab (page 103)
- The Updates Tab (page 104)
- The VPN Tab (page 105)

This section describes the tabs located on the Settings window. The Settings window allows you to configure how Sprint SmartView behaves, including how it connects to networks, the sounds it produces, and when it retrieves updates.

To access the Settings window:
- Select Settings in the Tools menu. (From the main window, click Tools > Settings.)

The Acceleration Tab

If you enabled data acceleration when you installed the Sprint SmartView software, the settings window will include an Acceleration tab. (Click Tools > Settings > Acceleration.)

When connected to a mobile broadband network that supports data acceleration, Sprint SmartView can employ data compression and acceleration techniques to enhance your connection speed. Use settings in the Acceleration tab to configure the data acceleration employed.

- The group of settings marked Acceleration is responsible for enabling and disabling the acceleration feature.
- The group of settings marked Acceleration Level configures the amount of acceleration used.

Note: Data compression is in effect only when Sprint SmartView is connected to a network that supports it and has successfully negotiated a session with that network’s data acceleration server. It is not currently supported on 64-bit Windows systems.
Enabling and Disabling Acceleration

The group of settings marked **Acceleration** is responsible for enabling and disabling the acceleration feature. The following items are in this group:

**Startup type**
This determines whether the data acceleration client automatically starts itself whenever a mobile broadband connection is established, or whether you must manually click **Start** to enable the acceleration client. The client will always detect if it cannot accelerate a particular session and will disable itself in such cases. Examples of this would include a VPN connection where the data is encrypted and cannot be optimized by the acceleration server in the provider network.

**Start/Stop**
If the startup type is set to Manual, you can click **Start/Stop** to enable and disable data acceleration.

**Client**
This field displays the name of the acceleration client software that has been installed to perform data acceleration tasks.
Install/Uninstall
If the data acceleration client is currently installed, click **Uninstall** to remove it from your system. (This will disable acceleration entirely.)

On Windows Vista and Windows 7 systems, the uninstall option will be unavailable (grayed out) because of restrictions in the Windows security configuration. Running the application as an administrator will allow access to this option. Follow these steps:

1. Close the Sprint SmartView software.
2. Right click on the Sprint SmartView icon on your computer's desktop. A short menu appears.
3. Select **Run As Administrator** from this menu.

If the data acceleration client is not currently installed, click **Install** to install it.

| Note: Uninstall allows the Acceleration client to be uninstalled from your computer. This function should be used only if the installation and operation of the Acceleration client impacts user performance or conflicts with another program installed on your computer. |

Status
This indicates whether or not data acceleration is currently enabled.

Configuring Acceleration Levels
The slider in the **Acceleration Level** box allows the user to control the level of performance optimization and to balance that against the level of quality desired in the displayed graphics. The higher the level of acceleration, the lower the quality of the graphic images on a web page. The highest acceleration setting disables receipt of all graphic images on Web pages. The sample images to the right of this control show the typical graphical quality of each setting. Click **Default** in this area to return to the default acceleration levels.
The App Launcher Tab

Applications listed on this tab will appear in the Application Launch menu. (See “Launching External Applications” on page 42.) In addition to adding and removing applications from the list, you can specify whether each application will be automatically launched when you connect and whether you want to automatically disconnect when a particular application is shut down.

To access the App Launcher tab, click Tools > Settings > App Launcher.

For more detailed information about the App Launcher, see “The Application Launcher” on page 42.
The Client Tab

The Client tab contains general settings for the Sprint SmartView software. (Click Tools > Settings > Client.)

![Settings window](image)

**User interface is always on top**
When this check box is selected, Sprint SmartView will always appear on top of other application windows.

**Enable Splash screen**
If this check box is selected, Sprint SmartView displays a splash screen while it starts up.

**Automatically run this application on machine startup**
When this check box is selected, Sprint SmartView will be launched automatically each time you start your computer.
Display Connection Timer
When this check box is selected (default), a timer will be displayed in the main window, showing how long the current connection has been established.

Use this as my default Wi-Fi management utility
Select this check box if you want to use Sprint SmartView to manage your WiFi connections.
Clear this checkbox if you have another WiFi management utility that you would rather use instead of Sprint SmartView. Sprint SmartView's WiFi functions will and WiFi will not appear in Sprint SmartView's user interface.

Start in System tray
This setting works with the "Automatically run this application on machine startup" setting. When the "Automatically run this application on machine startup" check box is selected and this check box is selected, Sprint SmartView will automatically start minimized to the System tray each time you start your computer. If the "Automatically run this application on machine startup" check box is cleared, this setting does nothing.

Transparency
This menu allows you to increase the transparency of Sprint SmartView's main window.

Zoom
This menu lets you stretch the main user interface up to twice its default size.

Reset all warning messages
By clicking Reset, you can restore all warning messages that you may have disabled to their default display settings.
The Hardware Tab

The Hardware tab is used to configure hardware-related settings for establishing a connection. (Click Tools > Settings > Hardware.)

The following items can be found on this tab:

The Device List
This four-column table takes up most of the tab’s area. It is a list of all the devices connected to your computer that may be used to establish network connections. From the Device List, you can:

- Enable and disable individual devices.
- Choose from multiple devices of the same type.
- Configure extended properties for mobile broadband devices.
- Change other settings and functions for connected devices.

For more information, see “The Device List” on page 94.
Device Priority
If there are two or more devices within a technology type and Automatic is selected in the Selection column, the devices within that technology type can be reordered to specify priority. The first device within a technology type has the highest priority for that technology type. Use the Up and Down buttons, located below the Device List, to change the order in which the devices are listed within their technology type.

Allow simultaneous connections
If this check box is selected, Sprint SmartView will allow you to establish more than one connection at a time. (For example, you could be connected to both WiFi and mobile broadband concurrently.)

If this check box is NOT selected, Sprint SmartView will prompt you to disconnect before allowing you to establish a second connection.

Note: Some VPN connections, such as those established with the Checkpoint VPN client, may be seen as separate connections by the Sprint SmartView software. If the Allow simultaneous connections check box is NOT selected, establishing such a VPN connection may trigger the “Multiple Connections Not Allowed” error message.

Prompt before switching connections
When in automatic connection mode, the Sprint SmartView software can automatically switch to a higher priority network if one becomes available. However, since the original connection is shut down once the new connection is fully established, this has the potential to disrupt any activity that was relying on the original connection.

If this check box is selected, Sprint SmartView will prompt you for permission to switch networks before it actually does so.

CDMA/WiMAX Dual-Mode Settings (Dual-Mode Devices Only)
These settings appear only if your Sprint Mobile Broadband device supports both CDMA and WiMAX. Use these settings to specify when the Sprint SmartView software will switch the device from WiMAX mode to CMDA mode. There are two options:

- Automatic – Whenever you connect your device, the Sprint SmartView software will switch the device to WiMAX mode. If you fail to connect via WiMAX, the software will switch the device to CDMA mode.
- CDMA Only – The Sprint SmartView software will leave the device in CDMA mode at all times.

A third option, WiMAX Only, is not available at this time.

Profiles
Click Profiles to open the Profiles window.
The Device List

The device list is a four-column table that appears at the top of the Hardware tab of the Settings window. It is primarily used to select and configure connected devices.

Devices Column
This column lists all the network access devices installed on your computer, grouped by the connection technologies they use. Each technology type heading is followed by the device names of the specific devices of that type that are installed on your computer. The technology types are:

- WiFi Devices
- WiMAX Devices
- Mobile Devices

Selection Column
This column allows you to specify which devices should be used to connect. The choices for this column are:

Automatic: Sprint SmartView will automatically choose the best device for this technology type.

Disabled: This option is necessary for some multi-function devices that can connect to only one type of network at a time. For example, you may have a WiFi/mobile broadband network adapter that can't access both types of network simultaneously. When using such an adapter, you may have to temporarily shut down Sprint SmartView's access to one of these modes when you wish to use the other mode.

Manual: You can manually select the device to be used. After selecting this option, select the check box for the device you wish to use.

Status Column
This column identifies the operational status of the device (on or off).

Settings Column
If there are additional properties that may be configured for a specific device type, you will see a Modify button in this column. Click this button to open the Device Properties window, which provides additional configuration options for the device. There are three versions of this window:

- CDMA (see page 95)
- GSM (see page 98)
- WiMAX (see page 100)

Note: If you click the button next to the Mobile Devices heading, you will get either the GSM or the CDMA version of the pop-up window, depending on which type of device is currently selected.
Device Properties Window: CDMA Version

The CDMA version of the Device Properties window contains four sections that are used to configure the behavior of CDMA devices connected to your computer.

Roaming Selection
The options in this group dictate whether Sprint SmartView will attempt to connect to a roaming network. Consult your service agreement for more information about roaming service and any charges that such service might incur. You can choose one of these options:

- **Auto** – Connect to the Nationwide Sprint Network when it is available, using roaming networks only when Sprint service is not available. If “Allow International Access” is checked, Sprint SmartView will include International roaming networks. Otherwise, only domestic roaming networks will be included in the automatic selection.
- **Sprint Only** – Connect only to the Nationwide Sprint Network. Never connect to other networks.
Make a selection in the **Roam Guard** drop-down list box to specify whether you would like Sprint SmartView to display a warning message when you are about to connect to a roaming network for which there may be additional roaming charges.

- When **Always Ask** is selected, Sprint SmartView will always display the warning message when connecting to a roaming network.
- When **Never Ask** is selected, Sprint SmartView will never display the warning message.

**Auto Connect when device is available**
Select this check box if you want a connection to be automatically established each time you connect your device to your computer. The feature behaves slightly differently when RAS is selected (below) than it does when NDIS is selected. (See “Automatic Connection Upon Device Attachment” on page 23 for more information on the device-based autoconnect feature.)

**Note:** This check box is available only if the **Allow Simultaneous Connections** check box on the Hardware settings tab is selected. Additionally, it will not be available if you are using a 3G/4G dual mode device.

**Connection Type**
This group determines which software interface Sprint SmartView should use to communicate with your device.

- **NDIS** allows more efficient communication with devices that support it.
- **RAS** is supported by more devices.

**Note:** Many devices support only one of these interfaces. If this is the case with your device, the interface that your device supports will be selected by default and you will not be able to change the selection.
Device Configuration
This group of settings allows you to update the configuration files that reside on your device. Choose from the following options:

- Select the Disable Service Updates check box to disable all updates to your device's configuration. This item disables all the other items in the Device Configuration group and disables network-initiated updates of the same information.
- Click Activate Device if the selected device has not yet been activated. This will initiate the device activation process. Note that this button will not be available if the selected device has already been activated.
- Click Update PRL to download the latest Preferred Roaming List (PRL). The PRL informs your device who Sprint's current roaming partners are. Keeping this list current ensures that your device will select networks with the most reasonable roaming fees.
- Click Update Profile to update the profile your device uses to establish connections.
- Click Update Firmware to download the latest version of your device’s firmware (its onboard operating software).

**Note:** This group of settings is available only for some devices and will be disabled for others.

Disable LED
Select this check box if you want to disable the light on your device.

**Note:** This box appears only if your 3G mobile device supports having its light disabled.

Select Device Mode
This option appears if you have a CDMA/GSM dual-mode device. Use it to select the mode to be used by the device. Sprint CDMA for North America selects the CDMA mode of the device. Sprint UMTS for Europe selects the GSM mode of the device.

**Note:** The Apply button will not be available if you change the selection in this menu. This is because Device Properties is a completely different window for GSM than it is for CDMA. You must click OK (which closes the window) to make the change.
Device Properties Window: GSM Version

The GSM version of the Device Properties window is used to configure the behavior of GSM mobile broadband devices connected to your computer.

Network Selection
This group’s settings control how Sprint SmartView selects which wireless network to connect to when you are travelling internationally.

- **Auto** instructs Sprint SmartView to automatically select the best network to connect to based on information provided by your wireless data service provider. In most cases, this will provide the best connection available. This option is strongly recommended for all but the most advanced users.

- **Manual** instructs Sprint SmartView to always connect to a specified network regardless of the availability of other wireless networks. This is useful if you know of a specific network that always provides you better service and you don’t mind occasional service outages when the specified network is unavailable.

**WARNING:** When manually scanning for networks, Sprint SmartView currently displays all mobile networks in the area. Some networks displayed may not allow you to connect. For this reason, manual network selection is not recommended for most users.
**Mode**
This menu allows you to specify which technology will be used to connect.

- **3G Only** — Connect via 3G technologies.
- **GPRS Only** — Connect via 2G technologies.
- **Automatic** — Use the default behavior of your wireless device. (Note that this option only appears if your device has a default behavior.)

**Select Device Mode**
This option appears if you have a CDMA/GSM dual-mode mobile broadband device. Use it to select the mode to be used by the device. **Sprint CDMA for North America** selects the CDMA mode of the device. **Sprint UMTS for Europe** selects the GSM mode of the device.

**Note:** The **Apply** button will not be available if you change the selection in this menu. This is because Device Properties is a completely different window for GSM than it is for CDMA. You must click **OK** (which closes the window) to make the change.
Device Properties Window: WiMAX Version

The WiMAX version of the **Device Properties** window is used to configure the behavior of 4G mobile broadband devices connected to your computer.

**Note:** This version of the window is accessible only if your 4G mobile device supports international roaming.

This version of the window contains only one setting:

*Allow International Access*

Check this box if you want Sprint SmartView to be able to connect to 4G networks internationally. If you want to restrict 4G access to domestic networks only, leave this box unchecked.
The Location/GPS Tab

The Location/GPS tab lets you configure how Sprint SmartView locates nearby restaurants, banks, hotels, etc., using the Global Positioning System (GPS) in conjunction with Internet-based mapping and search services. (Click **Tools > Settings > Location/GPS**.)

![Settings](image)

**Note:** The settings on this tab will only be available if your device has a GPS function.

**Disable GPS on Device**
Selecting this check box disables GPS on your device and removes all GPS-related menu items and buttons from Sprint SmartView's user interface.

**Automatically start GPS when a CDMA connection is established**
If this check box is selected, Sprint SmartView will begin acquiring GPS data automatically whenever you successfully connect to a CDMA mobile broadband network.
**Mapping Service Default**
Lets you select which mapping and search service you want to use when searching for nearby restaurants, banks, etc.

**GPS Mode**
If your device supports multiple GPS modes, you can select which mode your device should use.

**Configure GPS Applications**
Click this button to open the **GPS Applications** window. This window can be used to add more application icons to the GPS Applications menu. (See “The GPS Applications Menu” on page 56 for more information.)

**Test GPS**
Click this button to test the GPS functions of your device by querying the device for your current location.

**Note:** Test results appear to the right. These data fields also appear when you hover over the GPS icon while GPS is turned on. See “GPS Data Fields” on page 56 for their descriptions.
The Sounds Tab

The Sounds tab lets you configure Sprint SmartView to play a sound when various events occur. (Click Tools > Settings > Sounds.) You can also specify the sounds that Sprint SmartView plays. Select the Enable Sounds check box to enable this feature. Once the feature is enabled, select the check box for an event you wish to associate with a sound, and then click Browse to select the sound file (Windows .WAV format) for that event.

You can specify sounds for the following events:

Connected
Plays a sound when Sprint SmartView successfully connects to a WiFi network.

Lost Connection
Plays a sound when Sprint SmartView disconnects from or loses its connection to a WiFi network.

Hotspot Authentication
Plays a sound when Sprint SmartView associates with a WiFi hotspot.
The Updates Tab

The Updates tab allows you to specify when updates to the Sprint SmartView software and its databases are made. (Click Tools > Settings > Updates.)

![Screenshot of the Updates tab in Sprint SmartView settings]

Automatically download and install
Select this option to have Sprint SmartView automatically download and install product updates at regular intervals.

**Note:** These updates are silent. You will not see the update wizard when updates are downloaded silently.

Prompt me to download and install
Select this option and enter an interval to have Sprint SmartView periodically prompt you to download and install product updates.

Manually download and install
Select this option if you want product updates to be downloaded only when you click Update Now.
**Update Now**
Click **Update Now** to have Sprint SmartView immediately check for available updates. If new updates are available, an update wizard will appear. This wizard allows you to choose which updates you want to download and install.

**Apply Firmware Update**
As part of its update process, Sprint SmartView can download updates to your device’s firmware. Normally, such an update will be installed as soon as it is downloaded. In some cases, however, you can choose to defer the update’s installation until later. Click **Apply Firmware Update** to install an update that you had earlier chosen to defer.

**The VPN Tab**
The **VPN** tab specifies how Sprint SmartView accesses Virtual Private Networks (VPNs). (Click **Tools > Settings > VPN**.)

Selecting **Do not use VPN** disables Sprint SmartView’s VPN feature. Select this option if you do not plan to establish VPN connections.

You must choose one of the other two options and fill in the corresponding fields if you wish to do either of the following things:
- Connect to a VPN by clicking the VPN icon in the main window.
• Automatically log into a VPN when you connect to a specific network. (See “Auto Launch” on page 106.)

**Use existing VPN profile**
Select this option if the VPN client software you will be using is supported by Sprint SmartView. Then, specify the supported VPN client software and the Login Profile that you want to use. (See “Supported Clients” on page 64 for more information on supported VPN client software.)

**Use third party VPN client**
Select this option if the VPN client software you will be using is not supported by Sprint SmartView, and then follow these steps:

1. Click **Browse**.
2. Select the program file to be launched.
3. Click **Open**. The path of the selected file should now appear in the **Command line** field.
4. If the VPN client software requires that additional parameters be included after the program filename on the command line, these may be entered in the **Parameters** field. Consult the documentation for the VPN client to determine if such parameters are needed.

See “Supported Clients” on page 64 for more information on which VPN client software is supported.

**Auto Launch**
Select this check box if you want new network profiles created to automatically launch the VPN software specified above each time you connect. Note that this is only a default. You can change this setting for an individual profile by selecting or clearing the **VPN Auto Launch** check box on the **General** tab of the properties for the desired profile. (See “Automatically Launching a VPN Connection” on page 66 for more information.)
Section 7

Troubleshooting and FAQ
**Section 7A**

**Troubleshooting Tools**

- Event History Manager (page 108)
- WiFi Network Info (page 109)
- The Mobile Info Window (page 111)
- The WiMAX Info Window (page 114)
- About Sprint SmartView (page 117)

This section provides additional information on using Sprint SmartView’s troubleshooting tools and procedures to resolve connection problems. Included are some frequently asked questions about troubleshooting Sprint SmartView.

### Event History Manager

The Event History Manager (shown below) can be viewed from the Help menu in the main window. Click **Help > Event History Manager** to see events that have been logged (for example, connections, disconnections, errors).

From this window, you can:
- Double-click any item in the list to see more information about that event
- Use the options in the **Filter by** field to limit the events displayed to a particular date range, connection technology, or event type.
● Check your total usage data for mobile broadband, WiFi, or WiMAX by viewing the statistics in lower right corner of the window.

**Note:** Byte totals displayed are approximate and are not used to calculate data charges.

● Click **Reset Event History** to delete all the currently logged events and reset the usage data to 0.

**Note:** For WiFi connections, the usage estimates assume 1,500 bytes per packet received and 150 bytes per packet sent.

**WiFi Network Info**

To view information about a WiFi network you are connected to or about your current WiFi device, click **Tools > WiFi Info**.

**Network Tab**

The Network tab contains information about the IP settings for and the amount of activity on your current WiFi connection (if any).

- **IP address** – The Internet address your computer is using for the current WiFi network connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely not permanently assigned to your computer.
- **Gateway** – The address of the device that is responsible for routing all of the network traffic you send over the WiFi connection.
- **DNS server** – The address of the server your computer is using to translate Internet addresses from text to numeric format and back. For example, your browser might use the DNS server to convert **sprint.com** to 206.159.101.241.
- **DHCP server** – The address of the server that assigned your computer's network configuration for the current wireless connection.
- **WINS server** – The address of the server (if any) that your computer is using to find the names of computers on a Windows network.
- **Activity** – The number of packets of data that your computer has sent and received over the WiFi connection since it was established.

**Device Tab**
The Device tab contains information about your current WiFi device (if any).

- **Vendor description** – The name of your WiFi device, as reported by its onboard operating software.
- **MAC address** – The Hardware Address of the device. MAC (Media Access Control) addresses are unique number sequences assigned by the device's manufacturer and usually cannot be altered. These addresses are used for transferring data by hardware-level protocols such as Ethernet and 802.11 (WiFi). Higher level protocols such as the TCP/IP Protocol Suite used by the Internet have their own addressing schemes, but still rely on the hardware-level protocol for the transfer of data between individual nodes on a network.
- **Driver version** – The version of the driver for the device that is currently installed on your computer.
- **Firmware version** – The version of the device’s onboard operating software.

**The Mobile Info Window**

To view information about your mobile broadband device or your current mobile broadband connection (if any), select **Tools > Mobile Info**.

**Note:** The information displayed in this window is provided by your device and its drivers. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.
Device Tab
The Device tab displays information about your current mobile device (if any).

Hardware information
- **Device name** – The name used internally by software applications to uniquely identify your mobile broadband device.
- **Device description** – The user-friendly name of your device.
- **Manufacturer** – The name of the manufacturer of your device.
- **Modem model** – The model name of your device.
- **Revision** – The revision field contains manufacturer-specific information about the version of your device. It may, for example, contain additional information about your device’s model number or its firmware version.
- **ESN/MEID** – Your mobile broadband device’s serial number. Some devices will display this as an ESN (Electronic Serial Number). Other devices will display this as an MEID (Mobile Equipment IDentifier).
- **Technology** – The type of mobile broadband device you are using (CDMA or GSM).
- **Firmware version** – The version of your device’s onboard operating software.
- **Hardware version** – The version of your device’s hardware.
- **Modem port** – The communications (COM) port that your device is currently attached to.

User information
- **User name** – Your Network Access Identity (NAI), usually in the form of username@companyabc.com
- **Phone Number (MDN)** – The telephone number of your mobile broadband device.
- **Home Carrier Name** – The name of the wireless service provider that your device considers to be its “home” network (“Sprint”).
- **Home Carrier ID** – The ID of the wireless service provider that your device considers to be its “home” network.
- **PRL version** – The version of the file on your device that contains the Preferred Roaming List.
- **MSID (IMSI_S)** – Your device’s IMSI (International Mobile Subscriber Identity) code. The IMSI allows any mobile network to identify the home country and network of the subscriber.
Network Tab
The Network tab contains information about the mobile network you are currently connected to (if any).

Carrier information
- **Network name** – The name of the mobile carrier you are currently connected to.
- **System ID** – The ID of the network to which your device is currently connected.

Session information
- **Connected** – Indicates whether you are currently connected to a mobile broadband network.
- **Roaming** – Indicates whether you are currently connected to a mobile broadband network that is not your “home” network.
- **MIP error** – The last Mobile IP Error Code reported by your device.
- **Signal strength (dBm)** – The strength of the signal being received from this network, expressed in dBm.
- **Data sent** – The amount of data sent over this connection since it was established (in bytes).
- **Data received** – The amount of data received over the current connection (in bytes).
- **IP address** – The IP Address you are using for the current mobile broadband connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.
- **Gateway address** – The address of the default gateway that has been assigned to your device.
- **Workmode** – The current workmode assignment for your device (if available).

**The WiMAX Info Window**

To view information about your WiMAX device and the WiMAX network you are currently connected to (if any), select **WiMAX Info** from the Tools menu.

![WiMAX Info Window](image)

**Network Tab**

The Network tab contains information about the IP settings for and the amount of activity on your current WiMAX connection (if any).

- **IP address** – The Internet address your computer is using for the current WiMAX network connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely not permanently assigned to your computer.
- **Gateway** – The address of the device that is responsible for routing all of the network traffic you send via WiMAX.
- **DNS server** – The address of the server your computer is using to translate Internet addresses from text to numeric format and back. For example, your browser might use the DNS server to convert `sprint.com` to `206.159.101.241`.
- **DHCP server** – The address of the server that assigned your computer’s network configuration for the current WiMAX connection.
- **WINS server** – The address of the server (if any) that your computer is using to find the names used by computers in a Windows workgroup.
- **Activity** – The number of packets of data that your computer has sent and received over the WiMAX connection since it was established.
Troubleshooting Tools

Device Tab
The Device tab contains information about your current WiMAX device (if any).

- **MAC Address** – The Hardware Address of the device. MAC (Media Access Control) addresses are pre-configured by the device’s manufacturer and usually cannot be altered. These addresses are used for transferring data by hardware-level protocols such as Ethernet or WiMAX. Higher level protocols such as the TCP/IP Protocol Suite used by the Internet have their own addressing schemes, but still rely on the hardware-level protocol for the transfer of data between individual nodes on a network.
- **Library Version** – The version of the software interface of the device’s WiMAX chipset.
- **Firmware Version** – The version of your WiMAX device’s onboard operating software.
- **Driver Version** – The version of the driver for the device that is currently installed on your computer.
- **BaseBand Chip** – The version of the chip in your WiMAX device that formulates the baseband WiMAX signal.
- **RF Chip Version** – The version of the chip in your WiMAX device that modulates and multiplexes the baseband WiMAX signal for RF transmission.
- **Calibration Status** – Indicates whether your WiMAX device has been calibrated.
- **Antenna Calib** – The Sprint SmartView software does not currently output this data.
- **Antenna Gain Diff** – The Sprint SmartView software does not currently output this data.
- **Tx Power Offset** – The Sprint SmartView software does not currently output this data.
- **MAC Version** – The Sprint SmartView software does not currently output this data.
- **Advanced** – Click to open the Advanced WiMAX Information window.
**Advanced WiMAX Information**

Clicking **Advanced** on the Device page of the WiMAX Info window opens the Advanced WiMAX Information window (shown below). This window provides advanced information for troubleshooting the WiMAX airlink.

- **Rx Power** – The strength of the signal being received by your WiMAX device.
- **CINR** – Carrier to Interference + Noise Ratio. This is an indication of how strong the desired signal is compared to any interfering signals and noise. A value of 27 as shown.
- **BSID** – Base Station ID. The BSID of the base station you are currently connected to.
- **TX Power** – The level of power being used for transmissions by your WiMAX device.
- **Preamble Index** – The Preamble Index of the WiMAX base station sector you are currently connected to.
- **NAP-ID** - Network Access Point ID. The NAP-ID of the base station you are currently connected to.
About Sprint SmartView

Select About Sprint SmartView from the Help menu to open a window displaying version information for the Sprint SmartView software and the phone number for Sprint Customer Service.

Click System Info to open a window containing extensive information about your computer’s configuration. This information may be useful to a Customer Service Representative should you need help in resolving a problem.
This section provides troubleshooting information on application launch issues, device issues, and interpreting numbered errors in Sprint SmartView.

**Application Launch Issues**

*Application is not visible after launch*
Sprint SmartView is designed to open in the display state from which it was last exited. As such, it is possible that Sprint SmartView will launch directly to its minimized state, causing you to assume that it is not running.

**Resolution**
Look for a minimized Sprint SmartView icon in the Windows taskbar. If Sprint SmartView is present, just click on it to return it to its normal state.

*Autolaunching of Sprint SmartView at startup*
The Sprint SmartView installation can be configured to allow the application to automatically launch when your computer boots up or when a new user logs into the machine. This may (or may not) be the way you prefer it to behave.

**Resolution**
You can access the setting that controls this behavior by clicking **Tools > Settings** and then selecting the **Client** tab. Select (or clear) the **Automatically run this application on machine startup** check box to specify whether Sprint SmartView should be automatically launched.

*Windows XP's native WiFi management is shut down at startup*
This behavior is intentional. Sprint SmartView provides significantly more powerful WiFi management than XP's native WiFi engine. However, if you prefer XP's native tool, you can disable Sprint SmartView's WiFi management entirely. (See “Use this as my default Wi-Fi management utility” on page 91 for more information.)
Connection Issues

Multiple Connections Not Allowed
This error message appears if both of the following conditions are met:

- The Allow simultaneous connections check box on the Hardware tab of the Settings window (see page 93) is not selected.
- You attempted to establish a second connection while you were still connected using another technology.

**Note:** VPN connections established by certain VPN client software (such as Check Point VPN) may appear to Sprint SmartView as a second connection. In such cases, you may also see this error.

Resolution
To prevent this error message from appearing:

1. Open the Settings window. (Click Tools > Settings.)
2. Select the Hardware tab.
3. Select the Allow simultaneous connections check box and click OK.
Device Issues

In some circumstances, Sprint SmartView will not be able to use your WiFi, WiMAX, or mobile broadband device.

Device Disabled

WiFi and mobile broadband devices, like any other network adapter, can be disabled by Microsoft Windows. The status text in Sprint SmartView’s Main Window will indicate when a device has been disabled. You can tell Windows to re-enable the device by following the appropriate procedure below.

Windows XP

1. Open the Windows System Properties folder. The procedure for doing this depends on whether “My Computer” is on your desktop or in the first level of the Start menu.
   - If “My Computer” is on your desktop, right click on the My Computer icon and then select Properties from the menu that appears.
   - If “My Computer” is on the first level of the Start menu, select My Computer from the Start menu. Then, right click in the window that appears and select Properties.

2. Select the Hardware tab.

3. Click Device Manager. In the Device Manager window appears

4. Locate the disabled device in Device Manager. Most devices used by Sprint SmartView will be listed under the Network Adapters heading, but a few may be listed under Modems.

5. Right click on the disabled device and then select Enable from the menu that appears.

Windows Vista and Windows 7

1. Display the Windows System Properties folder. The procedure for doing this depends on whether “Computer” is on your desktop or in the first level of the Start menu.
   - If “Computer” is on your desktop, right click on the Computer icon and then select Properties from the menu that appears.
   - If “Computer” is on the first level of the Start menu, select Computer from the Start menu and then click System Properties at the top of the window that appears.

2. Click the Device Manager link in the left column. The Device Manager window appears.

3. Locate the disabled device in Device Manager. Most devices used by Sprint SmartView will be listed under the Network Adapters heading, but a few may be listed under Modems.

4. Right click on the disabled device and then select Enable from the menu that appears.
No Wireless Device Detected
Sprint SmartView will display “No Wireless Device Detected” if it cannot communicate with the wireless device.

Resolution
Causes for this may include:

- Devices (such as wireless phones) that must be tethered to your computer with a data cable (such as USB), but are not currently properly connected. Make sure the cables for devices that require them are properly attached to both your computer and the device.
- External devices (such as wireless phones) that are not currently powered on. Make sure external devices are switched on. Make sure the batteries of battery-powered devices are charged. Make sure devices that must be plugged into an electrical outlet are plugged in.
- PC Card, USB, or ExpressCard devices that are not properly inserted. Make sure such devices are firmly seated in the appropriate slots.
- The wrong device is selected in the Hardware tab of the Settings window. Ordinarily, Automatic selection should be specified in the Selection column. If Manual selection is specified, verify that the selected device is the device you are trying to use. (See “The Hardware Tab” on page 92 for more information.)
- No driver or incorrect driver installed. Ensure that the latest drivers for the device are correctly installed according to the instructions of the device’s manufacturer.

Numbered Errors

Error 67
Your Sprint user name, password, or both may be incorrect. Possible causes include the following:

- Sprint Mobile Broadband device account credentials have changed.
- Sprint Mobile Broadband device is no longer provisioned for service.

Resolution
- Click Tools > Update Data Profile. This instructs your device to update its provisioning information so that it may properly use Sprint data services.
- Contact Sprint Customer Service to ensure that there are no problems with the account.
**Error 131**
Your Sprint user name or password may be incorrect. Your Sprint Mobile Broadband device account credentials may have changed.

Resolution
- Click **Tools > Update Data Profile**. This instructs your device to update its provisioning information so that it may properly use Sprint data services.

**Error 619**
A connection to the remote computer could not be established, so the port used for this connection was closed. Possible causes for this error include the following:
- Network resources are unavailable.
- Attempting to reconnect before your device has finished disconnecting from a previous call.
- Your device may be malfunctioning.

Resolution
- Wait 30 seconds, and then try to connect again.
- Remove the device and reinsert it into the computer.
- Reboot the computer.

**Error 628**
The connection was terminated by the remote computer before it could be completed. Possible causes for this error include the following:
- Call was dropped due to poor signal.
- Call was dropped due to network congestion.

Resolution
- If indoors, move closer to a window, exterior wall or move to a higher level. Re-orienting the computer or wireless device may help as well.
- Wait 30 seconds, and then try to connect again.
**Error 633**
The device is already in use or is not configured properly. Possible causes for this error include:

- There is a problem with some of the drivers installed for the wireless device.
- Another application such as a fax program or PDA device software is attempting to use the port.

 Resolution
- Shut down all FAX and PDA software and launch Sprint SmartView again. Examples of common applications that can cause this type of problem include: PalmSource Hotsync, Microsoft ActiveSync, and Blackberry Desktop Manager.
- Uninstall any other wireless device connection management software installed on the computer.
- Re-install Sprint SmartView.

**Error 668**
The connection was dropped. Possible causes for this error include:

- Call was dropped due to poor signal.
- Call was dropped due to network congestion.

 Resolution
- If indoors, move closer to a window, exterior wall, or a higher level. Reorienting the computer or wireless device may help as well.
- Reboot the computer.
- Click **Tools > Update Data Profile**. This instructs your device to update its provisioning Information so that it may properly use Sprint data services.

**Error 678**
The remote computer is not responding. Possible causes for this error include:

- Poor signal.
- Network resources are unavailable.

 Resolution
- If indoors, move closer to a window or exterior wall or move to a higher level. Reorienting the computer or wireless device may help as well.
- Wait 30 seconds, and then try to connect again.
**Error 691**
Access was denied because the supplied user name, password, or both is invalid on the domain. Possible causes for this error include:
- Poor signal.
- Sprint Mobile Broadband device account credentials have changed.

**Resolution**
- If indoors, move closer to a window or exterior wall or move to a higher level. Reorienting the computer or wireless device may help as well.
- Reboot the computer.
- Click **Tools > Update Data Profile**. This instructs your device to update its provisioning information so that it may properly use Sprint data services.

**Error 692**
There was a hardware failure in the device. Possible causes of this error include:
- Wireless device is defective or broken.
- Problem with PC Card Slot, ExpressCard slot, or USB port.

**Resolution**
- Close Sprint SmartView, reinsert the device, and launch Sprint SmartView again.
- Reboot the computer.
- Try connecting the device to another slot (or port).

**Error 718**
PPP/Network Timeout. Possible causes for this error include:
- Poor signal.
- Network resources are unavailable.

**Resolution**
- If indoors, move closer to a window or exterior wall or move to a higher level. Reorienting the computer or wireless device may help as well.
- Wait 30 seconds, and then try to connect again.
- Reboot the computer.
Error 719
PPP termination by remote machine. Possible causes for this error include the following:

- Poor signal.
- Network resources are unavailable.

Resolution
- If indoors, move closer to a window or exterior wall, or move to a higher level.
  Reorienting the computer or wireless device may help as well.
- Wait 30 seconds, and then try to connect again.
- Reboot the computer.

Error 777
The connection attempt failed because the connecting device on the remote computer is out of order. Possible causes for this error include:

- Poor signal.
- Network resources are unavailable.
- There is a problem with one of the wireless device drivers.

Resolution
- If indoors, move closer to a window or exterior wall, or move to a higher level.
  Reorienting the computer or wireless device may help as well.
- Wait 30 seconds, then try to connect again.
- Close Sprint SmartView, reinsert the device, and launch Sprint SmartView again.
- Reboot the computer.
- Uninstall any other software that manages wireless connections (if it is present on the computer).
- Reinstall Sprint SmartView.

Error 1012
Client-initiated IOTA (Internet Over The Air) fails. Possible causes for this error include:

- Poor signal.
- Network resources are unavailable.
- MDN (Phone Number) or MSID (Subscriber Identification Number) was entered incorrectly during activation.
- The device has not been provisioned on the network yet.

Resolution
- If indoors, move closer to a window or exterior wall, or move to a higher level.
  Reorienting the computer or wireless device may help as well.
- Wait 5 minutes and try to update the device profile.
- Contact Sprint Customer Service to ensure that there are no problems with the account.
This section presents some Frequently Asked Questions to assist in your general understanding of Sprint SmartView and assist when troubleshooting general issues with the software and wireless devices.

**General Questions**

**Why Does Sprint SmartView Shut Down Windows “Zero Config”?**

"Zero Config" is the WiFi management utility built into Windows XP. Sprint SmartView provides significantly enhanced WiFi management capabilities, such as:

- Automatically logging on to all of Sprint partner WiFi networks.
- Specifying connection priority on a network by network basis, allowing dynamic roaming not only to other WiFi networks, but also to WiMAX and mobile broadband networks (and vice versa).
- Optionally automatically shutting down your WiFi connection when you establish a connection to another network technology, such as the local network at your home or office.
- Configuring a VPN client, your browser, or many other applications to be automatically launched when you connect to selected WiFi networks.

In order to provide these enhanced capabilities, Sprint SmartView must manage WiFi connections itself. Since WiFi cannot be managed by two different applications simultaneously, Zero Config is shut down.

**Note:** The native WiFi management tools in Windows Vista and Windows 7 are completely different from XP’s Zero Config. These operating systems do not allow third-party applications such as Sprint SmartView to shut the tools down. However, they do provide support for external enhancements. This allows Sprint SmartView to provide almost as much control on Vista and Windows 7 as it does on XP, without actually shutting the tools down.
How do I return WiFi Control to Zero Config?
Sprint SmartView returns control to Zero Config automatically whenever you exit the Sprint SmartView application. If you would rather use Zero Config to manage WiFi connections even when Sprint SmartView is running, you must disable Sprint SmartView’s WiFi management.

1. Open the Settings window. (Click Tools > Settings.)
2. Select the Client tab.
3. Clear the Use this as my default WiFi management utility check box.
4. Click OK.

Note: This procedure disables all of Sprint SmartView’s WiFi features and hides the WiFi Connections Interface entirely.

How do I stop Sprint SmartView from launching every time I restart my computer?
1. Open the Settings window. (Click Tools > Settings.)
2. Select the Client tab.
3. Clear the Automatically run this application on machine startup check box.
4. Click OK.

Sprint SmartView is non-responsive
If Sprint SmartView is non-responsive for more than one minute, Sprint SmartView should be forced to exit.

To force Sprint SmartView to exit:
1. Open Task Manager
   a. Select <Ctrl> <Alt> <Delete>.
   b. Choose Start Task Manager.
2. On the Processes Tab, select SprintSV.exe.
4. Once Sprint SmartView closes, restart Sprint SmartView by selecting the desktop icon or the applications menu.
WiFi Questions

Why Does Sprint SmartView Keep Scanning for WiFi Networks?
Sprint SmartView will continue to scan until it finds one or more available networks or hot spots. If it keeps scanning, there are most likely no WiFi networks or hot spots in the area.

“Closed” networks are a special case. Although Sprint SmartView can detect whether closed networks are in the area, it can’t actually identify (or connect to) individual closed networks without probing for these networks using their exact names. To enable this, you have to create a profile for the network you wish to connect to. (See “Accessing a Closed Network” on page 36 for more information.)

Why do I keep losing my connection?
This may be due to interference caused by other devices like cordless phones, microwave ovens, and other 2.4 GHz band devices.

Why am I unable to connect to a network that I can see in Sprint SmartView?
Causes for this include:

- Signal strength from the wireless Access Point may not be strong enough to allow reliable connections.
- It may not be a publicly available Access Point. Many companies or campuses will use wireless networking within their buildings, but will not grant public access.

Device Issues

In some circumstances, Sprint SmartView will not be able to use your WiFi device, your WiMAX device, your mobile broadband device, or all three.

Disabled
WiFi, WiMAX, and mobile broadband devices, like any other network adapters, can be disabled by Microsoft Windows. The status text in Sprint SmartView’s main window will indicate when a device has been disabled.

Resolution
Re-enable the device. (See “Device Disabled” on page 120 for more information.)
No Wireless Device Detected
Sprint SmartView will display “No Wireless Device Detected” if it cannot communicate with the wireless device.

Resolution
Causes for this may include:

- Devices (such as wireless phones) that must be tethered to your computer with a data cable (such as USB), but are not currently properly connected. Make sure the cables for devices that require them are properly attached to both your computer and the device.

- External devices (such as wireless phones) that are not currently powered on. Make sure external devices are switched on. Make sure the batteries of battery-powered devices are charged. Make sure devices that must be plugged into an electrical outlet are plugged in.

- PC Card, USB, or ExpressCard devices that are not properly inserted. Make sure such devices are firmly seated in the appropriate slots.

- The wrong device is selected in the Hardware tab of the Settings Window. Ordinarily, Automatic selection should be specified in the Selection column. If Manual selection is specified, verify that the selected device is the device you are trying to use. (See “The Hardware Tab” on page 92 for more information.)

- No driver or incorrect driver installed. Ensure that the latest drivers for the device are correctly installed according to the instructions of the device’s manufacturer.
Questions About GPS Technology

What is GPS?
GPS satellites transmit signals to equipment on the ground. GPS receivers passively receive satellite signals, but do not transmit. There are various GPS standards for User Plane and Control Plane.

What is GPS User Plane?
It is the ability to execute GPS requests at the subscriber level (that is, on your mobile broadband device).

What is GPS Control Plane?
It is the ability to execute GPS Requests at the server level (that is, via the network).

What GPS mode options are supported?
GPS on a Sprint Mobile Broadband device works like any other GPS device. Sprint currently offers GPS Basic service. GPS Premium service will be available in the near future.

What is Location-Based Service (LBS)?
Location-based services provide current position information from the Location Server on the Sprint network and allow you to find nearby locations such as gas stations, hotels, restaurants, and banks.

What is GPS Basic?
GPS Basic allows the Mobile Broadband device to use GPS outdoors only. In this mode, the GPS receiver (device) requires an unobstructed view of GPS satellites (the sky), and, like any other GPS device, often does not perform well within forested areas or near tall buildings.
Sprint GPS Basic is based on gpsOne® standards and uses LBS for the first fast GPS fix. GPS coordinate values are made available for applications via a local GPS NMEA communications port.

What is GPS Premium?
GPS Premium is an enhanced GPS experience that will be available from Sprint in the near future. It is not currently available.
Is a GPS Subscription required?
For GPS Basic, no GPS subscription is required. For GPS Premium, a GPS subscription will be required.

What is the difference between GPS Basic and GPS Premium?
GPS Basic is for outdoor use similar to the capabilities of a typical GPS device. GPS Premium is an enhanced GPS capability allowing GPS to be used indoors and outdoors.

What is NMEA?
NMEA 0183 is a standard protocol, used by GPS Receivers to transmit data. NMEA Output is composed of various strings. Sprint Mobile Broadband devices support the following strings: $GPGGA, $GPRMC, $GPGSA, $GPGSV.

When does one need NMEA?
You only need NMEA when using a GPS Application that employs an NMEA output stream (see “What is a GPS Application?” on page 131). We recommend not activating the NMEA stream unless you are going to use it; this will ensure the best possible data performance on your device.

What is Business Mobility Framework (BMF)?
BMF is an LBS infrastructure that allows GPS server-based solutions to request and obtain device location information.

What is enhanced local search?
It is a quick and easy method to run local search queries. This allows you to find locations and directions to locations/businesses via the Sprint SmartView software. The enhanced local search uses LBS, thus allowing you to search for Sprint Nextel stores, hotels, restaurants, coffee shops, banks, etc.

How do I get the enhanced local search feature?
The enhanced local search is available as part of the latest Sprint SmartView software. It allows you to submit custom queries or use one of the predefined finder services that are included by default.

What is a GPS Application?
A GPS Application is an application that uses NMEA data to get regular location coordinate updates and values typically displayed in a user interface. Examples of GPS Applications are: Microsoft Streets & Trips and Map Point.

How do I develop GPS Applications?
Device GPS SDKs (software development kits) are available. We recommend joining the Sprint Nextel Software Application Development Program to get the appropriate and latest SDK information.
**GPS and Sprint SmartView**

**How do I enable GPS?**
Uncheck **Disable GPS** in the **Location/GPS** tab.

**How do I display the GPS Receiver?**
The GPS Search menu appears at the bottom of the main window. Hovering over the satellite icon near the upper-right corner of the main window, displays the GPS data received. Clicking this icon displays the GPS Application Launch menu.

**Does GPS work when Privacy is On?**
No. Turning privacy on means you do not want your device to be discoverable via GPS. Thus, GPS is not started on the device.

**How do I start GPS NMEA?**
Connect your GPS-capable mobile broadband device and start the Sprint SmartView software. Click the satellite icon to turn it white (not yellow or gray). Additionally, NMEA will be started automatically when you launch an application from the GPS Application Launch menu.

**How do I stop GPS NMEA?**
Click the satellite icon to turn it yellow or gray (not white).

**How do I configure my NMEA port?**
Three NMEA ports are created when you install the Sprint SmartView software. (See “GPS/NMEA COM Ports” on page 58 for more information on the ports created.) A particular port may be assigned to a launched GPS application when you add it by entering the port number in the **Parameters** field of the **Application Configuration** window. (See “Adding a GPS Application to the GPS Applications Window” on page 59.)

**How do I use GPS Applications with a Sprint GPS-Capable Device?**
There are three things you must do to make a GPS application work with your Sprint GPS-capable device:

- Add the GPS application according to the instructions in “Adding a GPS Application to the GPS Applications Window” on page 59, making sure that you properly assign an NMEA port number to the application.
- Typically, the application that you wish to use has to be informed of the port number it has been assigned. Consult the documentation for the application you wish to use to see where you need to enter this information.
- Start GPS NMEA in the Sprint SmartView software. See “How do I start GPS NMEA?” (above).

**Can LBS/GPS be used when the device is configured for NDIS?**
Yes, both Location-Based Services and GPS services are supported while the device is in NDIS mode.
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