



User Guide

***Sprint SmartViewSM
Version 1.81 for Macintosh***

www.sprint.com

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Section 1
Welcome to Sprint



Welcome to Sprint

Sprint is committed to bringing you the best wireless technology available. We built our complete, nationwide network from the ground up, so all your services will work the same wherever you go on the network.

This guide will familiarize you with our technology and your new device through simple, easy-to-follow instructions. It's all right here.

Welcome and thank you for choosing Sprint.

Your Sprint Mobile Broadband Device

Thank you for purchasing a Sprint Mobile Broadband Device. This device offers more freedom than ever before. No wires, no cables—just access to your data when you need it. The power of the Internet is truly at your fingertips.

Getting Help

This section describes where you can find more information on Sprint services, options, and troubleshooting problems you have encountered.

Visiting the Sprint Web Site

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

You can also:

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

Contacting Sprint Customer Service

You can reach Sprint Customer Service by:

- Logging on to your account at www.sprint.com.
- Calling us toll-free at 1-888-211-4727

Troubleshooting

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

For help with other problems:

- Section 8, "Troubleshooting Tools" in this guide describes a number of informational tools included in Sprint SmartView that may be of help in diagnosing problems.
- Section 9, "Troubleshooting Procedures" describes techniques that can be used to resolve the most common problems.
- Contact Sprint as noted above.

Section 2
***Installing the Software and
Drivers***



Introduction

Sprint SmartView for Macintosh is built to provide a robust and feature rich experience for which you have come to know Sprint for. To get started, you will first need to install your device drivers and the Sprint SmartView Software. But first, check that your computer meets the system requirements below.

System Requirements

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

| | |
|------------------|---------------------------------|
| Operating System | Mac OS version 10.4.11 or above |
| Processor | 700 MHz |
| RAM | 132 MB |
| Hard Drive Space | 60 MB |
| Web Browser | Safari 2.x or above |

Additional Requirements

- Internet Connection (if downloading the installer from the Internet)
- CD-ROM (if installing from CD)

Installing the Drivers for Your Wireless Devices

Before you can establish connections, with your wireless device or devices, you will need to ensure that the device's drivers are properly installed.

Sprint Mobile Broadband Device

All Sprint Mobile Broadband Devices come with a printed Quick Start Guide that contains instructions for device setup, including installing the appropriate drivers. For the majority of devices, the procedure will resemble the following:

1. Turn on your computer and let it boot up completely.
2. Plug the device into the appropriate PC Card, Express Card or USB slot.

Installing the Sprint SmartView Software

All new Sprint Mobile Broadband Devices come with a copy of the Sprint SmartView software. In some cases, the installer is on the device itself. Other devices come with an installation CD.

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

If you have an installation CD for the Sprint SmartView software, simply insert the CD in your computer's CD-ROM or DVD-ROM drive. The installer should run automatically..

Note

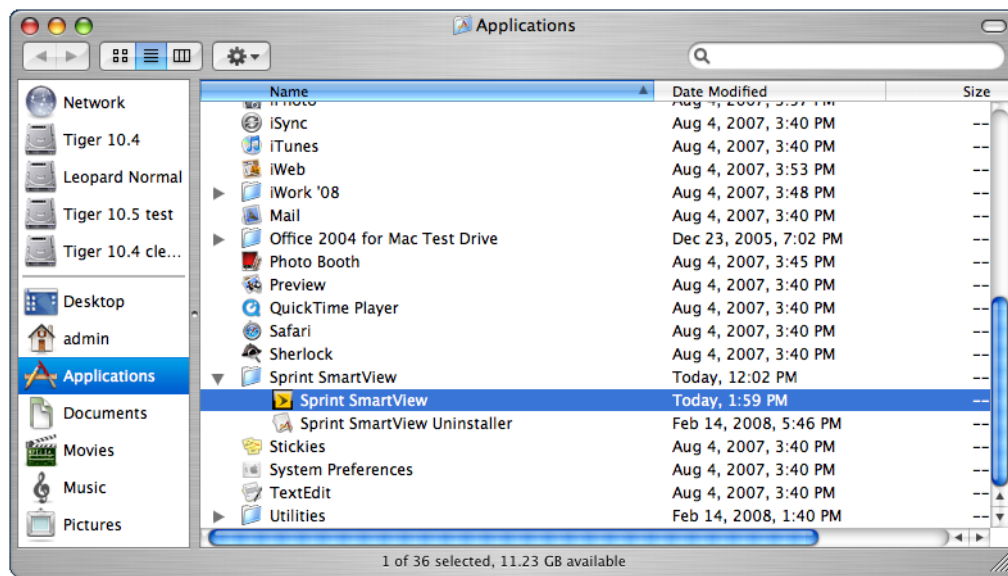
The Sprint SmartView software can also be downloaded from www.sprint.com/downloads.

For detailed instructions on installing the Sprint SmartView software, consult the printed Quick Start Guide.

Launching Sprint SmartView

Once your hardware is installed and ready to connect, you may go ahead and launch the “Sprint SmartView” application. To launch the client:

1. Open the Applications folder by holding down the Command and Shift keys and then pressing the A key.
2. Open the *Sprint SmartView* folder.
3. Double-click the *Sprint SmartView* icon in that folder.



Note

After the first time you run Sprint SmartView, the software will launch automatically each time you start your computer. If you want to prevent the client from being launched automatically, remove the check from the ***Automatically run this application at login*** box on the Client settings tab. (see page “Automatically run this application...” on page 35 for details).

Device Activation

Some Mobile Broadband Devices may require activation (programming) prior to use. If your device needs such an action, Sprint SmartView will inform you and start the activation process when you connect the device. Although the activation process will vary depending on the make, model and firmware version of your device, all activations fall into one of the following categories:

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

Although you have the option to cancel the activation process at any time, you will not be able to use the device for data connections until it has been successfully activated. To restart activation after you have cancelled, just disconnect your device from your computer and then attach it again.

- **One-Touch Activation** — Sprint SmartView will display a popup window that indicates that your device requires activation/programming and asks you if you would like to activate/program the device now. Click the **Yes** button on the popup to activate your device.

If you choose to cancel activation at this time (by clicking **No**), you can restart activation by disconnecting it from your computer and then attaching it again. One-Touch Activation can also be restarted by selecting **Activate Device** from the Tools menu, or by clicking the **Activate Device** button on the Mobile settings page, depending on your device. See “Device Configuration” on page 40 for more information.

- **Activation Wizard** — For some devices, Sprint SmartView will display an “activation wizard” when the device is connected. Although such devices require a few more steps to activate than those that use the techniques mentioned above, the wizard provides clear, step-by-step instructions to guide you through the process.

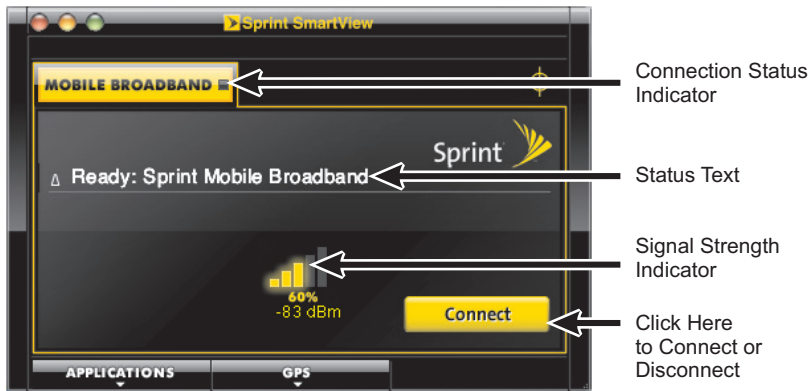
Although you have the option to cancel the activation process at any time, you will not be able to use the device for data connections until it has been successfully activated. To restart activation after you have cancelled, just disconnect your device from your computer and then attach it again.

Section 3
The Sprint SmartView
Interface



Interface Basics

When the application has completely loaded, you will see the interface shown below.



Connection Status Indicator

The color here indicates the current state of your Mobile Broadband connection:

- *Green* when you are currently connected
- *Yellow* when you are not connected (but your device is available)
- *Black* when your device is disabled or not available

Status Text

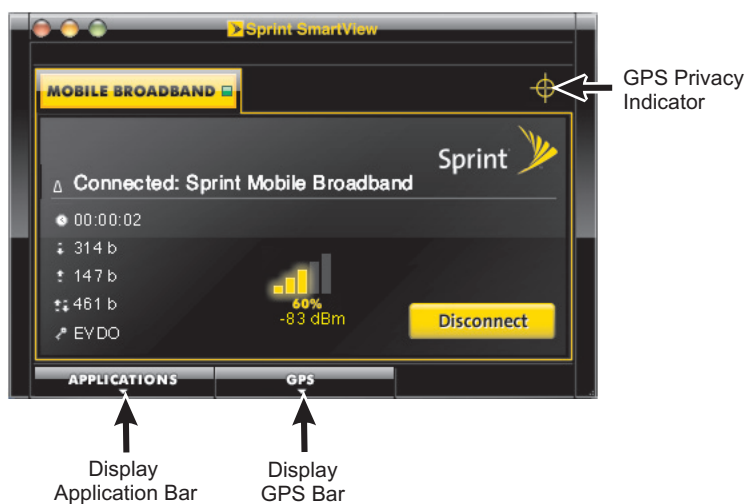
A brief text description of your Mobile Broadband connection status (for example, "Ready to Connect" or "Connected"). This also usually includes the name of the currently-selected Mobile Broadband network. However, some states (such as "No Device Detected") are not network-specific.

Signal Strength Indicator

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

Connect/Disconnect Button

Click the Connect button to establish a connection to the Mobile Broadband network whose name is displayed in the status text area. Click this button again to disconnect. See Section 4, "Mobile Broadband Connections" for more information on establishing connections.



Applications Button

Click this button to display the Applications Bar. Click again to hide it. This bar is used to quickly launch commonly-used applications. See “The Application Bar” on page 19 for more information.

GPS Button

If your Mobile Broadband Device contains a GPS receiver, you can click this button to display the GPS Bar. Click again to hide it. This bar is used to view global positioning data and quickly launch applications that use global positioning services. See “Using GPS” on page 27 for more information.

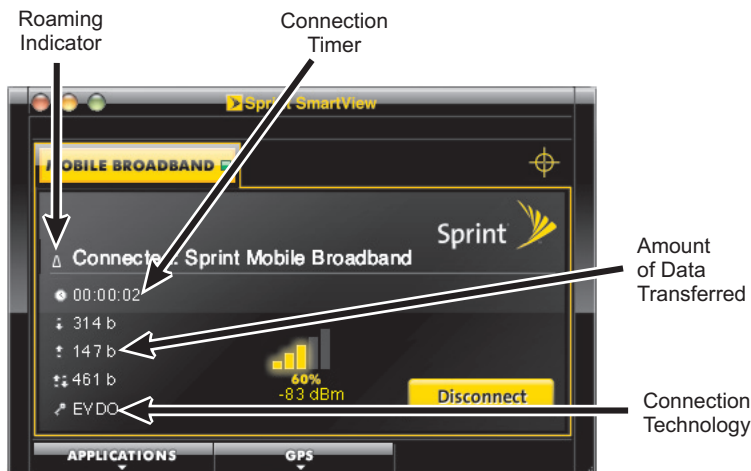
Note

Note that this button will be hidden if your Mobile Broadband Device does not contain a GPS receiver.

GPS Privacy Indicator

This icon appears when a Mobile Broadband Device that supports GPS has been attached. When no such device is present, the icon does not appear.

If a red slash appears across this graphic, a device that supports GPS is present, but disabled. This is also called “privacy mode,” because the device is not exchanging information about your location with the network. To exit privacy mode and employ the device for location services, just open the GPS Bar.



Roaming Indicator

This triangular icon appears when the current connection is off the Sprint network. Consult your wireless service plan for more information about roaming.

Connection Timer

This timer indicates how long you have been connected to the current network. The timer only appears when you are currently connected to a network of this technology type

Note

The timer can be turned off completely (hidden always) by removing the check from the *Display Connection Timer* box on the Client settings tab (see page 36).

Amount of Data Transferred

These values indicate the total rate at which data is currently being sent (↑) and received (↓) by Sprint SmartView over the current connection. The third value (which displays both arrows) is simply the total amount of data that has been exchanged since the connection was established. These indicators only appear when you are currently connected to a Mobile Broadband Network.

Connection Technology

On the Mobile Broadband connections interface, this indicates which data technology is used for the current connection.

The Tools Menu

The Tools menu contains the following options:

Lock Device

Select this option to lock your Mobile Broadband Device.

Mobile Info

Select this item to open the Mobile Info window. This window displays some technical information about the Mobile Broadband network you are connected to and your current Mobile Broadband Device.

Update Data Profile (IOTA)

Selecting this item instructs your mobile device to update its provisioning information so that it may properly use Sprint data services.

Activate Device

Select this item to activate your Mobile Broadband Device.

Note

This option will not be available if your device has already been activated (it will be grayed out).

Check for Application Updates Now

Selecting this item forces Sprint SmartView to check for updates to its software and its databases immediately.

Settings

Select this item to open the Settings window. The Settings window allows you to configure a number of personal preference features. This window is covered in detail in Section 7, “Sprint SmartView Settings.”

The Help Menu

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

Help

Opens Sprint SmartView's help system.

About Sprint SmartView

Select this item to display a window displaying version information for the Sprint SmartView software.

Section 4
***Mobile Broadband
Connections***



Establishing a Mobile Broadband Connection

Before you begin, you will need the following:

- A CDMA Mobile Broadband Device that you will use to establish connections. Device drivers for this device must be properly installed according to the manufacturer's instructions and the device must be selected in the Mobile Broadband tab of Sprint SmartView's Settings window.

IMPORTANT

The current release of the Sprint SmartView software does not support using phone handsets to establish data connections. You must have a supported PC Card, USB, or Express Card device for this purpose.

- A valid Mobile Broadband account.
- A network profile configured to access the Sprint network (this is created for you automatically when you connect a Mobile Broadband Device).

To connect to a network, follow these steps:

1. If you have not already done so, connect your Mobile Broadband Device. If your device is properly connected and configured, Sprint SmartView will begin searching for an available network. When Sprint SmartView is ready, it will display "Ready to Connect."
2. Click the **Connect** button.

Note

The current release of the Sprint SmartView software does not support GSM devices (for international roaming).

Section 5
The Application Bar



What is the Application Bar?

The application bar is a tray of icons that appears beneath the main window when you click the **Applications** button. Clicking on any of the icons on this bar will launch the application associated with that icon. Clicking the same icon again will shut down the launched application. By default, the bar contains the following icon:



Clicking this icon opens your web browser to a web site that can display a coverage map for your Mobile data service. Once the web site appears, just enter your current zip code, click **View Coverage** and then select the **Sprint Power Vision® Network**.



Test the speed of your connection.



Get online customer support specific to the wireless a mobile device you are using.



Manage your Sprint account.

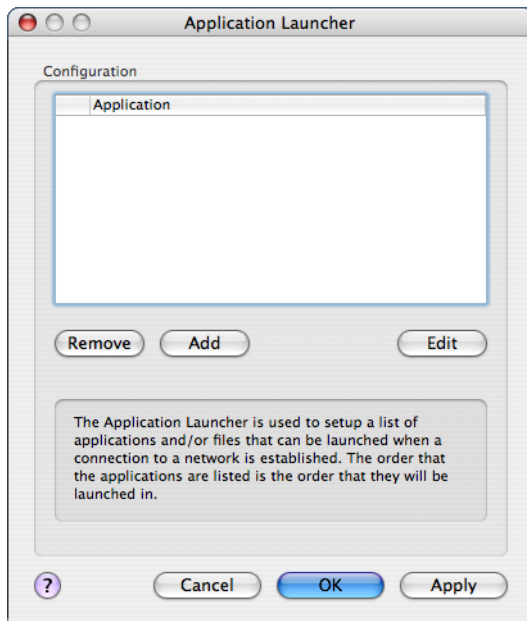


Visit the Digital Lounge.

You can add additional icons to the bar using the App Launcher page of the Settings window

The Application Launcher Window

Applications can be added to the Application Bar or removed from it using the Application Launcher page of the Settings window.



Opening the Application Launcher

1. Select **Settings** from the Tools menu.
2. Select the Client tab.
3. Click the **Configure Applications** button.

Adding an Application

Follow these steps to add an application to the Application Bar:

1. In the Application Launcher window, click the **Add** button. The Application Configuration window (see page 24) appears.
2. In the **Profile Name** box, enter the name of the application that you are adding. The name entered here will be displayed on the App Launcher settings tab.
3. Click the **Browse** button next to the box marked File.
4. Select the file you wish to add to the list and then click **OK**.
5. If the application requires any additional parameters to be entered on the command line when it is launched, you can enter them in the **Parameters** box.
6. By default, Sprint SmartView will use the icon from the program file selected above. If you want to use an icon from a different file to represent this application, click the **Browse** button in the Toolbar Settings group and then browse for the desired icon or drag the desired icon onto the icon well in the same group.
7. Specify where in the Application Bar you want this icon to appear by selecting a number in the Toolbar Position box.
8. Click **OK**.

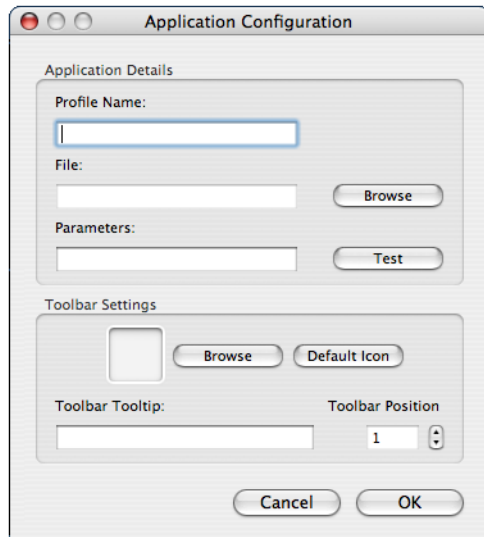
Editing the Parameters for a Launched Application

The parameters used to launch an application are found in the Application Configuration window and The Monitor Details window. Follow these steps to edit the parameters in the Application Configuration Window:

1. In the Application Launcher Window, select the application whose parameters you wish to edit.
2. Click the **Edit** button. The Application Configuration window appears.
3. Make any desired changes (descriptions for the parameters in this window start on page 24).
4. Click **OK** when you are finished.

The Application Configuration Window

This window allows you to select an application to be added to the Application Bar and/or edit the parameters Sprint SmartView uses to launch that application.



Profile Name

This is the name that will be displayed for this application in the Application Launcher window.

File / Browse

To select the application to be launched, do one of the following:

- Click the **Browse** button, locate the file you want to launch and then click **OK**.
- Type the complete path and filename of the file you wish to launch in the **File** box.

Note

Specifying a file here automatically populates the icon parameters below.

Parameters

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

Test

Click this button if you wish to verify that the application launches correctly. Sprint SmartView will attempt to launch the specified software with the configuration you have specified.

Icon Selection Controls

You can select an icon to display in the application bar by doing any of the following:

- Drag the desired icon onto the icon well in the Toolbar Settings Group
- Click **Browse** in the Toolbar Settings Group to browse for the desired icon
- Click the **Default Icon** button to use the selected application's default icon

Toolbar Position

The number here indicates the position in which this icon will appear on the Application Bar. The higher the number, the further to the right it will appear.

Toolbar Tooltip

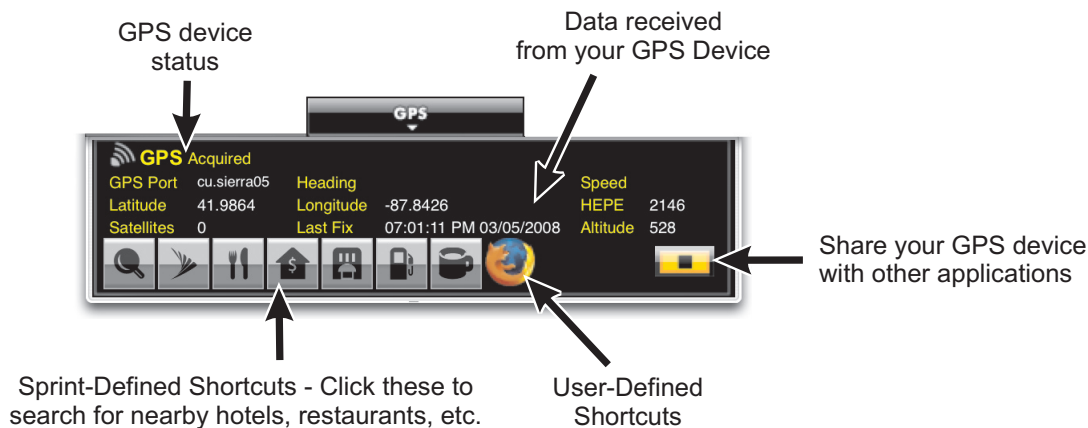
If desired, you may enter the text of the tooltip that will appear when you hover over this icon in the Application Bar.

Section 6
Using GPS



The GPS Bar

The GPS bar appears below Sprint SmartView's main user interface when you click the GPS button. If your Mobile Broadband Device includes a supported GPS receiver, you can use the GPS bar to determine your current location and to quickly search for hotels, restaurants and other nearby amenities.



When you first open this interface, privacy consent agreements will be displayed; to use GPS, you must accept them.

GPS Device Status

This has three possible values:

- **Off** — Indicates that your GPS receiver is present, but currently off.
- **Searching** — Searching for satellites. Ideally, the GPS receiver must acquire at least three satellites to provide latitude and longitude data, and four satellites to provide altitude data.
- **Acquired** — Your GPS receiver has acquired a sufficient number of satellites to provide latitude, longitude, and altitude data.

Data Received

These fields display the raw location data generated by your GPS receiver. Descriptions of individual fields can be found on page 30.

Sprint-Defined Shortcuts

Clicking the icons displayed here opens a map showing the nearest location of the selected type. Click the same icon again to close the map. Note that this requires that you have a current connection to the Internet and that your GPS receiver is ready to obtain location information (is in the "acquired" state).

The most versatile of these icons is the magnifying glass icon, which allows you to simply type what you would like to find. For example, typing “Joe's Burgers” would search for the nearest restaurant of that name. The other standard GPS icons search for all instances of specific types (hotels, gas stations, etc.).

See “Standard GPS Icons” on page 31 for explanations of all of these icons.

User-Defined Shortcuts

You can add your own shortcut icons to the GPS bar using the Configure GPS Applications interface. Follow these steps to display this interface:

1. Select **Settings** from the Tools menu.
2. Click the **Location/GPS** tab.
3. Click the **Configure GPS Applications** button.

Once the interface is displayed, adding a shortcut is the same as adding a shortcut to the Application Bar. See “Adding an Application” on page 22 for more information.

Sharing Your GPS Device

Ordinarily, your GPS receiver can only be used with the applications in Sprint SmartView. If you would like to use your GPS receiver with third-party applications, click the arrow button in the lower right corner of the GPS bar. Sprint SmartView will provide an interface that allows your GPS receiver to be recognized by standard GPS software.

Note

To use this functionality, you must agree to the Privacy Consent Agreement that appears when this button is clicked.

GPS Data Field Description

The following data fields appear near the top of the GPS bar:

GPS Port

The next available NMEA port available for use by a GPS application. Some applications require that you enter this port number prior to using them.

Heading

An estimate of the current direction in which you are moving. Compass headings range from 0 degrees (due North) to 360, with 90 being due East, 180 being due South, etc.

Speed

An estimate of the speed at which you are currently moving.

Latitude

Your current latitude, expressed in degrees and rounded to four decimal places. Positive numbers indicate north latitude from 0 to 90 degrees. Negative numbers indicate south latitude from 0 to 90 degrees. In either case, 0 is the equator and 90 is the latitude of the polar region.

Longitude

Your current longitude, expressed in degrees and rounded to four decimal places. Longitude 0 is at the prime meridian, which passes through the royal observatory in Greenwich, England. Positive numbers up to 180 indicate locations east of that location. Negative numbers to -180 indicate locations west of the prime meridian.

HEPE

Horizontal Estimated Position Error. This is your GPS receiver's way of telling you how sure it is of your exact longitude and latitude. So, if your HEPE is 43 feet, it means that your GPS receiver believes that the latitude and longitude it is reporting is accurate to within 43 feet.

Satellites

The number of satellites your GPS receiver has acquired. At least three are required to provide latitude and longitude. At least four are required to provide an altitude. Additional satellites provide greater accuracy (seven or more is considered excellent).

Last Fix

The date and time that your GPS receiver was last able to update its location data.

Altitude

Your current altitude above sea level (in feet). Note that because of the inherent difficulty in determining altitude via GPS, the margin of error for altitude may be somewhat larger than the HEPE (the margin of error for latitude and longitude).

Standard GPS Icons

By default, the GPS Bar contains the following icons:



Open a window that allows you to type what you're looking for. Sprint SmartView will search for the nearest example of whatever you typed.



Search for the nearest Sprint store.



Search for the nearest restaurant.



Search for the nearest bank.



Search for the nearest hotel.



Search for the nearest gas station.



Search for the nearest coffee shop.

Section 7

Sprint SmartView Settings



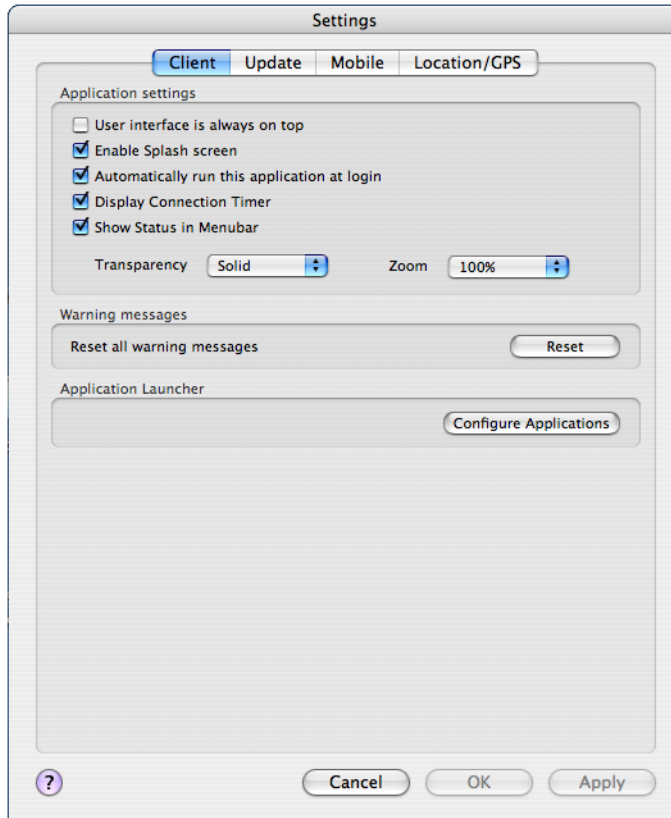
The Settings Window

The “Settings” window allows you to configure the behavior of the Sprint SmartView software. Among other things, these settings control how the application connects to networks, how often it retrieves updates and when to use GPS.

The window can be accessed by selecting **Settings** from the Tools menu. Information on each of the tabs in this window can be found on the following pages.

The Client Tab

The Client tab contains general settings for the Sprint SmartView software.



User interface is always on top

When this box is checked, Sprint SmartView will always appear on top of other application windows.

Enable Splash screen

When this box is checked, Sprint SmartView will display a splash screen while it loads. If you don't want the splash screen to be displayed, remove the check from this box.

Automatically run this application...

When this box is checked, Sprint SmartView will be automatically launched each time you login to your computer.

Display Connection Timer

This box controls whether the connection timer will be displayed in the main window. When the box is checked (default), the timer will be displayed. When the box is unchecked, the timer will not appear.

Transparency

This menu can be used to increase the transparency of the main user interface.

Zoom

The main user interface can be stretched up to twice its current size.

Show status in Menubar

If this box is checked, the status of the application and its connection will be shown in the Menubar for convenience.

Reset all warning messages

Sprint SmartView provides various warning messages that can be disabled if you do not want to see them. For example, the connection software will warn you that you will lose network connectivity if you close the application. These warning dialogs provide you with a method to turn off the warning. You can turn these warning messages back on by pressing the Reset button.

Configure Applications

Click this button to open the Application Launcher window. This window configures the applications displayed in the Application Bar. For more information on the Application Bar and the App Launcher window, see Section 5, “The Application Bar.”

The Location/GPS Tab

The Location/GPS tab in the Settings window configures Sprint SmartView's ability to locate nearby restaurants, banks, hotels, etc. using the Global Positioning System (GPS) in conjunction with Internet-based mapping and search services.



Note The settings on this tab will only be available if your Mobile Broadband Device provides GPS functionality.

Disable GPS on Device

Checking this box disables the GPS functionality on your Mobile Broadband Device (if your Mobile Broadband Device supports GPS). It also disables the Sprint SmartView's GPS functionality entirely, removing all GPS-related menu items and buttons from its user interface.

Do not show Privacy Consent Agreement for...

Checking any of these three items suppresses the display of the corresponding Privacy Consent Agreement. The first two of the privacy consent agreements listed in this space appear when you click the GPS button on the main user interface. You must accept both of these agreements in order to use any of Sprint SmartView's GPS functions. The third

privacy consent agreement listed here appears when you click the yellow arrow button on the GPS Bar. You must accept this agreement if you wish to use your GPS receiver with third party GPS applications.

Note that an indication of whether you have accepted each of these agreements is immediately to the right.

Automatically start GPS when a CDMA connection is established

If this box is checked, the GPS bar will open and Sprint SmartView will begin acquiring GPS data automatically whenever you successfully connect to a CDMA Mobile Broadband network.

Mapping and Search Services

Use this control to select which mapping and search service you want to use when searching for nearby restaurants, banks, etc.

GPS Mode

If your Mobile Broadband Device supports multiple GPS modes, this group allows you to specify which mode your device should use.

Configure GPS Applications

Click this button to open the GPS application configuration window. This window can be used to add more application icons to the GPS Bar. This window operates identically to the Application Launcher window except that it configures applications in the GPS Bar rather than the Application Bar.

See Section 5, “The Application Bar,” for configuration instructions.

Test GPS

Click this button to test your the GPS functions of your Mobile Broadband Device by querying it for your current location.

Note

Test results appear to the right. These are the same data fields that appear on the GPS Bar. See “GPS Data Field Description” on page 30 for their descriptions.

The Mobile Tab

The Mobile tab configures Sprint SmartView's ability to establish data connections to Mobile Broadband Networks.

The screenshot shows the 'Settings' window for Sprint SmartView, with the 'Mobile' tab selected. The window has four tabs: 'Client', 'Update', 'Mobile', and 'Location/GPS'. The 'Mobile' tab is active, showing the following settings:

- Device Selection:** Includes radio buttons for 'Disabled' (checked), 'Auto', and 'Manual'. Below is a text field containing 'None' and a 'Select' button.
- Roaming Selection:** Includes a 'Roam Guard' dropdown menu set to 'Default', and radio buttons for 'Auto' (checked), 'Sprint Only', and 'Roam Only'.
- Mode:** A dropdown menu set to 'Automatic'.
- Device Configuration:** Includes a checkbox for 'Disable Service Updates' (unchecked) and four buttons: 'Activate Device', 'Update PRL', 'Update Profile', and 'Update Firmware'.

At the bottom of the window are buttons for '?', 'Cancel', 'OK', and 'Apply'.

Device Selection

These settings are disabled in the current release.

Roaming Selection

The options in this group dictate whether Sprint SmartView will attempt to connect to a roaming network. Consult your service agreement for more information about roaming service and any charges that such service might incur.

- When set to **Auto**, Sprint SmartView will connect to the Sprint National Network when it is available, using roaming networks only when Sprint service is not available.
- When **Sprint Only** is selected, Sprint SmartView will connect only to the Sprint Nationwide PCS Network. It will never connect to other networks.
- When **Roam Only** is selected, Sprint SmartView will connect to roaming networks only.

Use the **Roam Guard** menu to specify whether you would like Sprint SmartView to display a warning message when you are about to connect to a roaming network for which there may be additional roaming charges.

Mode

This menu allows you to specify which technology will be used to connect. The following options are available:

- **Automatic.** The best fit will be selected automatically by the client.
- **CDMA 1xRTT.** Code Division Multiple Access utilizing the older 1 times Radio Transmission Technology.
- **CDMA EVDO.** Code Division Multiple Access utilizing the faster Evolution-Data Optimized Technology.

Device Configuration

This group allows you to update the configuration files that actually reside on your Mobile Broadband Device. The options here include the following:

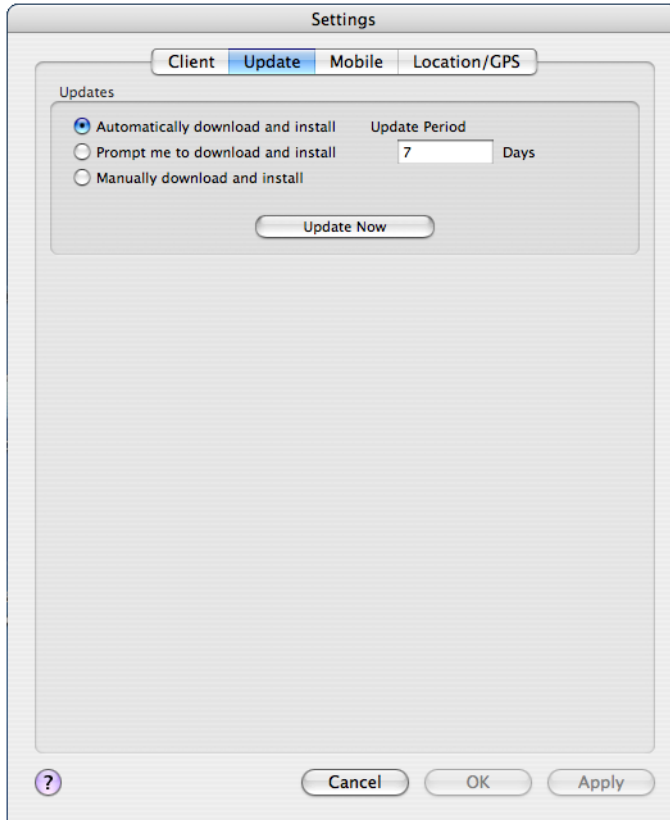
- Check the **Disable Service Updates** box if you want to disable all updates to your device's configuration. Not only does it disable all the other items in the Device Configuration group, it also disables network initiated updates of the same information.
- Click the **Activate Device** button if the selected device has not yet been activated. This will initiate the device activation process. Note that this button will not be available if the selected device has already been activated.
- The **Update PRL** and **Update Firmware** functions are not available in the current Sprint SmartView release for Mac OS. To obtain updates to your device's Preferred Roaming List or its Firmware, you will need to connect the device to a Windows system running Sprint SmartView release 1.11 (or above). The corresponding buttons are both present and functional in the Windows version of the software.
- Click the **Update Profile** button to update the profile your device uses to establish connections.

Note

This group of settings is only available for some Mobile Broadband Devices and will be disabled for others.

The Update Settings Tab

The Update Settings tab allows you to specify how often (if ever) Sprint SmartView attempts to retrieve updates to its software and its databases.



Automatically download and install

Select this option to have Sprint SmartView automatically download and install product updates at regular intervals (the default is once a week, but you can enter a different period).

Note

These updates are silent. You will not see the Update Wizard when updates are downloaded silently.

Prompt me to download and install

Select this option if you would like Sprint SmartView to periodically prompt you to download and install product updates.

Manually download and install

Select this option if you want product updates to be downloaded only when you manually initiate the download process using the ***Update Now*** button below.

Update Now

Click this button to have Sprint SmartView check for available updates now. If new updates are available, an Update Wizard will appear. This wizard allows you to choose which updates you want to download and install.

Apply Firmware Update

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

Section 8
Troubleshooting Tools



The Mobile Information Window

To view information about your computer, Sprint Mobile Broadband Device, network connection, and session activity, select **Mobile Info** from the Tools menu. The window shown below will appear.

The screenshot shows a window titled "Mobile Information" with two tabs: "Device" (selected) and "Network". The "Device" tab contains two sections: "Hardware Information" and "User Information".

Hardware Information:

- Device name: Sierra Wireless AC595U Device AC595U
- Device description: Sierra Wireless AC595U Device
- Manufacturer: Sierra Wireless, Inc.
- Modem model: AC595U
- Revision: p2010002
- ESN: 6055416A
- Technology: CDMA EVDO Rev A
- Firmware version: p2010002
- Hardware version: MC5725 Rev 2.0
- Modem port: /dev/cu.sierractl

User Information:

- User name: pctellinc37@sprintpcs.com
- Phone number: 408-394-5127
- Home Carrier Name: Sprint
- Home Carrier ID: 2
- Pri version: 60610
- Imsi: 4083945127

At the bottom of the window are three buttons: a help button (question mark icon), a "Copy" button, and an "OK" button.

Note

The information displayed in this window is provided by your Mobile Broadband Device and its drivers. If the device does not provide this information or the information provided is incorrect, this will be reflected in the displayed data.

Device Name

The name used by software applications to uniquely identify your mobile device.

Device Description

The user friendly name of your mobile device.

Manufacturer

The name of the manufacturer of your Mobile Broadband Device.

Modem Model

The model name of your Mobile Broadband Device.

Revision

The revision field contains manufacturer-specific information about the version of your device. It may, for example, contain additional information about your device's model number or its firmware version.

ESN

Your Mobile Broadband Device's Electronic Serial Number.

Technology

The type of Mobile Broadband Device you are using (CDMA or GSM).

Firmware Version

The version of your Mobile Broadband Device's on board operating software.

Hardware Version

The version of your device's hardware.

Modem Port

The communications (COM) port that your Mobile Broadband Device is currently attached to.

User Name

Your Network Access Identity (NAI), usually in the form of username@companyabc.com

Phone Number

The telephone number of your Mobile Broadband Device.

Home Carrier Name

The name of the wireless service provider that your Mobile Broadband Device considers to be its "home" network.

Home Carrier ID

The ID of the wireless service provider that your Mobile Broadband Device considers to be its "home" network.

Prl Version

The version of the file on your device that contains the Preferred Roaming List.

IMSI

Your mobile device's IMSI (International Mobile Subscriber Identity) code. The IMSI allows any mobile network to know the home country and network of the subscriber.

The screenshot shows a 'Mobile Information' window with two tabs: 'Device' and 'Network'. The 'Network' tab is selected. It contains two sections: 'Carrier information' and 'Session information'. The 'Carrier information' section shows 'Network name' and 'System Id', both with the value '4384'. The 'Session information' section shows 'Connected' (No), 'Roaming' (No), 'MIP error' (0), 'Signal strength (dBm)' (-88 dBm), 'Data sent' (0 b), 'Data received' (0 b), 'IP Address' (0.0.0.0), and 'Gateway address' (0.0.0.0). At the bottom, there is a help icon, a 'Copy' button, and an 'OK' button.

| Carrier information | |
|---------------------|------|
| Network name: | 4384 |
| System Id: | 4384 |

| Session information | |
|------------------------|---------|
| Connected: | No |
| Roaming: | No |
| MIP error: | 0 |
| Signal strength (dBm): | -88 dBm |
| Data sent: | 0 b |
| Data received: | 0 b |
| IP Address: | 0.0.0.0 |
| Gateway address: | 0.0.0.0 |

Network name

The name of the mobile carrier you are currently connected to.

System Id

The ID of the network to which your Mobile Broadband Device is currently connected.

Connected

Are you currently connected to a Mobile Broadband network?

Roaming

Are you currently connected to a Mobile Broadband network that is not your “home” network?

MIP error

The last Mobile IP error code reported by your Mobile Broadband Device.

Signal strength (dBm)

The strength of the signal being received from this network, expressed in dBm.

Data sent

The amount of data sent over this connection since it was established (in bytes).

Data received

The amount of data received over this connection since it was established (in bytes).

IP address

The IP address you are using for the current Mobile Broadband connection. Ordinarily, the address displayed here is assigned only for the duration of the current connection. It is most likely NOT permanently assigned to your computer.

Gateway address

The address of the default gateway that has been assigned to your device.

Section 9
Troubleshooting Procedures



Application Launch Issues

Application is not visible after launch

Sprint SmartView is designed to launch into the display state from which it was last exited. As such, it is possible that Sprint SmartView will launch directly to the dock, causing the user to assume that it is not running.

Resolution — If Sprint SmartView is running, you can bring it back into view by clicking on the Sprint SmartView icon in the menu bar and then selecting **Show Sprint SmartView Window** from the menu that appears.

Auto launching of Sprint SmartView at Startup

Sprint SmartView installation can be setup to allow application to automatically launch when a computer boots up or when a new user logs into the machine. This may (or may not) be the desired functionality for the end user.

Resolution — You can access the setting that controls this behavior by selecting **Settings** from the Tools menu and then choosing the Client tab. Check (or uncheck) the **Automatically run this application on machine startup** box to specify whether Sprint SmartView should be automatically launched.

Device Issues

In some circumstances, Sprint SmartView will not be able to utilize a user's Mobile Broadband Device.

No Wireless Device Detected

Sprint SmartView will display No Wireless Device Detected if it cannot actively communicate with the wireless device.

Resolution: causes for this may include:

- Devices (such as phone handsets) that must be tethered to your computer with a data cable (such as USB), but are not currently properly connected. Make sure the cables for devices that require them are properly attached to both your computer and the device.
- External devices (such as phone handsets) that are not currently powered on. Make sure external devices are switched on. Make sure the batteries of battery-powered devices are charged. Make sure devices that must be plugged into an electrical outlet are plugged in.
- PC Card, USB, or Express Card devices that are not properly inserted. Make sure such devices are firmly seated in the appropriate slots.
- No driver or incorrect driver installed. Ensure that the latest drivers for the device are correctly installed according to the instructions of the device's manufacturer.

Numbered Errors

Error 67

Your Sprint Vision User Name and/or Password may be incorrect. Possible causes include the following:

- Mobile broadband device account credentials have changed
- Mobile broadband device is no longer provisioned for service

Resolution:

- Update the device profile
- Rerun the Activation Wizard
- Contact Sprint Customer Service to ensure that there are no problems with the account

Error 131

Your Sprint Vision User Name and/or Password may be incorrect. Your wireless device account credentials may have changed. Resolution:

- Update the device profile
- Rerun the Activation Wizard

Section 10
Frequently Asked Questions



General Questions

How do I stop Sprint SmartView from launching every time I restart my computer?

Follow these steps:

1. Select **Settings** from the Tools menu.
2. Select the Application tab.
3. Remove the check from the ***Automatically run this application on machine startup*** box.
4. Click **OK**.

Device Issues

In some circumstances, Sprint SmartView will not be able to utilize a user's Mobile Broadband Device.

No Wireless Device Detected

Sprint SmartView will display No Wireless Device Detected if it cannot actively communicate with the wireless device.

Resolution — Causes for this may include:

- Mobile Broadband Devices that must be tethered to your computer with a data cable (such as USB), but are not currently properly connected. Make sure the cables for devices that require them are properly attached to both your computer and the device.
- External Mobile Broadband Devices that are not currently powered on. Make sure external devices are switched on. Make sure the batteries of battery-powered devices are charged. Make sure devices that must be plugged into an electrical outlet are plugged in.
- PC Card, USB or Express Card devices that are not properly inserted. Make sure such Mobile Broadband Devices are firmly seated in the appropriate slots.
- No driver or incorrect driver installed. Ensure that the latest drivers for the Mobile Broadband Device are correctly installed according to the instructions of the device's manufacturer.
- Please verify that the Mobile Broadband Device is on the supported hardware list.

Questions About GPS Technology

Terminology

GPS bar = The interface that is described starting on page 28

GPS = Global Positioning Systems

HEPE = Horizontal Estimated Position Error (equates to GPS accuracy)

NMEA = National Marine Electronics Association

LBS = Location-Based Services

BMF = Business Mobility Framework

IMQ = Idle Mode Query (Service Option 35)

AFLT = Advanced Forward Link Trilateration

What is GPS?

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

What is GPS User Plane?

It is the ability to execute GPS requests at the subscriber level (that is, on your Mobile Broadband Device).

What is GPS Control Plane?

It is the ability to execute GPS requests at the server level (that is, via the network).

What GPS mode options are supported?

GPS on a Sprint Mobile Broadband Device works like any other GPS device. Sprint provides two types of GPS: GPS Basic and GPS Premium.

What is GPS Basic?

GPS Basic allows the Mobile Broadband Device to do regular GPS for outdoor use. In this mode, the GPS receiver (device) requires an unobstructed view of GPS satellites (the sky), and like any other GPS device, often does not perform well within forested areas or near tall buildings.

Sprint GPS Basic is based on gpsOne[®] standards and uses LBS for the first fast GPS fix. GPS coordinate values are made available for applications via a local GPS NMEA com port.

What is GPS Premium?

This GPS Premium mode option is not yet available at this time.

Is a GPS subscription required?

For GPS Basic, no GPS subscription is required. For GPS Premium, a GPS subscription is required.

What is the difference between GPS Basic and GPS Premium?

GPS Basic is for outdoor use similar to regular GPS device capability. GPS Premium is an enhanced GPS capability allowing the service to be used indoors and outdoors.

What is NMEA?

NMEA 0183 is a standard protocol, used by GPS receivers to transmit data. NMEA output is composed of various strings. Sprint Mobile Broadband Devices support the following strings: \$GPGGA, \$GPRMC, \$GPGSA, \$GPGSV.

When does one need NMEA?

You only need NMEA when using a GPS application that employs an NMEA output stream (see “What is a GPS Application?”, below). We recommend not activating the NMEA stream unless you are going to use it, to ensure the best possible data performance on your Mobile Broadband Device.

What is Location-Based Service (LBS)?

LBS is used to provide enhanced local search functionality via the Internet.

What is Business Mobility Framework (BMF)?

BMF is an LBS infrastructure that allows GPS server-based solutions to request and obtain device location information.

What is enhanced local search?

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

How does a user get enhanced local search feature?

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

What is a GPS application?

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

How do I develop GPS applications?

Device GPS SDKs are available. We recommend joining the Sprint Nextel Software Application Development program to get the appropriate and latest SDK information.

GPS and Sprint SmartView

How do I enable GPS?

By unchecking **Disable GPS** in the Location/GPS tab, and setting **Mode** to “Automatic” in the Mobile tab, under Tools Menu > Settings.

Note

GPS services are not supported if the **Mode** field is set to “EVDO Only.” Mode MUST be set to “Automatic” or “1xRTT.”

How do I display the GPS Receiver?

By clicking on the GPS button on main window.

Does GPS work when Privacy is On?

No. Turning privacy on (by closing the GPS bar) means you do not want your Mobile Broadband Device to be discoverable via GPS. Thus, GPS is not started on the device.

How do I start GPS NMEA?

Connect your GPS-Capable Mobile Broadband Device and start the Sprint SmartView software. Click the GPS button to open the GPS bar and then click the NMEA start button (the yellow arrow on the right end of the bar) to start NMEA output. GPS NMEA should now be available to be used with any GPS NMEA183 compliant applications.

How do I configure my NMEA port?

At this time, you cannot configure what port to use. The operating system auto-configures the next available port when a Mobile Broadband Device that supports GPS is installed.

How do I stop GPS NMEA?

Click the NMEA start button again to stop NMEA output (this button is found on the bottom right of GPS bar).

How do I use GPS applications with a Sprint GPS-Capable Device?

Once you have started GPS NMEA, identify the local port configured for GPS by using your operating system's Device Manager utility. Once NMEA is started, this port number is displayed in the upper-left corner of the GPS bar. Typically, the application that you wish to use has to be informed of this port number. Consult the documentation for the application you wish to use to see where you need to enter this information.

Section 11
Terms and Conditions



Subscriber Agreement

General Terms and Conditions of Service

Please note these terms may not be the most current version. A current version of the terms is available at our website or upon request.

Para solicitar esta literatura en español, por favor contactar a **1-800-777-4681**.

Basic Definitions

In this document: (1) “we,” “us,” “our,” and “Sprint” mean Sprint Solutions, Inc. and its affiliates doing business as Sprint or Sprint PCS; (2) “you,” “your,” “customer,” and “user” mean an account holder or user with us; (3) “Device” means any phone, device, accessory or other product we sell to you or that is active on your account with us; and (4) “Service” means our offers, rate plans, options, wireless services or Devices on your account with us.

The Subscriber Agreement

The Subscriber Agreement (“Agreement”) is a contract under which we provide and you accept our Services. In addition to these Terms and Conditions of Service (“Ts&Cs”), there are several parts to the Agreement, including, but not limited to, the detailed plan or other information on Services we provide or refer you to during the sales transaction, and any confirmation materials we may provide you. *It is important that you carefully read all of the terms of the Agreement.*

Services Covered By These Ts&Cs & Additional Terms

These Ts&Cs apply to our standard wireless Services and any other Service we offer you that references these Ts&Cs. Different terms will apply to most business accounts. Additional terms will apply when you use certain Services, typically those you can access online (for example, picture/video Services, online forums, etc.). Additional terms will also apply if you activate Services as part of a bundle with another company’s services (for example, cable services, home phone services, etc.). The additional terms for bundled Services may either modify or replace certain provisions in these Ts&Cs, including terms relating to activation, invoicing/ payment, and disputing charges. Also, a different dispute resolution provision may apply to services provided by another company (the dispute resolution provisions in this Agreement still apply to our Services). You will be provided details on any additional terms with your selection of any bundled Service.

Our Policies

Services are subject to our business policies, practices and procedures (“Policies”), including, but not limited to, our Privacy Policy and Acceptable Use Policy and Visitor Agreement – both available at our website. You agree to all of our Policies when you use our Services. Our Policies are subject to change at anytime with or without notice.

When You Accept The Agreement

You must have the legal capacity to accept the Agreement. You accept the Agreement when you do any of the following: (a) sign a contract with us on paper or electronically; (b) accept Agreement through an oral or electronic statement; (c) attempt to or in any way use the Services; (d) pay for the Services; or (e) open any package or start any program that says you are accepting the Agreement when doing so. ***If you don't want to accept the Agreement, don't do any of these things.***

Term Commitments & Early Termination Fees

Many of the Services (for example, rate plans and Device discounts) that we offer require you to maintain certain Services with us for a minimum term, usually 1 or 2 years ("Term Commitment"). ***You will be charged a fee ("Early Termination Fee") for each line of Service that you terminate early (i.e., prior to satisfying the Term Commitment) or for each line of Service that we terminate early for good reason (for example, violating the payment or other terms of the Agreement).*** Early Termination Fees are a part of our rates. Your exact Term Commitment and Early Termination Fee may vary based on the Services you select and will be disclosed to you during the sales transaction. ***Carefully review any Term Commitment and Early Termination Fee requirements prior to selecting Services.*** After you have satisfied your Term Commitment, your Services continue on a month-to-month basis without any Early Termination Fee, unless you agree to extend your Term Commitment or agree to a new Term Commitment. As explained directly below, there are instances when you will not be responsible for an Early Termination Fee for terminating Services early.

When You Don't Have To Pay An Early Termination Fee

You aren't responsible for paying an Early Termination Fee when terminating Services: (a) provided on a month-to-month basis; (b) consistent with our published trial period return policy; or (c) in response to a materially adverse change we make to the Agreement as described directly below.

Our Right To Change The Agreement & Your Related Rights

We may change any part of the Agreement at any time, including, but not limited to, rates, charges, how we calculate charges, or your terms of Service. We will provide you notice of material changes, and may provide you notice of non-material changes, in a manner consistent with this Agreement (see "Providing Notice To Each Other Under The Agreement" section). If a change we make to the Agreement is material and has a material adverse effect on Services under your Term Commitment, you may terminate each line of Service materially affected without incurring an Early Termination Fee only if you: (a) call us within 30 days after the effective date of the change; and (b) specifically advise us that you wish to cancel Services because of a material change to the Agreement that we have made. If you do not cancel Service within 30 days of the change, an Early Termination Fee will apply if you terminate Services before the end of any applicable Term Commitment.

Our Right To Suspend Or Terminate Services

We can, without notice, suspend or terminate any Service at any time for any reason, including, but not limited to: (a) late payment; (b) exceeding an Account Spending Limit ("ASL"); (c) harassing/threatening our employees or agents; (d) providing false information; (e) interfering with our operations; (f) using/suspicion of using Services in any manner restricted by or inconsistent with the Agreement; (g) breaching the Agreement, including our Policies; (h) providing false, inaccurate, dated or unverifiable identification or credit information, or becoming insolvent or bankrupt; (i) modifying a Device from its manufacturer specifications; or (j) if we believe the action protects our interests, any customer's interests or our network.

Your Ability To Change Services & When Changes Are Effective

You typically can change Services upon request. In some instances, changes may be conditioned on payment of an Early Termination Fee or certain other charges, or they may require you to accept a new Term Commitment. Changes to Services are usually effective at the start of your next full invoicing cycle. If the changes take place sooner, your invoice may reflect pro-rated charges for your old and new Services.

Your Right To Terminate Services

You can terminate Services at any time by calling us and requesting that we deactivate all Services. You are responsible for all charges billed or incurred prior to deactivation. If Services are terminated before the end of your invoicing cycle, we won't prorate charges to the date of termination and you won't receive a credit or refund for any unused Services. ***Except as provided above, you must also pay us an Early Termination Fee for each line of Service that you terminate early.***

Credit Checks & Credit Information

We agree to provide you Services on the condition you have and maintain satisfactory credit according to our standards and policies. You agree to provide information we may request or complete any applications we may provide you to facilitate our review. We rely on the credit information you furnish, credit bureau reports or other data available from commercial credit reference services, and other information (such as payment history with us) to determine whether to provide or continue to provide you Services. The Services we offer you can vary based on your credit history. We may at any time, based on your credit history, withdraw or change Services, or place limits or conditions on the use of our Services. You agree to provide us updated credit information upon request. We may provide your payment history and other account billing/charge information to any credit reporting agency or industry clearinghouse.

Account Spending Limits ("ASL")

An ASL is a temporary or permanent limit (typically based on credit history, payment history, or to prevent fraud) we place on the amount of unpaid charges you can accumulate on your account, regardless of when payment on those charges is due. We reserve the right to determine which charges count towards an ASL. If you have an ASL, we may suspend your Services without prior notice if your account balance reaches the ASL, even if your account is not past due. We may impose or increase an ASL at any time with notice. An ASL is for our benefit only and should not be relied on by you to manage usage.

Deposits & Returning Deposits

We may at any time require a deposit, as a guarantee of payment, for you to establish or maintain Service ("Deposit"). By providing us a Deposit, you grant us a security interest for all current or future amounts owed to us. We may change the Deposit at any time with notice. You can't use a Deposit to make or delay payments. The Deposit, the length of time we hold the Deposit, and changes to the Deposit are determined based on your credit history, payment history and other factors. Unless prohibited by law, we may mix Deposits with our other funds and it won't earn interest and we reserve the right to return the Deposit as a credit on your invoice at anytime. If your Services are terminated for any reason, we may keep and apply your Deposit to any outstanding charges. We'll send any remaining portion of the Deposit to your last known address within 90 days after your final invoice – if it is returned to us, we will forward it on to the appropriate state authorities to the extent required by law.

Restrictions On Using Services

You can't use our Services: (a) to transmit content/messages that are, or in any manner that is, illegal, fraudulent, threatening, abusive, defamatory, or obscene; (b) in a way that could cause damage or adversely affect our customers, reputation, network, property or Services; (c) to communicate any unsolicited commercial voice, text, SMS, or other message; (d) to infringe on the copyright of another, or upload or transmit any "virus," "worm," or malicious code; or (e) in any way prohibited by the terms of our Services, the Agreement or our Policies.

Your Device, Number & E-mail Address; Caller ID

We don't manufacture any Device we might sell to you or that is associated with our Services, and we aren't responsible for any defects, acts or omissions of the manufacturer. ***The only warranties on your Device are the limited warranties given to you by the manufacturer directly or that we pass through.*** Your Device is designed to be activated on the Sprint network and in other coverage areas we make available to you. As programmed, it will not accept wireless service from another carrier. Except for any legal right you may have to port/transfer your phone number to another carrier, you have no and cannot gain any (for example, through publication, use, etc.) proprietary, ownership or other rights to any phone number, identification number, e-mail address or other identifier we assign to you, your Device or your account. We'll notify you if we decide to change or reassign them. Your CDMA Sprint PCS phone has a software programming lock that protects certain of the handset's operating parameters against unauthorized reprogramming. If you wish to obtain the software program lock code for your CDMA Sprint PCS phone, please visit Sprint.com or call 1-888-211-4727 for information and eligibility requirements.

Porting/Transferring Phone Numbers

We don't guarantee that number transfers to or from us will be successful. If you authorize another carrier to transfer a number away from us, that is considered a request by you to us to terminate all of the Services associated with that number. ***You're responsible for all charges billed or incurred prior to deactivation and for any applicable Early Termination Fees.***

Coverage; Where Your Device Will Work

Our coverage maps are available at our stores and on our website. The specific network coverage you get will depend on the radio transmissions your Device can pick up and Services you've chosen. *Our coverage maps provide high level estimates of our coverage areas when using Services outdoors under optimal conditions. Coverage isn't available everywhere.*

Estimating wireless coverage and signal strength is not an exact science. There are gaps in coverage within our estimated coverage areas that, along with other factors both within and beyond our control (network problems, software, signal strength, your Device, structures, buildings, weather, geography, topography, etc.), may result in dropped and blocked connections, slower data speeds, or otherwise impact the quality of Service. Services that rely on location information, such as E911 and GPS navigation, depend on your Device's ability to acquire satellite signals (typically not available indoors) and network coverage.

Roaming

"Roaming" typically refers to coverage on another carrier's network that we make available to you based on our agreements with other carriers. These agreements may change from time to time and roaming coverage is subject to change. Your ability to receive roaming coverage depends on the radio transmissions your Device can pick up. You can pick up roaming coverage both within and outside our network coverage areas. Your Device will generally indicate when you're roaming. Depending on your Services, separate charges or limits on the amount of minutes used while roaming may apply. Certain Services may not be available or work the same when roaming (including data Services, voicemail, call waiting, etc.).

About Data Services & Content

Our data Services and your Device may allow you to access the internet, text, pictures, video, games, graphics, music, email, sound and other materials ("Data Content") or send Data Content elsewhere. Some Data Content is available from us or our vendors, while other Data Content can be accessed from others (third party websites, games, ringtones, etc.). We make absolutely no guarantees about the Data Content you access on your Device. ***Data Content may be: (1) unsuitable for children/minors; (2) unreliable or inaccurate; or (3) offensive, indecent or objectionable. You're solely responsible for evaluating the Data Content accessed by you or anyone on your account. We strongly recommend you monitor data usage by children/minors.***

Data Content from third parties may also harm your Device or its software. To protect our network, Services, or for other reasons, we may place restrictions on accessing certain Data Content (such as certain websites, applications, etc.), impose separate charges, limit throughput or the amount of data you can transfer, or otherwise limit or terminate Services. If we provide you storage for Data Content you have purchased, we may delete the Data Content with notice or place restrictions/limits on the use of storage areas. You may not be able to make or receive voice calls while using data Services.

Specific Terms & Restrictions On Using Data Services

In addition to the rules for using all of our other Services, unless we identify the Service or Device you have selected as specifically intended for that purpose (for example, wireless routers, Data Link, etc.), you can't use our data Services: (1) with server devices or host computer applications, or other systems that drive continuous heavy traffic or data sessions; and (2) as a substitute or backup for private lines or frame relay connections. We reserve the right to limit, suspend or constrain any heavy, continuous data usage that adversely impacts our network performance or hinders access to our network. If your Services include web or data access, you also can't use your Device as a modem for computers or other equipment, unless we identify the Service or Device you have selected as specifically intended for that purpose (for example, with "phone as modem" plans, Sprint Mobile Broadband Device plans, wireless router plans, etc.).

Activation & Miscellaneous Charges

Based on our Policies, we may charge activation, prepayment, reactivation, program or other fees to establish or maintain Services. Certain transactions may also be subject to a charge (for example, convenience payment, changing phone numbers, handset upgrades, etc.). You will be provided notice of these types of fees before we complete the requested transaction.

Account & Service Charges; Pro-rating; Unused Minutes

You are responsible for all charges associated with your account and the Services on your account, no matter who adds or uses the Services. Charges include, but are not limited to, the monthly recurring charges, usage charges, taxes, surcharges and fees associated with your Services. These charges are described or referred to during the sales transaction, in our marketing materials, and in confirmation materials we may send to you. If you (the account holder) allow end users to access or use your Devices, you authorize end users to access, download and use Services.

How We Calculate Your Charges For Billing Purposes

Regular Voice Calls: We round up partial minutes of use to the next full minute. Time starts when you press "Talk" or your Device connects to the network and stops when you press "End" or the network connection otherwise breaks. You're charged for all calls that connect, even to answering machines. You won't be charged for unanswered calls or if you get a busy signal. For incoming calls answered, you're charged from the time shortly before the Device starts ringing until you press END or the network connection otherwise breaks. If charges vary depending on the time of day that you place or receive calls (e.g., Nights and Weekend plans), you're charged for the entire call based on the rate that applies to the time period in which the call starts.

Walkie-Talkie Charges: Charges for walkie-talkie calls are billed to the person who starts the call and calculated by multiplying the duration of the call by the applicable rate and number of participants. You're charged at least 6 seconds of airtime for each call you start; subsequent communications in the same call are rounded up to and billed to the next second. Time begins when you press any button to start a walkie-talkie call and ends approximately 6 seconds after completion of a communication to which no participant responds – subsequent walkie-talkie communications are considered new calls. Depending on your plan, nationwide, international or group walkie-talkie calls may use the local walkie-talkie minutes in your plan and result in additional charges. Responses to call alert transmissions are treated as new walkie-talkie transmissions even when responding within 6 seconds of receiving the alert. Walkie-talkie billing methods are subject to change as we introduce new walkie-talkie Services.

Data Usage: Unless we specifically tell you otherwise, data usage is measured in bytes, kilobytes and megabytes – not in minutes/time. 1024 bytes equals 1 kilobyte (“KB”), and 1024 KB equals 1 megabyte. Bytes are rounded up to kilobytes, so you will be charged at least 1 KB for each data usage session (“data session”). Rounding occurs at the end of each data session, and sometimes during a data session. Depending on your data Services, usage may be charged against an allowance or on a fixed price per KB. If you are charged on a fixed price per KB, any fractional cents will be rounded up to the next cent. You are charged for all data directed to your Device's internet address, including data sessions you did not initiate and for incomplete transfers. As long as your Device is connected to our data network, you may incur data charges. Examples of data you will be charged for includes the size of a requested file or Data Content (game, ringer, etc.), web page graphics (logos, pictures, banners, advertisement, etc.), additional data used in accessing, transporting and routing the file on our network, data from partial or interrupted downloads, re-sent data, and data associated with unsuccessful attempts to reach websites or use applications. These data charges are in addition to any charges for the Data Content itself (game, ringer, etc.). Data used and charged to you will vary widely, even between identical actions or data sessions. Estimates of data usage – for example, the size of downloadable files – are not reliable predictors of actual usage. Your bill won't separately list the number of KB attributed to a specific action/data session.

Your Bill

Your bill provides you notice of your charges. It reflects monthly recurring charges (usually billed one bill cycle in advance) and usage/transaction specific charges (usually billed in the bill cycle in which they're incurred). Some usage charges, such as those that depend on usage information from a third party, may be billed in subsequent bill cycles and result in higher than expected charges for that month. Bill cycles and dates may change from time to time. ***Your bill may also include other important notices (for example, changes to this Agreement, to your Service, legal notices, etc.).*** Your paper bill may not include individual call detail. Your call detail is available online. Paper bills with call detail may be subject to an additional charge. If you choose internet billing, you will not receive paper bills.

Your Payments; Late Fees

Payment is due in full as stated on your bill. If we do not receive payment in full by the date specified on your bill, a late payment charge, which may be charged at the highest rate permissible by law, may be applied to the total unpaid balance. We may also charge you any costs we pay to a collection agency to collect unpaid balances from you. If we bill you for amounts on behalf of a third party, payments received are first applied to our charges. You may be charged additional fees for certain methods of payment. We may charge you, up to the highest amount permitted by law, for returned checks or other payments paid by you and denied for any reason by a financial institution. Acceptance of payments (even if marked "paid in full") does not waive our right to collect all amounts that you owe us. We may restrict your payment methods to cashier's check, money order, or other similar secure form of payment at any time for good reason.

Taxes & Government Fees

You agree to pay all federal, state and local taxes, fees and other assessments that we're required by law to collect and remit to the government on the Services we provide to you. These charges may change from time to time without advance notice. If you're claiming any tax exemption, you must provide us with a valid exemption certificate. Tax exemptions generally won't be applied retroactively.

Surcharges

You agree to pay all surcharges ("Surcharges"), which include, but are not limited to: Federal Universal Service, various regulatory fees, Sprint administrative charges, gross receipts charges, and charges for the costs we incur in complying with governmental programs.

Surcharges are not taxes and are not required by law. They are rates we choose to collect from you and are kept by us in whole or in part. The number and type of Surcharges may vary depending upon the location of your primary billing address and can change over time. We determine the rate for these charges and these amounts are subject to change as are the components used to calculate these amounts. We will provide you notice of any changes to Surcharges in a manner consistent with this Agreement (see "Providing Notice To Each Other Under The Agreement" section). However, since some Surcharges are based on amounts set by the government or based on government formulas, it will not always be possible to provide advance notice of new Surcharges or changes in the amount of existing Surcharges. Information on Surcharges is provided during the sales transaction and is available on our website.

Disputing Charges - You Must Still Pay Undisputed Charges

Any dispute to a charge on your bill must be made within 60 days of the date of the bill that initially contained the charge. Disputes can only be made by calling or writing us as directed on your invoice or elsewhere. You accept all charges not properly disputed within the above time period – undisputed charges must still be paid as stated on your bill.

Protecting Our Network & Services

We can take any action to: (1) protect our network, our rights and interests, or the rights of others; or (2) optimize or improve the overall use of our network and Services. Some of these actions may interrupt or prevent legitimate communications and usage – for example, message filtering/blocking software to prevent SPAM or viruses, limiting throughput, limiting access to certain websites, applications or other Data Content, etc. For additional information on what we do to protect our customers, network, Services and equipment, see our Acceptable Use Policy and Visitor Agreement at our website.

Your Privacy

You agree to the terms of our Privacy Policy, available at our website, when you use our Services. This policy may change from time to time, so review this policy with regularity and care. Among other things, the policy includes important information on what information we collect about you, how we use that information, and with whom we share that information (for example, to provide you certain Services, to protect our rights and interests, to respond to legal process, to facilitate a merger, etc.). Also, to ensure the quality of our Services and for other lawful purposes, we may also monitor or record calls between us (for example, your conversations with our customer service or sales departments). If you do not agree with the terms of our Privacy Policy, do not purchase or use our Services.

We encourage you (the account holder) to protect the privacy of your account information by establishing passwords (including for your online accounts), which may include an answer to a backup shared secret question. These authenticators will be used when you access your account. This is the most effective way for you to protect your account. We treat the holder of your password(s) and/or your answer to a backup shared secret question as an authorized person on your account. Please do not share your authentication information with anyone that you do not wish to have access to your account. You agree that we may contact you in our discretion about important account related matters through the contact information you provide, through the Services or Devices to which you subscribe or through other available means. We also may allow you to set preferences for your preferred means of contact.

As we provide telecommunications Products and Services to you (the account holder), we develop information about the quantity, technical configuration, type and destination of telecommunications Products and Services you use, as well as some other information found on your bill ("CPNI"). Under federal law, you have the right, and we have a duty, to protect the confidentiality of your CPNI. For example, we implement safeguards that are designed to protect your CPNI, including authentication procedures when you contact us. For some accounts with a dedicated Sprint representative, we may rely on contacting your pre-established point of contact as the standard authentication measure.

Location Based Services

Our network generally knows the location of your Device when it is outdoors and/or turned on. By using various technologies to locate your Device, we can provide enhanced emergency 911 services, and optional location-sensitive services provided by us or a third party. Environmental factors (such as structures, buildings, weather, geography, landscape, and topography) can significantly impact the ability to access your Device's location information and use of location-sensitive services. The terms and conditions of any location-sensitive service that you purchase from us may provide more information about how location information is used and disclosed. Use of some of location-sensitive services may require network coverage. ***If any Device on your account uses a location-sensitive service, you (the account holder) authorize the end user to download, access and use location sensitive services and agree to clearly and regularly notify the end user of your Device that their location may be tracked or discovered.*** For additional information on location-sensitive services, see our Privacy Policy at our website.

911 Or Other Emergency Calls

Public Safety Officials advise that when making 911 or other emergency calls, you should always be prepared to provide your location information. Unlike traditional wireline phones, depending on a number of factors (e.g., whether your Device is GPS enabled, where you are, whether local emergency service providers have upgraded their equipment, etc.), 911 operators may not know your phone number, your location or the location of your Device. In certain circumstances, an emergency call may be routed to a state patrol dispatcher or alternative location set by local emergency service providers. Enhanced 911 service ("E911"), where enabled by local emergency authorities, uses GPS technology to provide location information. Even when available, however, E911 does not always provide accurate location information. If your Device is indoors or for some other reason cannot acquire a satellite signal, you may not be located. Some Devices have a safety feature that prevents use of the keypad after dialing 911 – you should follow voice prompts when interacting with emergency service providers employing IVR systems to screen calls.

If Your Device Is Lost or Stolen

Call us immediately if your Device is lost or stolen because you may be responsible for usage charges before you notify us of the alleged loss or theft. You agree to cooperate if we choose to investigate the matter (provide facts, sworn statements, etc.). We may not waive any Early Termination Fees if you choose to terminate Services as a result of loss or theft of your Device.

Disclaimer of Warranties

WE MAKE NO REPRESENTATIONS OR WARRANTIES, EXPRESS OR IMPLIED, INCLUDING (TO THE EXTENT ALLOWED BY LAW) ANY IMPLIED WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OR FITNESS FOR A PARTICULAR PURPOSE CONCERNING YOUR SERVICES (INCLUDING YOUR DEVICE). WE DON'T PROMISE UNINTERRUPTED OR ERROR-FREE SERVICES AND DON'T AUTHORIZE ANYONE TO MAKE WARRANTIES ON OUR BEHALF.

You Agree We Are Not Responsible For Certain Problems

You agree that neither we nor our vendors, suppliers or licensors are responsible for any damages resulting from: (a) anything done or not done by someone else; (b) providing or failing to provide Services, including, but not limited to, deficiencies or problems with a Device or network coverage (for example, dropped, blocked, interrupted calls/messages, etc.); (c) traffic or other accidents, or any health-related claims relating to our Services; (d) Data Content or information accessed while using our Services; (e) an interruption or failure in accessing or attempting to access emergency services from a Device, including through 911, Enhanced 911 or otherwise; (f) interrupted, failed, or inaccurate location information services, (g) information or communication that is blocked by a spam filter, or (h) things beyond our control, including acts of God (for example, weather-related phenomena, fire, earthquake, hurricane, etc.), riot, strike, war, terrorism or government orders or acts.

You Agree Our Liability Is Limited - No Consequential Damages.

TO THE EXTENT ALLOWED BY LAW, OUR LIABILITY FOR MONETARY DAMAGES FOR ANY CLAIMS YOU MAY HAVE AGAINST US IS LIMITED TO NO MORE THAN THE PROPORTIONATE AMOUNT OF THE SERVICE CHARGES ATTRIBUTABLE TO THE AFFECTED PERIOD. UNDER NO CIRCUMSTANCES ARE WE LIABLE FOR ANY INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR SPECIAL DAMAGES OF ANY NATURE WHATSOEVER ARISING OUT OF OR RELATED TO PROVIDING OR FAILING TO PROVIDE SERVICES IN CONNECTION WITH A DEVICE, INCLUDING, BUT NOT LIMITED TO, LOST PROFITS, LOSS OF BUSINESS, OR COST OF REPLACEMENT PRODUCTS AND SERVICES.

DISPUTE RESOLUTION

We Agree To First Contact Each Other With Any Disputes

We each agree to first contact each other with any disputes and provide a written description of the problem, all relevant documents/information and the proposed resolution. You agree to contact us with disputes by calling or writing us as instructed on your invoice. We will contact you by letter to your billing address or on your Device.

Instead Of Suing In Court, We Each Agree To Arbitrate Disputes

We each agree to finally settle all disputes (as defined and subject to any specific exceptions below) only by arbitration. In arbitration, there's no judge or jury and review is limited. However, just as a court would, the arbitrator must honor the terms and limitations in the Agreement and can award the same damages and relief, including any attorney's fees authorized by law. The arbitrator's decision and award is final and binding, with some exceptions under the Federal Arbitration Act ("FAA"), and judgment on the award may be entered in any court with jurisdiction. We each also agree as follows:

(1) ***"Disputes" are any claims or controversies against each other related in any way to our Services or the Agreement, including, but not limited to, coverage, Devices, privacy, or advertising, even if it arises after Services have terminated*** – this includes claims you bring against our employees, agents, affiliates or other representatives, or that we bring against you.

(2) If either of us wants to arbitrate a dispute, we agree to send written notice to the other providing a description of the dispute, previous efforts to resolve the dispute, all supporting documents/information, and the proposed resolution. Notice to you will be sent to your billing address and notice to us will be sent to: General Counsel; Arbitration Office; 2001 Edmund Halley Drive VARESP0513-502; Reston, Virginia 20191. We agree to make attempts to resolve the dispute. If we cannot resolve the dispute within forty-five (45) days of receipt of the notice to arbitrate, then we may submit the dispute to formal arbitration.

(3) The FAA applies to this Agreement and arbitration provision. We each agree the FAA's provisions, not state law, govern all questions of whether a dispute is subject to arbitration.

(4) The arbitration will be administered by the National Arbitration Forum ("NAF") under its arbitration rules. If any NAF rule conflicts with the terms of the Agreement, the terms of the Agreement apply. You can obtain procedures, rules, and fee information from the NAF at 1-800-474-2371 or www.adrforum.com.

(5) Unless we each agree otherwise, the Arbitration will be conducted by a single neutral arbitrator and will take place in the county of your last billing address. The federal or state law that applies to the Agreement will also apply during the arbitration.

(6) *We each agree not to pursue arbitration on a classwide basis. We each agree that any arbitration will be solely between you and us (not brought on behalf of or together with another individual's claim). If for any reason any court or arbitrator holds that this restriction is unconscionable or unenforceable, then our agreement to arbitrate doesn't apply and the dispute must be brought in court.*

(7) We each are responsible for our respective costs relating to counsel, experts, and witnesses, as well as any other costs relating to the arbitration. However, we will cover any arbitration administrative or filing fees above: (a) \$25 if you are seeking less than \$1,000 from us; or (b) the equivalent court filing fees for a court action in the appropriate jurisdiction if you are seeking \$1,000 or more from us.

Exceptions To Our Agreement To Arbitrate Disputes

Either of us may bring qualifying claims in small claims court. In addition, this arbitration provision does not prevent you from filing your dispute with any federal, state or local government agency that can, if the law allows, seek relief against us on your behalf.

No Class Actions

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO PURSUE DISPUTES ON A CLASSWIDE BASIS; THAT IS, TO EITHER JOIN A CLAIM WITH THE CLAIM OF ANY OTHER PERSON OR ENTITY, OR ASSERT A CLAIM IN A REPRESENTATIVE CAPACITY ON BEHALF OF ANYONE ELSE IN ANY LAWSUIT, ARBITRATION OR OTHER PROCEEDING.

No Trial By Jury

TO THE EXTENT ALLOWED BY LAW, WE EACH WAIVE ANY RIGHT TO TRIAL BY JURY IN ANY LAWSUIT, ARBITRATION OR OTHER PROCEEDING.

Indemnification

You agree to indemnify, defend and hold us harmless from any claims arising out of your actions, including, but not limited to, failing to provide appropriate notices regarding location-sensitive services (see “Location Based Services” section), failure to safeguard your passwords, backup question to your shared secret question or other account information, or violating this Agreement, any applicable law or regulation or the rights of any third party.

Providing Notice To Each Other Under The Agreement

Except as the Agreement specifically provides otherwise, you must provide us notice by calling or writing us as instructed on your invoice. We will provide you notice in your bill, correspondence to your last known billing address, to any fax number or e-mail address you've provided us, by calling you on your home phone or Device, by voice message on your Device or home phone, or by text message on your Device.

Other Important Terms

Subject to federal law or unless the Agreement specifically provides otherwise, this Agreement is governed solely by the laws of the state encompassing the area code assigned to your Device, without regard to the conflicts of law rules of that state. If either of us waives or doesn't enforce a requirement under this Agreement in an instance, we don't waive our right to later enforce that requirement. Except as the Agreement specifically provides otherwise, if any part of the Agreement is held invalid or unenforceable, the rest of this Agreement remains in full force and effect. This Agreement isn't for the benefit of any 3rd party except our corporate parents, affiliates, subsidiaries, agents, and predecessors and successors in interest. You can't assign the Agreement or any of your rights or duties under it. We can assign the Agreement. The Agreement and the documents it incorporates make up the entire agreement between us and replaces all prior written or spoken agreements – you can't rely on any contradictory documents or statements by sales or service representatives. The rights, obligations and commitments in the Agreement that, by their nature, would logically continue beyond the termination of Services (including, but not limited to, those relating to billing, payment, 911, dispute resolution, no class action, no jury trial), survive termination of Services.

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