Panasonic®

Supplementary Instructions for EVDO

Personal Computer

Model No. **CF-18 Series**

This Supplementary Instructions manual points out cases where the operation of the computer will differ from that in the Operating Instructions.

For U.S.A

Federal Communications Commission Radio Frequency Interference Statement

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

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

Warning

To assure continued compliance, use only shielded interface cables when connecting to a computer or peripheral. Also, any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

FCC RF Exposure Warning:

- This equipment is provided with PC Card slot that could be used with wireless transmitters, which will be specifically recommended when they become available. Other third-party wireless transmitters have not been RF exposure evaluated for use with this computer and may not comply with FCC RF exposure requirements.
- This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- This equipment has been approved for portable operation, and unless otherwise advised in separate supplemental instructions for individual wireless transmitter(s), requires minimum 1.5 cm spacing be provided between antenna(s) and all person's body (excluding extremities of hands, wrist and feet) during wireless modes of operation.
- This equipment may use multiple installed transmitters, which may be capable of simultaneous transmission.
- This equipment is provided with external antenna connector(s) for connection to optional Car Mounter or Port Replicator for mobile external mounted antenna(s). External antenna(s) must be professionally installed and cannot exceed recommended maximum antenna gain as described in individual provided supplement instructions for wireless transmitters. Also, user must maintain minimum 20 cm spacing between external antenna(s) and all person's body (excluding extremities of hands, wrist and feet) during wireless modes of operation.

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and
(2) This device must accept any interference received, including interference that may cause undesired operation.

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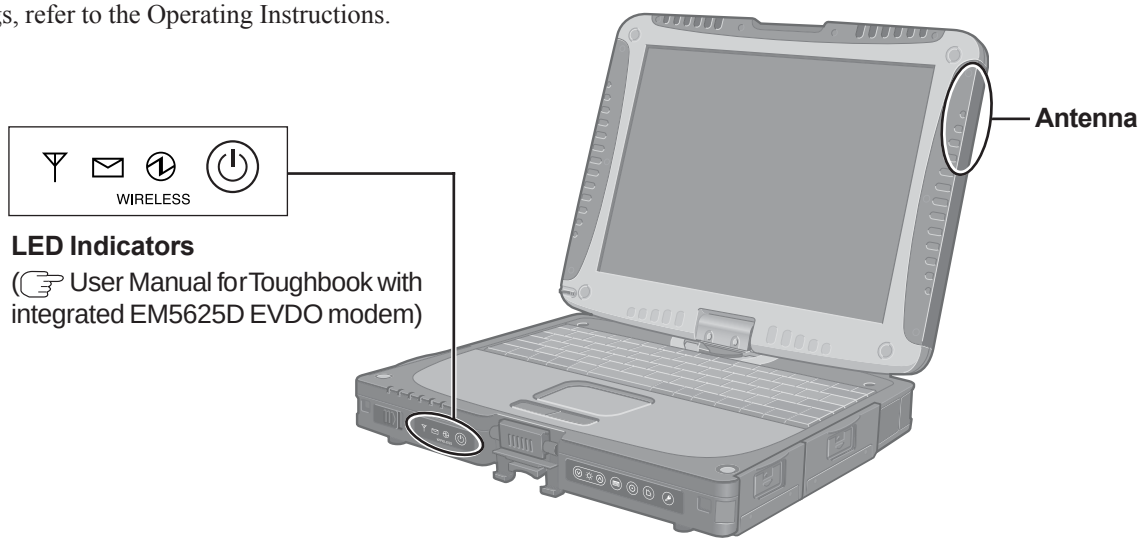
Names and Functions of Parts

Except the following, refer to the Operating Instructions.



LED Indicators

(☞ User Manual for Toughbook with integrated EM5625D EVDO modem)

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1: The EM5625 wireless modem

1

About your EM5625

Your EM5625 wireless modem allows you to do the following (subject to feature availability), without using a wireline phone or network:

- Connect to the Internet, VPN and corporate networks
- Send and receive e-mail
- Connect to a dial-up service
- Send and receive SMS messages
- Make and receive phone calls

Your EM5625 connects to wireless CDMA networks, providing data transmission speeds up to 2.4 Mbps.

To use the EM5625, you must have an account that gives you access to the Verizon Wireless VZAccess^{SM} service.

Feature availability

The EM5625 provides a wide range of capabilities using CDMA wireless network technology.

Some features described may not be available with your network account. For details of the services and accounts available, contact Verizon.

CDMA networks

The EM5625 provides a variety of connectivity features, depending on your account:

- **BroadbandAccess^{SM}** high-speed packet data, sometimes known as 1xEV-DO, supports Internet connections with data rates up to 2.4 Mbps (downlink from the network), and 153.6 kbps (uplink to the network). Actual speed depends on the network conditions.
- **NationalAccess** high-speed packet data, sometimes known as 1X, supports Internet connections with data rates up to 153.6 kbps (downlink from the network) and 76.8 kbps (uplink to the network). Actual speed depends on the network conditions.
- **Circuit switched (dial-up) data**, using the earlier CDMA IS-95 specification, supports dial-up data connections at rates up to 14.4 kbps.

- **Quick 2 Net**[SM] provides a simplified way to dial into an Internet connection (using circuit switched data).
- **SMS (Short Message Service)** allows you to send and receive short text messages using the EM5625.
- **Voice** calling, including E911 (Phase I) support for emergency services.

Network account and coverage

To use the network, you require a Verizon Wireless account. The area in which you can obtain CDMA network service is called the coverage area. To obtain coverage you must:

- Be in proximity to a CDMA network, operating in a frequency band supported by the modem.
- Have an account that allows you to access that network.

You can make phone calls (subject to feature availability) wherever you have coverage and the network accepts your account.

In areas where there is CDMA coverage but no VZAccess (NationalAccess or BroadbandAccess) service, you can use the EM5625 for dial-up and Quick 2 Net connections (subject to feature availability). Where VZAccess is implemented, you can make NationalAccess or BroadbandAccess high-speed packet data connections. To determine available services, check the Connection status area icons.

With roaming service, you can use your account on networks outside of the Verizon Wireless VZAccess coverage area.

Roaming

An icon in the Connection status area of Watcher indicates roaming.

	You are in a preferred roaming area. If this icon is flashing, you are in a non-preferred roaming area, and you may not be able to complete your calls.
	You are within your own service provider's network.

You can configure a Service Alert to notify you when your coverage changes.

>>| Service Alert

System Select (roaming options)

Note: Change the setting ONLY if instructed to do so by your service provider.

To change the roaming setting:

1. From the **Network** tab of the Options window, use the "System select" drop-down list to select the option recommended by your service provider.
   - Home Only - roaming is not allowed.
   - Home Preferred or Automatic - roam on "preferred" service provider networks.
   - Automatic A - roaming is allowed on "preferred" service provider networks and on non-preferred A-side providers.
   - Automatic B - roaming is allowed on "preferred" service provider networks and on non-preferred B-side providers.
2. Click **OK** to save the setting.

WiFi

The Watcher application also allows you to manage and monitor connections with a WiFi network adapter.

Watcher overview

Watcher for the EM5625 wireless modem is the application that allows you to manage and monitor the connection between the EM5625 and the CDMA network.

Without running Watcher, you can make a VZAccess high-speed data connection simply by launching whatever application you want to use (such as your web browser or e-mail application). Prerequisites: you must have previously enabled, in Watcher, "Always-on" for the high-speed connection, and

- (If you have enabled auto-launch:) WiFi coverage is either not available, or is available but no WiFi profiles have been set to autoconnect.

However, to make use of other features of the EM5625, you must run Watcher.

Watcher also allows you to manage and monitor connections with a WiFi network adapter.

Explore:

>>| The Watcher Window
>>| Data Services
>>| Text Messaging Services
>>| Voice Services
>>| WiFi Connections
>>| Contact Management
>>| Security
>>| Customization Options
>>| Activation

Interpreting icons

	See Connection status area
	See Indicator area
	See Windows system tray icons
	See Call Log
	See Review SMS messages

Windows system tray icons

The bottom right of the screen is the Windows system tray. Watcher places an icon in this area when it is running. Click the icon to restore a minimized Watcher window.

	There is no active data or voice connection. The number of red bars indicates the signal strength. If you have a WiFi network adapter, and the EM5625 is in service on the CDMA network, the signal strength is that of the CDMA network. If the EM5625 is not in service, the signal strength is that of the WiFi hotspot.
	A data or voice connection is active. The number of green bars indicates the signal strength. If you have a WiFi network adapter, and the EM5625 is in service on the CDMA network, the signal strength is that of the CDMA network. If the EM5625 is not in service, the signal strength is that of the WiFi hotspot.
	You have a missed call.
	(If you have Outlook integration enabled and Outlook is running, the following information does not apply.) You have a new SMS message.
	You have new voice mail.

Only one icon can be displayed at a time. The priority of icons, from highest to lowest, is:

- Missed call ( )
- SMS message ( )
- Voice mail ( )
- Active ( ) or inactive ( ) data or voice connection.

For example, if you have unread SMS messages, and then make a connection, the icon is still displayed as (SMS message).

About EM5625 Watcher

The About EM5625 Watcher window displays:

- Your wireless phone number
- The unit's ESN (Electronic Serial Number)
- Versions of the software, driver, hardware (the modem itself), and firmware.

- Version of the PRL (Preferred Roaming List)

This information may be requested by a technical service representative.

To display the About... window, select **HELP > About...**.

2: The Watcher Window

Watcher views

Watcher has two formats: Full view and Compact view.

You can control the Watcher window by:

- Switching between full view and compact view (by using the view toggle button in the top right, or by selecting **VIEW > Toggle Full/Compact**).
- Minimizing Watcher so that the window is closed but the application remains running. (You can use the icon in the system tray to determine the status or to restore the window).
- Enabling/disabling the Docking and Always On Top features (from the VIEW menu).

Explore:

>>| Display components (full view)

>>| Menus

>>| Interpreting icons

Full view

The window includes a display much like a cell phone. The Status box has three areas that display messages and icons, including signal strength.

Subject to feature availability, there are several tabs:

- **Voice**, with a dial pad for making calls
- **Data**, allowing you to connect and disconnect Internet and dial-up data services
- **WiFi**, allowing you to manage and monitor connections with a WiFi network adapter

There is a menu offering: **VIEW**, **TOOLS**, and **HELP**.

Related Topics:

>>| Watcher views

>>| Display components

>>| Compact view

>>| Interpreting icons

Compact view

The compact view displays only the Connection status area and Indicator area of the Status box. This permits monitoring the connection with a minimum of screen space.

You must use Full view to make voice calls, data connections, disconnect, or access Watcher features. To return to full view, select the view toggle button in the top right.

If there is an incoming voice call, full view is restored.

Related Topics:

>>| Watcher views

>>| Display components (full view)

>>| Full view

>>| Interpreting icons

Docking

You can set the Watcher window to "jump" to the edge of your screen when you move the window close to an edge. This lets you easily position Watcher in a corner of the screen.

- Select VIEW > Docking

Always On Top

You can set Watcher to always display in front of other windows. This allows you to monitor connection status while using another maximized application, such as your web browser.

- Select VIEW > Always On Top

Display components

>>| Status box

>>| Connection status area

>>| Call status area

>>| Indicator area

>>| Menus

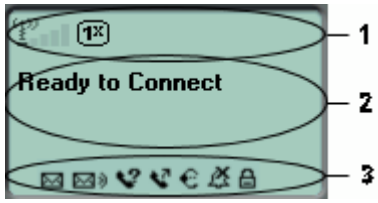
>>| Data tab

>>| The Voice tab

>>| WiFi tab WiFi

Status box

The status box of Watcher has three areas:



1. Connection status area
2. Call status area
3. Indicator area

Related topic:

>>| Interpreting icons

Connection status area

The upper portion of the Status box shows connection icons to indicate status:

	EM5625 not detected.
	CDMA network signal strength, indicated by the number of bars (displayed in the left part of the connection status area). A crossed out antenna indicates no service is available (Not in Service).
	BroadbandAccess (1xEV-DO) service is available. High-speed packet data calls can be made. Note: You may incur a premium charge when placing a BroadbandAccess data call, depending on your account. If high-speed connections fail, or the indicator is not lit, a data connection may be made using Quick 2 Net, if supported by your account.
	NationalAccess (1X) service is available. High-speed packet data calls can be made; you can send and receive SMS. Note: You may incur a premium charge when placing a NationalAccess data call, depending on your account. If high-speed connections fail, or the indicator is not lit, a data connection may be made using Quick 2 Net, if supported by your account. Note: If you are in an area with 1X voice service but high-speed packet data service is not available, this indicator may be on although you cannot make a high-speed packet data connection.
	You are roaming.
	A voice call is in progress.
	A BroadbandAccess (1xEV-DO) packet data call is active.
	A NationalAccess (1X) packet data call is active.
	A dial-up data call is in progress.
	WiFi network adapter not detected (displayed in the right part of the connection status area)
	No hotspots are detected (no WiFi coverage).
	At least one hotspot has been detected.
	You have a WiFi connection.

	WiFi signal strength (displayed in the right part of the connection status area)
✕	An error has occurred; the device is not working properly. If this icon persists, reset the device.

Some icons are subject to feature availability.

Call status area

The call status is shown in the central part of the Status box while in Full view. Information about the current call is provided as noted below:

Data calls

Subject to feature availability.

- "Ready to connect"
- "Connecting", and the connection name and phone number.
- "Authenticating"
- "Connecting to Internet" - the wireless device is acquiring an IP address via DHCP.
- Once connected: duration of the connection, number of bytes received (Rx), and transmitted (Tx).

Note: Even though the approximate number of bytes sent and received is displayed while the connection is running, this is not necessarily the actual amount of data being transmitted across the network.

WiFi

Subject to feature availability.

- "Ready to connect"
- "Connecting to" (hotspot name)
- "Connected to" (hotspot name)
- "Unable to connect to the Internet"

Voice calls

Subject to feature availability.

- "Ready to connect"
- The phone number as you are entering it
- "Dialing" and the name (if available) and phone number of the person you are calling; then, if you are using Link Dialing, "Link Dial Mode"
- For incoming calls:
  - "Voice Call From", or, if you are roaming, "Roam Call From"

  - The name and phone number of the caller (may be "Unknown")
  - If the call results in a voice mail message - "You have new Voice Mail!"
  - If the call is not answered and no voice message is left - "new missed call(s)"
- Once connected: duration of the current connection, name and phone number.
- "Muted" flashes when you Mute a call.

You can clear some status messages, if not needed.

Clear status messages

To clear status messages displayed in the Call status area:

- Click in the Call status area, or
- Use the **BACK** button on the **Voice** tab , or
- Press <Esc> on the wireless device's keyboard

Note: Certain status messages for voice calls cannot be cleared. Status messages for data calls cannot be cleared.

Related topics:

>>| Clear the Voice Mail icon

>>| Data features

>>| Voice features

>>| WiFi Connections

Indicator area

The bottom line of the Status box displays icons for these events and settings:

	(If you have Outlook integration enabled and Outlook is running, the following information does not apply.) You have unread SMS messages.
	Voice Mail notification
	Missed Call notification
	Auto-Answer feature enabled
	Headset / TTY use (connected)
	Call Privacy (Encryption) is on (for voice calls); automatically enabled when supported by the network
Incoming call notification	
	Normal ring (the icon is off, indicating normal ringing)
	Silent Ring (the icon is on as a reminder that there is no sound for rings)

Some icons are subject to feature availability.

By selecting some of the icons (, , and), you can open the related window.

Menus

There are three menu options. Select one for additional detail:

>>| VIEW menu

>>| TOOLS menu

>>| HELP menu

VIEW menu

From the **VIEW** menu, you can control the Watcher window:

- Set the window to be Always On Top
- Enable Docking
- Toggle Full/Compact Watcher views

TOOLS menu

Options are subject to feature availability.

From the **TOOLS** menu, you can call up other windows that allow you to:

- Read and manage Short text messaging (Mobile Messenger...) — *Unavailable if Outlook Integration is enabled; for SMS, use Outlook.*
- Access your Phone Book
- Use the Call Log
- Manage connection profiles (Connection Manager...)
- Prevent accidental dialing (KeyGuard)
- Access Customization Options
- Start the Activation Wizard

HELP menu

From the **HELP** menu, you can call up other windows that allow you to:

- Access this help system (Help Topics)
- View information About EM5625 Watcher

3: Data Services

Data features

Subject to feature availability.

Watcher allows you to:

- Make a VZAccess (NationalAccess or BroadbandAccess) high-speed packet data connection
- Make a Quick 2 Net circuit switched connection to the Internet
- Connect to a dial-up server
- Disconnect a data session

Related Topics:

>>| Data tab

>>| Connection Manager

>>| Always-on connection

>>| Automatic data call disconnection

>>| Call Log

Data tab

From the **Data** tab of Watcher, you can:

VZAccess/Dial-up connections:

- Establish a connection using the default profile (**Connect** button)
- Select a profile to dial
- End the connection (**Cancel** or **Disconnect** button)
- Access the Connection Manager
- (Dial-up/Quick 2 NetSM (14.4kbps) connections only:) Temporarily override the properties of the selected profile (the Dial-Up # field)

WiFi connections:

- Establish a WiFi connection
- End the connection (**Cancel** or **Disconnect** button)
- Access the Connection Manager

To access the Data tab, select below the title bar of the main Watcher window (Full view).

The Call status area displays information about the connection.

Note: Depending on the connection status of the EM5625, the text on the button is **Connect**, **Cancel**, *or* **Disconnect**.

Connection Manager

Subject to feature availability.

>>| Connection Manager window

>>| Add a data profile (Dial-up connections only)

>>| Connection profile properties

>>| Restore default settings

>>| Default data profile

>>| Delete a data profile

>>| Opening and closing connections

Connection Manager window

Subject to feature availability.

The Connection Manager is used to:

VZAccess/Dial-up connections:

- Create a connection profile (Dial-up connections only)
- Change the properties of a profile
- Delete a profile
- Set a default profile
- Restore default settings

WiFi connections:

- Manage WiFi profiles
- Restore default settings

To access the Connection Manager:

- Select **TOOLS > Connection Manager...**, or
- On the **Data** tab , use the button.

Restrict to default profiles

The data profiles available in Watcher are those defined in Windows Dial-up Networking (DUN) and attached to the EM5625 wireless modem.

When Watcher starts, it verifies (and creates if needed) standard profiles appropriate to Verizon Wireless and your account. If your account includes access to dial-up data services, you can create custom data profiles.

If you have a large number of defined data profiles, Watcher may take a long time to initialize. To prevent this, you can limit Watcher to use only its original default profiles.

1. From the **Data** tab of the Options window, select the "Allow default connections only" check box.
2. Click **OK** to save the setting.

Watcher must be restarted for this setting to take effect.

Add a data profile

Subject to feature availability.

Note: Applies only to dial-up connections. Does not apply to VZAccess (NationalAccess or BroadbandAccess) connections.

To add a dial-up data profile to your list of profiles:

1. Access the Connection Manager window.
2. Select the **Connections** tab.
3. Click **Add** to open the profile properties window.
4. Enter the configuration in the profile properties window.
   You must give the profile a name.
5. Optionally, select the **Options** tab, to set the auto-launch properties.
6. Click **OK** to save the profile.

Related Topic:

>>| Restrict to default profiles

>>| Creating WiFi profiles

Connection profile properties

Note: You cannot change profile properties while there is an active data connection. You must first disconnect.

To access the properties of a profile:

1. Access the Connection Manager window.
2. Select the **Connections** tab.
3. Select the profile you want to view.

4. Select **Edit**.

Editing properties:

- You cannot change the Connection Name of an existing profile. (For dial-up connections, youYou can delete the profile and make a new one.)
- If the number is a long distance number, select the **Use area code** check box to enter the area code. If applicable, select the **Use 1** check box.
- If connecting to a system that requires you to log-in, enter your Username and Password.
- If you prefer not to enter your password each time you make this connection, select the "Save password" check box.

5. Optionally, select the **Options** tab, to set the auto-launch properties.
6. Click **OK** to save the profile.

(Dial-up/Quick 2 NetSM (14.4kbps) connections only:) You may be able to make a one-time change to the number to be dialed by using the Dial-Up # field in the main Watcher window. For example, you can add a "1" in front of a number that is normally a local call, but that you are now calling long distance.

Related Topic:

>>| Restore default settings

Specifying the autolaunch properties for the connection

1. After completing the fields in the **General** tab of the profile, you can optionally specify, in the **Options** tab, which application you want Watcher to automatically launch when a connection is established:
   - **None**—Do not autolaunch any application.
   - **Website**—Autolaunch Internet Explorer. In the URL field, specify the web site (such as http://www.sierrawireless.com) you want to view on connection.
   - **Microsoft VPN (PPTP) Connection**—Autolaunch a Windows VPN connection. From the drop-down list, select the VPN connection. (The list may be unavailable, if you have set, under **TOOLS > Options> Data**, the option **Allow default connections only**.)
   - **Application (VPN client, etc.)**—Autolaunch an installed VPN program, or any other program. In the field, enter

the path to the program, or use the **Browse** button to locate the program.

2. Select **OK**.

Restore default settings

Subject to feature availability.

If you modify the profiles provided with your wireless device, and then want to restore their initial settings:

1. Access the Connection Manager window.
2. Select the **Connections** or the **WiFi Profiles** tab.

   Regardless of which tab you have selected, settings for both VZAccess/dial-up and WiFi profiles will be restored.
3. Select **Restore Defaults**.

Note: This does not affect profiles you have created.

Default data profile

The default profile is used when you use the **Connect** button in the **Data** tab without making a selection from the drop-down list of profiles.

To set a profile as the default profile:

1. Select **TOOLS > Connection Manager...** or use the button.
2. Select the **Connections** tab.
3. Select the desired profile.
4. Select the **Default** column.

Note: When you launch an Internet application without first starting a profile using Watcher, the wireless device uses the profile defined through **Start > Settings > Control Panel > Internet Options**. *Watcher initially sets this to the profile appropriate to your account. Changing the default profile in Watcher does not change the wireless device's default Internet connection.*

Related Topics:

>>| Restrict to default profiles

>>| Creating WiFi profiles

>>| Ranking WiFi profiles for autoconnection

Delete a data profile

To delete a profile:

1. Access the Connection Manager window.
2. Select the **Connections** tab.
3. Select the desired profile.
4. Select **Delete**.

If you delete a profile that is standard with your account, the profile is re-created the next time you start Watcher.

Related Topics:

>>| Restrict to default profiles

>>| Deleting WiFi profiles

Opening and closing connections

>>| Establish a data connection

>>| Make a high-speed data connection

>>| Always-on connection

>>| Quick 2 Net

>>| Determine the amount of data transferred

>>| End a data session

Establish a data connection

Note: You cannot establish a data connection if a voice call is active. You must first end the voice call.

Connections are made using profiles defined the Connection Manager.

Using the default profile:

1. In the **Data** tab, click **Connect**, without making a selection from the drop-down list of profiles.

Using a profile that is not the default:

1. From the drop-down list in the **Data** tab of Watcher, select the profile you want to use.
2. (Dial-up/Quick 2 NetSM (14.4kbps) connections only:) Optionally, you may be able to make a one-time change to the number to be dialed (for profiles you create) by using the Dial-Up # field in Watcher. For example, you can add a

"1" in front of a number that is normally a local call, but that you are now calling long distance.

3. Click **Connect**.

The connection progress is displayed in the Call status area.

Related Topics:

>>| End a data session

>>| Default data profile

>>| Always-on connection

>>| Restrict to default profiles

>>| Establishing a WiFi connection

Make a high-speed data connection

Note: You cannot establish a data connection if a voice call is active. You must first end the voice call.

Note: You may incur a premium charge when placing a VZAccess (NationalAccess or BroadbandAccess) packet data call, depending on your account.

To make a high-speed packet data connection:

1. Select the **Data** tab of Watcher.
2. Ensure high-speed data service is available; the EV DO and/or 1x icon is shown.
3. If your VZAccess profile is not the default profile, use the drop-down menu to select it.
4. Click **Connect**.

The connection progress is displayed in the Call status area.

Related Topics:

>>| End a data session

>>| Default data profile

>>| Determine the amount of data transferred

Always-on connection

Subject to feature availability.

Note: This feature works only with VZAccess (NationalAccess or BroadbandAccess) packet data connections.

You can set Watcher to automatically establish a VZAccess (NationalAccess or BroadbandAccess) packet data connection when it starts.

If the packet data connection is lost, the connection is restarted automatically. This provides an "always-on" network connection (as far as permitted by network coverage).

The "always-on" connection is stopped by your command to disconnect. It is restored when you reconnect manually or restart Watcher.

To enable autoconnection:

1. From the **General** tab of the Connection Manager window, select the **Connections** tab.
2. Select the VZAccess profile.
3. Select **Edit**.
4. Select the "Always-on" check box.
   (The exact text may vary, depending on your service provider.)
5. Select **OK** to save the setting.

Related Topic:

>>| Auto-launch Watcher, Launch minimized

Determine the amount of data transferred

Subject to feature availability.

Note: This feature works only with VZAccess (NationalAccess or BroadbandAccess) high-speed packet data connections. The information is not intended for billing purposes.

The byte counter shows you approximately how much data was transmitted and received since the counter was last reset. (The Call status area also displays the amount of data transmitted and received, but only for the current call.)

To view the byte counter:

1. Access the Call Log.
2. Select **VIEW > Call Timers > Data Byte Counter**.

To reset the counter (so that it begins counting from 0):

1. In the Data Byte Counter window, select **Reset Counter**.
2. Select **OK**.

Note: You cannot establish a data connection if a voice call is active. You must first end the voice call.

Quick 2 Net

Subject to feature availability.

Quick 2 Net (QNC) uses a circuit switched method to connect to the Internet. The connection is slower (maximum speed of 14.4 kbps) than a VZAccess (NationalAccess or BroadbandAccess) packet data connection.

Quick 2 Net can be used when you have CDMA coverage but not VZAccess (NationalAccess 1x or BroadbandAccess EV DO) service. This connection is treated like a standard phone call. You can set the modem to automatically disconnect an idle Quick 2 Net connection.

To make a Quick 2 Net connection:

1. Select the **Data** tab of Watcher.
2. From the drop-down menu, select "Quick 2 NetSM (14.4kbps)".
3. Click **Connect**.

The connection progress is displayed in the Call status area. Quick 2 Net calls connect faster than standard dial-up connections.

Related Topics:

>>| End a data session

>>| Default data profile

>>| Automatic data call disconnection

End a data session

To end a data session:

- From the **Data** tab, select **Disconnect** (if connected) or **Cancel** (during the connection process)

If Always-on connection is in use, manually disconnecting will leave the EM5625 disconnected. It will not reconnect until one of the following occurs:

- You make a VZAccess (NationalAccess or BroadbandAccess) high-speed packet data connection
- Watcher is restarted

Automatic data call disconnection

Subject to feature availability.

You can set Watcher to automatically disconnect dial-up and Quick 2 Net data calls that have been inactive (no data transmitted) for a specified period of time.

This enables your device to receive voice calls and can save you money if you are billed for connection time and forget to disconnect a call.

To set the inactivity timer:

1. From the **Data** tab of the Options window, use the "Data Inactivity: Disconnect" drop-down list to select the desired idle time to disconnection.

   To disable automatic disconnection, select Never.

2. Click **OK** to save the setting.

Determining the signal strength

You can determine the CDMA signal strength from the:

- Left part of the Connection status area in Watcher
- Windows system tray icons (in certain cases)
- Toolbar in Outlook (if Outlook integration is enabled)

1: WiFi Connections

Enabling support for a WiFi network adapter

Subject to feature availability.

In addition to CDMA connections, Watcher allows you to manage and monitor connections with a WiFi network adapter. Your WiFi network adapter might be a PC Card or an internal module.

Note: Watcher supports WiFi only on Windows 2000 or XP.

To enable WiFi support, so that Watcher monitors your WiFi network adapter:

1. From the main Watcher window, select **TOOLS > Options > General**.
2. Select the **Enable WiFi support** field.

Once WiFi support is enabled, icons on the right side of the Status box in the Watcher window indicate whether a WiFi network adapter is active and whether WiFi service is available:

	WiFi network adapter. When displayed, no WiFi network adapter is detected; WiFi connections are not possible.
	WiFi coverage:
	No hotspots are detected.
	At least one hotspot has been detected. Detected hotspots are shown on the **WiFi** tab (if they are broadcasting hotspots). The ToolTip shows the number of WiFi networks detected.

	You have a WiFi connection. The ToolTip shows the number of WiFi networks detected.
	WiFi signal strength. The indicator on the right side of the Status box shows the signal strength of the hotspot with the strongest signal. The number of bars increases as signal strength increases, to a maximum of five bars. The ToolTip shows the numeric value of the RSSI (Received Signal Strength Indicator). Blank bars mean that you are outside of the coverage area or have insufficient signal strength to maintain a WiFi connection.

Your ability to connect to a hotspot depends on how it is operated. Some hotspots are operated by wireless service providers, and you require a subscription to use them. Some are privately operated within homes, businesses, and organizations. To connect to a hotspot, you may require a WEP key and/or an SSID (Service Set Identifier), depending on how the hotspot is configured. You obtain these from the WiFi network operator.

Note: Every manufacturer designs their WiFi network adapters to perform to different specifications. For example, some network adapters do not present signal strength; for such network adapters, Watcher is unable to indicate hotspot signal strength. Your WiFi network adapter may not operate exactly as described here.

Related topics

>>| Broadcasting and non-broadcasting WiFi hotspots

>>| WEP keys

Broadcasting and non-broadcasting WiFi hotspots

A WiFi hotspot can be “broadcasting” or “non-broadcasting”.

Broadcasting WiFi hotspots transmit their SSID, allowing any WiFi network adapter within coverage to detect them.

Non-broadcasting hotspots do NOT transmit their SSIDs. In Watcher, you can configure your WiFi network adapter to use a non-broadcasting hotspot by creating a profile for that hotspot, containing the SSID.

The WiFi tab in Watcher shows all detected broadcasting hotspots. If you connect to a non-broadcasting hotspot, that hotspot is also displayed on this tab.

Related topics

>>| Creating WiFi profiles

>>| Monitoring hotspots

WEP keys

A WEP key is a security code used to control access to a hotspot. A WEP key may be required to connect to the hotspot (depending on how the hotspot is configured).

If you attempt a connection to a hotspot (listed on the WiFi tab) that has a lock icon next to it, Watcher prompts you for the WEP key.

Note: If you will be repeatedly using this hotspot, you can create a profile that contains the WEP key. You will not be required to enter the WEP key to connect thereafter.

WEP keys are composed of hexidecimal characters, and are either 5 characters in length (where 64-bit encryption is in use) or 26 characters in length (where 128-bit encryption is in use). Watcher supports both standards.

Related topics

>>| Creating WiFi profiles

>>| Monitoring hotspots

WiFi tab

Subject to feature availability.

From the **WiFi** tab of Watcher, you can:

- Monitor the hotspots and update the hotspot information
- Establish a WiFi connection
- End a WiFi connection
- Add or edit a profile for a hotspot

WiFi Profiles tab (Connection Manager window)

From the **WiFi Profiles** tab of Connection Manager, you can:

- Add or edit a profile for a hotspot
- Delete a profile for a hotspot

- Rank WiFi profiles (↑, ↓) for autoconnection
- Restore default settings

Establishing a WiFi connection

A WiFi connection may be initiated automatically as soon as your wireless device is on, or Watcher is launched. This depends on your settings in Watcher and any other applications that control your WiFi network adapter.

To establish a WiFi connection in Watcher:

1. From the **Data** tab, select a WiFi profile from the drop-down list and select **Connect**. (The "WiFi" label appears on all WiFi profiles.)

Note: This method of connecting to a hotspot is available only if you have a profile for this hotspot. You may be able to connect to other WiFi hotspots from the WiFi tab in Watcher.

—or—

Select the WiFi tab, select a hotspot, and select the connect button.

Note: Non-broadcasting hotspots are not displayed in this list (unless you are connected to a non-broadcasting hotspot).

2. If you are prompted, enter the WEP key. If you want Watcher to save the key to a profile, select the **Create a profile for this hotspot** check box. (This saves you having to enter the key again the next time you connect.) Select **OK**.

Note: If you have a VZAccess (NationalAccess or BroadbandAccess) connection, you cannot initiate a WiFi connection in Watcher.

If the WiFi tab is displayed, an icon next to the hotspot shows the progress of the connection:

A radio connection has been established with the hotspot. The WiFi network adapter is in communication with the hotspot, but no IP address has yet been assigned to the network adapter; you cannot access Internet services with this connection.

✚ The connection is complete. An IP address has been assigned to the WiFi network adapter, and you can access Internet services.

Related topics

>>| Broadcasting and non-broadcasting WiFi hotspots

>>| WEP keys

>>| Monitoring hotspots

>>| Creating WiFi profiles

>>| Managing both VZAccess and WiFi connections

Determining the signal strength

You can determine the WiFi signal strength from the:

- —Indicator on the right side of the Status box in Watcher (shows the signal strength of the hotspot with the strongest signal)
- — WiFi tab in Watcher (shows the signal strength of each hotspot)
- **Networks** window (shows the signal strength of each hotspot)
- Windows system tray icons (in certain cases)

Ending a WiFi connection

To end a WiFi connection:

1. On the **Data** tab , select **Disconnect**.

   —or—

   On the WiFi tab, select the connected hotspot and click the disconnect button .

Managing both VZAccess and WiFi connections

Simultaneous WiFi and VZAccess (BroadbandAccess/NationalAccess) connections can cause radio signal interference problems and instability in some applications. For this reason, Watcher prevents you from having simultaneous WiFi and VZAccess connections:

- If both the VZAccess and WiFi profiles are set to autoconnect and both networks are available, then during start-up of Watcher a WiFi connection is initiated (if one is not already in place). If a VZAccess connection is in place, it is ended. No warning message is displayed.
- If you have a WiFi connection, Watcher does not allow you to initiate a VZAccess connection until you end the WiFi connection.
- If a VZAccess connection is in place, you cannot initiate a WiFi connection.
- If a VZAccess connection is in place, and another program initiates a WiFi connection, Watcher shuts down your VZAccess connection and notifies you of the shutdown.

Related topics

>>| Creating WiFi profiles

>>| Establishing a WiFi connection

Monitoring hotspots

To display a list of broadcasting hotspots:

1. From the main Watcher window, select the WiFi tab WiFi .

The list of hotspots is updated every 15 seconds. You can also initiate an update:

1. Select the search button .

The SSID of each detected hotspot is shown in the **Network** column; the icons indicate:

	There is a radio connection to this hotspot. You are not connected to the Internet.
	There is a connection to this hotspot and an IP address is assigned. You are connected to the Internet.
(no icon)	There is no connection to this hotspot.
	A WEP key is required to connect to this hotspot.
	The signal strength of this hotspot.

To view more information about the hotspots:

1. Right-click any hotspot and, from the shortcut menu, select **Networks**.

To connect to a hotspot:

1. From the WiFi tab **WiFi**, select the hotspot and select the connect button .

Note: If you have a VZAccess (NationalAccess or BroadbandAccess) connection, you cannot initiate a WiFi connection in Watcher. You must first close the VZAccess connection.

To cancel the connection process:

1. From the WiFi tab **WiFi**, select the hotspot and select the cancel button .

To disconnect from a hotspot:

1. Select the hotspot and select the disconnect button .

You can determine whether a profile has been created for a hotspot by the appearance of the profile button when you select the hotspot:

- A profile for this hotspot exists. (The button is not available.)
- There is no profile for this hotspot.

To add a profile for a hotspot:

1. Select the hotspot and select the button .
2. Enter the information for the profile.

To edit a profile for a hotspot:

1. Right-click the hotspot and, from the shortcut menu, select **Properties**.
2. Modify the information for the profile.

Related topics

>>| Creating WiFi profiles

>>| Establishing a WiFi connection

>>| Broadcasting and non-broadcasting WiFi hotspots

>>| WEP keys

>>| Restore default settings

Viewing hotspot details

To display detailed information about the hotspots in your area:

1. On the WiFi tab, right-click any hotspot and, from the shortcut menu, select **Networks**.

This window shows:

- **Network**—SSID of this hotspot
- **BSSID**—(Basic Service Set Identifier) MAC address of the hotspot
- **Channel**—Radio frequency channel used by the hotspot
- **WEP**—Icon indicating whether a WEP key is required to use the hotspot
- **Signal Strength**—Radio signal strength in dBm
- **Status**—Connection status (connected or disconnected)

Related topics

>>| Monitoring hotspots

>>| Broadcasting and non-broadcasting WiFi hotspots

>>| WEP keys

Managing WiFi profiles

To connect to a non-broadcasting hotspot, you require a profile.

To connect to a broadcasting hotspot, you do not require a profile. However, there are benefits to creating profiles for broadcasting hotspots that you use frequently:

- If you are required to enter a WEP key to connect to a hotspot, you can store the WEP key in a profile so that you do not need to enter it each time you connect.
- You can configure the profile to autolaunch a VPN, Internet browser, or other application, and you can set the profile to autoconnect at Watcher start-up.

From the WiFi Profiles tab in the Connection Manager window, you can:

- Create a WiFi profile
- Edit a WiFi profile
- Restore default settings
- Delete a WiFi profile
- Set the priority Watcher uses in autoconnecting to WiFi hotspots.

To access the WiFi Profiles tab:

1. From the main window, select TOOLS > Connection Manager > WiFi Profiles.

Related topics

>>| Broadcasting and non-broadcasting WiFi hotspots

>>| WEP keys

Creating WiFi profiles

You will need information from the wireless service provider (if the profile is for a subscribed WiFi service) or the IT department (if the profile is for a private WiFi network in a business or organization), for the following fields:

- **Network SSID**—Name assigned to the hotspot.
- **Broadcasted**—Whether the WiFi hotspot is "broadcasting" or "non-broadcasting".
- **WEP Key**—Security code used to control access to the hotspot. A WEP key may or may not be required.

To create a profile:

1. Access the profile window in one of these ways:
   - From the WiFi tab, select a hotspot and select the **Add Profile** button . *(If this button appears dimmed, a profile already exists for this hotspot.)*
   - Select **TOOLS > Connection Manager > WiFi Profile**s and select the **Add** button.
2. Complete the fields in the **General** tab of the profile, using the information you've obtained (see above), plus the following:
   - **Notes**—Comments regarding this hotspot. This is for your own use, and is typically used to record the location of the hotspot.
   - **Autoconnect**—Determines whether a connection is established automatically. When enabled (the box is checked), a connection using this profile is automatically initiated based on its rank in the WiFi profile list. (If a VZAccess (NationalAccess or BroadbandAccess) connection exists when Watcher is started, the connection is ended, and a WiFi connection is attempted.)

Note: If the **Broadcasted** *check box is NOT selected, and the profile is set to autoconnect, Watcher's performance may be impacted. On start-up of Watcher, a connection is attempted using any profiles set to autoconnect, based on how the profiles are ranked. The process required to connect to a non-broadcasting hotspot requires several seconds. Thus, Watcher may be slow to respond after start-up, if one or more profiles are set to autoconnect, and the profiles are set as non-broadcasting. It is important that the* **Broadcasted** *check box be set correctly to match the hotspot.*

3. Select the **Options** tab and complete the fields.

Editing WiFi profiles

To edit a WiFi profile:

1. Select the profile you want to edit:
   - Select the WiFi tab. Right-click the hotspot that corresponds to the profile you want to edit, and, from the shortcut menu, select **Properties**. *(If this menu option is unavailable, a profile for this hotspot doesn't exist. You must first create a profile.)*

   —or—
   - From the main window, select **TOOLS > Connection Manager > WiFi Profiles**. Select a profile and select the **Edit** button.
2. Make any necessary changes on the General and Options tabs.
3. Click **OK**.

Related topics

>>| Managing WiFi profiles

>>| Deleting WiFi profiles

>>| Restore default settings

>>| Ranking WiFi profiles for autoconnection

Deleting WiFi profiles

To delete a WiFi profile:

1. From the main window, select **TOOLS > Connection Manager > WiFi Profiles**.
2. Select the profile and select the **Delete** button.

Ranking WiFi profiles for autoconnection

If you have multiple WiFi profiles that are set to autoconnect, the order in which a connection is attempted (at startup of Watcher) is based on the order in which the profiles are listed on the **WiFi Profiles** tab of the Connection Manager window.

Note: Where Watcher is set to autoconnect using both the VZAccess profile and a WiFi profile, and where both connections are possible, the WiFi connection is attempted.

To change this order:

1. From the main window, select **TOOLS > Connection Manager > WiFi Profiles**.

2. Select a profile that you want to move up or down in ranking.
3. To move the profile up, use the up arrow button ↑; to move the profile down, use the down arrow button ↓.
4. Repeat steps 2 and 3 until the profiles are in the order in which you would like Watcher to connect to them.

Related topics

>>| Managing WiFi profiles

2: Text Messaging Services

Short text messaging

The SMS (Short Messaging Service) feature allows you to send and receive short text messages through the CDMA network. The exact message length limit is determined by the service provider; usually up to 160 characters.

Note: To send/receive SMS messages, you must have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).

Depending on the service provider, one or more of these methods of sending SMS messages may be available:

- A web page on which anyone can enter a message and direct it to your phone number. Anyone who has access to the Internet can send you a message.
- Through Internet e-mail. Your phone number is used as an e-mail address (for example, 6045553993@provider.com).
- Some products, such as the EM5625, support (subject to feature availability) sending messages.

Watcher notifies you when you have messages.

Explore:

>>| Mobile Messenger window

>>| Enabling Outlook integration

>>| Cannot send or receive SMS

SMS message notification

Note: If Watcher is integrated with Outlook (subject to feature availability) and Outlook is running, the following information does not apply.

An icon in the Indicator area shows whether you have unread SMS messages.

	You have unread SMS messages. If you have urgent messages, the icon flashes. By selecting the icon, you can access the Mobile Messenger window to read the messages.
	You do not have unread SMS messages.

The Windows system tray icons may show an SMS icon.

You can also specify a sound to be played when new messages arrive.

Mobile Messenger window

Note: If Watcher is integrated with Outlook (subject to feature availability), you can send, read, reply to, forward , and delete SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

The Mobile Messenger window opens on the Inbox tab. Subject to feature availability, there may also be an Outbox tab for creating and sending messages.

From Mobile Messenger you can:

- Read SMS messages
- Delete SMS messages

Subject to feature availability, you may also be able to:

- Forward SMS messages to others
- Reply to SMS messages
- Phone the sender of a text message (if a callback number is included in the message)
- Add the callback number to your Phone Book
- Create a new SMS message to send

To access Mobile Messenger:

- Click the icon in the Indicator area, or
- Select **TOOLS > Mobile Messenger...**

Mobile Messenger - Inbox

>>| Read SMS messages

>>| Forward SMS messages

>>| Reply to SMS messages

>>| Phone the sender of a text message

>>| Add SMS callback to contacts

>>| Delete SMS messages

Read SMS messages

Note: If Watcher is integrated with Outlook (subject to feature availability), you can read SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

Incoming messages are stored in the Inbox until you delete them or until they expire.

To read SMS messages:

1. Access the Mobile Messenger window.

   Each line is a message header for one message. Unread messages are displayed in **bold**.

2. Click anywhere in the message header.

   The message and its status are displayed in the lower panel.

Web addresses within messages may work as links that open the page in your browser.

Phone numbers within messages may also work as links that can be dialed by clicking them. Right-click them to open a context menu allowing you to:

- Dial the number
- Send a text message
- Add the number to your Phone Book

Once viewed, the message is marked as read.

Forward SMS messages

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can forward SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

To forward SMS messages:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In the Inbox of the Mobile Messenger window, select the message you want to forward.
3. Select **File > Forward Message...**

   The message composition window opens with a copy of the selected message.
4. In the "To" field, enter the desired destination.
5. Optionally, add your comments to the message body.
6. From the "Priority" drop-down list, set the priority of this message.
7. Click **Send**.

Related topics

>>| Cannot send or receive SMS

>>| SMS Failed

Reply to SMS messages

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can reply to SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

This option is available only if the SMS address of the sender is included in the message. This won't be available if, for example, the message was sent from a web site.

To reply to SMS messages:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In the Inbox of the Mobile Messenger window, select the message you want to reply to.
3. Select **File > Reply to Sender...**

   The message composition window opens with the address of the sender filled in.
4. Enter your response in the message body.
5. Optionally, in the "To" field, enter additional destinations to receive a copy of your reply.

6. From the "Priority" drop-down list, set the priority of this message.
7. Click **Send**.

Related topics

>>| Cannot send or receive SMS

>>| SMS Failed

Phone the sender of a text message

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can phone the sender of an SMS message from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

You can phone the sender of a text message, provided the message includes a valid callback number.

To phone the sender of a message:

1. In the Inbox of the Mobile Messenger window, select the message from the person you want to phone.
2. Select **File > Call back Sender**.

Watcher then dials the callback number.

Add SMS callback to contacts

Subject to feature availability.

If the selected SMS message has a callback number, you can add the number to a new or existing Phone Book entry.

1. In the Inbox of the Mobile Messenger window, select the message from the person you want to add to your contacts.
2. Select **Edit > Add Contact to Phone Book**.

Note: The contact is added to the Phone Book (in Watcher). If you want this contact to appear in your Outlook contacts, synchronize the Phone Book with Outlook.

This option is not available if the message does not have a callback number.

Mobile Messenger - Outbox

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), use Outlook to deal with outgoing SMS messages. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

From the Outbox of the Mobile Messenger window you can:

- Create, save, and send messages.
- Determine the status of sent messages.
- Review your sent messages and drafts.
- Edit and send saved drafts.
- Delete messages.

Related Topics:

>>| Retain sent messages

>>| Override the callback number

Create a new SMS message

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can create and send SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

To create an SMS message:

1. If you will be sending the message immediately after you create it, ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In the Mobile Messenger window, select **New...**
   The message composition window opens.
3. In the "To" field, enter the desired destination address(es).
4. Enter the text in the message body.
5. From the "Priority" drop-down list, set the priority of this message.
6. If your message is ready to be sent, click **Send**.
   Alternatively, you can save the draft, then edit and send it later.

Before sending, you can override your callback number if desired.

Related topics

>>| Cannot send or receive SMS

>>| SMS Failed

SMS message composition

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can create and send SMS messages from Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

Message composition allows you to:

- Address an SMS message to up to 10 recipients ("**To**" button).
- Set the priority of the message ("**Priority**").
- Compose the text of the message.
- Send the message. (The button is enabled when an address and body are entered.)
- Save a draft message without sending it (**File > Save**).

Message composition is accessed when you: create, revise, forward, or reply to a message.

Address an SMS message

Subject to feature availability.

To address an SMS message:

- In the "To" field, enter the person's CDMA e-mail address or phone number.

  To separate multiple recipients, use a comma "," or a semi-colon ";". Spaces are ignored.
- Click the **To...** button to open the Add SMS Recipients window, giving you access to your Phone Book/Outlook contacts.
- Repeat until all the recipients have been added. A message can have up to 10 recipients.

Send an SMS message to a contact

Subject to feature availability.

To send an SMS message to a contact:

1. From the SMS message composition window, click **To...**

   The Phone Book (Watcher) or Outlook contacts appear in the Add SMS Recipients window that opens.

Add SMS Recipients window

Subject to feature availability.

You can have up to 10 recipients to a single SMS message.

To add recipients:

- Enter an address or phone number directly, or
- Select an entry from the Phone Book or Outlook contacts list provided.

Click **Add ->** to include the address / number in the list of recipients.

Remove a recipient from the list by selecting it in the "Recipients" panel and clicking **<- Remove**.

Click **OK** to return to the SMS message composition window.

To access the Add SMS Recipients window:

1. From the Message Composition window, click the **To...** button.

Save a draft message

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can save a draft message in Outlook.

SMS message composition allows you to save drafts of messages for future editing and sending. To save a draft message:

- Select **File > Save**, or
- Close message composition and select **Yes** when asked if you want to save changes.

Drafts are saved in the Outbox.

You can revise, send, or delete the message later.

Related Topics:

>>| Retain sent messages

>>| Revise a draft message

Revise a draft message

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can revise a draft SMS message in Outlook. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

Saved messages in the Outbox can be recalled for editing or sending. To recall a saved message:

1. In the Outbox of the Mobile Messenger window, select the message you want to access.
2. Select **File > Edit Message...**

   The message opens in SMS message composition.

Alternatively, you can double-click the message in the Outbox to open it in message composition.

Related Topic:

>>| Save a draft message

Send an SMS message

Subject to feature availability.

Note: To send SMS messages, you must have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).

Additional features related to sending messages:

- Override the callback number of sent messages.
- Retain a copy of the message in the Outbox.
- Check the status of sent messages.

To send the message, click **Send** in SMS message composition.

Related topics:

>>| Cannot send or receive SMS

>>| SMS Failed

Override the callback number

Subject to feature availability.

You can override the callback number that is included in SMS messages you send. The default is the phone number of your EM5625.

To override the callback number:

1. From the **Messaging** tab of the Options window, select the "Override Callback #" check box.

   The displayed override number is used.
2. To change the override number, select **Change...** and enter the new number (no spaces or other formatting characters). To have no callback number in your messages, leave the entry blank.
3. Select **OK** to save the setting.

To use the phone number of the EM5625 as the callback number, clear the "Override Callback #" check box.

Retain sent messages

Subject to feature availability.

You can save SMS messages you send to the Outbox (of Watcher), or to Outlook (Sent Items).

Note: If you do not save messages to the Outbox, you cannot check the status of messages you send.

To save sent messages:

1. From the **Messaging** tab of the Options window, use the "Save to Outbox" drop-down menu to select:
   - automatically
   - ask first
   - never
2. Click **OK** to save the setting.

Outbox/Outlook messages are not automatically deleted. You must manually delete them.

Review SMS messages

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability), use Outlook to deal with retained SMS messages and drafts. You cannot access the Mobile Messenger window from Watcher, unless you disable Outlook integration.

From the Outbox of the Mobile Messenger window you can check the status and review the contents of retained SMS messages and drafts.

You must retain a copy of sent messages in the Outbox to review the status and content.

The status is shown as an icon in the list of message headers.

	Saved draft; not sent.
	Sent; received by the network.
	Sent; received by some, but not all, recipients (where enabled and supported by the network).
	Delivered to all recipients (where enabled and supported by the network).
	Error in sending. Resend the message.

The status is also shown within the review panel for each message. Select a message header to review the message status and content in the lower panel.

Enhanced SMS delivery acknowledgement

Subject to feature availability.

Note: If Watcher is integrated with Outlook, then this feature is not available.

For sent messages that are retained, you can set Watcher to request enhanced delivery status. Where supported by the network, this advises you of delivery of the message to the CDMA subscriber.

To enable enhanced delivery acknowledgements:

1. From the **Messaging** tab of the Options window, select the "Enhanced Delivery Acknowledgements" check box.

2. Click **OK** to save the setting.

Managing SMS messages

>>| Delete SMS messages

>>| Expire SMS messages

Delete SMS messages

Note: If Watcher is integrated with Outlook (subject to feature availability), use Outlook to delete SMS messages.

To delete SMS messages:

- Selectively: in the Mobile Messenger window, select the check boxes next to those messages you want to delete, then select **Edit > Delete**.
- All at once: in Mobile Messenger, select **Edit > Delete All**. Note that this also deletes unread/unsent messages!

You can also specify that read messages be automatically deleted (expire) from the Inbox after a set period. This does not affect the Outbox.

Expire SMS messages

Note: If Watcher is integrated with Outlook, then this feature is not available.

Unread SMS messages are kept indefinitely, as are messages in the Outbox.

To set an expiry period for read messages (after which they are deleted from the Inbox):

1. From the **Messaging** tab of the Options window, use the "Automatically delete" drop-down menu to select the number of days after which read messages are to be deleted.

   If you want to keep read messages indefinitely, select "never".
2. Click **OK** to save the setting.

You can also manually delete messages.

3: Voice Services

Voice features

Subject to feature availability.

Watcher provides these voice features:

- Make and receive calls
- 3-way calling
- Redial the last number called or unanswered
- Call Waiting Alert
- Missed Call notification
- Voice Mail notification
- Call Privacy (where available on the network)

Additional voice-related features:

- Customize incoming call notification
- Dial from your Phone Book or Outlook
- Prefix dialing with “1”
- Call Log
- KeyGuard to prevent accidental dialing
- Mute the microphone
- Customize features for dialing, answering, and alerts

The Call status area displays information about the voice call.

Headset / TTY use

Subject to feature availability.

For voice calls, you must connect an approved cellular headset (or TTY device) to the wireless device.

An icon in the Indicator area shows whether the headset or TTY is detected by the wireless device.

	Connected.
	Not detected. Check the connection of the headset or TTY to the device.

Headset volume

To increase or decrease the volume of the headset:

- Use the volume up and down buttons on the **Voice** tab , or
- Move the slider in the **Sounds** tab of the Options window.

For alerts and rings played on the wireless device's speaker, use the system volume control in the Windows system tray:

Mute a call

To mute the microphone during a call, select the mute button on the **Voice** tab .

When your call is muted, the message "Muted" flashes in the Call status area.

The message is displayed until the call is ended, or until you release it by selecting the mute button again.

Use a TTY

If you are using a TTY with your wireless device:

1. From the **Network** tab of the Options window, use the "TTY mode" drop-down menu to select either:
   - Off - to use an approved headset, or
   - On (Full) - to use a TTY.
2. Click **Save**.

Call Privacy

To prevent your voice calls from being monitored, the EM5625 automatically uses encryption where it is available on the network in your current coverage area.

An icon in the Indicator area shows whether encryption (the privacy feature) is on.

	Encryption is on.
	Encryption is off.

Minute Alert

The Minute Alert feature plays a sound in the headset at one-minute intervals, allowing you to monitor the duration of your call. This feature is useful if your billing plan includes a limited number of minutes.

Note: The counting of the time starts from when the connection is being established, and not from the time the other party answers.

To allow you time to end the call, the tone is played 10 seconds before the minute elapses.

To turn the Minute Alert feature on/off:

1. From the **Voice** tab of the Options window, select or clear the "Minute alert" check box.
2. Click **OK** to save the setting.

Service Alert

The Service Alert feature plays a sound to notify you that your coverage status has changed: roaming, or passing in or out of network coverage.

To turn the Service Alert feature on/off:

1. From the **Voice** tab of the Options window, select or clear the "Service alert" check box.
2. Click **OK** to save the setting.

The Voice tab

Subject to feature availability.

From the Voice tab of Watcher, you can:

- Place a voice call
- End a voice call
- Redial a number
- Answer a voice call
- Increase/decrease the headset volume
- Mute the microphone
- Set the notification of incoming calls
- Access your Phone Book
- Access the Scratch Pad
- Clear status messages

To access the Voice tab, select below the title bar of the main Watcher window.

The Call status area displays information about the voice call.

Scratch Pad

Subject to feature availability.

The Scratch Pad allows you to type brief notes, such as short reminders or a name and phone number.

To access the Scratch Pad:

1. From the **Voice** tab , use the button.

Use the keyboard or the dial pad to enter text.

The Scratch Pad automatically saves your data and closes when:

- There is an incoming voice call
- You click **ok** in the top right corner of the Scratch Pad
- You use **SEND** or **END**
- You select the **Data** tab of Watcher

Next time you display the Scratch Pad, your data is displayed.

To erase the data from the Scratch Pad, click **clear** in the top right corner of the pad, or use the **BACK** button.

To copy the text from the Scratch Pad to the clipboard (for use in other applications):

1. Select the text.
2. Use the keyboard **ctrl+c** to copy.
3. Change applications.
4. Use the keyboard **ctrl+v** to paste.

Outgoing calls

Subject to feature availability.

Note: You cannot make phone calls during an active data connection.

To place a voice call:

1. Ensure your headset or TTY is connected.
2. Select the **Voice** tab of Watcher.
3. Dial the number.
4. Use the **SEND** button, or press <enter> to initiate the call.

Note: Some accounts may bill voice calls differently from data services.

The connection progress is displayed in the Call status area.

Note: If Watcher is integrated with Outlook (subject to feature availability), you can dial a contact from Outlook.

Related Topics:

>>| Dial a voice call

>>| Ending a voice call

>>| Headset / TTY use

>>| KeyGuard - prevent accidental dialing

Dial a voice call

Subject to feature availability.

A call can be dialed in several ways:

- Dial the number directly (from the **Voice** tab of Watcher)
- Use your Phone Book (in Watcher)
- Dial a contact from Outlook
- Redial the last number called or unanswered
- Select a number from the Call Log
- Call back the sender of a text message

Related Topics:

>>| Auto-Hyphenation feature

>>| Prefix dialing with “1”

>>| Auto-Retry feature

Manual dialing

You can enter a number in several ways:

- Select the numbers of the dial pad of the **Voice** tab , much like the dial pad on a cellular phone.
- Use the number or letter keys of the keyboard. Letters translate to the dial pad equivalents (A, B, or C = 2, and so on).

To delete the last digit you entered (to make a correction), use the **BACK** button, or the backspace key.

To delete all the numbers you entered, use the **END** button or the <esc> key.

Use **SEND** , or the <enter> key, to initiate the call.

Auto-Hyphenation feature

The Auto-Hyphenation feature automatically inserts hyphens into a phone number as you enter the digits. The number is displayed in the format xxx-yyy-yyyy. The hyphens have no effect on what is dialed.

To turn the Auto-Hyphenation feature on/off:

1. From the **Voice** tab of the Options window, select or clear the "Auto-Hyphenation" check box.
2. Click **OK** to save the setting.

Prefix dialing with "1"

The prefix feature automatically inserts a "1" before numbers dialed from all sources, *except*:

- Numbers that begin with "1" or "*"
- Emergency (911) calls
- Data connections

Note: This feature does affect numbers you enter manually so it will impact local dialing. The "1" does not appear on the display.

This feature may allow you to continue to use your Phone Book when traveling.

To turn the prefix feature on/off:

1. From the **Voice** tab of the Options window, select or clear the "Prefix all voice calls with '1' " check box.
2. Click **OK** to save the setting.

Redial a number

Note: The redial number is the most recent of: a missed call, or number you dialed.

To redial a number, on the **Voice** tab use the **SEND** button, or press the <enter> key.

With no number displayed, Watcher redials the last number called or unanswered.

Auto-Retry feature

Note: This is not the same as redialing a number that connects but is busy.

The Auto-Retry feature retries a connection (up to five times), when the wireless device is temporarily unable to connect with the cellular base station. (The base station is not assigning a traffic channel to the modem. This situation is called "fast busy".)

You can set the interval at which the connection is retried:

1. From the **Voice** tab of the Options window, use the "Auto-retry" drop-down list to select the number of seconds to wait before retrying.

   To turn Auto-Retry off, select "off" from the drop-down list.
2. Click **OK** to save the setting.

3-way calling

Subject to feature availability.

If you are subscribed to a 3-way calling service, you can have a call between more than two parties.

To establish a 3-way call:

1. Connect with one of the parties.
2. Use the **SEND** button to place that party on hold.
3. Dial and connect to the second party.
4. Use the **SEND** button to join the 3-way call.

To end the call and disconnect both parties, use the **END** button, or press <esc> on the keyboard.

To disconnect only the second party, continuing with the first party, use the **SEND** button, or press <enter> on the keyboard.

KeyGuard

Subject to feature availability.

The KeyGuard feature prevents accidental dialing. When enabled, using the **SEND** button or any other button on the **Voice** tab has no effect.

To turn KeyGuard on/off:

1. Select **TOOLS > KeyGuard**.

A check mark next to the menu item indicates whether KeyGuard is on. The Call status area shows: "KeyGuard enabled".

If you have an incoming call, KeyGuard is automatically turned off. When the incoming call ends or is declined, your KeyGuard setting is restored.

Note: KeyGuard does not prevent other forms of dialing: data connections, dialing from Phone Book or the Call Log, or SMS message callback.

Mute key tones (overdial)

Subject to feature availability.

You can turn off (mute) the key tones from being played while in a call (overdialing). Note that this prevents Link Dialing.

To mute or enable overdial key tones:

1. From the **Voice** tab of the Options window, select or clear the "Mute" check box.
2. Click **OK** to save the setting.

Incoming calls

Subject to feature availability.

When you have an incoming voice call:

- The device plays a sound, based on your preferences. (You can also change the sound played.)
- The Call status area displays information about the caller (if supplied by the network).
- The **Voice** tab of Watcher is displayed. (If you were in Compact view or minimized, the Full view is restored.)

To answer a call:

1. Ensure your headset or TTY is connected.
2. Use the **SEND** button, or press the <enter> key.

If the Any-Key Answer feature is enabled, you have more options to answer a call.

You can set Watcher to automatically answer any incoming voice calls after a selected number of rings.

To decline a call:

- Use the **END** button on the **Voice** tab, or
- Press <esc> on the keyboard.

A declined call is put through to Voice Mail (if subscribed), and appears as a missed call.

If you missed a call, you can view and reply to missed calls using the Call Log.

Note: Some accounts may bill voice calls differently from data services.

Related Topic:

>>| Headset / TTY use

Incoming call notification

The device can be set to play a sound or use a "silent ring".

An icon in the Indicator area shows the setting.

	Ring on
	Silent ring. The Call status area displays a message for incoming calls.

To set how the device responds to an incoming call:

- While not in a call, select the mute button to toggle the ring on and off.
- Use the **Sounds** tab of the Options window to enable or disable the sound, and to select the .wav file to play as the audible ring.

Any-Key Answer

Subject to feature availability.

The Any-Key Answer feature allows you to answer a call by pressing:

- The **SEND** button
- Any of the **Voice** tab dial-pad buttons (0 through 9, *, or # key)
- Any key on the keyboard (except <esc>)

To turn the Any-Key Answer feature on/off:

1. From the **Voice** tab of the Options window, select or clear the "Any-key answer" check box.
2. Click **OK** to save the setting.

If the Any-Key Answer feature is off, you must use **SEND** or press <enter> on the keyboard to answer incoming calls.

Related topic:

>>| Auto-Answer feature

Auto-Answer feature

Subject to feature availability.

The Auto-Answer feature automatically answers incoming voice calls without you having to press any keys.

An icon in the Indicator area shows whether the Auto-Answer feature is on.

	Auto-Answer is on.
	Auto-Answer is off. To answer the call, you must use **SEND** . See also Any-Key Answer.

To set the number of rings for Auto-Answer:

1. From the **Voice** tab of the Options window, use the "Auto-answer incoming calls" drop-down list to select the number of rings.

   To turn Auto-Answer off, select "off" from the drop-down list.

2. Click **OK** to save the setting.

Call Waiting Alert

Subject to feature availability.

When you are on a call, this feature notifies you when you have another incoming call. You can then:

- Ignore the new incoming call, or
- Put your current caller on hold and answer the new call by using the **SEND** button.

To switch between the two callers, use the **SEND** button.

For more information about call waiting alert, contact Verizon Wireless.

Missed Call notification

An icon in the Indicator area shows whether you have any missed calls.

	You have missed calls. By selecting the icon, you can display the Call Log and reply.
	There have not been any missed calls since the Call Log was last viewed.

The Call status area shows the message "new missed call(s)".

The Windows system tray icons also include a missed call icon.

The redial feature calls the number of the most recent unanswered or dialed call.

Related Topic:

>>| Clear status messages

Ending a voice call

To end a voice call:

- Use the **END** button on the **Voice** tab, or

- Press <esc> on the keyboard.

If the other party hangs up first, the call may be released without you taking any action.

Voice Mail

Depending on your account, you may have a voice mail feature. Unanswered calls are directed to your voice mail box where messages can be left. You are notified of new voice mail messages.

To manage your voice mail service, these features are available:

- Access your Voice Mail
- Change your Voice Mail access number
- Customize the notification
- Clear the Voice Mail icon
- Configure DTMF tones (if directed by a service representative)

Voice Mail notification

Subject to feature availability.

The message "You have new Voice Mail!" in the Call status area and an icon in the Indicator area show whether you have new voice mail.

	You have voice mail. By selecting the icon, you can access your voice mail box.
	You do not have voice mail.

The Windows system tray icons may also include a voice mail icon.

You can also specify a sound to be played when new voice mail messages are left.

Clear the Voice Mail icon

When you retrieve voice mail, the network normally informs the EM5625. However if the network notification is missed, the icon may remain in the Indicator area. You can clear (turn off) the icon.

1. From the **Messaging** tab of the Options window, select the **Clear Indicator** button.

Access your Voice Mail

Subject to feature availability.

To access your voice mail:

1. Click the icon (whether lit or not)

Following a confirmation, Watcher places a voice call to the phone number used by your voice mail system.

The voice mail number is automatically set up for you during the installation and activation process. If this number changes, you can change it in Watcher.

Configure DTMF tones

Some Voice Mail systems require a longer than normal DTMF tone length.

To set the DTMF tone length:

1. From the **Voice** tab of the Options window, use the "Length" drop-down list to select the desired length.

   Select normal unless your service provider indicates that a different length is required.
2. Click **OK** to save the setting.

The continuous setting generates tone until the keypress is released.

Note: The duration of tones over the air is governed by the network. The EM5625 requests tones as configured by you, but the network may impose its own duration.

Change your Voice Mail access number

Subject to feature availability.

If your account includes a Voice Mail feature, you access your voice mail box by dialing a particular number. This number is automatically set up for you during the activation process, or when you are notified of your first voice mail message.

If this phone number should change, or your service provider is using another number, you must manually change it in Watcher:

1. From the **Messaging** tab of the Options window, in the Voice Mail section select the **Change...** button to open the dialog.
2. Type in the new voice mail number. Use only numbers from 1 through 9, and the * or # keys. Link Dialing is

supported, but do not include spaces, brackets, or hyphens.

3. Click **OK** to close the dialog.
4. In the Messaging options tab, click **OK** to save the setting.

4: Contact Management

Phone Book

Watcher has a Phone Book of contacts to track phone numbers and e-mail addresses. Subject to feature availability, you can use these entries to easily:

- Make a voice call to a contact
- Send an SMS message to a contact

Note: If Watcher is integrated with Outlook (subject to feature availability), you can also phone and send SMS messages to your Outlook contacts.

To access your Phone Book from Watcher:

- Select **TOOLS > Phone Book...**, or
- From the **Voice** tab, use the button.

In the PhoneBook window, you can:

- Add a new contact (**Add New Contact...**).
- Edit a selected contact (**File > Edit Contact...**).
- Delete a selected contact (**File > Delete Contact**)
- Synchronize the Phone Book with Microsoft® Outlook® contacts

Related topic:

>>| Link Dialing

>>| Add a Call Log entry to your contacts

Contact Properties

The Contact Properties window is used to add or edit entries in the Watcher Phone Book.

Note: If Watcher is integrated with Outlook (subject to feature availability) and Outlook is running, you can also use your Outlook contacts.

Items in this window can be synchronized with Outlook Contacts.

To add an entry to the Phone Book:

1. In the Phone Book, select **Add New Contact**, or

Right-click any entry, and select **Add New Contact**.

To edit an entry:

1. In the Phone Book, select the entry.
2. Click **File > Edit Contact**, or
   Right-click the entry, and select **Edit Contact**.

Related topics:

>>| Synchronizing Phone Book contacts (in Watcher) with Outlook

Dial a contact

Subject to feature availability.

Note: If Watcher is integrated with Outlook (subject to feature availability) and Outlook is running, you can also phone your Outlook contacts.

To dial a Contact:

1. From the Phone Book window, double-click the contact entry you want to dial.

Alternatively you can:

1. Select the contact entry you want to dial.
2. Select **File > Dial**.

Link Dialing

Subject to feature availability.

Link Dialing allows you to dial numbers after pauses. This is useful for phone banking, calling cards, and so on, where you are prompted to enter a sequence of numbers (overdial).

Use your Phone Book to enter the Link Dial number just as you would any other phone number (including digits, *, or #). To separate the linked numbers, use:

- "L" or "l" if you need to use the **SEND** button after a specific part of the number is dialed, allowing you to listen for prompts before continuing.
- "P" or "p" if you want part of the number to be automatically dialed after a 2-second pause. For a longer pause, you can use multiple pause characters in a row.

For example, when you dial the entry "430-7767 # L 123 # PP 456":

1. The phone number "4307767#" is dialed (including the # key) to make the connection.
2. The Call status area shows:
   Link Dial Mode.
   'Send' for next link
3. Use the **SEND** button to dial the next "123#".
4. The Call Status Area shows:
   Link Dial Mode.
   Wait for next link...
5. Four seconds later, "456" is dialed automatically.

The spaces and hyphens are optional, making it easier to read the sequence.

Related topics:

>>| Configure DTMF tones

>>| Mute key tones (overdial)

Call Log

The Call Log records details about all incoming, outgoing, and missed calls of all supported types: voice and data (subject to feature availability). It provides useful information such as the phone numbers of missed calls.

To access the Call Log:

- Select **TOOLS > Call Log...**, or
- Click the Missed Call icon in the Indicator area

Scroll left and right if needed to display the date, time, caller, and type of call.

From the Call Log, you can:

- Reply to logged calls (voice only)
- Copy the Call Log to a text file
- Copy a phone number from the Call Log to the clipboard, then paste it into another application
- Add a Call Log entry to your contacts (in Watcher)
- Set the type of calls to be displayed
- Determine the amount of data transferred
- Sort the calls
- Delete entries

Reply to logged calls

Subject to feature availability.

To reply to a call logged in the Call Log:

- In the Call Log, double-click the entry you want to reply to, or
- Select the entry, then select **File > Dial**.

From the Call Log you can place only voice calls.

Copy the Call Log to a text file

To save the information in the Call Log to a text file:

1. In the Call Log, select **File > Save As...**
2. Select a name and location for the file.
3. Click **Save**.

Copy a phone number from the Call Log to the clipboard

To copy a phone number to the clipboard:

1. In the Call Log, select the entry.
2. Select **Edit > Copy Phone Number**.

The phone number that is copied is:

- For incoming calls: the number in the From column
- For outgoing calls: the number in the To column

You can then paste the number into another application.

Add a Call Log entry to your contacts

To add a phone number from the Call Log to your Phone Book (in Watcher):

1. In the Call Log, select the entry.
2. Select **Edit > Add Number to Phonebook**.
   If adding a new contact, enter the first and last name.
3. From the "Add phone number as" drop-down list, select the type of phone number.
4. Click **Save**.

Note: The contact is added to the Phone Book (in Watcher). If you want this contact to appear in your Outlook contacts, synchronize the Phone Book with Outlook.

Call Log view options

You can view all calls, or only specified calls: voice or data.

1. From the Call Log, select **View**, then the item you want to view or hide. A check mark next to each item indicates if it is displayed.
2. Repeat until you have selected all desired items.

The icon in the first column indicates whether the call was an incoming , outgoing , or missed call .

Sort the Call Log display

To sort the calls in the Call Log, click the column label (for example, "From") that you want to sort by. To reverse the sort order, click the column label one more time.

Delete entries from the Call Log

To delete a single entry from the Call Log:

1. Select the entry.
2. Select **Edit > Delete**.

To delete all entries:

1. Select **Edit > Delete All**.
2. Click **Yes** to confirm the deletion.

1: Outlook integration

Enabling Outlook integration

Subject to feature availability.

When Outlook integration is enabled, a new toolbar is added to Outlook so that you can:

- Read and send SMS messages from Outlook
- Phone people in your contacts list or the sender of an SMS message.

Note: The Outlook integration feature works with Outlook 2000 or newer, on Windows 2000 or XP. For this feature to work, Watcher must also be running. Outlook Express is not supported.

To enable Outlook integration:

1. In Watcher, select **TOOLS > Options > General**.
2. Select the **Outlook Integration** check box.
3. Restart Outlook.
4. Confirm that you have a new toolbar in Outlook. (The toolbar displays **New SMS; SMS Reply; ...**)

When Outlook integration is enabled, you cannot access the Mobile Messenger window in Watcher.

These SMS messages are NOT transferred to Outlook:

- Messages you sent and received prior to enabling Outlook integration

Messages you send and receive when Outlook is not running are saved in the Mobile Messenger window in Watcher. The messages get transferred to Outlook the next time Watcher and Outlook are both running.

Related topics

>>| Synchronizing Phone Book contacts (in Watcher) with Outlook

Sending SMS messages

If Outlook integration is enabled, you can send SMS messages from Outlook.

To send a message to a contact:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In Outlook, select the contact.
3. Select the **New SMS** button New SMS.
4. If more than one phone number is associated with the contact, a window appears listing all the numbers. Select the number you want from the list and select the **Send SMS** button.
5. In the bottom part of the message composition window, type your message.

   (The maximum length of an SMS message is usually about 160 characters.)
6. Select the **Send** button.

   Alternatively, you can save the message (by selecting **File > Save**), then edit and send it later.

To create and send an SMS message to a recipient who is not in your contacts list, or to multiple recipients:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In Outlook, select the **New SMS** button New SMS.
3. In the **To** field, enter the recipient's phone number.

   —or—

   Select **To** to open the Add SMS Recipients window, which allows you to select recipients from your contacts list:

   a. Select a name in the list to display the person's phone number, then select the number and select the **Add** button to include the number in the Recipients list.

   b. If you want to remove a number from the Recipients list, select the number and select the **Remove** button.

   c. Repeat steps a and b until the Recipients list includes all the numbers to which you want to send the message.

Note: If the contacts listed in this window are not up-to-date with your contact list in Outlook, select the **Refresh** *button.*

   d. Select **OK** to close the Add SMS Recipients window.
4. In the bottom part of the message composition window, type your message.

   (The maximum length of an SMS message is usually about 160 characters.)

5. Select the **Send** button.

   Alternatively, you can save the message (by selecting **File > Save**), then edit and send it later.

Your message remains on the network until the recipient is in service, unless the expiry period is exceeded.

Messages you send are automatically saved to the **Sent Items** folder in Outlook. SMS messages can be distinguished from e-mail messages by this icon: .

Related topics

>>| Enabling Outlook integration

>>| Synchronizing Phone Book contacts (in Watcher) with Outlook

>>| Viewing sent messages

>>| Viewing unsent outgoing messages

>>| Replying to SMS messages

Viewing sent messages

If Outlook integration is enabled, SMS messages that you send from Outlook are stored in the **Sent Items** folder.

To view sent SMS messages:

1. In Outlook, select the **Sent Items** folder.

   SMS messages can be distinguished from e-mail messages by this icon: .

2. Double-click the message header, or select the header and press <Enter>.

Related topics

>>| Enabling Outlook integration

>>| Sending SMS messages

>>| Viewing unsent outgoing messages

>>| Cannot send or receive SMS

>>| SMS Failed

Viewing unsent outgoing messages

If Outlook integration is enabled, any SMS messages that were created in Outlook but not sent, are stored in the **Drafts** folder.

To view or edit unsent outgoing messages:

1. In Outlook, select the **Drafts** folder.

SMS messages can be distinguished from e-mail messages by this icon: .

2. Double-click the message header, or select the header and press <Enter>, or right-click the header and select **Open**.

Related topics

>>| Enabling Outlook integration

>>| Sending SMS messages

>>| Viewing sent messages

Reading SMS messages

If Outlook integration is enabled, any SMS messages you receive are displayed in the Inbox in Outlook.

To read SMS messages:

1. In Outlook, select the **Inbox** folder.

   SMS messages can be distinguished from e-mail messages by this icon: .

2. Double-click the message header, or select the header and press <Enter>.

Related topics

>>| Enabling Outlook integration

>>| Replying to SMS messages

>>| Forwarding SMS messages

>>| Cannot send or receive SMS

Replying to SMS messages

If Outlook integration is enabled, you can reply to SMS messages from Outlook. You cannot send an SMS reply to an e-mail message in Outlook.

To reply to an SMS message:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. In Outlook, select the **Inbox** folder.

   SMS messages can be distinguished from e-mail messages by this icon: .

3. Select the message header.
4. Select the **SMS Reply** button SMS Reply.

5. Enter your message and select **Send**.

Related topics

>>| Enabling Outlook integration

>>| Reading SMS messages

>>| Forwarding SMS messages

>>| Cannot send or receive SMS

>>| SMS Failed

Forwarding SMS messages

If Outlook integration is enabled, you can forward SMS messages from Outlook. You cannot forward e-mail messages as SMS messages.

To send an SMS message you received to someone else:

1. Ensure you have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
2. Select the **Inbox** or **Sent Items** folder in Outlook.
   SMS messages can be distinguished from e-mail messages by this icon: .
3. Select the message header.
4. Select the **SMS Forward** button SMS Forward.
5. In the **To** field, enter the recipient's phone number.
   —or—
   Select **To** to open the Add SMS Recipients window, which allows you to select recipients from your contacts list:
   a. Select a name in the list to display the person's phone number, then select the number and select the **Add** button to include the number in the Recipients list.
   b. If you want to remove a number from the Recipients list, select the number and select the **Remove** button.
   c. Repeat steps a and b until the Recipients list includes all the numbers to which you want to send the message.

Note: If the contacts listed in this window are not up-to-date with your contact list in Outlook, select the **Refresh** *button.*

   d. Select **OK** to close the Add SMS Recipients window.
6. Edit the message, if you choose, and select **Send**.

Related topics

>>| Enabling Outlook integration

>>| Reading SMS messages

>>| Replying to SMS messages

>>| Cannot send or receive SMS

>>| SMS Failed

Deleting SMS messages

To delete SMS messages from Outlook:

1. In the **Inbox**, **Outbox**, **Sent Items** or **Drafts** folder of Outlook, select the SMS message(s) you want to delete.

   SMS messages can be distinguished from e-mail messages by this icon: .

- To select more than one message, use Ctrl+click, or Shift+click, or select **Edit > Select All**.

2. Press the Delete key, or select **Edit > Delete**, or click .

Dialing from Outlook

If Outlook integration is enabled, you can call any of your contacts or the sender of an SMS message.

To call a contact:

1. In Outlook, select or double-click the contact.
2. Select the **Wireless Call** button Wireless Call.
3. If more than one phone number is associated with the contact, a window appears listing all the numbers. Select the number you want from the list and select the **Dial** button.

To call the sender of an SMS message:

1. In Outlook, select the **Inbox** folder.

   SMS messages can be distinguished from e-mail messages by this icon .
2. Select the message header sent by the person you want to call. (This must be an SMS message header and not an e-mail message header.)
3. Select the **Wireless Call** button Wireless Call.

   The phone number (from which the SMS message was sent) is dialed.

Related topics

>>| Enabling Outlook integration

>>| Synchronizing Phone Book contacts (in Watcher) with Outlook

Synchronizing Phone Book contacts (in Watcher) with Outlook

If Outlook integration is enabled, you can synchronize your contacts in Watcher's Phone Book with your Outlook contacts.

Note: Only the name and phone number are synchronized.

To synchronize the records in your phone book with Outlook:

1. Open Outlook if it is not already open.
2. In Watcher, select **TOOLS > Phone Book**.
3. Select **File > Synchronize with Outlook**. Watcher then begins synchronizing the contacts.
4. Outlook (Contacts) may flash in the taskbar, or may display a message about a program trying to access data stored in Outlook. If Outlook (Contacts) on the taskbar is flashing, click it to display the message. To allow the synchronization to continue, click **Yes**.

Related topics

>>| Enabling Outlook integration

>>| Sending SMS messages

>>| Dialing from Outlook

Security features

Watcher can lock the EM5625 so that others cannot use the wireless modem and account (except for emergency 911 calls). A four-digit lock code is needed to unlock the modem.

You can set the EM5625 to lock:

- Whenever Watcher is started, (requiring the lock code each time), or
- Immediately (without restarting Watcher) - useful if you are lending your wireless device, or leaving it for a short time.

>>| Warning

Security features:

>>| Functionality when the EM5625 is locked

>>| Enable/disable the lock code

>>| Lock the EM5625 immediately

>>| Change the lock code

Unlock the modem

When locked, the Call status area displays "Modem is locked". To unlock the modem:

1. Select TOOLS > Unlock Modem...
2. Enter the lock code (PIN).

Initial lock code

The initial lock code value is determined by your service provider.

For service provider configurations that do *not* require account activation, a default lock code is set at the factory to a value determined by the service provider. For assistance, contact your service provider.

Configurations that do use the Activation Wizard set the intial lock code to the last four digits of your account phone number whenever a new phone number is activated.

After activation, you can change the lock code from the initial value to any four-digit code you choose.

Note: The security lock code is reset to the last four digits of any new phone number whenever an account is activated. This may change a custom value you have set.

Warning

If you lock the EM5625 and forget the lock code, you will not be able to use the EM5625 until you receive assistance from Verizon.

Functionality when the EM5625 is locked

When the EM5625 is locked:

You can:

- Dial pre-determined emergency (911) numbers
- Receive incoming voice calls, but the caller ID display is hidden
- Turn KeyGuard on and off
- Unlock the modem
- Receive Voice Mail notifications, but not dial to pick up the messages
- Receive text messages, but not access the Mobile Messenger window to read them or originate them

You cannot:

- Make outgoing voice calls
- Make data connections (including Always-on connection)
- Access most menu items

Enable/disable the lock code

You can set the EM5625 to never lock, or to lock on power up.

Note: If you lock the EM5625 and forget the lock code, you will not be able to use the EM5625 until you receive assistance from Verizon.

To enable/disable the lock feature:

1. From the **Security** tab of the Options window, use the "Lock modem" drop-down menu to select one of the following:
   - never - anybody who has access to your wireless device can use Watcher and your account.
   - on power up - when you start Watcher, the modem will be locked.

2. Click **OK** to save the setting.

Related Topics:

>>| Lock the EM5625 immediately

>>| Change the lock code

>>| Functionality when the EM5625 is locked

>>| Unlock the modem

Lock the EM5625 immediately

>>| Warning

To lock the EM5625 immediately:

1. Close any active connection.
2. From the **Security** tab of the Options window, select **Lock Modem Now**.
3. In the confirmation window, select **Yes**.

Related Topics:

>>| Enable/disable the lock code

>>| Change the lock code

>>| Functionality when the EM5625 is locked

>>| Unlock the modem

Change the lock code

>>| Warning

To change the lock code:

1. From the **Security** tab of the Options window, select **Change Lock Code...**.
2. Enter the existing lock code and click **OK**.
3. Enter a new four-digit lock code.
4. Enter the new lock code for confirmation.
5. Click **OK**.

Related topic:

>>| Initial lock code

3: Customization Options

Options window

Access the Options by selecting **TOOLS > Options...**

You can customize features of Watcher (subject to feature availability):

General

- Auto-launch Watcher on module detection, launch minimized
- Enable support for a WiFi network adapter
- Enable Outlook integration with Watcher
- Suppress/display warning messages
- Suppress/display prompt on exit

Data

- Data-Call Inactivity Timeout
- Allow default connections only
- Disable Microsoft network bindings for VZAccess connection

Messaging

- Expire received SMS messages
- Override callback number
- Save outgoing messages
- Enhanced SMS delivery acknowledgements
- Set voice mail number and clear indicator

Network

- Roaming options (System select)
- Use of a TTY
- System clock update with CDMA time

Security

- Prevent others from using your wireless account

Sounds

- Enable sounds for specific events
- Select sounds for events
- Set the volume of the headset

Voice

- Auto-Answer

- Auto-Retry
- Any-Key Answer
- Auto-Hyphenation
- Prefix dialing for long distance
- Key tone settings and mute
- Audible alerts

The **Restore Defaults** button restores the factory settings of all options.

General tab in Options

From the General tab in the Options window, you can:

- Auto-launch Watcher, Launch minimized
- Enable support for a WiFi network adapter
- Enable Outlook integration with Watcher
- Suppress/display warning messages
- Suppress/display prompt on exit

Auto-launch Watcher, Launch minimized

You can set Watcher to start automatically whenever your computer detects the powered-up module.

To set Watcher to auto-launch:

1. From the **General** tab of the Options window, select the "Autolaunch on module detection" check box.
2. Optionally, to have Watcher minimized when it starts up, select the "Launch minimized" check box.
3. Click **OK** to save the setting.

Warning messages

Warning messages for specific events (subject to feature availability) can be turned on or off:

- "Data connection lost" - you lost your wireless connection to the network. (See also: Always-on connection)
- "Prompt before exit"

To enable/disable the warning messages:

1. From the **General** tab of the Options window, select or clear the check box next to the desired message.
2. Click **OK** to save the setting.

Prompt before exit

When you close Watcher, there is a prompt reminding you that any open connections will be closed and you cannot receive any incoming voice calls.

To enable/disable this exit prompt:

1. From the **General** tab of the Options window, select or clear the "Prompt before exit" check box. (The prompt will appear when the box is checked.)
2. Click **OK** to save the setting.

Data tab in Options

From the Data tab in the Options window, you can:

- Automatically disconnect inactive data calls
- Allow default connections only
- Disable network bindings

Disable Microsoft network bindings for VZAccess connection

When the EM5625 is configured, bindings to Microsoft network and file and printer sharing protocols are automatically created. These bindings are not required and may create additional over-the-air traffic, or cause security concerns. These bindings can be disabled from the Windows Control Panel or in Watcher. To disable the bindings in Watcher:

1. From the **Data** tab of the Options window, select the "Disable Microsoft network bindings for VZAccess connection" check box.
2. Click **OK** to save the setting.

Messaging tab in Options

From the Messaging tab in the Options window, you can (subject to feature availability):

- Specify how long to keep read SMS messages in the Inbox
- Override your callback number on outgoing SMS messages
- Select whether to save outgoing SMS messages to your Outbox
- Enable or disable Enhanced SMS delivery acknowledgement
- Change your Voice Mail access number
- Clear the Voice Mail icon

Network tab in Options

From the Network tab in the Options window, you can:

- Set the roaming options ("System Select")
- Use a TTY instead of a headset
- Update the system clock automatically from the CDMA network

Update the system clock with CDMA time

If you frequently change time zones, you can have your system's clock set automatically from the CDMA network each time you start Watcher.

1. From the **Network** tab of the Options window, select the "Update system clock with CDMA time" check box.
2. Click **OK** to save the setting.

Security tab in Options

From the Security tab in the Options window you can:

- Enable/disable the lock code
- Change the lock code
- Lock the EM5625 immediately

>>| Warning

>>| Security features

Sounds tab in Options

From the Sounds tab in the Options window you can (subject to feature availability):

- Enable/disable audible alerts
- Set the sound for Call Waiting Alert
- Set the Incoming call notification
- Set the sound for SMS message notification
- Set the sound for Voice Mail notification
- Set the Headset volume

Use the check boxes to enable or disable alerts played on the wireless device's speaker. The "Enable" check box can be used to disable all alerts (for example, when in a theater) or enable those that are individually set.

Related topics:

>>| Call Waiting Alert

>>| Service Alert

>>| Minute Alert

Customize sounds

The .wav file assigned to each alert is shown.

To test the sound, select the **>** button to the right of the event description.

To change the sound file used:

1. Select the **Browse...** button to right of the event description.
2. Navigate to the sound file (.wav) you want to use.
3. Select **Open** in the file selection dialog.
4. Click **OK** to save your settings.

For alerts and rings played on the wireless device's speaker, use the system volume control in the Windows system tray:

Voice tab in Options

From the Voice tab in the Options window, you can:

- Set the number of rings for the Auto-Answer feature
- Enable the Auto-Retry feature
- Enable the Any-Key Answer feature
- Enable the Auto-Hyphenation feature
- Prefix dialing with "1"
- Set the overdial tone length and mute the key tones
- Enable audible indicators for the length of your call (Minute Alert) and change in coverage status (Service Alert)

4: Activation

Activation overview

Your EM5625 connects to a CDMA network. To use the network, you require an account with a service provider. The process of activation configures your EM5625 with the required account parameters (phone number, etc.).

The Activation Wizard guides you through the process.

If your EM5625 does not have an activated account, then, when you run Watcher or it autostarts, the Activation Wizard should autostart. If this does not happen: To start the wizard manually, select **TOOLS > Activation Wizard...**

To display information about your account, use **HELP > About Watcher...**, or the Connection Manager properties.

CDMA service provider account

Companies that operate CDMA networks and provide access to these networks are called *service providers*. You must have an account with Verizon Wireless to use the EM5625.

Each service provider has its own pricing options. There may be flat rate accounts, which provide you a maximum number of minutes of network usage for a fixed monthly fee. There may be accounts for which you are charged for network usage by the minute or by the amount of data transmitted.

Your account may include a variety of other services such as text messaging and voice mail.

Each EM5625 has been provisioned at the factory for use with a particular service provider (Verizon Wireless). This sets the EM5625 to use particular radio channels and enable services specific for that provider.

The process of setting up your account is called *activation*. Activation involves action by Verizon Wireless and configuration of the EM5625.

Your service provider needs to know what billing information to use to collect payment for your network usage. They also need to know the ESN (Electronic Serial Number) assigned to your modem during the manufacturing process. (The ESN can be displayed in Watcher.) This number is used to help authenticate your account when you connect for service.

Configuring the EM5625 involves setting the phone number assigned by Verizon Wireless and may involve entering other network parameters and settings such as a user name and password to access services.

If you purchased your wireless device directly from Verizon Wireless, you may already have an account; your EM5625 may be pre-activated.

Unless your EM5625 has been pre-activated, Watcher automatically detects that no account has been configured when you run it for the first time. Watcher then runs the Activation Wizard to guide you through the activation and configuration process.

Activation Wizard

>>| Activation Wizard - Select Option

>>| Manual Activation

>>| Voice-Assisted / Automated Activation

Activation Wizard - Select Option

The Activation Wizard walks you through the process of configuring an account. The process and options vary based on the service provider. This section is a guide only. Consult your product documentation, and follow the directions on screen and given by your service provider representative.

If your EM5625 does not have an activated account, then, when you run Watcher or it autostarts, the Activation Wizard should autostart. If this does not happen:

1. Ensure Watcher is running.
2. Start the Activation Wizard: select TOOLS > Activation Wizard...

Depending on your modem configuration, either or both of these options appear when the wizard is launched:

- **Manual Activation** involves phoning your service provider, exchanging information, and entering your account information into the appropriate fields in the wizard. (To use this method, you require a phone, other than your wireless device.)
- **Voice-Assisted / Automated Activation** involves the EM5625 placing a call to a special number at the service provider. Much of the process is automated, but you may require a headset (or TTY). Follow onscreen prompts.

To begin activation of the EM5625, select the method and click **Next**.

Manual Activation

Additional notes may advise you what to have ready. Consult the product documentation if needed. When you have collected the required information, call your service provider.

Inform the representative that you are activating a Sierra Wireless EM5625 for Verizon.

In the Activation Wizard, click **Next**.

Input Activation Code

For the activation code, enter six zeroes (000000), then click **Next**.

Enter Phone Number

This is the phone number assigned by your service provider. It is usually in the form of a 10-digit number: the area code and local number, without spaces or hyphens.

For service providers supporting Wireless Local Number Portability (WLNP), the phone number may appear in separate parts, adding an entry for MSID or IMSI. For assistance, consult your product documentation or your service provider.

Enter the information that the service provider gives you, then click **Next**.

Related topic:

>>| Security lock code setting

Enter Provider Specific Data

Different service providers may require additional information. If prompted by the Activation Wizard, enter the information as provided by your service representative.

SID:

The System ID (SID) governs which networks are “home” and which are roaming.

Enter the SID assigned by your service provider, then click **Next**.

Congratulations

Click **Finish** to close the Activation Wizard.

The modem reinitializes. After Verizon sets up your account on the network, your EM5625 should be configured and ready for use.

Voice-Assisted / Automated Activation

To use voice-assisted or automated activation:

1. If prompted to, connect your headset (or TTY) to the wireless device.
2. In the Activation Wizard, after selecting **Automated Activation**, click **Next**.
3. Read the message on the screen, and click **Next**.

A call is placed to the special activation number shown. (Enter a number only if instructed to do so by a service provider representative.)

Follow any instructions or prompts provided.

When complete, the message "Ready to Connect" appears in the Call status area of Watcher.

If you encounter any problems, please contact your service provider.

Not in Service

- If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.
- Ensure you are within the CDMA network coverage area. For coverage information, contact Verizon.
- Check with Verizon - a network or account problem may be preventing the EM5625 from obtaining service.

Modem is In Use

The EM5625 already has a connection when you attempt to make another connection.

- End the first call before you initiate the next one.

SMS Failed

Some possible reasons for a failure to send are:

- You do not have a subscription to a service that allows you to send SMS messages.
- You do not have NationalAccess service ( ) or an active dial-up/Quick 2 NetSM (14.4kbps) connection ( ).
- A destination in the "To" field is not valid.
- The message exceeded the maximum length for SMS messages (usually around 160 characters).
- There is a CDMA network problem or a problem with your account.

Cannot send or receive SMS

Ensure you have:

- A subscription to a service that allows you to send and receive SMS messages
- NationalAccess service ( ) or an active dial-up/ Quick 2 NetSM (14.4kbps) connection ( )

Optimize performance

To optimize your settings to achieve the fastest speeds and conserve data while using e-mail:

- Work in “offline” mode, and connect when you need to send and receive e-mail.
- Save attachments to a desktop folder and then open from that folder, rather than opening the attachment directly from the message.
- Remove the Preview Pane, or use the AutoPreview for headers only.

6: Glossary

Definitions

1X — One Times Radio Transmission Technology (the "one times" refers to the frequency spectrum). A high-speed standard for cellular communications. Supports Internet connections with data rates up to 153.6 kbps (downlink from the network) and 76.8 kpbs (uplink to the network).

1xEV-DO — A high-speed standard for cellular packet data communications. Supports Internet connections with data rates up to 2.4 Mbps (downlink from the network) and 153.6 kbps (uplink to the network). Average data rates are roughly 700 kbps (downlink from the network) and 153.6 kbps (uplink to the network). Actual speed depends on the network conditions. Compare to 1X.

BroadbandAccess — A high-speed standard for cellular packet data communications. Supports Internet connections with data rates up to 2.4 Mbps (downlink from the network) and 153.6 kbps (uplink to the network). Average data rates are roughly 700 kbps (downlink from the network) and 153.6 kbps (uplink to the network). Actual speed depends on the network conditions. Also known as 1xEV-DO. Compare to NationalAccess.

callback number — A number that the sender of an SMS message can specify, and that the receiver of the message can place a voice call to, in reply to the SMS message. (Related Topic: Override the callback number)

CDMA — Code Division Multiple Access

CDMA 1X — A high-speed standard for cellular communications. Also known as 1X, and NationalAccess.

CDMA 1xEV-DO — A high-speed standard for cellular communications. Also known as 1xEV-DO, and BroadbandAccess.

dBm — decibels relative to 1 milliwatt

DHCP — **Dynamic Host Configuration Protocol** - a protocol used to automatically assign IP addresses and related information.

DHCP also provides safe, reliable TCP/IP network configuration.

DTMF — **Dual Tone Multi-Frequency** - the tone generation system used by standard telephone networks. Each key is allocated a row and column tone; both are played at once to create the DTMF signal.

duration	Time that has elapsed since the EM5625 started establishing the current call. Note: The timer starts when the connection is being established - not when the two parties are connected and can start talking.
ESN	The Electronic Serial Number is a unique code assigned to your EM5625 during the manufacturing process. The ESN is displayed in the About Watcher window.
hotspot	A wireless LAN node that provides Internet connection and virtual private network (VPN) access from a given location.
IP	Internet Protocol
kbps	Kilobits per second
Mbps	Megabits per second
missed call	An incoming call that was not answered.
NationalAccess	A high-speed standard for cellular communications. Supports Internet connections with data rates up to 153.6 kbps (downlink from the network) and 76.8 kpbs (uplink to the network). Also known as 1X.
overdial	Pressing keys to generate tones while in a call. This is commonly used for credit card dialing and to access features of automated answering systems. (Related Topics: Link Dialing, Mute key tones (overdial).)
packet	A short fixed-length block of data including a header that is transmitted as a unit in a communications network.
PRL	The Preferred Roaming List is an account configuration item set by your service provider. It controls the radio channels used by the device. The PRL version in use can be displayed using **HELP > About Watcher...**
profile	A data or WiFi connection configuration defined in the Connection Manager.
roaming	Being connected to a network other than your service provider's network. This may be subject to roaming charges. (Related Topics: System Select (roaming options), Roaming (indicator))
SSID	**Service Set IDentifier**—the name assigned to the network.

TCP	**Transmission Control Protocol**—The common underlying communication protocol used on the Internet. A connection handshake establishes a point to point logical connection. In contrast to UDP, TCP ensures both ends of the connection are present and active on the network. TCP ensures delivery of datagrams.
ToolTip	Text that displays when you position the mouse pointer over an area of the screen (for example, over an indicator).
TTY	(TeleTYpe) A device that allows people who are deaf, hard of hearing, or speech-impaired to use the telephone to communicate.
UDP	**User Datagram Protocol**—A low overhead, connectionless, packet delivery IP protocol. Unlike TCP, UDP does not guarantee delivery of datagrams.
VPN	Virtual Private Network
WEP	**Wired Equivalent Privacy**—A WEP key is a security code used to control access to a hotspot.
WiFi	**Wireless Fidelity**—a high-frequency wireless local area network (WLAN), known as 802.11.

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