

Quick Start  
Guide

700 Color  
CDMA  
Radio  
Setup

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There are U.S. and foreign patents pending.

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# Introduction

This guide tells you how to set up your CDMA radio on your 760 or 761 Color Mobile Computer.

## 760 Mobile Computer

- Uses a CDMA WAN (data only) module. Includes GSM/GPRS WAN (data and voice) radios, and Bluetooth.
- Uses Watcher for activation.
- Does not have voice capability in the U.S. but does in Canada.

## 761 Mobile Computer

- Uses CDMA/1XRTT WAN (data and voice) module.
- Uses PPC Activation Wizard for activation.
- Have voice capability for applications in the U.S. and Canada.

If you have a 760 Color Mobile Computer continue on the next page. If however you using a 761 Color Mobile Computer go to page 25.

## Some Terms to Help You Get Familiar With The CDMA Radio Technology

- **Activation** - the process of programming the radio with the lock code (MSL) and phone number (MIN) to allow it to communicate on the provider's network. Once activation is complete the user can make voice calls (if enabled by the carrier) with the mobile computer.
- **Data Provisioning** - the process of activating the ability for the CDMA radio to establish data connections e.g. connecting to the Internet.
- **NID (Network ID)** - a numeric value programmed into the CDMA radio during the activation process. This value may or may not be used by your carrier. This number may be provided by your carrier for activation purposes.

- **SID** (System ID) - a numeric value programmed into the CDMA radio at the factory or during the activation process. This number used by your carrier to determine if the radio belongs to its CDMA network. This number may be provided by your carrier for activation purposes.

## CDMA Carriers

The descriptions contained in this document are for using the Sprint PCS, Bell Mobility, Telus, and Verizon Networks versions of the SB555 Watcher program.



**Note:** Other carriers may be added pending regulatory and carrier approval.

## Getting Ready To Use Your CDMA Radio Module

Copy the files from the Intermec web site onto your PC.

Obtain software from <http://www.intermec.com/developersupport> 700 Color Support → Software Upgrades → Other 700 Color Downloads. Then choose your carrier CAB file.

- Sprint Watcher
- Verizon Watcher
- Telus Watcher
- Bell Mobility Watcher

## Preparing to Install Watcher

- 1 Ensure** the registry restore feature is turned Off. To check this Start Menu→Settings→System Tab→Utilities→Registry Save. Uncheck the “Enable Registry Save” box.
- 2 Cold Reset** 760 Mobile Computer. Do this by removing the battery pack and pressing the Reset button in the bottom of the battery compartment.
- 3 Go through** normal Pocket PC set-up (i.e. Align Screen etc.).

**4 Important!** Set the Date and Time.

## Methods for Loading Files to Your 760 Mobile Computer

There are two methods to load the file on your 760 Color Mobile Computer.

- Using a Storage Card or CompactFlash card
- Download file via ActiveSync on to your 760 Color Mobile Computer

### Memory Card File Transfer Method

- 1** Copy the CAB file for your carrier to the memory card (Storage Disk (SD) or CompactFlash (CF)) after downloading it from the web site.



**Note:** Ensure the registry restore feature is turned Off. To check this Start Menu→Settings→System Tab→Utilities→Registry Save. Uncheck the “Enable Registry Save” box.

- 2** Go through the normal getting started steps detailed in your 700 Color Quick Start Guide.
- 3** Install the SD or CF memory card into the card slot in your mobile computer.



**Note:** If you do not want the cab file to be erased from the memory card after installation, set the cab file attributes to read-only after copying them to the card.


- 4** At the **Start** screen tap on **Programs**.
- 5** Tap on **File Explorer**.
- 6** Tap the pull-down menu for **My Documents** and tap **My Device**.
- 7** Select **SDMMC Disk** from the **My Device** pull-down menu. If you are using a CompactFlash card your mobile computer will show the option as a **storage card**.
- 8** Skip to **Getting the Application Running with Either File Transfer Method**.

## Download Files onto Your Mobile Computer Method

You can also transfer the files from the host to your mobile computer via ActiveSync. For complete ActiveSync instructions refer to the 700 Color Quick Start Guide or the 700 Color User's Manual.

- 1 Obtain software from <http://www.intermec.com/developersupport> 700 Color Support → Software Upgrades → Other 700 Color Downloads.
- 2 Download software to your 760 Mobile Computer. The file can be placed at any location on your mobile computer just ensure you remember where you placed it. The “root” (My Device) is a good location for the file.

## Getting the Application Running with Either File Transfer Method

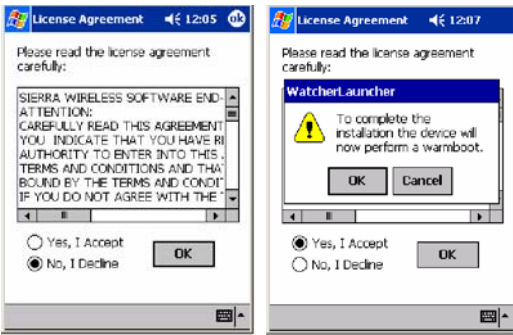
- 1 Install the application by tapping on the CAB file for your carrier.
- 2 Warm restart your mobile computer by holding down the  button for approximately 12 seconds. Then press the button again for a couple seconds.



**Note:** It is important to warm restart your unit. Restarting sets up the Watcher program for proper activation. The Watcher program performs a warm restart after Step 4 below. **Both** of these warm restarts are required for a successful installation.

- 3 Tap the 'X' in the upper right hand corner to get back to the **Programs** screen.
- 4 Tap on the **Watcher** icon.
- 5 The first time you run the program you get prompted to select **Yes** to the **License Agreement** then tap **OK**.





- 6 Your mobile computer will perform another warm restart, tap **OK** to continue.
- 7 Select **LAN Network** icon (bottom right corner of the Pocket PC screen).
  - Set to No Networking.
  - Set Auto FTP Off.

## Activation

SB555 *Watcher* program is intended to be used only for activation and data provisioning. Once you enable voice capability, data capability, or both depending on the carrier, you can remove the program from the system by cold booting your computer.

We do not recommend using the SB555 *Watcher* program for making data and voice calls on a daily basis because:

- It is a third party application that is unaware of certain power management methods used in your 760 Mobile Computer. Therefore, it consumes more power than necessary.
- The application size consumes memory that would be better used for your application data.

The process of setting up the account with your carrier and enabling the CDMA WAN radio in your model 760 Mobile Computer is called *activation*.

The CDMA radio is pre-programmed for a specific carrier (example: Sprint, Telus, Bell Mobility, Verizon,

etc.). Therefore, information about your radio should already be in your carrier's database.

You need to notify the carrier and set up mobile accounts for each unit you are activating. The Electronic Serial Number (ESN) that you need to supply to your carrier is located in two places:

- 1 On the outside of the mobile computer shipping box.
- 2 On the inside of the your mobile computer battery compartment. The ESN comes in two formats (decimal and hexadecimal). Most carriers accept either format. The decimal number is usually preferred.
  - The decimal format is an 11-digit number beginning with 099.
  - The hex format is an 8-digit number beginning with 63.

Only one of these number needs to be provided to the carrier.

Accounts for Verizon and Sprint carriers can be set up for data only. Canadian carriers (Telus and Bell Mobility) can be set up for data only, voice only, or both voice and data. This is determined by your application and the services your carrier offers.

After the ESNs for all the 760 Mobile Computers have been provided to the carrier and the carrier has established the accounts, you will be provided with the lock codes and telephone numbers needed to complete the activation process. You use the SB555 Watcher program to accomplish this task.

It is recommended that you write down the following information to have for future use.



**Note:** Ensure that you receive a spreadsheet with your order that calls out all the ESN's in both decimal and Hexidecimal format.



**Note:** Not all the elements listed below are required by all service providers.

- ESN of the modem
- Lock/Activation Code (may be termed one of the following):
  - MSL - Master Subsidy Lock
  - OTSL - OneTime Subsidy Lock
  - SPC - Service Provisioning Code
  - OTKSL - One Time Key Subsidy Lock
- SID (System ID)
- NID (Network ID)
- User Name
- Password
- MIN
- MSD
- MDN

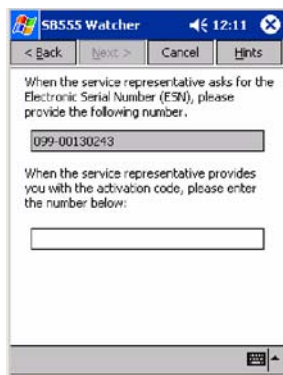
# Sprint Activation and Data Provision

## 1 Start Watcher.

- Ensure you have the correct 760 Mobile Computer with the appropriate ESN.
- Ensure you have 80% CDMA signal strength.
- If your 760 Mobile Computer has not been previously activated, Watcher automatically starts the Activation Wizard.



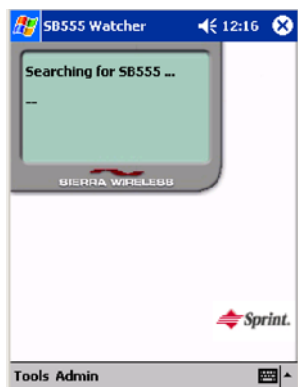
## 2 Enter the MSL or lock code received from Sprint.



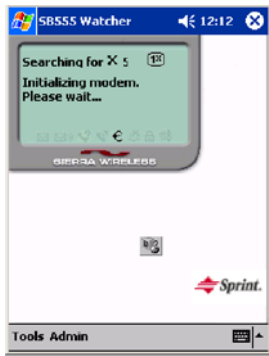
- 3 Enter the phone number (MIN) and MSID received from Sprint. Sometimes these numbers are the same.



- 4 After entering the phone number and MSID, the modem resets. Watcher displays the following two screens.



**Note:** If the “searching for SB555” screen does not proceed to the next screen after 30-40 seconds, warm restart your mobile computer. Then restart the Watcher program.



- 5 If data provisioning does not start automatically, select it from the Admin menu.

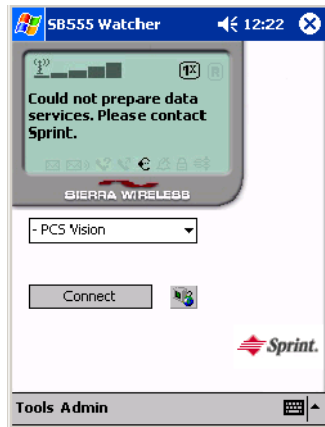


6 Answer 'Yes' to proceed with data provisioning.



- Activation over the air typically takes 1-10 minutes.

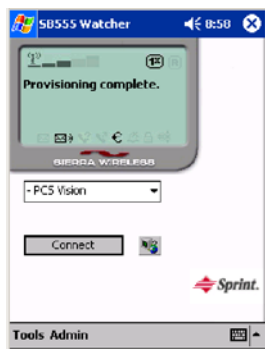
## If Data Provisioning Fails



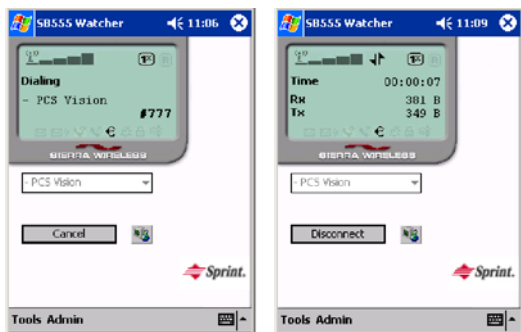
- If Data Provisioning fails and the message “could not prepare data services, please contact Sprint” displays, retry the Data Provisioning step by tapping the “Admin” menu icon at the bottom of the Watcher screen. Select “Data Provisioning...” and answer “yes” to the request.
- If after several attempts to complete the Data Provisioning over the air, it may be necessary to manually enter the data activation method.
- Manual activation is beyond the scope of this guide, therefore, go to Intermec Knowledge Central (<http://www.intermec.com>→Service and Support→Knowledge Central) The article (number 5749) is titled *How to Manually Activate a Sprint CDMA WAN Radio in the 760 Device*.



- 7 Once Data Provisioning is complete, the screen reads “Provisioning complete”,



- 8 Test the data connection by tapping on the “connect” button to make a data connection to the network. Watcher progresses through the following two screens. Once you see the second screen you know that your mobile computer has successfully connected to the 1XRTT network.



## 9 Run Internet Explorer

- Browse to a site and verify your internet connection.

**10** Uninstall the Watcher program by cold restarting your mobile computer. Watcher is intended for activation purposes only. Intermec recommends using the following for establishing and maintaining connection to the WAN radio.

- Custom application using Intermec's WWAN Toolkit API
- WAN Communication Program
- Custom customer application using Connection Manager Interface

# Verizon Automated Activation Process

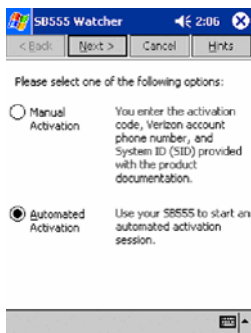


**Note:** This process takes approximately 60 seconds.

- 1 Start the Watcher program and select Automated Activation click next.



**Note:** You must be in Verizon's coverage area to activate your mobile computer. Your mobile computer should be activated in the location where it is intended to be used.



- 2 Click Next, no entry needed, click Next to dial the number displayed on the screen.



3 The activation process starts automatically.



4 You will see a series of unlock codes on your screen.



5 Continuation of activation process.



6 Commit OK and Programming OK is the final result of a successful activation.



- 7 Click the **Connect** button to connect to the carrier's network.



- 8 Click on Internet Explorer and choose a website. Your unit is now successfully activated.



- 9 Uninstall the Watcher program by cold restarting your mobile computer. Watcher is intended for activation purposes only. Intermec recommends using the following for establishing and maintaining connection to the WAN radio.

- Custom application using Intermec's WWAN Toolkit API
- WAN Communication Program
- Custom customer application using Connection Manager Interface

### **Verizon Username and Password, information**

- Username for Verizon is the 10-digit phone number@vzw3g.com.
- The password is vzw.

## Telus and Bell Mobility Activation

Activation of Bell Mobility and Telus are similar to the first portion of the Sprint activation process. Follow the instructions for manual activation using the Bell Mobility `Watcher.cab` or Telus `Watcher.cab` file to install files. Enter the activation lock codes and phone numbers as requested during the steps.

### Bell Mobility Username and Password info

- Username for Bell Mobility is 10 digit phone number@1x.bell.ca  
for example: 4165555555@1x.bell.ca
- Password for Bell is the original Voice Mail system password. Usually a 4 digit number. This is available from the activating organization.
- SID for Bell Mobility is 16420

### Telus Username, Password and SID info

- Username for Telus is 10-digit phone number@1x.telusmobility.com  
for example:  
4165555555@1x.telusmobility.com
- Password for Telus is the ESN; you can find this 11-digit number printed inside the battery compartment of your mobile computer. Ensure you use the 11-digit decimal version of the ESN. The decimal ESN begins with 099.
- SID for Telus is 16422

### Steps for Using WAN Communicator

Refer to the “*WWAN Communicator User’s Guide*” p/n: 074250 (<http://www.intermec.com>, click support then manuals, and specify product).



# Microsoft Phone Application for CDMA Radios



**Note:** This is for 761 Computers PPC Phone Edition.

With the WAN radio module installed in your 761 Computer, you can send and receive telephone calls. Use the speaker on the back of the computer as your earpiece and use the connector on the bottom of the computer for your mouthpiece.



**Phone** Tap **Start > Programs > the Phone** desktop icon or tap **Start > Phone** from the Today screen to access the application which processes your phone calls. Tap the **Close** button in the upper right corner of this application to close.

## Activation and Data Provisioning (Sprint)



**Note:** If you wish to do this activation another time, tap **Cancel** to close this wizard, then tap **Yes**.



It is necessary to initiate activation before using your Microsoft Phone application. Below are the instructions:



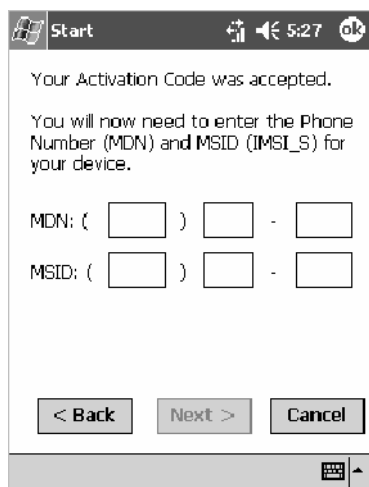
- 1 Phone** From the Phone application, tap **Tools > Activation Wizard**.
- 2** Have your activation code, phone number (MDN), and MSID information ready before you tap **Next** to continue. You can get this information from your network provider.



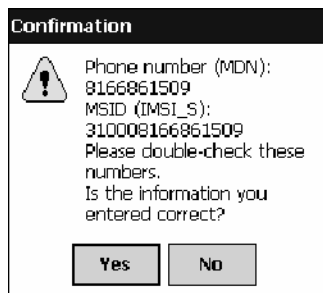
- 3 Enter your 6-digit activation code, then tap **Next** to continue.



- 4 Enter your phone number and MSID from Sprint, then tap **Next** to continue.



- 5 The application prompts whether the information entered is correct. If so, tap **Yes** to continue, otherwise tap **No** to return to the MSN and MSID screen.



- 6 Note that voice service is available immediately. Data service take a minimum of four hours of activation before you can use the service. If after four hours, a data connection is not established, see “*Data Provisioning*” on page 25 to manually launch data provisioning.

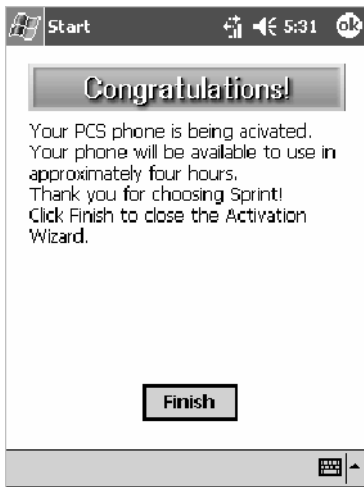
The application acknowledges that your phone will be in service in four hours. Tap **Finish** to close the wizard.

## Phone Application

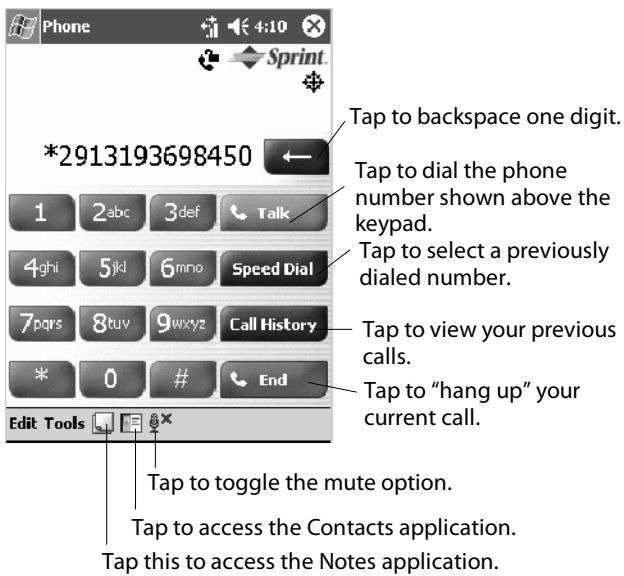


**Note:** Wait at least four hours after activation is complete before using this application. Data provisioning should occur automatically. Network information about your 741, 751, or 761 Computer needs to propagate through the Sprint Network after the activation is complete.

If data provisioning does not occur automatically, tap **Start** > **Settings** > the **Personal** tab > the **Phone** icon. Tap the **Data** tab, then tap **Provision** to initiate a session.



Tap the appropriate keys to enter a telephone number, then tap **Talk** to dial the number. Tap **End** to “hang up” the phone.



## Speed Dial

Tap **Speed Dial** to select a telephone number with which the 741, 751, or 761 Computer is to dial automatically. To add to this list, use the Contacts application. See Chapter 2, “*Windows Mobile 2003*,” for more information about the Contacts application.

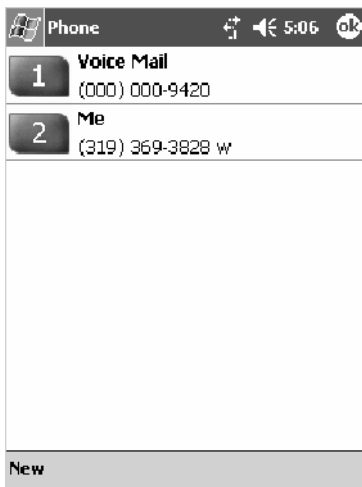
## Call History

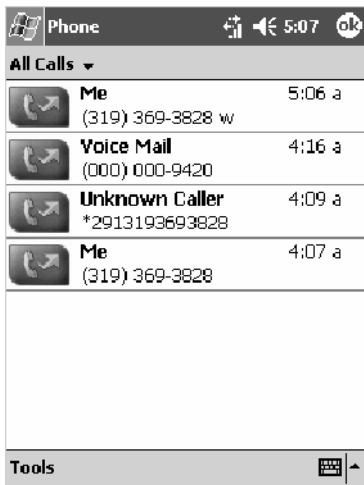
Tap **Call History** to note the telephone numbers that were previously dialed from this 741, 751, or 761 Computer.

## Tools

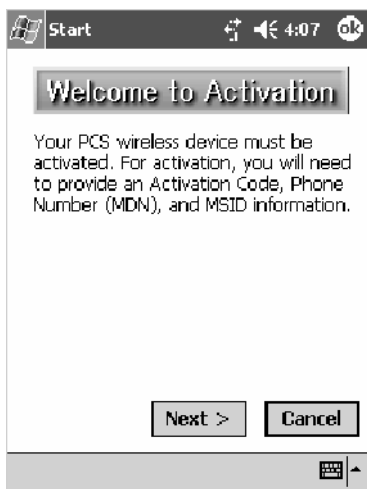
Use the Tools menu to send a voice mail, access the Activation Wizard, send an SMS email message, or configure phone settings.

- Tap **Tools > Voice Mail** to call and leave a voice message.





- Tap **Tools > Activation Wizard** to access the wizard with which to activate your 761 Computer. Be sure to have an activation code, a phone number, and MSID information ready. See page 25 for instructions on using this wizard.



- Tap **Tools** > **Send SMS** tab to access the Inbox application and send an SMS (Short Messaging Service) message. Be sure to have an SMS number ready to send the message — this is usually the mobile phone number. See Chapter 2, “*Windows Mobile 2003*,” for information about the Inbox application.



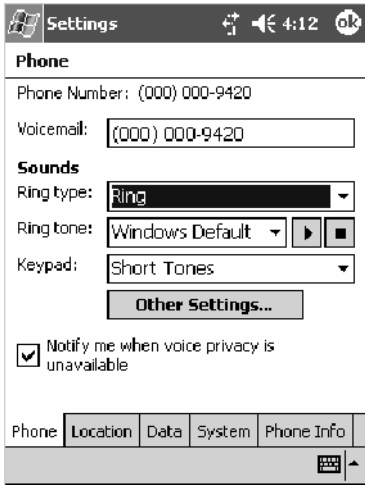
## Phone Settings



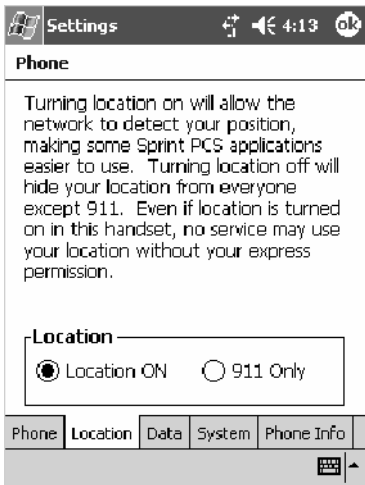
**Phone** Either select **Tools** > **Options** from the Phone application or select **Start** > **Settings** > the **Personal** tab > the **Phone** icon to access the Phone Settings control panel applet.



- Tap the **Phone** tab to customize your phone settings such as the ring type and ring tone to use for incoming calls, and the keypad tone to use when entering phone numbers. Tap **Other Settings** to go to the Sounds & Notifications control panel applet. *Select **Start** > **Help** for more online information about this feature.*



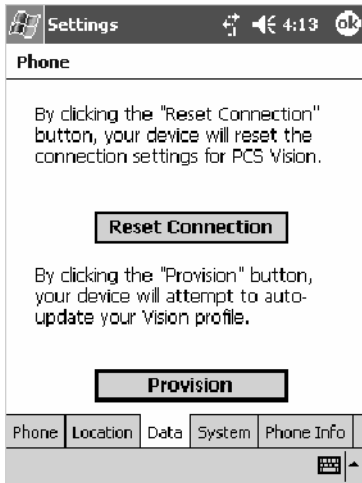
- Tap the **Location** tab to toggle between letting your location be visible for everyone to detect and hiding your location from everyone except 911.



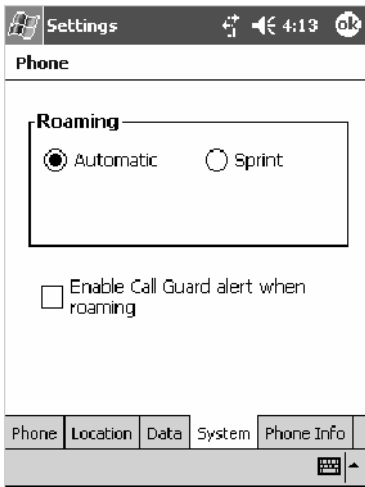
- Tap the **Data** tab to either reset your connection settings for PCS Vision or update your PCS Vision profile.
  - If your 760 Computer is unable to make a data connection and it has been more than four hours since activation, you can launch data provisioning from this screen. Tap **Provision**, then follow the prompts. This would take several minutes to set up the data connections.



**Note:** The data provisioning process can be automatically initiated by the Sprint network, by attempting to make a cellular line connection to the WAN before the 760 Computer is data provisioned, or by manually starting the connections through this screen. *Intermec recommends that Sprint Network “push” the data provisioning to your unit.*



- Tap the **System** tab to toggle between automatic or Sprint roaming and to enable the Call Guard alert when roaming.



- Tap the **Phone Info** tab to view the phone settings.



# Global Services and Support

## Warranty Information

To understand the warranty for your Intermec product, visit the Intermec web site at <http://www.intermec.com> and click **Service & Support**. The Intermec Global Sales & Service page appears. From the **Service & Support** menu, move your pointer over **Support**, and then click **Warranty**.

## Web Support

Visit the Intermec web site at <http://www.intermec.com> to download our current manuals in PDF format. To order printed versions of the Intermec manuals, contact your local Intermec representative or distributor.

Visit the Intermec technical knowledge base (Knowledge Central) at <http://intermec.custhelp.com> to review technical information or to request technical support for your Intermec product.

## Telephone Support

These services are available from Intermec Technologies Corporation.

<b>Service</b>	<b>Description</b>	<b>In the U.S.A. and Canada call 1-800-755-5505 and choose this option</b>
Factory Repair and On-site Repair	Request a return authorization number for authorized service center repair, or request an on-site repair technician.	1
Technical Support	Get technical support on your Intermec product.	2
Service Contract Status	Inquire about an existing contract, renew a contract, or ask invoicing questions.	3
Schedule Site Surveys or Installations	Schedule a site survey, or request a product or system installation.	4
Ordering Products	Talk to sales administration, place an order, or check the status of your order.	5

Outside the U.S.A. and Canada, contact your local Intermec representative. To search for your local representative, from the Intermec web site, click **Contact**.





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