



Verizon Wireless
VZAccess Manager
User's Guide

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1 Introduction

VZAccess® Manager from Verizon Wireless

Welcome to VZAccess Manager from Verizon Wireless. VZAccess Manager is a wireless connectivity application that enables you to connect your computer to the Internet using mobile broadband (Wireless WAN) and Wi-Fi (Wireless LAN) wireless network communications.

[Features & Supported Services](#)

[System Requirements](#)

[Installation and Configuration](#)

[Device Detection](#)

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1.1 Features & Supported Services

Features

VZAccess Manager:

- Configures and controls your Wi-Fi and Verizon Wireless WWAN (Wireless Wide Area Network also referred to as Mobile Broadband) devices.
- Displays available Verizon Wireless 1XRTT and EVDO WWAN networks and Wi-Fi networks and their respective signal strengths.
- Supports both built-in Wi-Fi adapters and internal/external Verizon Wireless WWAN data devices.
- Can be configured to automatically start your VPN (Virtual Private Network) client upon connecting to Wi-Fi and Verizon Wireless WWAN networks.
- Auto launch your browser, e-mail client, VPN or a program of your choice upon connecting to Verizon Wireless WWAN.
- Allows users to receive unbilled usage reports via "Usage" button.
- Supports TXT messaging for certain devices.
- Supports advanced Wi-Fi 802.1x security types (WEP, WPA and WPA2) and certain EAP methods (VZAccess Manager Enterprise version only).

Supported Verizon Wireless WWAN Services

VZAccess Manager supports three Verizon Wireless WWAN (Wireless Wide Area Network) services:

1. **GlobalAccess** - This service requires a GPRS/EDGE/UMTS/HSPA-capable PC Card, ExpressCard, or an Embedded Global WWAN device and a Subscriber Identity Module (SIM) card. GlobalAccess provides high-speed wireless Internet access in over 175 destinations worldwide. Please visit www.verizonwireless.com/GlobalAccess for service availability and additional details.

2. **Mobile Broadband** - This service requires a Mobile Broadband-capable wireless device and provides a wireless broadband connection to the Internet. Verizon Wireless Mobile Broadband is one of the fastest, fully mobile wireless Internet data solutions available. Leave your office without leaving your broadband connection. With Mobile Broadband from Verizon Wireless in your notebook, you can access email, download files, and browse the Internet at broadband speeds. Typical download speeds range from 600 kbps to 1.4 Mbps* with typical upload speeds ranging from 500 kbps to 800 kbps. Visit www.verizonwireless.com/broadband for service availability and additional details.

* Speeds require an EV-DO Rev. A-capable device. When using an EV-DO device that is not Rev. A-capable or traveling in the Extended Broadband Rate and Services area, you can expect download speeds of 400 - 700 Kbps and upload speeds of 60 - 80 Kbps. Mobile Broadband speed claims based on our network tests with 5 MB FTP data files, without compression.

3. **NationalAccess** - This requires a NationalAccess-capable wireless device (supporting CDMA 1xRTT). NationalAccess delivers typical speeds of 60 to 80 Kbps, bursting up to 144 Kbps*. This service requires a subscription to a NationalAccess plan. Additional information is available at www.verizonwireless.com/b2c/mobileoptions/nationalaccess/index.jsp

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

For more information on Verizon Wireless services, please visit: b2b.vzw.com/products_services/wireless_internet/

1.2 System Requirements

VZAccess Manager has the following minimum system requirements:

Wireless Device

- A Verizon Wireless embedded module, PC Card, ExpressCard, USB Modem, or mobile phone (with a Music and Internet Kit)
- An optional Wi-Fi adapter for Wi-Fi access

Operating Systems

- **Windows:** Vista (32 & 64 bit), XP and 2000.

Hardware

- 166 MHz processor or higher

Wireless Service

- A Verizon Wireless data service plan,
- A GPRS/EDGE/UMTS/HSPA device and SIM card if traveling internationally to GSM network-based countries.

1.3 Installing VZAccess Manager

Your setup is fully automated. Please ensure that your wireless module is powered on.



GlobalAccess Users: If you plan to use a Global PC Card, ExpressCard, USB device or embedded module outside the U.S., please note:

- You must install VZAccess Manager and activate service within Broadband Services or National Enhanced Services Rate and Coverage Areas prior to leaving the US.
- You must use an embedded module, PC Card, ExpressCard or a USB modem designed for the Mobile Broadband/NationalAccess network.
- Your new GlobalAccess version of VZAccess Manager must be installed even if you already have a previous version loaded.

Please continue by clicking below:

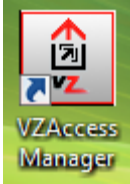
[Device Detection](#)

[Bluetooth Setup](#)

2 Getting Started

The Getting Started section provides an overview of the VZAccess Manager's user interface screens, wireless network connectivity usage and setup.

Launching VZAccess Manager



- Double click the icon on your desktop, or
- Open the Windows Start menu, select "Programs" and "VZAccess Manager"

Using VZAccess Manager

[Networks View](#)

[Connecting](#)

[The Statistics View](#)

[TXT Messaging View](#)

[Minimum View](#)

[WWAN Device Detection](#)

[Detecting a Wireless Device via Bluetooth](#)

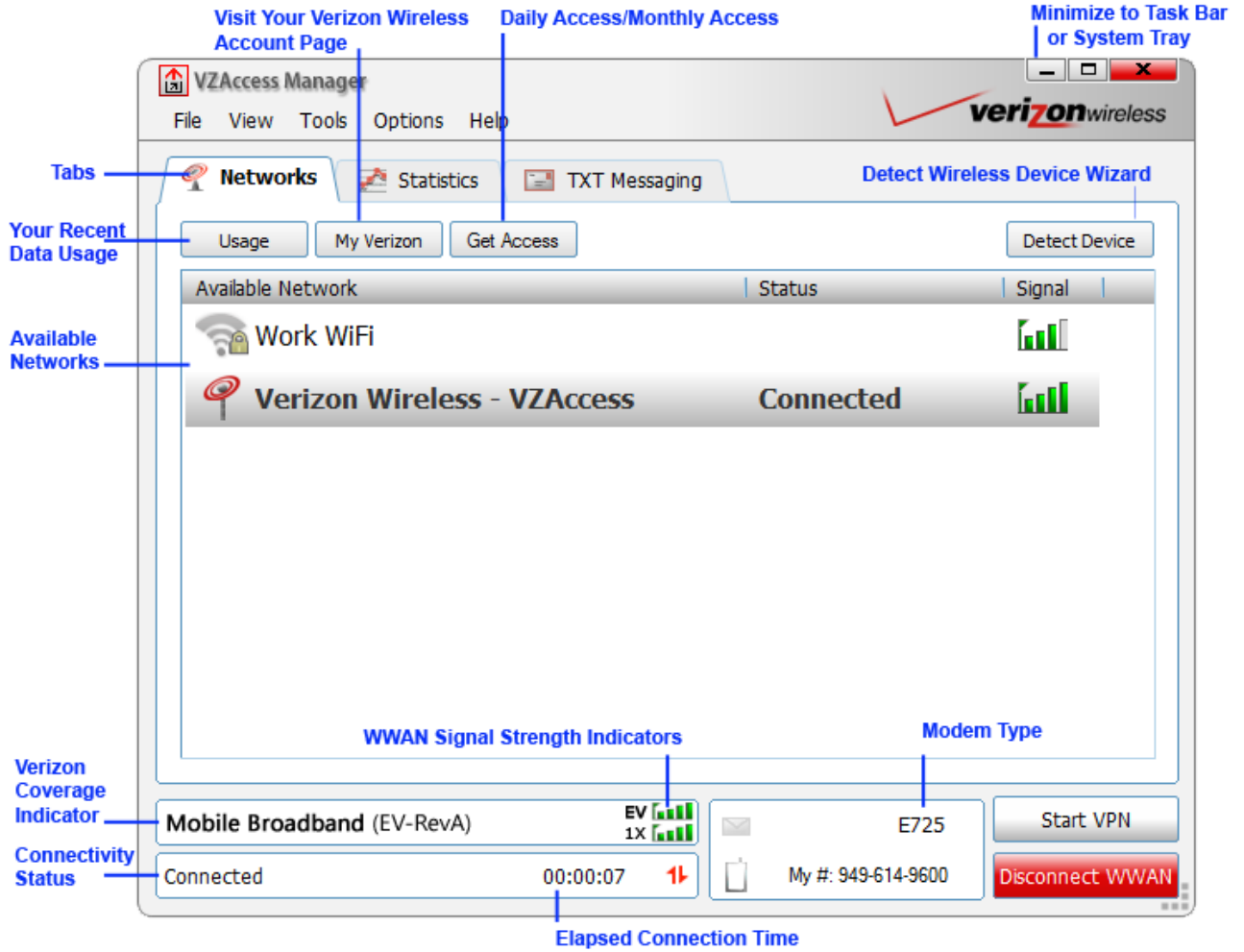
[WWAN Activation](#)

[Global WWAN Devices](#)

2.1 Networks View

Understanding the Main Interface

VZAccess Manager initially displays either the full view mode (displaying the "Networks" tab) or the more compact, "Minimum" view described below. The Networks Tab displays available WWAN and Wi-Fi networks. You can select a network of your choice and click Connect/Disconnect (or simply double-click the network name).



Based on configuration variations, the "Get Access" button may not appear.

Other Indicators

NDIS

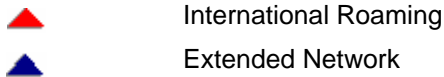
The following icons also appear on the status bar to indicate your device's NDIS status:

	NDIS is enabled and connected
	NDIS is enabled but disconnected

Roaming Status

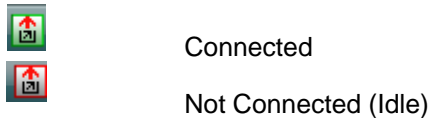
The following icons may be displayed on the status bar:

Icon	Status
------	--------



System Tray Icons

Your connection status is reflected in the System Tray icon as follows:



Right-clicking on the tray icon provides various options and double clicking on it will always show the application.

2.1.1 Connecting to WWAN and WiFi Networks

To Connect:

- Navigate to the main "Networks" view.
- For WWAN, if in the U.S., select the "Verizon Wireless - VZAccess" network (If using a card for use outside the US/Canada/Puerto Rico, select the "VZGlobal" network).
- For Wi-Fi, select the profile name of the Wi-Fi network
- Click "Connect" (or simply double-click the profile/network name).

To Disconnect:

- Either click the "Disconnect" button, or double-click the network name again.

Connection Tips:

If Your Expected Connection Does Not Appear:

- Select the "View" menu and "Refresh Networks."
- Select the "Options" menu and "Detect Device" again. You may also click on the "Device Detect" button in the "Networks" tab instead.

Monitoring Wi-Fi Networks:

- If you have any Wi-Fi networks you manually added because they do not broadcast their SSID, they will always be displayed, and you will have to refer to the signal strength displayed to know when you are in range. See the section "[Wi-Fi](#)" for additional details.
- Note that with certain Wi-Fi adapters, the signal strength for Wi-Fi networks is not accurate until you connect to the network.

Accessing the GlobalAccess Service:

- GlobalAccess will only be listed as an available connection if (a) you are using a GlobalAccess-capable device (b) your GlobalAccess device is set up, and (c) a GlobalAccess signal

is available in your area.



Dormancy:

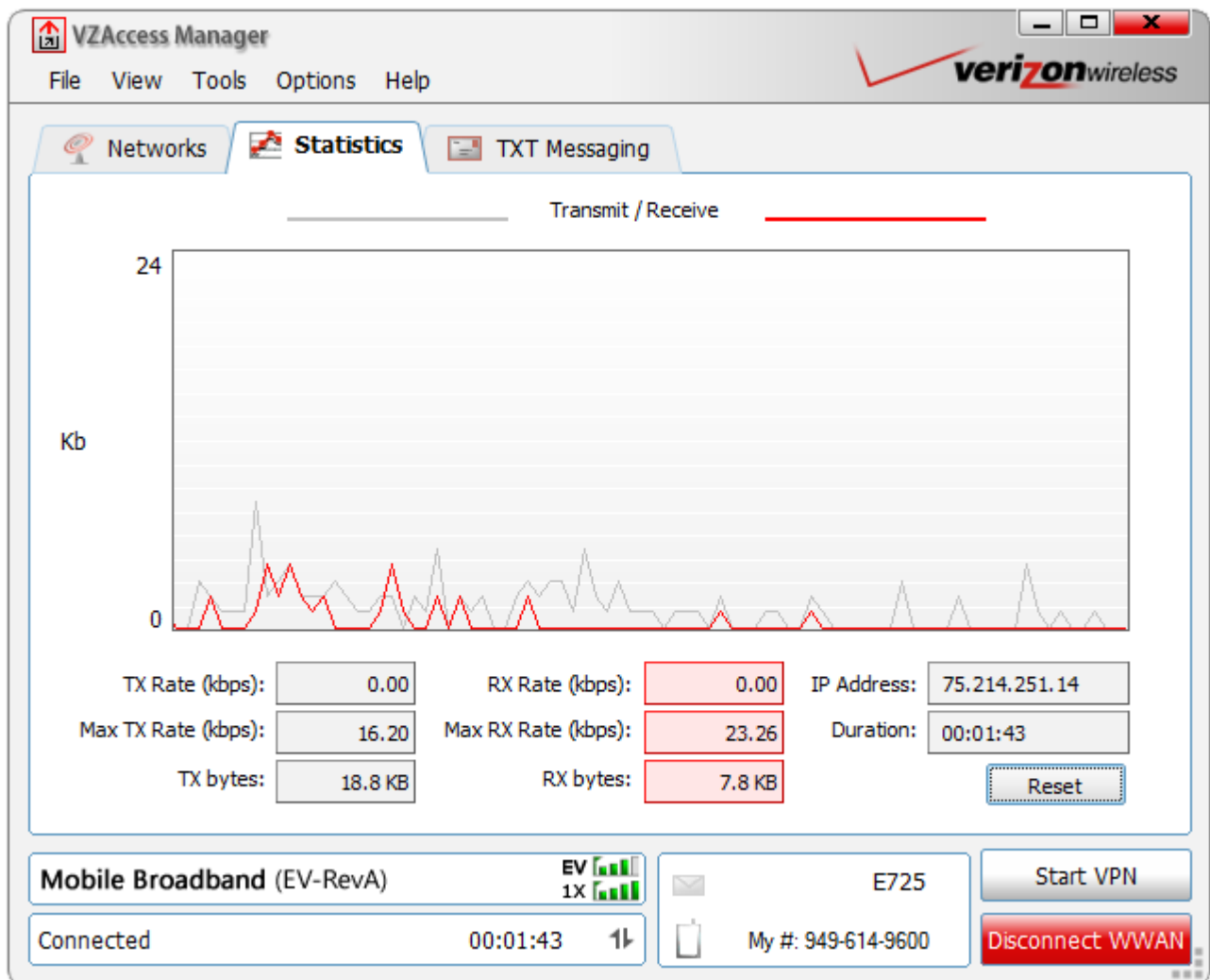
- NationalAccess and Mobile Broadband data sessions become dormant if you are not sending or receiving any data. As soon as you resume sending or receiving data, the data session will return to an active state.

Depending on your device and your NationalAccess or Mobile Broadband plan, your data session may disconnect during a dormant state.

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

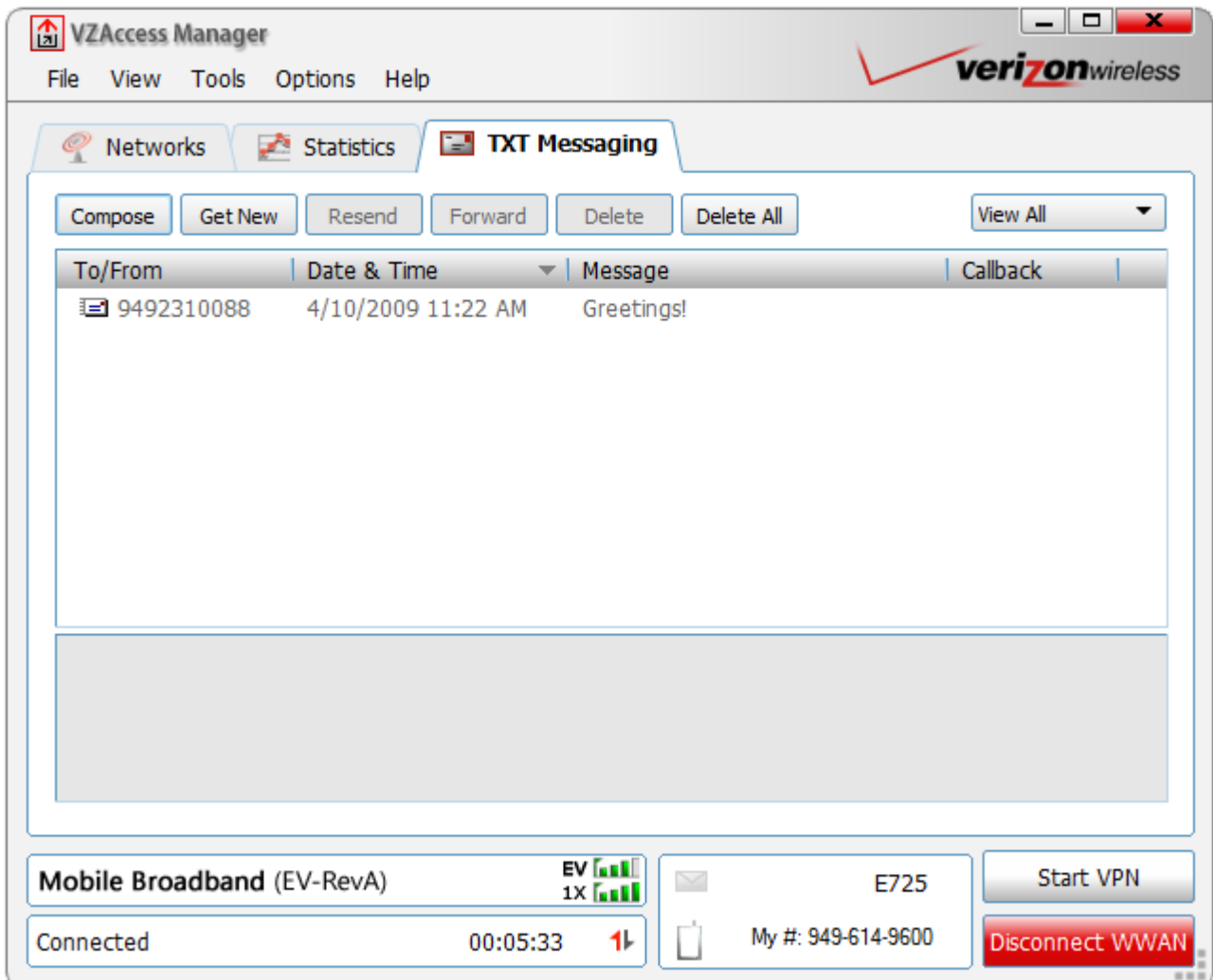
2.2 Statistics View

The "Statistics View" shows you the speed and throughput statistics for your current WWAN or Wi-Fi network connection.



2.3 TXT Messaging View

The TXT Messaging View allows you to send and receive SMS messages via VZAccess Manager, if supported by your wireless device. VZAccess Manager will not display the "TXT Messaging" view if the device does not support SMS messages or does not provide VZAccess Manager the ability to send or receive messages.



Receiving TXT Messages

- All of your TXT messages will appear in the list box at the top of the TXT messaging view. By default, all sent and received messages will appear.
- To view only certain messages, click on the "View" toolbar button and select "Received Messages," "Sent Messages" or "All Messages."
- If you are in the TXT Messaging view and a new message arrives, the message will automatically appear in the list formatted in bold.
- To view a long TXT message, select the message in the list view. The details of the message will appear below the list.

- If you are not in the TXT Messaging view and a new message arrives, a TXT icon will appear in the status bar showing that new messages are available. There is also TXT messaging preference options, such as automatically switching VZAccess Manager focus to the TXT View when new messages arrive and enabling an audible alert whenever a new TXT message arrives.
- To reply to an inbound message, select the message and press the "Reply" toolbar button. The phone number of the sender will be populated in the send area below. Enter your new message and press the "Send" button to send the message.
- To forward an inbound message, select the message and press "Forward" toolbar button. The message will be populated in the send area below prefixed with a "FW:." Press the "Send" button to send the message.
- To resend a sent message, select the message and press the "Resend" toolbar button. The phone number and message will be populated in the send area below. Press the "Send" button to send the message again.

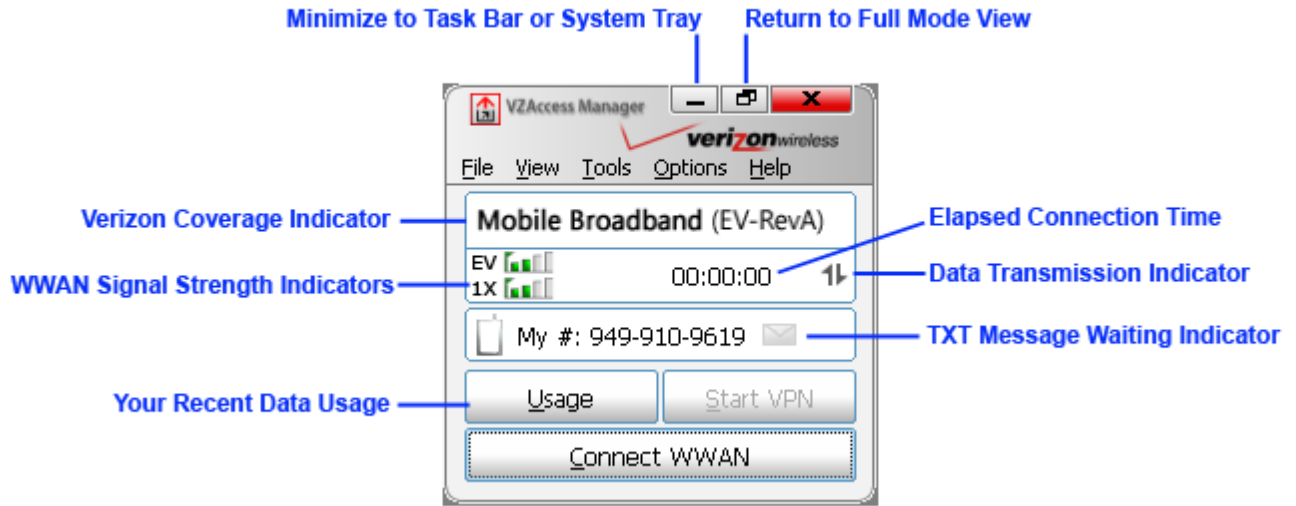
Sending TXT Messages

- While using a wireless device designed for use outside the U.S., to send a text message to:
 - a US-based wireless number, enter: +, 1, then the wireless number.
 - a wireless number outside the US, enter: +, 011, the country code, then the wireless number.
- (Note: Users can dial either a "+" or the specific exit code prefix required to dial out of your current country.)
- To send a TXT message to one or more Verizon Wireless subscribers, enter their 10-digit mobile numbers separated by semi-colons in the "To..." field. (Ex: 8885551212; 1234567890). If you use commas, the application will automatically replace them with semi-colons.
- You can also click on the "To..." button to open or select an address book. Windows® and Outlook® address books are supported. Messages will be sent to the contact's mobile phone number or email address.
- The phone number and the message field are required.
- The Character counter counts up from 0 to 160 and counts all of the characters typed in the message field.
- Click the "Send" button.

2.4 Minimum View

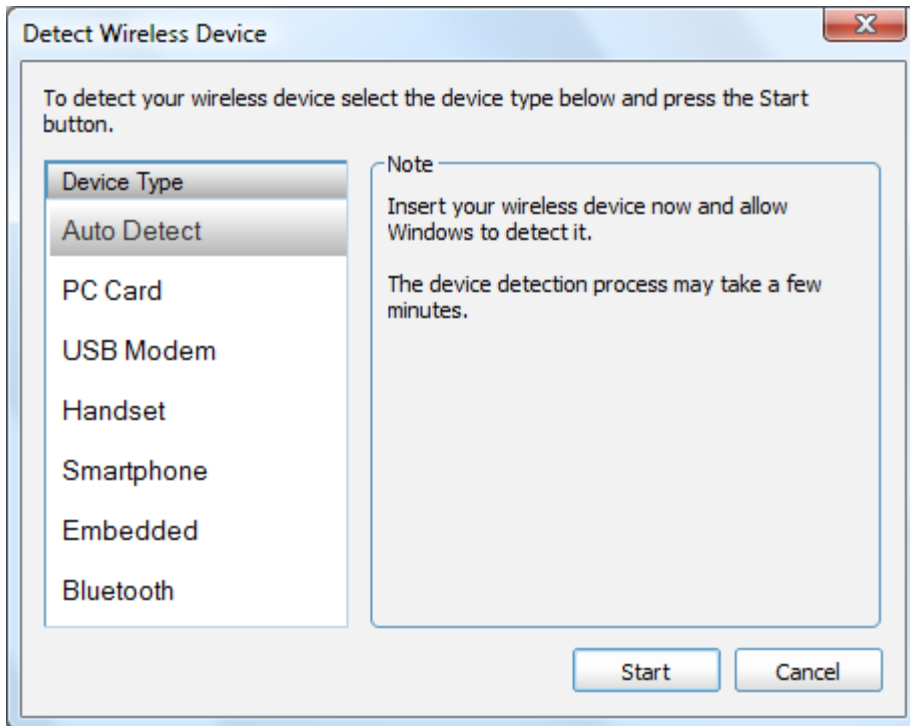
Understanding the Compact "Minimum" Mode

To switch from the default Networks View to a more compact view, simply select **View > Minimum** from the main menu.



2.5 WWAN Device Detection

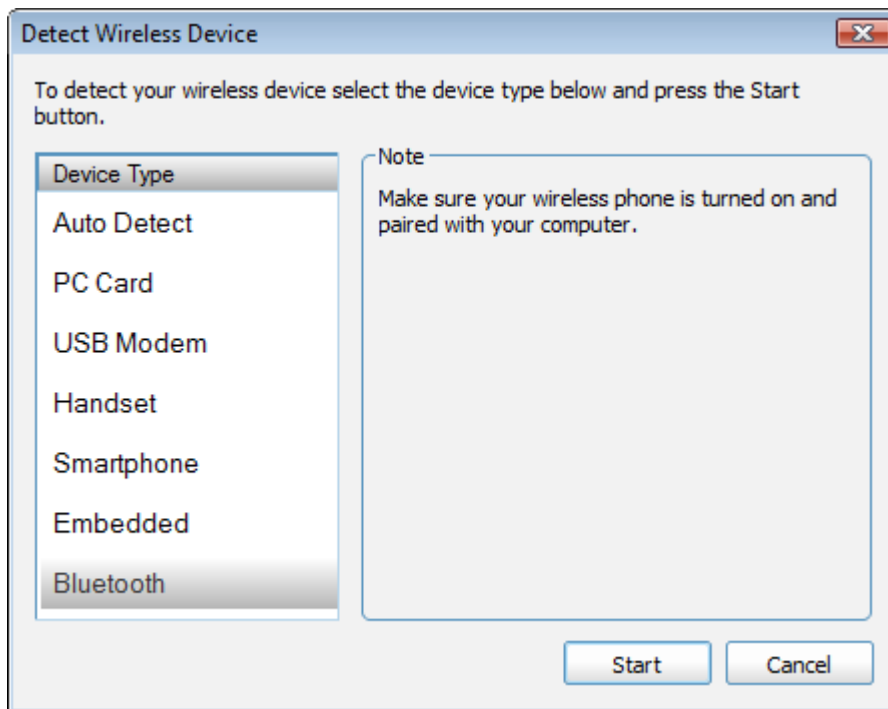
VZAccess Manager will automatically guide you through the process of detecting your WWAN device. Should you wish to re-detect a WWAN device, click the "Detect Device" button in the main "Networks" view, or from "Options" in the main menu.



2.5.1 Detecting a Wireless Device via Bluetooth

VZAccess Manager supports the use of a Bluetooth-capable mobile phone as an external WWAN modem for your computer. Please refer to your Bluetooth device documentation to ensure that your Bluetooth device is installed correctly. Microsoft offers support for setting up Bluetooth devices here: <http://support.microsoft.com/kb/883259>.

Once your device is successfully paired with your computer, you can run the Device Detection wizard (shown below). Select **Bluetooth** and **Start**.




2.6 WWAN Activation

- Following installation of the VZAccess Manager application, launch VZAccess Manager and click the Connect button. The application will automatically detect whether the device is activated.
- If your device has not yet been activated, you will be directed to a Verizon Wireless website to sign-up for service.
- You will be presented with options to activate a long-term contract or to sign-up for daily session service (no commitment required). Select your activation preference and follow the online screens to complete the order.
- To later purchase additional access, click the "Get Access" button.
- The "Get Access" button will not be available if you have already signed up for monthly mobile broadband service.
- If you activate a daily session, you will be returned to the Verizon Wireless activation site the next time you

attempt to access the network after your session has expired. The same activation options will be presented.

- Once your account is set up on the Verizon Wireless website, and you wish to begin using the service, click “Connect” again (or simply double-click the network name).

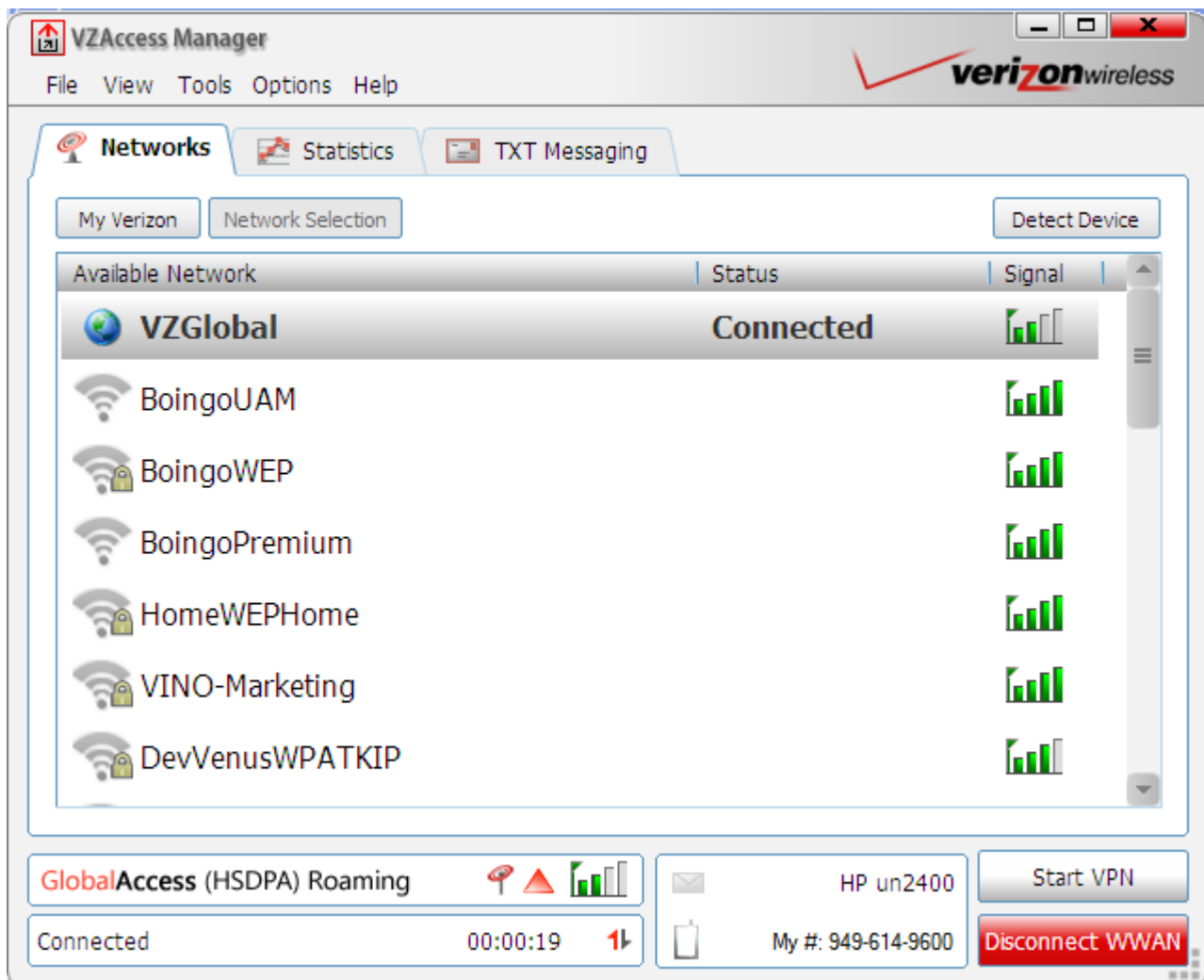
 Please note that online activation is not supported on all WWAN devices.















 If you are outside the Broadband Services Rate and Coverage Area, or cannot complete the activation online, you will be presented with a phone number to call for assistance and completion of your order.

2.7 Global WWAN Devices

The Network Selection button optionally appears if you are using a Verizon Wireless Global Ready device with a Verizon GlobalAccess data plan or a computer with an embedded Global WWAN device.

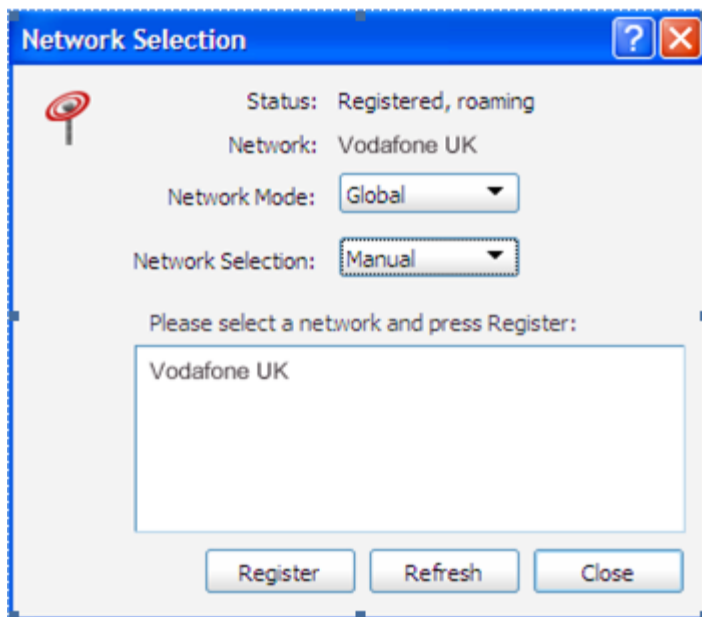
The Network Selection option enables you to register the GSM WWAN device with a Verizon roaming mobile operator partner in your vicinity if you have the Verizon Global Access data plan. If you are using an embedded Global WWAN device (typically pre-installed on your computer by the PC OEM) the Network Selection option enables you to select and switch between CDMA and GSM networks.



Available Network	Status	Signal
 VZGlobal	Connected	
 BoingoUAM		
 BoingoWEP		
 BoingoPremium		
 HomeWEPHome		
 VINO-Marketing		
 DevVenusWPATKIP		

Network Selection for an embedded Global WWAN device with a Verizon Wireless GlobalAccess Data Plan

- Click the Network Selection button located at top left of the Networks tab.
- From the Network Selection drop-down box choose Auto or Manual option. If you choose the Auto option, the WWAN device will determine for you the appropriate roaming mobile operator partner network to connect to. Choosing the Manual option allows you to determine the roaming mobile operator partner in your vicinity to connect to.
- Choose your options and click the Register button to start the registration process.

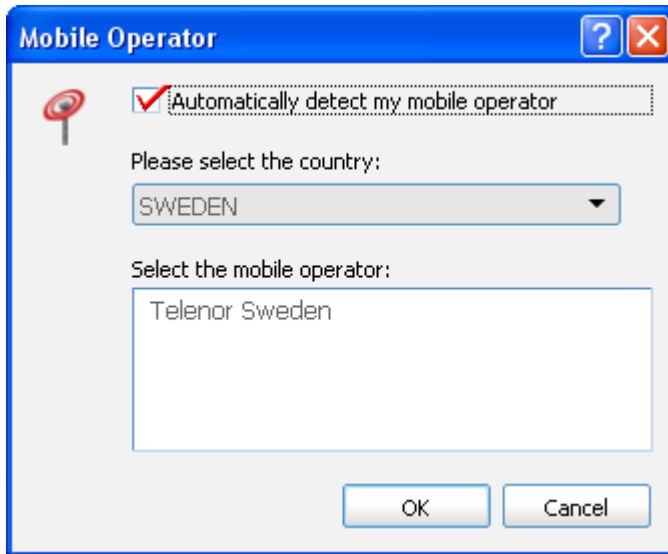


2.7.1 Using GSM WWAN Devices

Mobile Operator Partner Selection

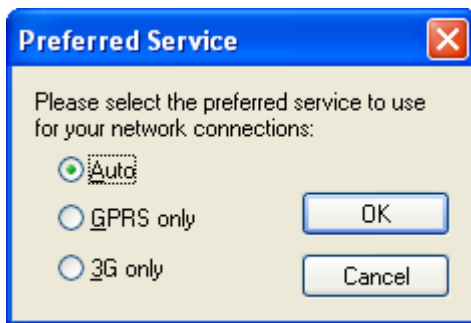
VZAccess Manager supports Verizon Wireless and Vodafone SIM cards. If you are using an embedded Global WWAN device in GSM mode, or if you have inserted a supported external GSM WWAN device, the VZAccess Manager will automatically detect the mobile operator that the SIM card belongs to and will setup the network connections for that mobile operator accordingly. You can also manually select by country the mobile operator that the SIM card belongs to.

To reach the GSM mobile operator partner choices, click **Options > Mobile Operator** from the main menu.



GSM Network Preferred Service

The Preferred Service option enables the selection of network mode rules used during WWAN connectivity. The options available are Auto, GPRS, and 3G. If Auto is selected, the WWAN device will automatically connect to either a GPRS (2G) or faster 3G network based on signal strength. If GPRS only is selected, the WWAN device will only connect to the slower but more prevalent GPRS network. Similarly, if 3G only is selected, the WWAN device will connect only to the faster 3G network but less coverage may be available. By default, Auto is selected.



Manual Addition or Edit of a GSM Network Profile

The option to create a manual GSM Network Profile is available from the Connections sub-node of the WWAN node in Preferences.

Select **Options > Preferences** from the main menu and click on the **Connections** sub-node. Click the **Add** button to open the "Edit Wireless Account" profile screen.

Edit Wireless Account

Service Provider

Account name:
Telefonica

APN (Access Point Name):
telefonica.se

APN is provided to you by your wireless service provider.

Account Information

User name:
SamHill|

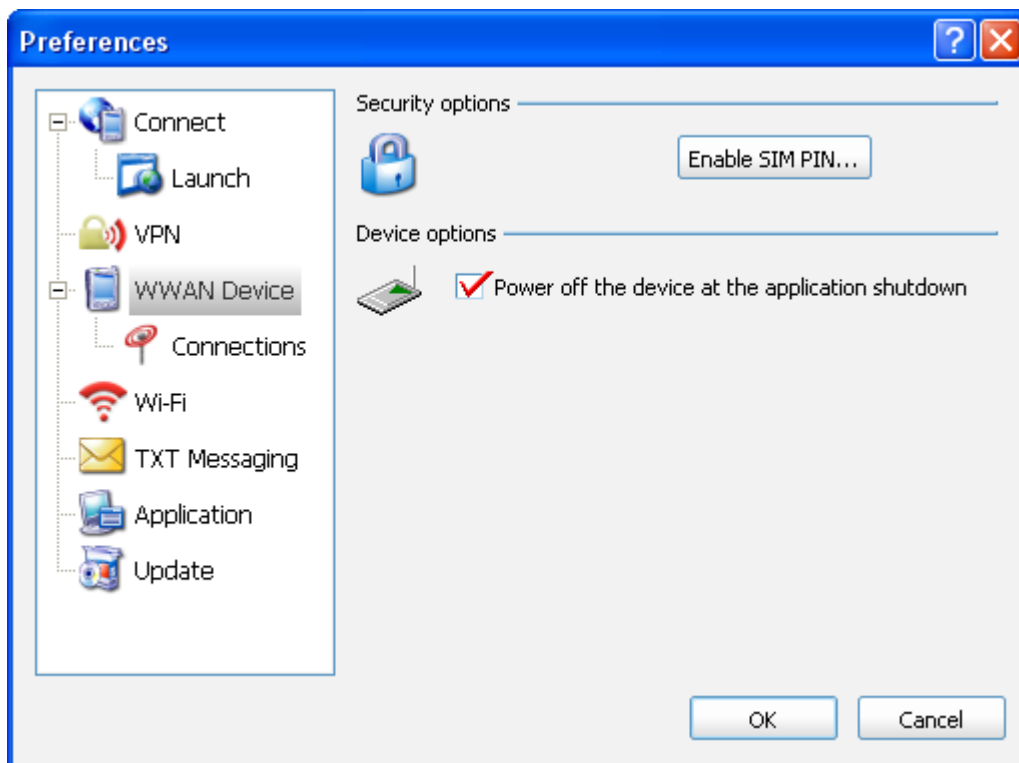
Password:

OK Cancel

SIM Security Options

The Enable SIM Pin button, found on the WWAN Device Preferences screen, is a security setting for the (SIM), an integrated circuit installed on your mobile broadband device which contains user and account information.

Many GSM devices are provisioned with a Personal Identification Number (PIN) locking user access to the device and service. When you insert (or connect) a mobile broadband device you may be required to enter a PIN provided by your mobile operator. Mobile operators frequently limit the number of incorrectly entered PIN attempts from three (3) to (10). Failure to enter a correct PIN within the number of permitted attempts will lock the mobile broadband device. If the mobile broadband device becomes locked, you can re-enable the PIN mechanism by entering a Personal Unblocking Key (PUK). Contact your mobile operator to receive the PUK. After entering a correct PUK, you can reset the PIN.



Power off GSM WWAN Device

From the WWAN Device screen you can also enable/disable the option for the GSM WWAN device to power down when the VZAccess Manager application closes. The power off WWAN device option can also be reached from **Options > Power Off Device** in the main menu.

3 Preferences

The VZAccess Manager **Preferences** section provides access to advanced connectivity, security, and application-related settings comprising of the following sections:

[Connect](#)

[Launch](#)

[VPN](#)

[WWAN Device](#)

[Wi-Fi](#)

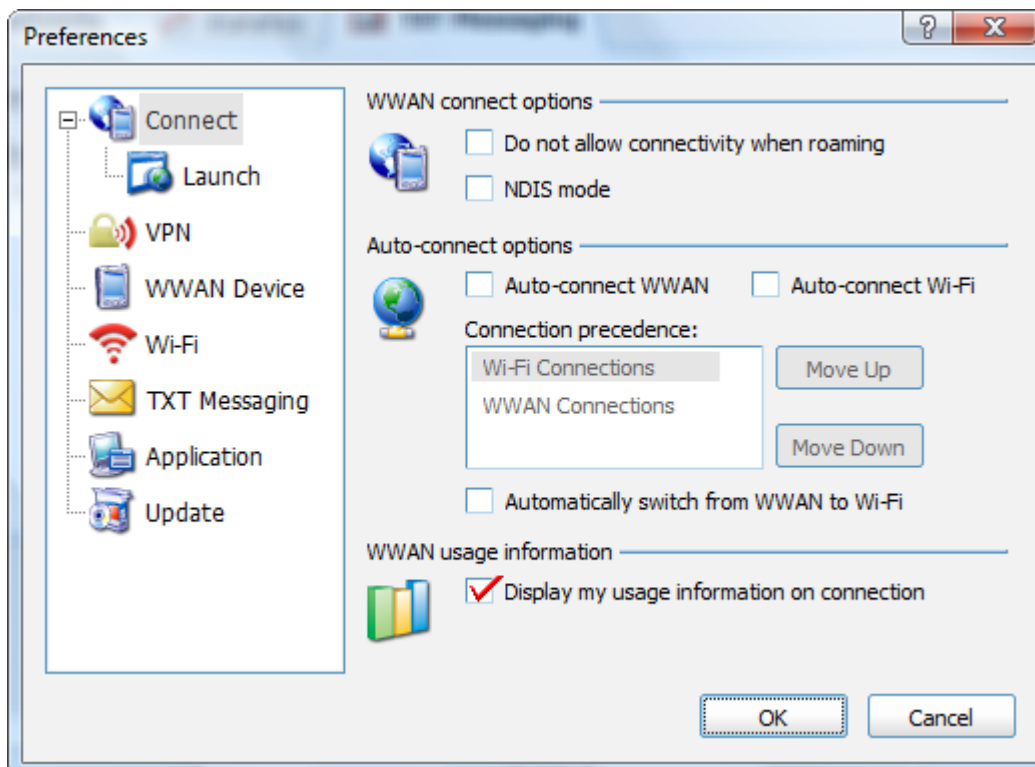
[TXT Messaging](#)

[Application](#)

[Update](#)


3.1 Connect

To access Connect Preferences, click **Options > Preferences** from the main menu. **Connect** is the default view.



"Do not allow connectivity when roaming:" Enabling this option will prevent you from roaming when connecting via VZAccess Manager. This option is disabled if using NDIS mode. VZAccess Manager only supports this feature with certain devices; if not supported, the option will not appear.

NDIS Mode: Enables/disables the NDIS feature. Please note that NDIS is only supported by some devices. It also requires either Verizon Wireless Mobile Broadband or NationalAccess coverage. When enabled, NDIS provides an "always on" Internet connection similar to a standard Network Interface Card (NIC). Please note that an NDIS broadband connection will remain active even if you exit VZAccess Manager. For a list of devices that support NDIS mode go to <http://vzam.net/download/supported.aspx>.

 Also note that for certain devices, NDIS sessions are not logged in the Session Log.

 If you are running an Enterprise version of VZAccess Manager, the **Update** tree node will not be available.

Auto-connect WWAN: If desired, you can select to have VZAccess Manager automatically connect at application startup. Please note that VZAccess Manager will not auto-connect when roaming.

Auto-connect Wi-Fi: If selected, VZAccess Manager will automatically connect to an available Wi-Fi network.

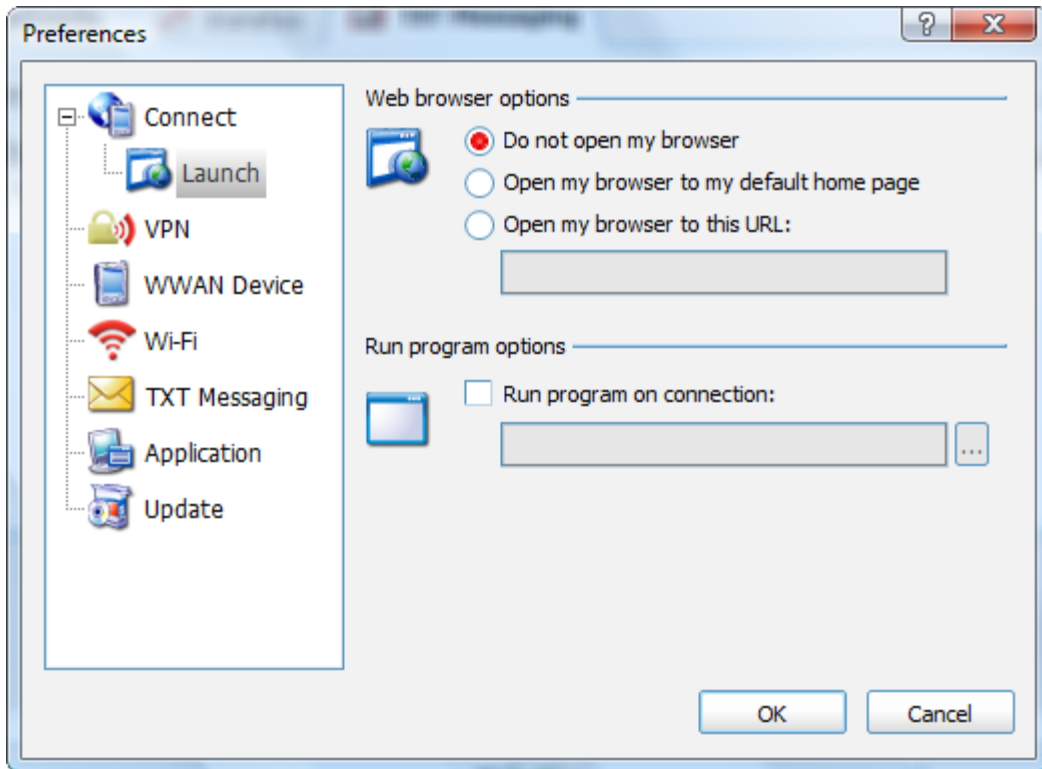
Connection Precedence: This configuration option is applicable only when both "Auto-connect WWAN" and "Auto-connect Wi-Fi" are enabled. This allows you to determine the connection precedence between WWAN and Wi-Fi when both signals are detected.

Display my usage information on connection: If selected, VZAccess Manager will automatically display the data usage for your WWAN device when it connects to WWAN.

 Please note that Auto-connect WWAN and NDIS functionalities are not supported for GSM WWAN devices.

3.1.1 Launch (Browser)

To access Launch Preferences, click **Options > Preferences > Launch** from the main menu.



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

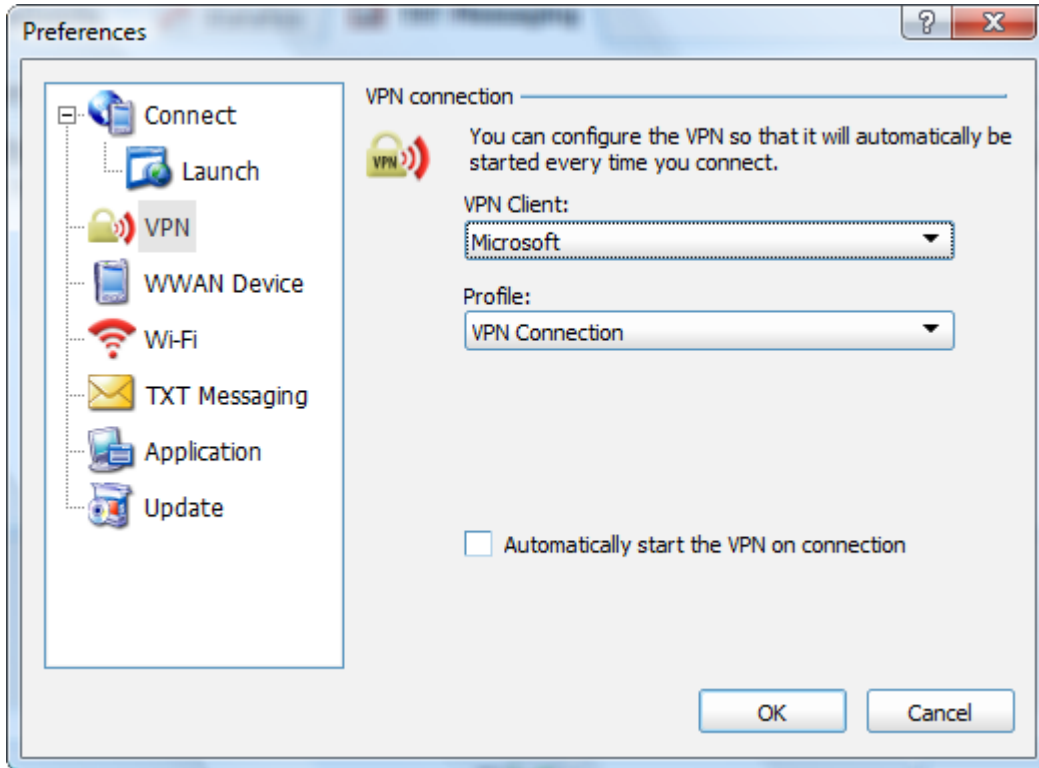
Open my browser to my default home page: With this option selected, when you connect to a WWAN or Wi-Fi network ("GlobalAccess" or "Verizon Wireless - VZAccess"), VZAccess Manager will automatically launch your default web browser and your home page will load.

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

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

3.2 VPN

To access VPN Preferences, click **Options > Preferences > VPN** from the main menu.



VPN Client: VZAccess Manager allows you to associate an existing VPN profile on your computer with network connections made from the VZAccess Manager client. VZAccess Manager automatically detects if certain VPN clients are installed on the computer and allows you to select the one you wish to use. Check with your network administrator to setup your VPN connection.

VPN Clients supported include:

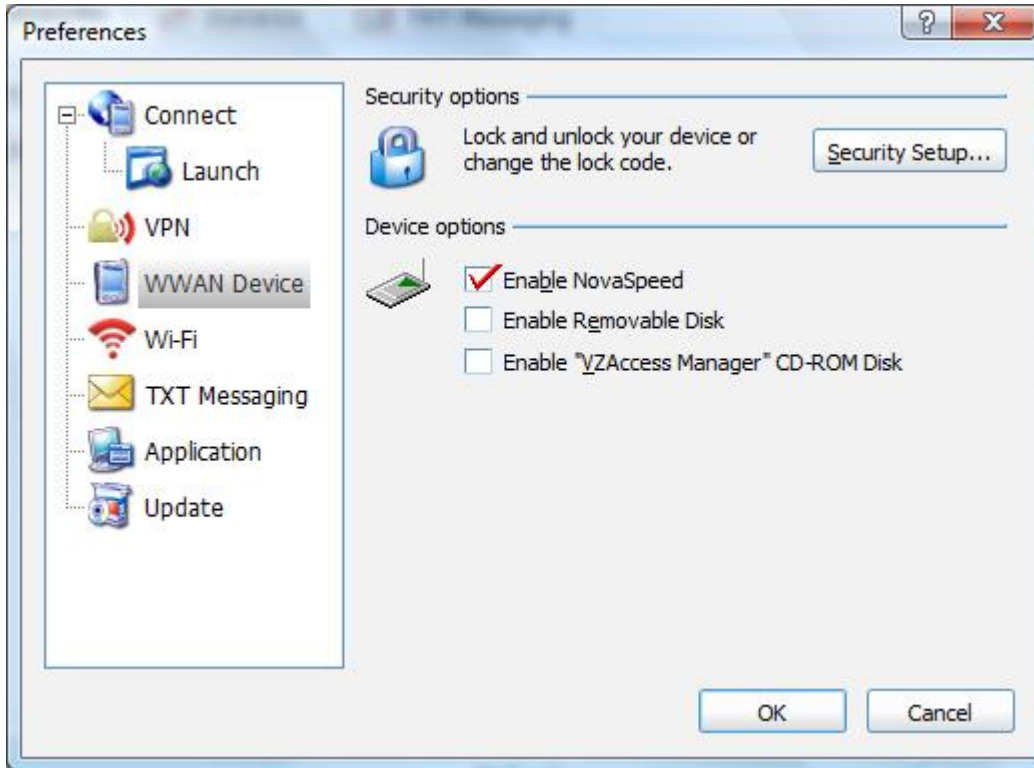
- Cisco VPN client
- CheckPoint SecureClient/SecuRemote VPN
- Microsoft VPN client
- Nortel Contivity client
- Smith Micro IPRoam VPN client

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

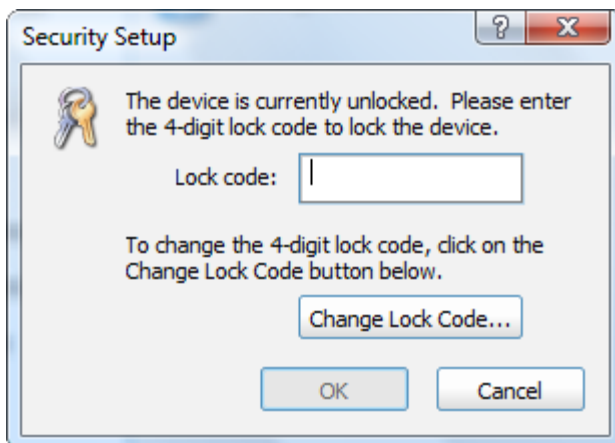
Profile: Displays a list of pre configured profiles installed on your computer for the selected client.

3.3 WWAN Device

To access WWAN Device Preferences, click **Options > Preferences > WWAN Devices** from the main menu. From the WWAN Device tree node, you can enable and set the device lock mechanism for protection against unwanted usage, as well as other device-related settings.



- **Security Setup:** Click this button to open the Security Setup dialog and enter a 4-digit Lock code determined by you. To change an existing **Lock code**, click the **Change Lock Code** button.

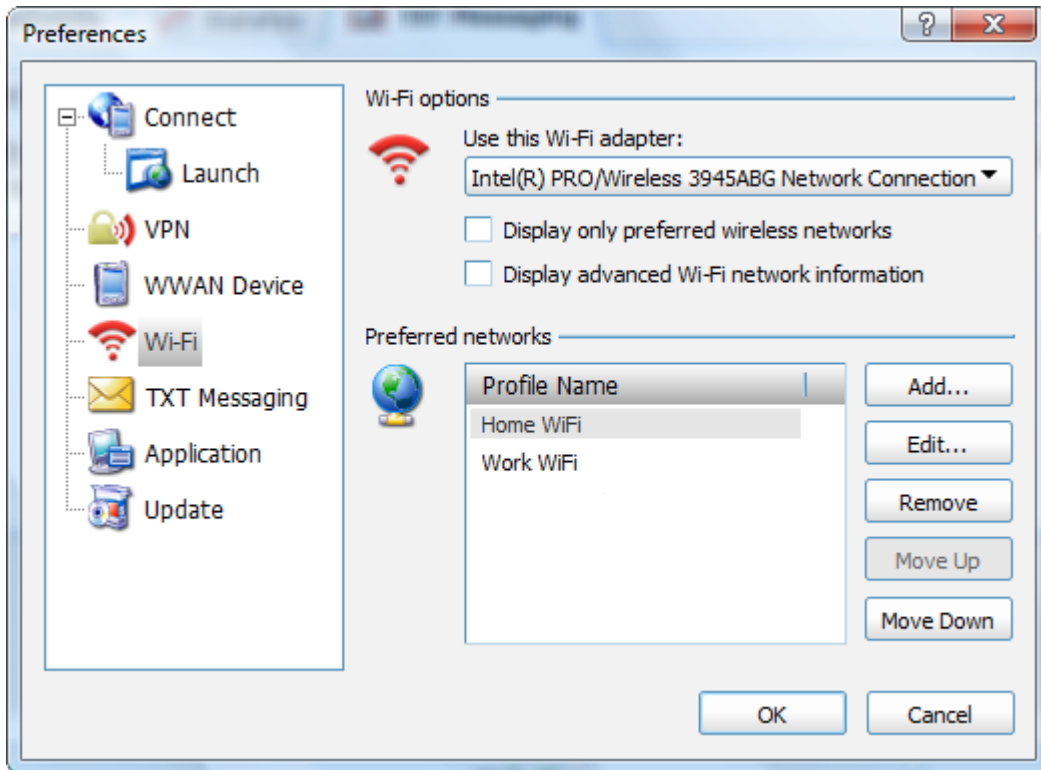


- **Enable NovaSpeed:** (This option will appear only if you are using VZAccess Manager with a Novatel wireless WAN modem that supports NovaSpeed technology). By default NovaSpeed is enabled on Novatel devices that support the technology. For more information on NovaSpeed, please visit www.novatelwireless.com.

- **Enable Removable Disk:** (This option will appear only if you are using VZAccess Manager with a wireless WAN modem featuring a removable memory slot and VZAccess Manager is capable of managing the memory slot). This option controls whether you can use the removable micro SD slot in your wireless WAN modem.
- **Enable VZAccess manager CD-ROM Disk:** (This option will appear only if you are using VZAccess Manager with a wireless WAN modem with VZAccess Manager stored in the device's on-board memory). This option controls whether VZAccess Manager appears as an accessible CD-ROM disk under "My Computer" in Windows.

3.4 Wi-Fi

To access Wi-Fi Preferences, click **Options > Preferences > Wi-Fi** from the main menu.



Use this Wi-Fi Adapter: If you have more than one Wi-Fi adapter, you can select the Wi-Fi adapter you wish to use with VZAccess Manager. If your Wi-Fi adapter does not appear, please follow the user's/troubleshooting guide for your Wi-Fi adapter (or notebook computer), or contact your Wi-Fi device/module manufacturer.

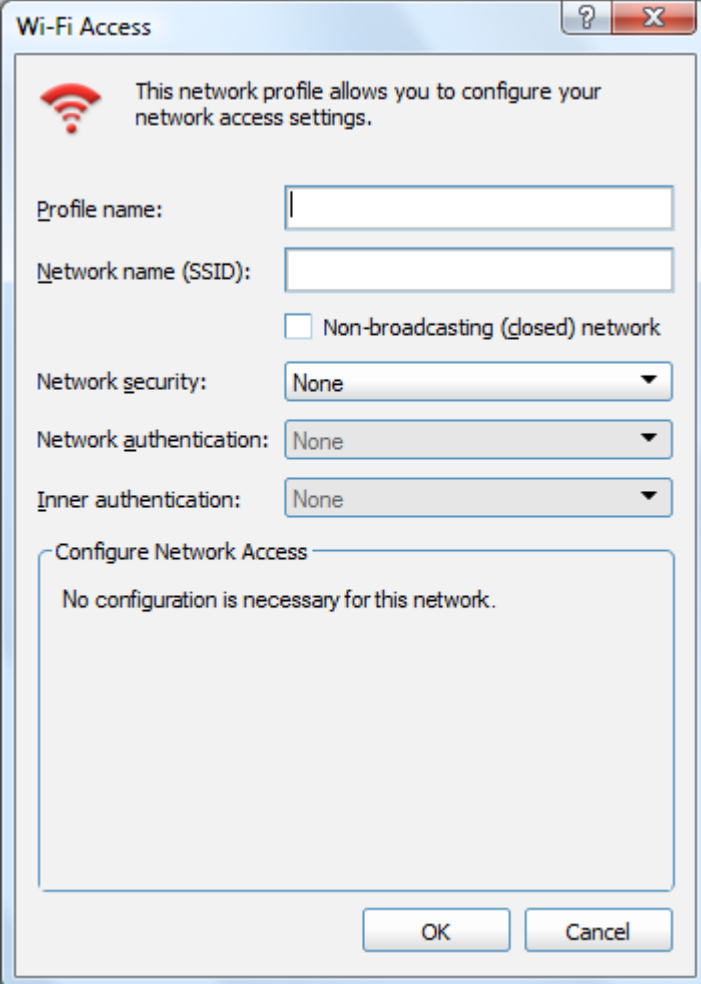
Display only preferred wireless networks: If selected, only networks in your Preferred list on the Networks View are displayed (networks you have connected to in the past or added manually), otherwise, all detected networks are displayed.

Display advanced Wi-Fi network information: If selected, additional information will be displayed for Wi-Fi networks such as the channel, MAC address and type of security.

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

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

The following "Wi-Fi Access" dialog can be opened by (a) clicking **Options > Preferences > Wi-Fi > Add**, or (b) double-clicking the name of a secured Wi-Fi network appearing in the list.



When VZAccess Manager finds within range a Wi-Fi network you have added manually, its signal strength is displayed to the right of the network name. If you incorrectly entered the name, the signal strength will never indicate any signal. For certain Wi-Fi adapters, the signal strength for Wi-Fi networks may not be accurate until you connect to the network.

Edit: If you select a connection in the Preferred Network list, the Edit button will become active. Pressing it will allow you to modify the Wi-Fi profile of the selected network.

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

select the network, then select "Remove."


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

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

3.4.1 WiFi Security Types

The following security types which consist of authentication methods and encryption methods are available to you:

Basic:	
Open	No security
WEP (Open System Authentication)	WEP Open System Authentication is not really authentication. It only identifies a wireless node using its wireless adapter hardware address.
WEP (Shared)	WEP Shared Key Authentication verifies that the wireless client joining the wireless network has been configured with a secret key. With an infrastructure network, all of the wireless clients and the wireless AP (access points) use the same shared key. With an ad hoc network, all of the wireless clients of the ad hoc wireless network use the same shared key.
WPA-Personal / WPA2-Personal	For infrastructure environments without the RADIUS infrastructure. WPA-Personal (PSK) supports the use of a pre-shared key. WPA-Personal (PSK) is the next generation of wireless network security for home and small office environments. The WPA-Personal (PSK) protocol uses either WPA-PSK or WPA2-PSK protocols based on the WPA-PSK/WPA2-PSK security protocols available on the AP. (Please note: Verizon Wireless recommends using WPA or WPA2 security types).
Advanced:	
WPA-Enterprise / WPA2-Enterprise	The network is operating in 802.1X authentication mode. This mode is for environments with a Remote Access Dial-In User Service (RADIUS) infrastructure. This environment requires heavy technical support to set up and maintain and is intended for use by larger organizations. The WPA-Enterprise protocol uses either WPA or WPA2 protocols based on the WPA/WPA2 security protocols available on the AP.

 Please note that advanced security (EAP) types are available only in the Enterprise version of VZAccess Manager.

3.4.2 WiFi Encryption Types

The following Wi-Fi encryption methods are supported:

WEP	Wired Equivalent Privacy encryption prevents unauthorized reception of wireless data. WEP provides two levels of security, using a 64-bit or a 128-bit key. For stronger security, use a 128-bit key. If you use encryption, all wireless devices on your wireless network must use the same encryption keys. WEP uses an encryption key to encrypt data before transmitting it. Only laptops using the same encryption key can access the network or decrypt the encrypted data transmitted by other laptops. Authentication provides an additional validation process from the wireless network adapter to the wireless access point.
TKIP	Temporal Key Integrity Protocol is an enhancement to the WEP security. TKIP provides per-packet key mixing, a message integrity check, and a re-keying mechanism, which fixes the flaws of WEP.
AES	Advanced Encryption Standard protocol provides a stronger encryption method than TKIP. Choose AES as the data encryption method whenever strong data protection is important.

3.4.3 Accessing Secure WiFi Networks

To connect to a secured Wi-Fi network requiring a WEP or a WPA/2-Personal (PSK) key:

1. If the network's SSID is broadcasted (and the network's name appears in the main list of networks), double-click the name. (If it's not listed, go to **Options > Preferences > Wi-Fi > Add** and continue.)
2. You will see the Wi-Fi Access dialog box. Enter the network's encryption key in the "Wireless Security Password" field and review the other options.
3. Click Ok to save the wireless security password.

3.4.3.1 How to Change an Encryption Key

When a Wi-Fi network profile is added, all encryption information is saved with it. Therefore, you will not be asked for encryption information again when connecting. For security purposes, the network administrator may find it necessary to change the encryption key for the network. When this happens, you will need to update the encryption keys in the appropriate network profile to match the new keys specified by the network administrator. Follow these steps:


1. Go to **Options > Preferences > Wi-Fi**.
2. Select a network in the list and click **Edit**.


3.4.4 802.1x EAP Methods

The following table summarizes the 802.1x EAP methods supported by VZAccess Manager:

EAP Type	Inner EAP Type
----------	----------------

EAP-LEAP	
EAP-TTLS	PAP, CHAP, MSCHAP, MSCHAPv2, MD5, GTC
EAP-PEAP	MD5, GTC, MSCHAPv2
EAP-FAST	GTC, MSCHAPv2

 Contact your organization's system administrator for details on configuring an Advanced Wi-Fi Connection.


 Please note 802.1x EAP methods support is available only in the Enterprise version of VZAccess Manager.

For more information on using VZAccess Manager's Wi-Fi Encryption and 802.1x Authentication features, please continue below:

- [Configuring 802.1x Wi-Fi Profiles](#)

3.4.4.1 Configuring 802.1x WiFi Security Profiles

Advanced Wi-Fi connectivity is designed for enterprise organizations seeking the highest levels of wireless network security. Additional network infrastructure such as AAA or RADIUS servers are required.

 Contact your organization's system administrator for details on configuring an Advanced Wi-Fi Connection.

 Please note that 802.1x Wi-Fi security support is available only in the Enterprise version of VZAccess Manager.

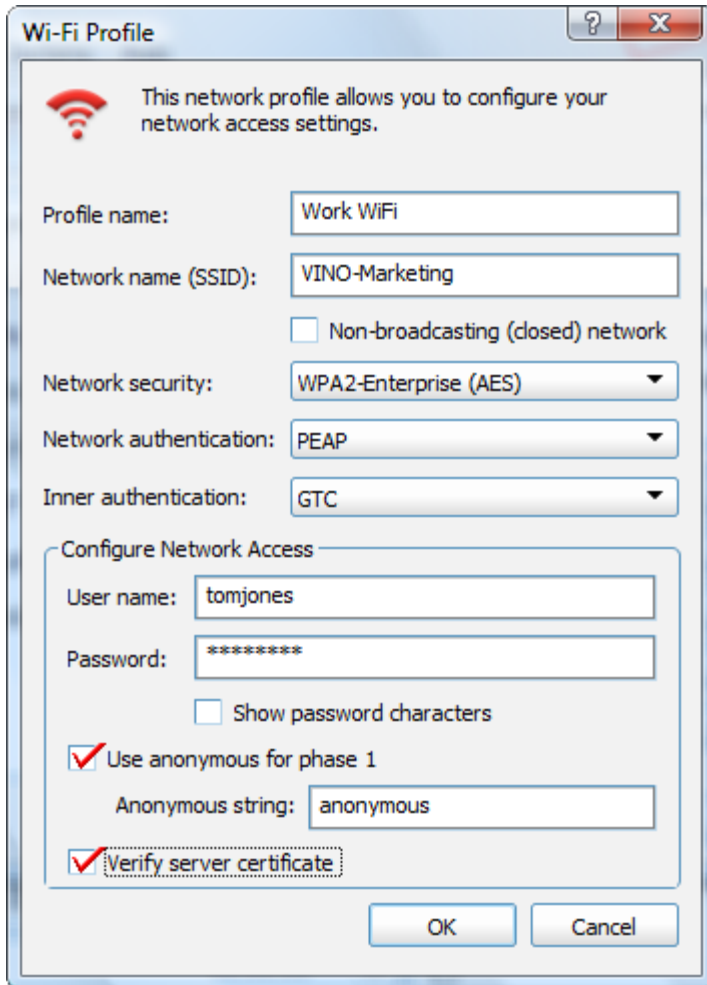
Consult the [Wi-Fi Security Types](#) section for more information on the advanced Wi-Fi connectivity topic.

To connect to a secured Wi-Fi network which uses WPA-Enterprise or WPA2-Enterprise security types, do the following:

1. If the network's SSID is broadcasted (and the network's name appears in the main list of networks), double-click the name. (If it's not listed, go to **Options > Preferences > Wi-Fi > Add**, and continue.)
2. **Profile Name:** Type a user friendly name to associate with this network connection.
3. **Network Name:** Type the name of the Access Point (AP) often called an SSID, to which you will be connecting if this field is blank.
4. **Network Security:** Press the drop-down arrow to select a security and encryption type from the list if this field is blank.
5. **Network Authentication:** Press the drop-down arrow to select an EAP method from the list if this field is blank.
6. **Inner Authentication:** If the EAP method selected in the Network Authentication field above supports Inner EAP authentication, this field will be made available to you. Select an inner EAP method from the drop-down box.
7. **Configure Network Access:** Enter the appropriate **User Name** and **Password** information. If an **Inner Authentication** method is selected, the **Use anonymous for phase 1** check-box and field and **Verify server certificate** check-box information will be available. Optionally, check the **Use anonymous for phase 1** check-box to prevent clear text transmission of username and password information. Next,

check the **Verify server certificate** check-box.

8. Click **Okay** to save the profile.



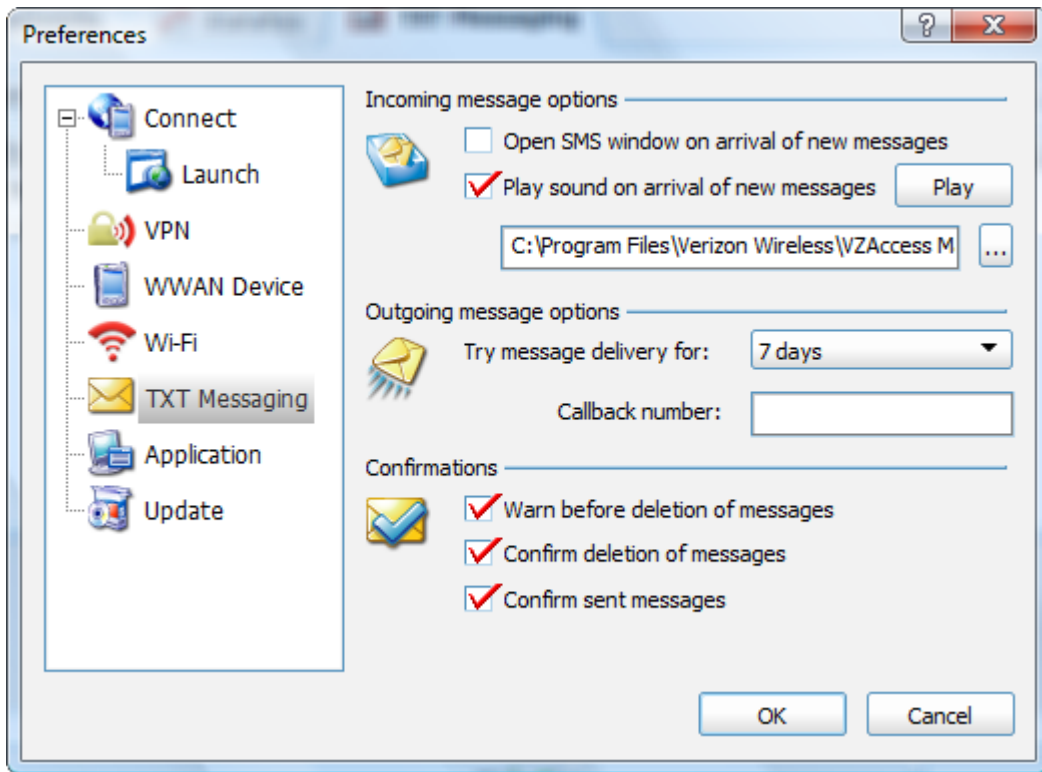
The image shows a Windows-style dialog box titled "Wi-Fi Profile". It contains the following fields and options:

- Profile name:** Work WiFi
- Network name (SSID):** VINO-Marketing
- Non-broadcasting (closed) network
- Network security:** WPA2-Enterprise (AES)
- Network authentication:** PEAP
- Inner authentication:** GTC
- Configure Network Access:**
 - User name:** tomjones
 - Password:** *****
 - Show password characters
 - Use anonymous for phase 1
 - Anonymous string:** anonymous
 - Verify server certificate**

Buttons: OK, Cancel

3.5 TXT Messaging

To access TXT Messaging Preferences, click **Options > Preferences > TXT Messaging** from the main menu.



Incoming Message Options

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

Outgoing Message Options

- **Try message delivery for:** The duration of time that the Verizon Wireless network will attempt to deliver the message. The default is a duration of 7 days.

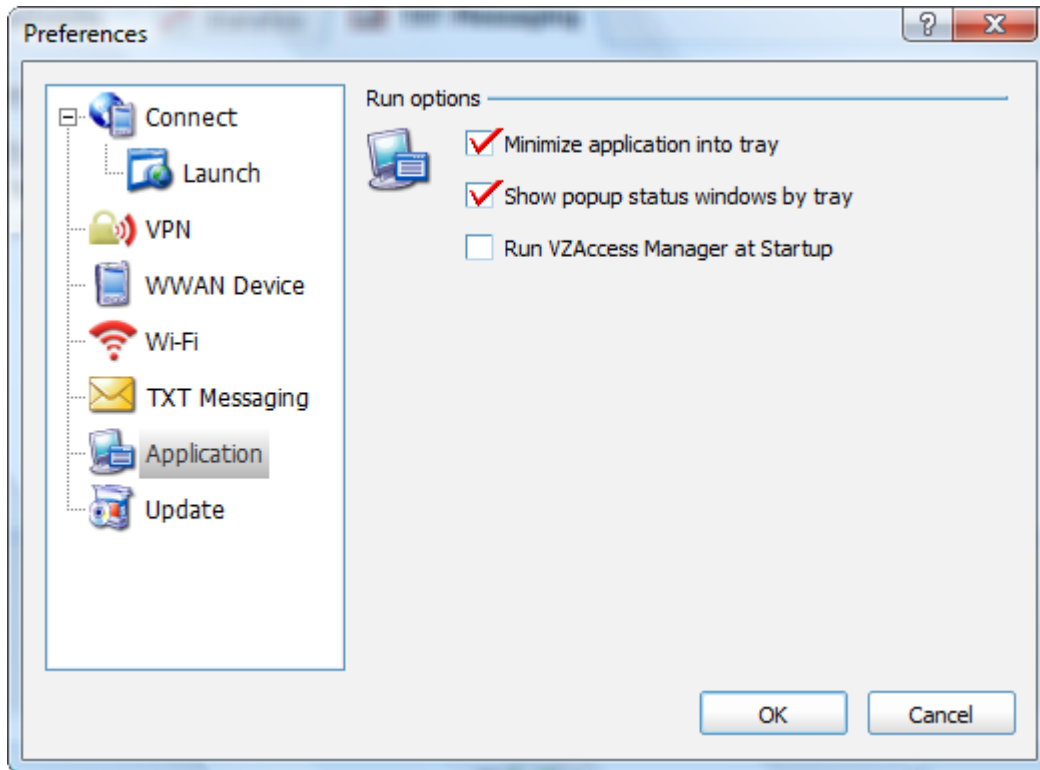
Confirmations

The following confirmation dialogs can be turned on or off:

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

3.6 Application

To access Application Preferences, click **Options > Preferences > Application** from the main menu.



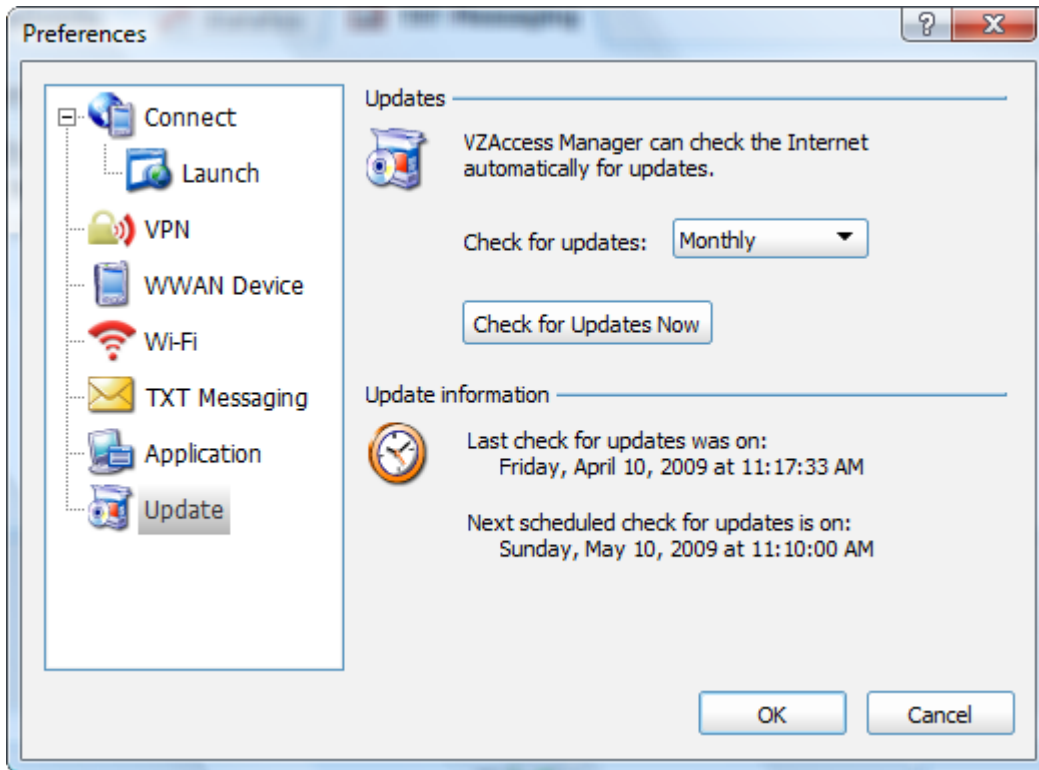
Minimize Application into tray: With this option selected, when you minimize VZAccess Manager, instead of taking up space in your taskbar, it will just disappear. You can get it back by double clicking on the tray icon. Alternatively, you can right-click the icon and select **Show Application**. You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

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

Run VZAccess Manager at Startup: Selecting this option adds VZAccess Manager to the Windows Startup group, un-checking it removes VZAccess Manager from the startup group.


3.7 Update

To access Update Preferences, click **Options > Preferences > Preferences** from the main menu.



This feature allows VZAccess Manager to automatically check for software updates. If you are using "Verizon Wireless - VZAccess" and an update is available, you will be notified of its size and approximate download time. You will be given the choice to download or cancel. If you select download, you will be presented with a display that shows the progress as the update is downloading with the option to cancel if desired. You do not need to download the updates wirelessly; you can use any connection to the Internet. **Note: If you download the updates wirelessly, normal usage charges will apply in extended coverage, roaming, or if connected via VPN (home, extended, or roaming)**

You can allow the software to check automatically for updates **daily**, **weekly** (default and recommended), **monthly** or **never**. It only checks when the application is running and you are online.

 Please note that the Update screen is available only in the Consumer version of VZAccess Manager (not available in the VZAccess Manager Enterprise version).

4 Troubleshooting

Troubleshooting section provides resources for diagnosing and correcting Wi-Fi and WWAN network connectivity problems.

[Diagnostics](#)

[Session Log View](#)

[WWAN Devices](#)

[Wi-Fi Devices](#)

[Additional UMTS/GPRS Tips](#)

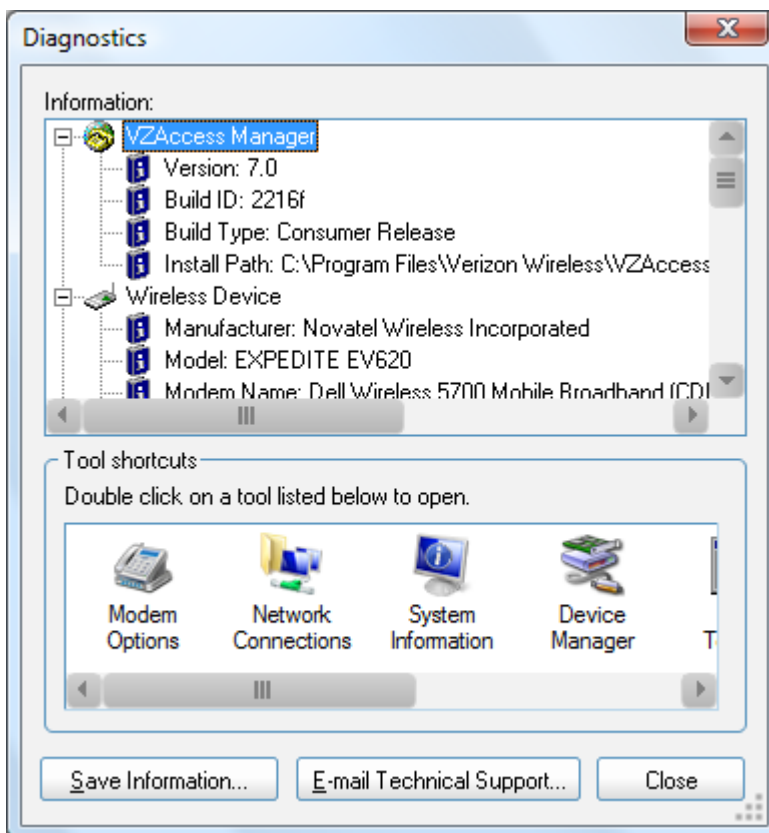
[Technical Support](#)

[Warning Messages](#)

4.1 Diagnostics

To access the Diagnostics dialog, select **Options > Diagnostics** from the main menu, or press Ctrl+K.

The Diagnostics dialog (pictured below) provides quick access to information about your system and tools outside VZAccess Manager to make adjustments.



4.2 Session Log

To access the Session Log, go to the main menu and select **Options > Session Log** from the main menu.

The Session Log View provides a concise log of your network connections. Click on column headers to resort

Connection	Date/Time	Duration	Bytes Re...	Bytes Sent	Total E
Other (#777)	3/16/2009 5:1...	0:21	3.0 KB	10.2 KB	13.
Verizon Wireless - VZA...	3/16/2009 5:1...	3:38	14.0 KB	37.5 KB	51.
Other (#777)	3/16/2009 5:1...	0:36	2.8 KB	10.8 KB	13.
VINO-Marketing	3/16/2009 5:0...	1:06	6.8 KB	0 KB	6.
Verizon Wireless - VZA...	3/16/2009 2:1...	7:48	83.7 KB	199.6 KB	283.
Verizon Wireless - VZA...	3/16/2009 2:1...	0:43	4.9 KB	12.8 KB	17.
Verizon Wireless - VZA...	3/16/2009 1:1...	21:19	194.1 KB	286.3 KB	480.


17 sessions, 10.3 MB, duration: 3:13:45 * [* View Important Notice](#)

Export Clear Filter Close

Export: To export this log as a CSV file, click the Export button that is immediately above the log.

Clear: To clear the log, press the Clear button. Note that clearing the log cannot be undone.

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

 Please note that the Session Logs should not be used to estimate or monitor data usage during your billing cycle. Please use the Usage button on the Networks View to see the estimated data usage for your current billing cycle.

4.3 WWAN Devices

When installing VZAccess Manager, it was not able to find the WWAN device (For a UMTS/GPRS/1xEV-DO/1XRTT/CDMA device).

- If using a wireless phone and cable make sure it is powered ON and securely connected.
- If using a wireless phone and cable, try powering it OFF, then ON again.
- If using a WWAN (UMTS/GPRS/1xEV-DO/1XRTT/CDMA) PC Card, ExpressCard or USB device, try removing it and reinserting it. For UMTS/GPRS devices, check that the SIM is inserted correctly. You may need to close the Device Detection Wizard and rerun or reboot PC after removing your device. It is important to ensure that the card is removed properly using "Unplug or Eject Hardware" process.
- If using an embedded WWAN device, make sure any physical switch and/or software on your laptop--

which may control power to your wireless device--are properly enabled.

- Identify any software that uses the serial port on your computer or other USB devices (such as Microsoft® Windows CE services, ActiveSync and Palm HotSync) and exit all of these programs. See [Turning Sync Applications On and Off](#).
- Make sure that the auto-answer feature of any fax software you are using is disabled.
- Check with your computer manufacturer to verify your serial port or USB port is enabled and properly configured.
- If using a USB cable, be sure to follow the documentation supplied with it to get it installed as a serial port or USB modem, before installing VZAccess Manager. If you have done this, also try disconnecting the USB cable from the PC and the wireless phone, then reconnect it and try again.

Cannot connect using a wireless device designed for use overseas - Not finding network "Searching for network" message in VZAccess. LED on wireless device is solid RED

- Verify that your GlobalAccess card is inserted in your computer's PCMCIA, ExpressCard or USB slot. (A Mobile Broadband/NationalAccess PC Card will not work abroad except in countries with CDMA coverage).
- Check that your wireless device is inserted correctly and SIM is installed correctly.
- Ensure that the wireless network's coverage extends to your current location. You may be in a non-covered service area.

Cannot connect using a wireless device designed for use overseas - VZAccess Manager finds a network, however "Connect" button cannot be selected.

- Re-run device the Device Detection wizard. Click on "Options" tab, and select Detect Device or click CTRL-N.
- Shutdown VZAccess Manager and reboot PC

Cannot connect using a wireless device designed for use overseas - Constant "Powering on device message" in bottom left corner. LED on external device is flashing RED

- Close VZAccess Manager
- Remove external device and reboot PC
- Check that SIM card is correctly inserted into the wireless device

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

- If you are using VPN (Virtual Private Networking) you may require proxy settings on GlobalAccess or "Verizon Wireless - VZAccess" if you wish to access the Internet when connected to a corporate network through VPN. To see if this is the case disconnect from your VPN and see if you can access the Internet directly. For additional information see [Turning Proxy Settings On and Off](#).
- If you are using a PC provided by your employer, it's possible they might be using Microsoft's Winsock Proxy or a similar program that enforces Proxy settings without having to enter any proxy settings in your web browser. If this is the case, you will only be able to access the Internet when using VPN. To access the Internet directly you will have to disable the Winsock Proxy. Usually these applications have an icon in Control Panel that allows turning them on and off. Check with your Network Administrator if you think this might be the case.

I can receive e-mail but cannot send e-mail using my e-mail program.

- Some Internet (email) Service Providers require that you be connected through their network to access their mail server to send e-mail.

My computer locks up or crashes when attempting to connect.

- Refer to your computer manual for help in managing your serial COM ports and USB ports, to resolve potential resource conflicts.
- Exit any applications that may use serial ports or USB ports, that might be causing a conflict and try again.
- While trying to use your wireless device, remove any unrelated PC Card (PCMCIA) or USB modems from your computer. Please also turn off any optional hardware such as built-in memory card readers on your notebook via the Windows Device Manager.

My connection fails immediately, or I get a "Call Failed" on the display of the wireless phone.

- If using a wireless phone and cable, check the battery strength indicator on the display of your wireless phone. Low battery power may cause loss of signal or connection.
- Raise the antenna on your wireless phone, and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in Verizon Wireless digital coverage to place your call. Try to connect again.
- Try powering the wireless phone OFF, then ON again. If using a PC Card or an ExpressCard you can remove it and reinsert it. Then try to establish your session again.

My connection fails, and I am getting a "Signal Faded" on the display of my wireless phone.

- Raise the antenna on your wireless phone, and verify that there is a "D" on the display to indicate digital coverage. If you are not within the digital coverage area, wait until you are back in the Verizon Wireless digital coverage area to place your call.
- Try to establish your session again.

My communication software shows that I am connected, but my wireless phone does not.

- Depending on your device and your NationalAccess or Mobile Broadband plan, your data session may disconnect during a dormant state. See your Calling Plan brochure for details. Select disconnect, then connect again.
- Your call may have been disconnected due to a network anomaly. Disconnect and try to establish your session again.

I get disconnected while using Mobile Office Kit, or Music and Internet Kit, or while dialed in to my corporate network.

- Try to establish your session again.
- Make sure the data cable between your wireless phone and your computer is securely connected to both devices.
- Your corporate network or Internet service provider may have disconnected you. If the problem persists, contact your Internet service provider or corporate network administrator for support.

- Check your application software setup to see if it has an inactivity timeout. Increase the timeout to match your needs.

When I launch VZAccess Manager:

- 1. my wireless phone powers off.**
- 2. the levels reported for Battery or Signal level are incorrect.**

- Some wireless phones do not support the commands used to determine the battery and signal levels. If the display of the phone differs with what is displayed in VZAccess Manager use the information displayed on the phone.
- You can set VZAccess Manager to display the computer's battery level instead of the battery level of the wireless device. This may resolve the powering off issue if it is occurring.
- Please note that battery levels in VZAccess Manager cannot be updated when the wireless phone is in use. The default setting is to query the wireless phone when the program starts, right before you establish a session and when you disconnect. So the levels are a snapshot; they do not constantly update. You can refresh the levels when you are not in a session by selecting "Tools," "Refresh Signal Levels" from VZAccess Manager's main screen.

I get "There is no dial tone" while trying to connect, using my wireless phone or it seems as if the wireless phone or device is not being recognized at all.

- Try powering the wireless phone OFF, then ON again. If using a PC Card, ExpressCard or USB device you can remove it and reinsert it. Then try to establish your session again.
- If you are using a NationalAccess capable wireless phone and cable, verify the serial port speed setting on the phone is set to 19,200 or 115,200. If your serial port supports 115,200 or 230,400, VZAccess Manager will automatically set the phone to the best speed setting. See your wireless phone's manual for instructions on how to do this. If your wireless phone does not have a speed setting, power it OFF, then ON again.
- If using a USB cable, be sure you connected it to the same port it was connected to when you configured VZAccess Manager. You can reset the USB drivers by unplugging and reconnecting the USB cable. If necessary, from VZAccess Manager's main screen you can select "Tools" or "Options" and "Detect Devices" to run the setup wizard again to redetect and configure the phone.

Every time I try to establish a "Verizon Wireless - VZAccess" connection, it fails.

- If you feel you may have incorrectly entered your wireless telephone number during initial setup, from the menu bar select "Tools" or "Options" and "Detect Devices." After the device detection wizard finishes, try connecting again.

4.4 WiFi Devices

When installing VZAccess Manager, it was not able to find the Wi-Fi device.

- Verify that the client that came with the Wi-Fi device can talk to it. If it can't, contact the Wi-Fi device manufacturer for assistance getting it to work with the client it comes with. Then try VZAccess Manager again.
- Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are, download and install them.
- If using a Wi-Fi PC Card, ExpressCard or USB device try removing it and reinserting it.
- On Windows 2000, XP and Vista, this can happen if you do not have administrative rights. Check with your IT department, if you have one, to see if they limited your user rights. If they have, you will need

their assistance to run the setup wizard with administrative rights. You can access the setup wizard from VZAccess Manager's main screen by selecting "Tools" or "Options" and "Detect Devices."

When installing VZAccess Manager, a dialog appeared stating that a feature in the Cisco® Aironet® Client needed to be enabled.

- A simple configuration change is required to the Cisco® Aironet® Client to allow VZAccess Manager to work properly. Select, "Start," "Programs," "Cisco Systems," "Aironet Client Utility (ACU)," "Select Profile," then select "Use Another Application to Configure My Wireless Settings," and "Apply."

When installing VZAccess Manager, a dialog appeared stating "You will need to upgrade your Wi-Fi device drivers before running this program..."

- Check with the Wi-Fi device manufacturer to see if newer drivers are available. If they are download and install them.

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

- If you are using VPN (Virtual Private Networking) you may require proxy settings to access the Internet when Wi-Fi connections. To see if this is the case, disconnect from your VPN and see if you can access the Internet directly. Also if you are not using VPN and you have proxy settings set, they will prevent you from accessing web pages. For additional information see [Turning Proxy Settings On and Off](#).
- If you are using a computer provided by your employer, it's possible they might be using Microsoft's Winsock Proxy or a similar program that enforces Proxy settings without having to enter any proxy settings in your web browser. If this is the case you would only be able to access the Internet when using VPN. To access the Internet directly you would have to disable the Winsock Proxy. Usually these applications have an icon in Control Panel that allows turning them on and off. Check with your Network Administrator if you think this might be the case.

I'm unable to connect using Wi-Fi.

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
- This can happen when your computer fails to successfully obtain an IP address. Try performing a release and renew by selecting the following from VZAccess Manager's main screen: "Session," "Statistics," "Wi-Fi" tab. The "Address type" should show "Assigned by DHCP." If it shows "Automatic Private Address" you have not been assigned an IP address from the Wi-Fi network. Select "Release," then "Renew."
- Try selecting "Disconnect" and then connect again.

I can receive e-mail but cannot send e-mail using my e-mail program.

- Some Internet Service Providers require that you be connected through them to access their mail server to send e-mail.

I connected OK, everything was working, and then everything stopped working.

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try connecting again.
- If necessary, try disconnecting and reconnecting.

My connection was lost.

- A weak signal can cause this. Try moving within the Wi-Fi hot spot to improve your signal and try

connecting again.

I can't get VZAccess Manager to work with my private Wi-Fi Network.

- First verify that the client that came with the Wi-Fi device works with your private network. If it doesn't, contact your Wi-Fi device provider and or the device provider of your network equipment.
- In the section on [Wi-Fi preferences](#) there are options to manually add a Wi-Fi network if it does not broadcast its Network ID (SSID) which would prevent it from appearing in VZAccess Manager. There is also an option to enter / edit your WEP (Wireless Equivalent Privacy) password if your network requires one. If it was incorrectly entered, it could prevent you from connecting.
- The issue may be related to using WEP security and your specific Wi-Fi adapter. You may want to temporarily test your network without WEP to determine if this is the case. If it works without WEP and fails using WEP, please e-mail Verizon Wireless Tech support with your computer and Wi-Fi device info by doing the following: From VZAccess Manager's main screen select "Help," "Support", then "E-mail Verizon Wireless Support." Please also include in the body of the e-mail your computer brand, model and any Wi-Fi device information you have - built-in or external device, brand, model, and detailed explanation of the problem. This information may be passed on to the Verizon Wireless Product and Engineering teams or third parties involved in VZAccess Manager development. Please use the client that came with your device if you have this issue. Also, please be aware that Verizon Wireless does not support Wi-Fi networks. Customer Care will not be able to assist you with your Wi-Fi device except for devices purchased from or supplied by Verizon Wireless.

4.5 Additional UMTS/GPRS Tips

The following tips will help solve many common problems encountered while using GlobalAccess.

General Tips

- Make sure you are using the appropriate device in the correct geographic region: a Mobile Broadband/NationalAccess device in the US, Canada or Puerto Rico (or countries with CDMA coverage), or your Global Ready GSM wireless device in rest of world
- Ensure that the wireless network's coverage extends to your current location.
- Ensure that you performed an over-the-air update with your Mobile Broadband or NationalAccess PC Card, ExpressCard, USB device, or embedded module prior to leaving the US.
- Confirm that you have an up-to-date version of VZAccess Manager.
- Confirm that your SIM card is properly inserted in the wireless device.
- If your connection speed seems slow, please note that speeds in GSM network depend on the coverage available (GPRS, EDGE, UMTS, or HSPA).

Cannot connect using a wireless device designed for use overseas - Not finding network "Searching for network" message in VZAccess. LED on device is solid RED

- Verify that you are not trying to connect with a Mobile Broadband/NationalAccess device while outside the US.
- Check that the card is inserted correctly and that the SIM is installed correctly.
- Ensure that the wireless network's coverage extends to your current location. You may be in a non-covered service area.

Cannot connect using U630 or XU870 overseas - VZAccess Manager finds a

network, however "Connect" button cannot be selected.

- Re-run Device Detection. Click on the "Tools" or "Options" menu and select "Detect Devices" (or simply press CTRL-N).
- Shutdown VZAccess Manager and reboot your PC.

Cannot connect using a wireless device designed for use overseas - Constant "Powering on device message" in bottom left corner. LED on device is flashing RED

- Close VZAccess Manager.
- Remove external device and reboot PC.
- Check that SIM card is correctly inserted into the wireless device.

4.6 Technical Support

For additional information and technical support for VZAccess Manager and Verizon wireless devices, please visit Verizon's Data Technical Support page at:

<http://www.verizonwireless.com/b2c/support/data.jsp>

4.7 Warning Messages

NationalAccess

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

ATTENTION
You are about to establish a NationalAccess (1xRTT) data connection. Charges apply in accordance with your subscription to Verizon Wireless' NationalAccess.
To see our current pricing for NationalAccess, please visit <http://www.verizonwireless.com/b2c/mobileoptions>

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

Mobile Broadband

The first time you connect via Mobile Broadband, the following warning message will be displayed:

ATTENTION
You are about to establish a "Verizon Wireless - VZAccess" data connection. Charges apply in accordance with your subscription to Verizon Wireless Mobile Broadband. To check your usage, please go to the "My Verizon" button on VZAccess Manager. Data usage charges will apply for accessing this link, in accordance with your calling plan.
To see our current pricing for Mobile Broadband, please visit <http://www.verizonwireless.com/b2c/mobileoptions>

This message will display each time you go to connect via Mobile Broadband, until you select "Do not show this warning again."

GlobalAccess

The following warning message will be displayed every time you connect:

ATTENTION

The charge for data transmitted and received while using this service can be as high as \$20.48 per MB. Please check your calling plan for the applicable charges in the location where you plan to access the service.

Wi-Fi

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

You are about to establish a connection to a Wi-Fi network. Verizon Wireless does not support problems associated with Wi-Fi networks. Verizon Wireless Customer Care will not be able to assist you. Please see the Help file for details.

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

5 Settings in other Applications

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

[How to Disable Sync Applications](#)

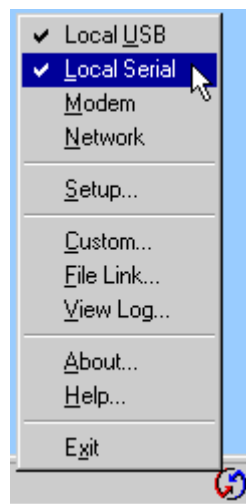
[Turning off Proxy Settings](#)

5.1 How to Disable Sync Applications

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

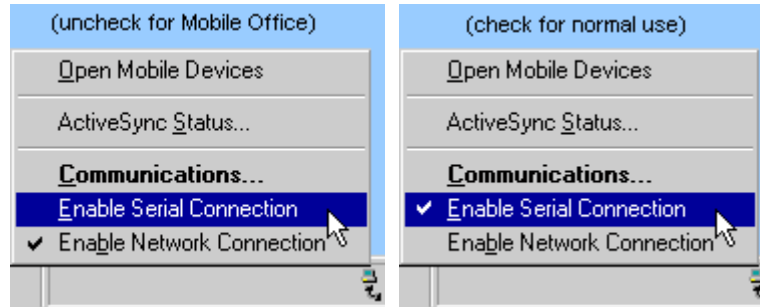
To turn HotSync On & Off

Right click on the HotSync icon in your task tray and the menu below will appear. Click on "Local" or "Local USB" to remove the check marks. This effectively disables HotSync and if it is causing a conflict this will allow your WWAN device to work. You can repeat this process to put the check marks back to re-enable HotSync. If you are using an early version of HotSync, you may not be able to uncheck the "Local" options without first checking "Modem" or "Network." If this is the case, you can always select "Exit" to close HotSync and launch it from the Start Menu the next time you need it.



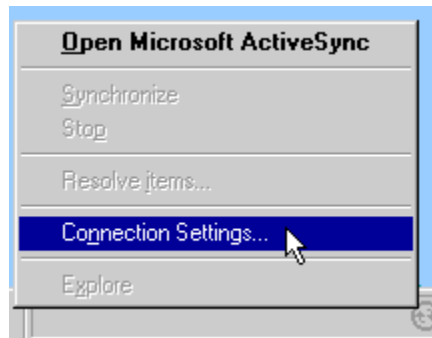
To turn Windows CE Services On & Off

For the original Windows CE services: Right click on the Windows CE Services icon in your task tray and select/deselect "Enable Serial Connection." Make sure it is unchecked for Mobile Office and checked when you want to sync your Windows CE based PDA.

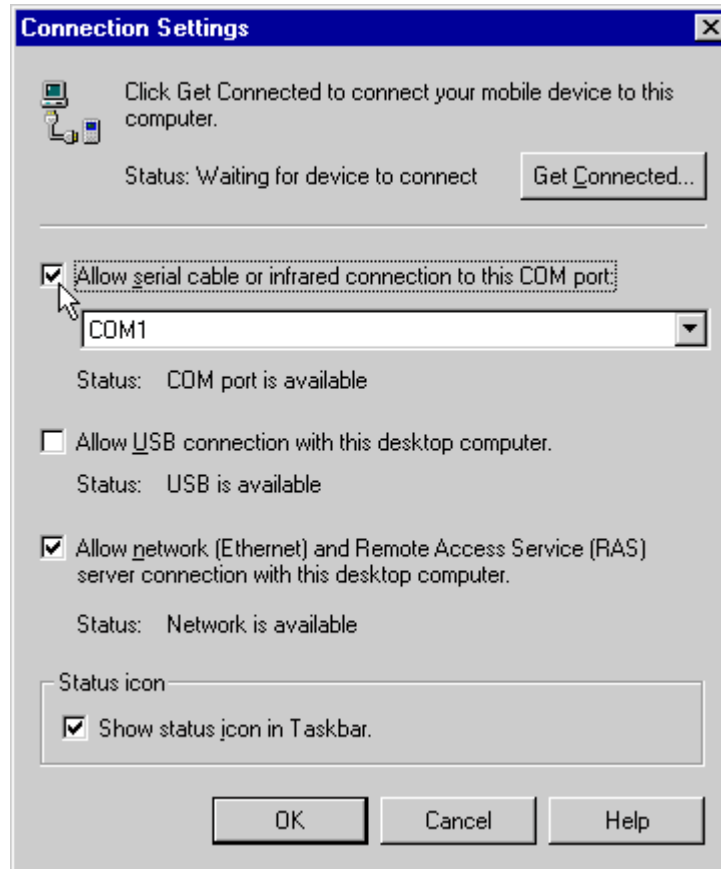


For Microsoft Exchange ActiveSync®:

Right click on the ActiveSync icon in your task tray and select "Connection Settings."



Select/deselect "Allow serial cable or infrared connection to this COM port:" and "Allow USB connection with this desktop computer." Make sure they are **unchecked** if you are having trouble connecting with your WWAN device and restore them to their original settings when syncing your PDA. Click "OK" when finished.



5.2 Turning Off Proxy Settings

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

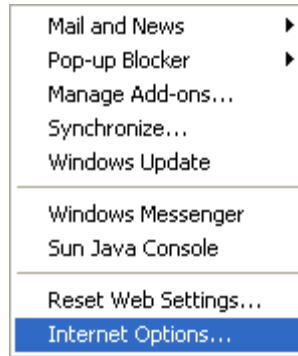
Most corporations go through a proxy server to access the Internet via the corporate network. If you wish to access the Internet directly through GlobalAccess or "Verizon Wireless - VZAccess," proxy settings must be turned off. If you are connecting to your corporation's network using VPN (Virtual Private Networking) and your corporation uses proxies, then you would need the correct proxy settings to be able to access the Internet. For exact details on the proxy settings needed when accessing your corporate network, contact your corporate network technical support department if you need additional assistance.

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

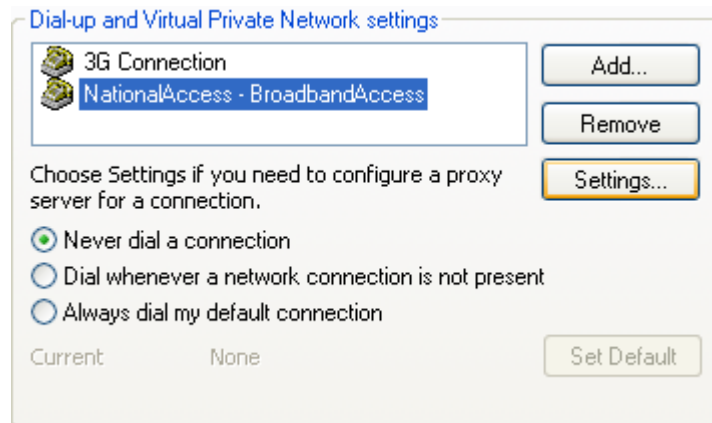
Proxy settings if using Internet Explorer® (version 7 and newer)

If you are using proxy settings, when connected to a corporate network via your Network adapter, they will be entered under LAN settings. These settings apply to devices that appear to Windows as Network adapters - this includes Wi-Fi adapters as well as your Network adapter. You can access the LAN Settings by doing the following:

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



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



If your company uses proxy settings, they will appear here.

NationalAccess - BroadbandAccess Settings

Automatic configuration

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

Automatically detect settings

Use automatic configuration script

Address:

Proxy server

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

Address: Port:

Bypass proxy server for local addresses

Dial-up settings

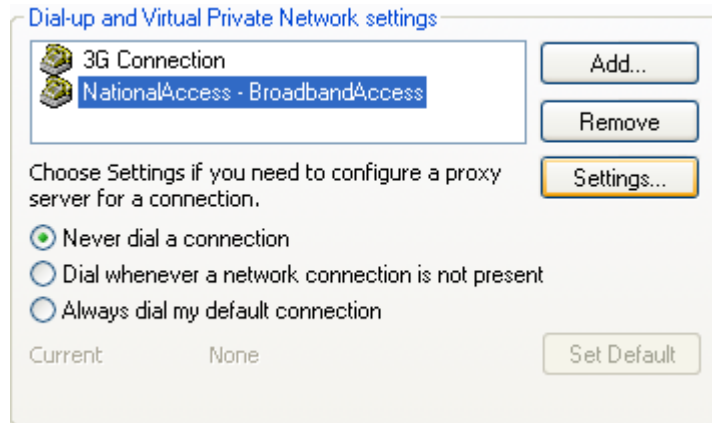
User name:

Password:

Domain:

Step 3: If you are only using Wi-Fi connections without VPN and you want to access the Internet directly, you would uncheck the first three options to turn proxy settings off. If using VPN and if the settings are present you would leave them. To restore the settings you would navigate back to this screen and recheck any boxes you had unchecked. If using a WWAN device, you will find that GlobalAccess and "Verizon Wireless - VZAccess" have no proxy settings associated with them by default in VZAccess Manager. This means you can access the Internet directly using these connections but if you connect via VPN and your company requires proxy settings, you will not be able to access the Internet when connected via VPN. Performance is better if you drop your VPN connection when you want to access the Internet directly, but, if desired, you can record all the settings on the "Local Area network (LAN) Settings" screen and on the screen that appears when you select the "Advanced" button (Step 5), enter these settings in the properties for your WWAN connections (GlobalAccess or "Verizon Wireless - VZAccess"). Note: If desired, you can have proxy settings automatically turned off when you connect using Wi-Fi connections - See [Wi-Fi Specific Settings](#).

Step 4: If you need to enter proxy settings for the connections used by VZAccess Manager, you would use the "Connections" tab in the previous step, highlight the connection -- ex. "Verizon Wireless - VZAccess" -- and then select "Settings." (If you need to navigate to this tab, from Internet Explorer's main screen, select "Tools," "Options" as shown in Step 1 and then the "Connections" tab.)



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



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