

SDIO 56K Modem Card

SDIO modem card for providing 56K dial-up access to Pocket PCs

User's Guide



socket[®]
Increasing Mobile
Productivity

Copyright Notice

Copyright © 2006 Socket Communications, Inc. All rights reserved.

Socket, the Socket logo and Battery Friendly are registered trademarks of Socket Communications, Inc. Mobility Friendly is a trademark of Socket Communications, Inc. All other brand and product names are trademarks of their respective holders.

The SDIO 56K Modem Card includes technology licensed under United States Patent Nos. 4,543,450, 4,603,320, 4,686,506, and 4,972,470.

Reproduction of the contents of this manual without the permission of Socket Communications is expressly prohibited. Please be aware that the products described in this manual may change without notice.

Feel free to contact SOCKET COMMUNICATIONS at:

Socket Communications, Inc.
37400 Central Court
Newark, CA 94560

Other than the above, Socket Communications can assume no responsibility for anything resulting from the application of information contained in this manual.

Socket Communications requests that you refrain from any applications of the SDIO 56K Modem Card that are not described in this manual. Socket Communications also requests that you refrain from disassembling the product. Disassembly of this device will void the product warranty.

You can track new product releases, software updates and technical bulletins by visiting the Socket website at: www.socketcom.com.

Table of Contents

1 INTRODUCTION	4
About Socket's Software	4
About V.92 Modem-on-Hold	4
About V.92 Quick Connect	5
System Requirements	6
Package Contents	6
Product Registration	6
2 SETUP FOR WINDOWS MOBILE	7
STEP 1: Prepare Dial-up Information	7
STEP 2: Install the Software	8
STEP 3: Complete the Connection Setup Wizard	10
STEP 4: Dial and Connect	13
Using Socket Modem Utilities	17
Using Modem-On-Hold	20
APPENDICES	
A SPECIFICATIONS	22
B NETWORK INFORMATION	24
C ADVANCED SOFTWARE INSTALLATION	25
D MANUAL CONNECTION SETUP	26
E TECHNICAL SUPPORT	29
LIMITED WARRANTY	31
REGULATORY COMPLIANCE	33

1 | INTRODUCTION

Thank you for purchasing the Socket SDIO 56K Modem Card.

The SDIO 56K Modem Card gives you the freedom of high speed Internet access, email, and faxing from any analog phone line. It plugs directly into any Pocket PC with an SDIO slot and provides a durable physical connection for data communication. Plus, it features V.92 technology to provide advanced modem options, including Quick Connect and Modem-on-Hold.



The SDIO 56K Modem Card features an exclusive *Battery Friendly*® design, using only 8 mA in idle mode, to maximize your Pocket PC's battery life.

About Socket's Software

Socket developed special software expressly for Windows Mobile which offers these enhanced features:



Follow Socket's Connection Setup Wizard to quickly and easily set up a dial-up connection to your Internet Service Provider or office network.



Socket's Modem Utilities software enables you to enable V.92 features such as Quick Connect and Modem-on-Hold, program the modem for different country codes, and adjust the speaker volume.

For software updates, visit: www.socketcom.com/support/support_56k.asp

About V.92 Modem-on-Hold

Modem-on-Hold (V.92 MoH) is a modem specification that allows you to have both data and voice service on the same line, although not simultaneously. Many households use the same phone line for both voice calls and data (Internet), and with Modem-on-Hold enabled, users can receive or initiate phone calls without losing an Internet connection.

Your V.92 ISP defines the "hold" time, which typically ranges from ten seconds to six minutes. (If you have three-way calling, you can put the

modem on hold indefinitely.) With Caller ID service from your local phone company, incoming calls will be identified when they arrive. You can choose to accept or ignore the call. When a modem is put on hold, a data connection between your modem and ISP is suspended, so you can accept or initiate a call. When you hang up the phone, you can resume your Internet connection.

In order to use Modem-on-Hold, your ISP must support V.92 MoH. Some ISPs may charge additional fees for the service, based on the number of minutes on hold. Additionally, you must have Call Waiting service from your local phone company. If you want to use caller identification, you must also have Type 2 Caller ID service, which can identify calls when the phone is off-hook, from your local phone company.



About V.92 Quick Connect

Quick Connect is a V.92 modem specification that reduces the time needed to establish a connection via faster handshaking. Handshaking (which makes all the noise you hear while dialing in) typically takes 25-27 seconds, but with Quick Connect, lasts only about half as long.

When enabled with Quick Connect, the Socket SDIO 56K Modem Card will store data about the last connection — or in other words, “train” itself for the last phone line used. While dialing into a network, the Socket SDIO 56K Modem Card will compare the phone line characteristics with the stored data, and if a match is found, the handshake starts using previous settings. Quick Connect is convenient if you plan to repeatedly use the Socket SDIO 56K Modem Card with the same phone line, for example the phone line in your hotel room.



IMPORTANT! If you plan to use your modem in different locations, Socket recommends that you disable the Quick Connect feature.

If you enable Quick Connect but use the modem in different locations, the connection may take twice as long to establish because it searches for the previous line characteristics before trying to connect to the new line.

System Requirements

Your mobile computer should meet these minimum requirements:

- Windows Mobile 2003/2003SE/5.0
- SDIO slot
- Windows Mobile 2003/2003SE: SDIO Now! software from BSQUARE installed in ROM
- ActiveSync 4.0 or greater

Additionally, the following requirements are needed for V.92 features:

- V.92 Modem-on-Hold and Quick Connect features require a V.92 Internet Service Provider (ISP).
- Modem-on-Hold requires a line splitter and Call Waiting service from your local phone company.
- Caller identification requires Type 2 Caller ID service, which can identify calls when the phone is off-hook, from your local phone company.

Package Contents

- Socket SDIO 56K Modem Card
- RJ-11 cable
- *Socket 56K Modem Installation CD*
- Booklet with warranty and copyright information

Product Registration



Socket highly recommends that all customers register their Socket products.

Registered users receive the following benefits:

- Priority for technical support
- Special offers for future products and product upgrades
- The latest new product information

To register your product online, go to: www.socketcom.com/prodreg

About the Status Indicator LEDs

LED	LED Activity	Meaning
Data Status 	Off	Not transmitting data
	Blinking Green	Sending or receiving data
Link Status 	Off	Not connected
	Solid Green	Connected

2 | SETUP FOR WINDOWS MOBILE

This chapter explains how to install and use the Socket SDIO 56K Modem Card with a Pocket PC running Windows 2003/2003SE/5.0. Socket has developed software expressly for Windows Mobile designed to enhance your connection experience, including the Connection Setup Wizard and Modem Utilities.



Setup Summary

- STEP 1: Prepare dial-up information.
- STEP 2: Install the software.
- STEP 3: Complete the connection wizard.
- STEP 4: Dial and connect.

OPTIONAL: Use Socket Modem Utilities.

OPTIONAL: Use Socket Modem-On-Hold.

STEP 1: Prepare Dial-up Information

Find out the following dial-up information. If needed, contact your network administrator or ISP. You need this information to set up a connection.

Dial-up number: (_____) _____

User name: _____

Password: _____



For most users, only the information above is necessary. If you are an advanced user and want to perform a more detailed setup, then complete the Network Information Form in Appendix B. After installing the software, refer to Appendix C to manually create a dial-up connection.

STEP 2: Install the Software

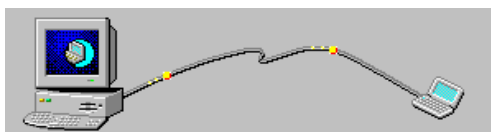


IMPORTANT!

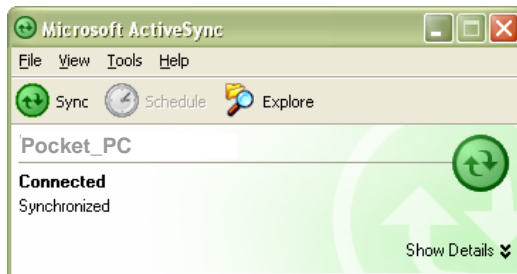
- Make sure to install the software **BEFORE** inserting the modem card into your Pocket PC.
- Make sure you have ActiveSync 4.0 or greater. You can download it from www.socketcom.com/activesync.
- **Symbol MC50:** Your device requires custom modem software. When you run the installation CD, make sure you choose the Symbol MC50 software. Do not install the general Windows Mobile software.

ADVANCED USERS: CAB file installation instructions are provided in Appendix C.

1. Make sure you have ActiveSync 4.0 or greater.
2. Use ActiveSync and a USB/Ethernet/serial cable or cradle to make an active connection between the mobile computer and a host PC.



ActiveSync should report Connected, and the ActiveSync icon should turn green.



3. Insert the *Socket 56K Modem Installation CD* into the host PC.
4. Use My Computer or Windows Explorer to access your CD-ROM drive. Click on Setup.exe.



CD Drive

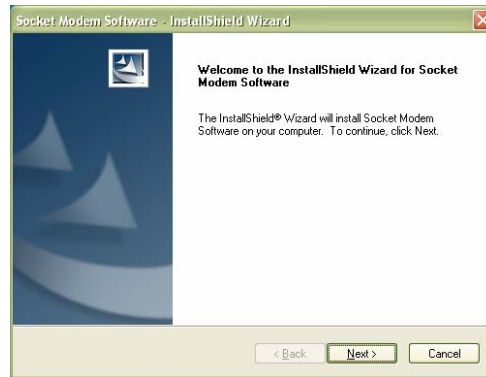


setup
Setup.exe
InstallShield Software Corpora...

- The Socket 56K Modem Setup Center will launch in your web browser. Read the information in the welcome screen and click next.



- In the Installation page, click SD 56K Modem.
- In the SD 56K Modem Installation page, select the correct software for your type of Pocket PC. In most cases, you should install the general software by clicking on the **Windows Mobile** link. If you are using the Symbol MC50, scroll down and click on the **Symbol MC50** link.
- The Setup program for the Socket modem software will appear. Follow the instructions on your screen until installation is complete.



- When installation is complete, your device will prompt you to remove the device from the cradle and soft reset. Tap ok.
- Windows Mobile 5.0: Your device will report that installation was successful. Tap ok.
- Remove your device from the cradle and press the soft reset button.

STEP 3: Complete the Connection Setup Wizard

Note: The Socket Connection Setup Wizard does not work on the HP iPAQ 6315 and some Phone Edition devices. Refer to Appendix D for instructions on manual setup.

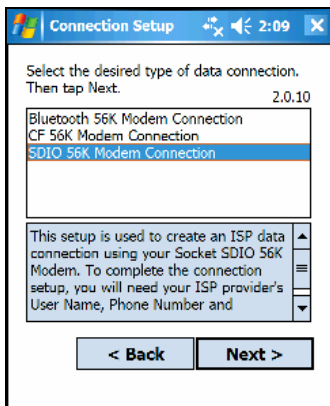
1. If your device is still connected to your host PC, remove it from the cable/cradle.
2. Tap Start | Settings | Connections tab. Tap on the Connection Setup icon.



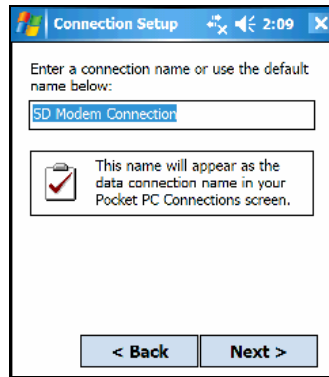
3. Follow the Connection Setup Wizard to create a dial-up connection. Read the information in the first screen and tap Next.



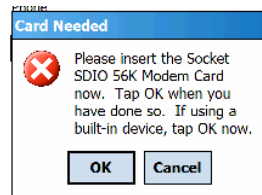
4. In next screen, select SDIO 56K Modem Connection. Tap Next.



5. Follow the next screens to enter a name for your connection, plus the user name, password, and dial-up number for your ISP account.



6. When prompted to insert the modem card, **first connect the modem to an analog phone line**, then insert the modem card into your Pocket PC.



When inserting the modem card, make sure it is right-side up. Push it all the way into the slot.





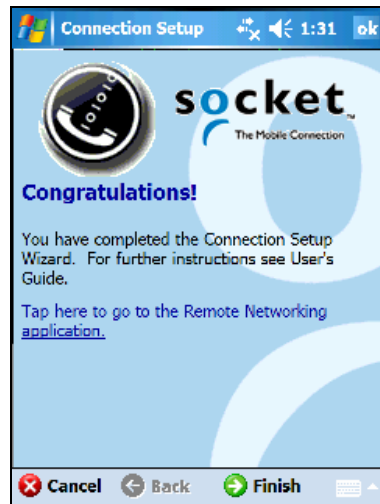
WARNING!

- **Do not plug the modem into a digital PBX line. The modem will not work and may be damaged!**
- **Do NOT insert the card upside down, or damage may occur!**
- **Do not use excessive force when inserting or removing the card, or damage may occur.**

Note: To properly remove the card, push the card in, letting the slot's internal spring push it out. Do not remove the card by simply pulling it out.

If, after you insert the card, a bubble appears reporting that there are no connections on your device that use the modem card, tap Dismiss.

7. After inserting the card, tap OK.
8. The last screen will report that you have completed the wizard. Tap on the Remote Networking link to access the Connection Manager and begin dialing. Otherwise tap Finish to exit the wizard.



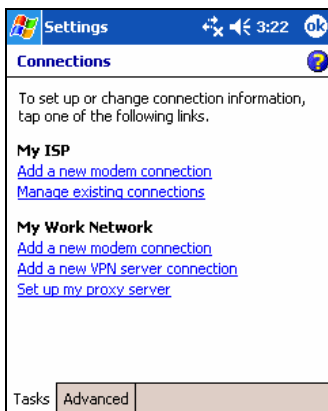
If you receive an error message saying that a connection was not able to be set up, remove the card, rerun the wizard, and when prompted, make sure you insert the modem card all the way into the slot.

STEP 4: Dial and Connect

Socket recommends using either of two methods for dialing into your network.

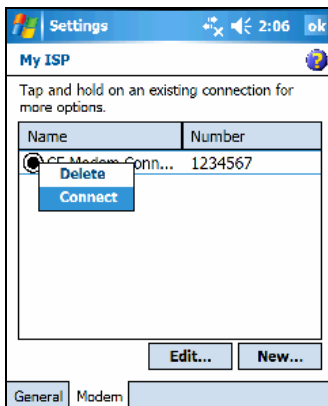
METHOD 1: Tap on the Connection icon


1. If you just completed the Connection Setup Wizard and tapped on the Remote Networking link, the Connections screen will appear.
To access this screen any time, tap Start | Settings | Connections tab | Connections.
2. Under My ISP, tap Manage existing connections.

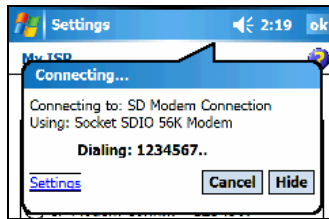




If My ISP does not appear, tap Advanced tab / Select Networks. In the top field, select My ISP. Tap ok. Tap on the Tasks tab to return to the Connections screen.

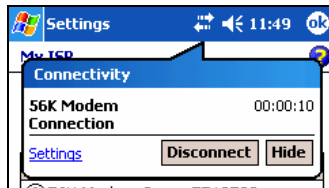
3. Your SDIO modem connection should be listed. Tap and hold your stylus on the name of the connection. In the pop-up menu, tap Connect.



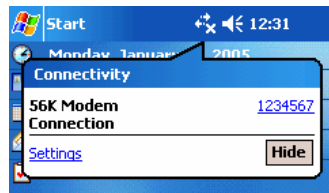
4. If you did not use the Socket Connection Setup Wizard, the Network Log On screen may appear. Enter the Password and tap OK.
5. When the Pocket PC begins dialing, the following will occur:
 - The Link Status LED  will turn on.
 - A bubble will appear reporting the dialing status.
 - If the modem speaker is on, the modem will begin to make noise.



6. When the Pocket PC has connected:
 - The Link Status LED  will remain on.
 - The “x” will disappear from the connection icon. 
 - If you tap on the connection icon, the bubble will report the connection time.



7. *Windows Mobile 2003/2003SE*: After you dial from the SDIO modem connection for the first time, you will be able to quickly dial the connection in the future by tapping on the connection icon (two arrows). The bubble will list the SDIO modem connection. Tap on the phone number to begin dialing.



8. To end the call, tap on the connection icon (two arrows). In the bubble, tap Disconnect.

METHOD 2: Dial automatically from your application



TIP

After you set up a dial-up connection, the Connection Manager will automatically try to connect whenever you insert the card and try to use Internet Explorer, Outlook Mail, or any other program that uses a dial-up connection.



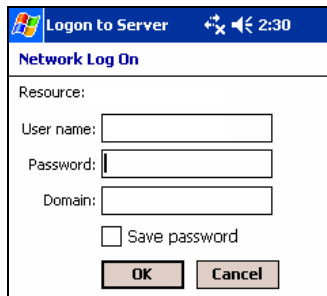
TIP

You must have attempted to dial from the SDIO modem connection at least once in order to use this method.



1. Start the program that uses a dial-up connection. Enter a request for receiving and/or transmitting information (e.g., in Pocket Internet Explorer, enter a URL and tap the green arrow).



2. If you did not use the Socket Connection Setup wizard, the Network Log On screen may appear. Enter the Password and tap OK.



3. The Pocket PC will automatically try to connect.

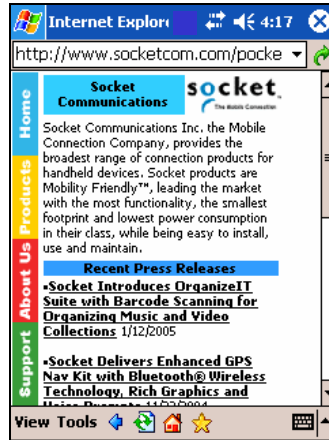
- The Link Status LED  will turn on.
- The Data Status LED  will blink while transmitting data.
- A bubble will appear reporting the dialing status.
- If the modem speaker is on, the modem will begin to make noise.





TIP

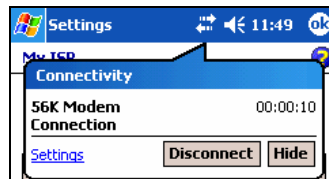
If the phone number of dialing location is wrong, tap Settings. Tap Manage Connections and Edit the properties of your connection.

4. When the Pocket PC has connected:



- The Link Status LED  will remain on
- The Pocket PC will receive/transmit the information as requested (e.g., Pocket Internet Explorer will display the requested website).
- The “x” will disappear from the connection icon .

5. To end the call, tap on the connection icon (two arrows). In the bubble, tap Disconnect.



Using Socket Modem Utilities

1. If the Socket SDIO 56K Modem Card is in your Pocket PC, remove the card. Press the card in to let it spring outwards, then pull the card out.



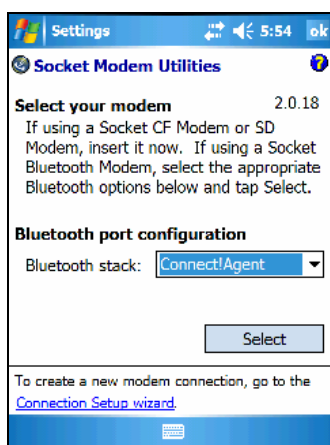
Always use the spring to remove the card. Do not just pull the card out.

2. Tap Start | Settings | System | Socket Modem Utilities

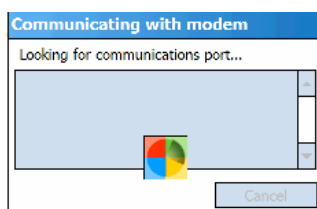


**Socket
Modem
Utilities**

3. The Socket Modem Utilities screen will appear.

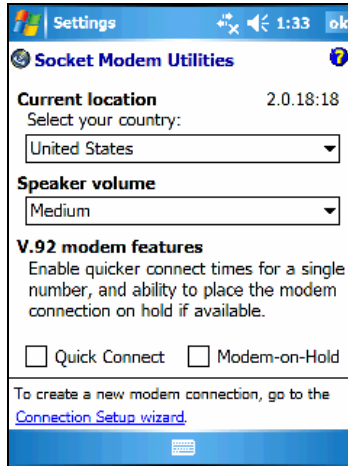


4. If your Socket Modem Card is currently inserted into your device, your device will begin communicating with the modem. If the Socket Modem Card is not in your device, insert it now.



If status screens do not start appearing several seconds after card insertion, remove and reinsert the card to try again.

5. After the Pocket PC finishes detecting the modem settings, the configuration screen will appear.



TIP

For help using the Modem Utilities, tap on the Help icon .

6. Use the configuration screen to enter any settings, as desired.
- **Current location:** Select the country you will be dialing from. This configures the modem for the correct country code.
 - **Speaker volume:** Select the speaker volume, or turn off the speaker.
 - **Quick Connect:** Check if you would like to configure the modem for quick connections from a particular phone line. The first time you connect from the phone line, the modem will save the phone line's settings, enabling quicker connections in the future from the same phone line. This feature is helpful if you plan to use the SDIO 56K Modem Card repeatedly with the same phone line.



TIP

This feature requires a V.92 Internet Service Provider (ISP).



TIP

Socket recommends that you disable Quick Connect if you plan to use the modem with different phone lines. Otherwise, it may take twice as long to establish a connection because the modem searches for the previous line characteristics before trying to connect to a new line.

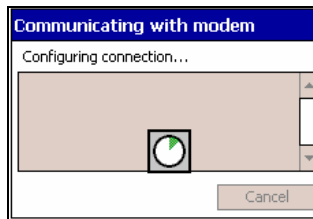
- **Modem-on-Hold:** Check if you would like to be able to identify and receive incoming calls without dropping a network connection.



Modem-on-Hold requires a V.92 ISP, a line splitter, as well as Call Waiting service from your phone company. If you would like the Pocket PC to identify incoming calls, you also need Type 2 Caller ID service from your phone company.

- After entering your settings, tap **ok**.

7. Status screens will report that the new settings are taking effect.



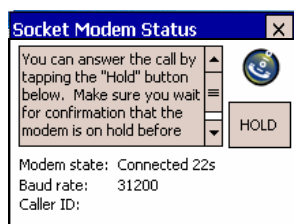
Using Modem-On-Hold



In order to use Modem-on-Hold, you need Call Waiting service from your local phone company and a line splitter. If you would like your Pocket PC to identify incoming calls, you need Type 2 Caller ID service from your local phone company.

1. When you are connected to your network and receive a call, the Socket Modem Status screen will appear in the foreground.

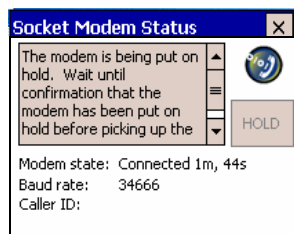
If you are connected to your network and would like to initiate a call, access the Socket Modem Status screen by tapping on the task tray icon



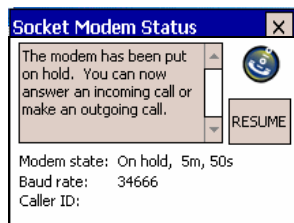
2. Read the instructions that appear. To answer an incoming call, tap HOLD.
3. Your Pocket PC will begin to put the modem on hold. Do not use any Internet applications during this process.




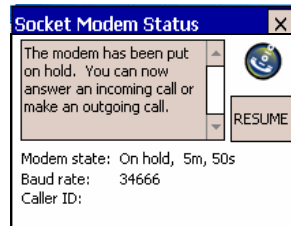
Wait until confirmation that the modem has been put on hold before picking up the telephone handset!



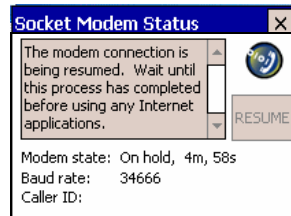
4. After the modem has been put on hold, you can pick up your handset to receive or initiate a call.



5. After completing the call, hang up the phone. Tap on the task tray icon  to access the Socket Modem Status screen again.
6. In the Socket Modem Status screen, tap **RESUME** to resume the network connection.



7. Wait for the Pocket PC to resume the connection before you use any Internet applications.



APPENDIX A

SPECIFICATIONS

Physical Characteristics

Dimensions: *L x W x H: 81 x 41 x 20 mm*

Power Consumption (DC 3.3V): *Active: 118 mA Inactive: 18 mA*

Data Mode:

- ITU-T V.92: 56 kbps
- ITU-T V.90: 56 kbps upstream, 33.6 kbps downstream
- ITU-T V.34: (33.6 kbps)
- ITU-T V.32bis: (14.4 kbps)
- ITU-T V.32: 9.6 kbps, V.22 (1200 bps)
- ITU-T V.23: 1200/75 (FSK)
- ITU-T V.22bis: (2.4 kbps)
- ITU-T V.21: 300 bps (FSK)
- ITU-T Bell 212A (1200 bps), Bell 103 (300 bps)

Error Mode and Data Compression:

- ITU-T V.42bis: data compression and MNP 5 data compression
- ITU-T V.42: error correction (LAPM and MNP)
- ITU-T V.44 data compression

Fax Mode:

- ITU-T V.34: 33.6 kbps
- ITU-T V.17 14.4 kbps
- ITU-T V.29: 9.6 kbps
- ITU-T V.27ter 4.8 kbps
- ITU-T V.21 Channel 2: 300 bps
- ITU-T T.32 Class 2 Fax Command Set
- ITU-T T.31 Class 1 Fax Command Set

Line Requirement: *PSTN (Public Switched Telephone Network)
Analog phone line only*

Receiver Sensitivity: *0-43 dBm*

Dialing Methods: *Tone and Pulse*

Operating Modes:

- Asynchronous
- Full Duplex
- Automatic and Manual Call
- Originate

Certifications/Compliance: FCC Part 68 CTR 21 IC RoHS

Environmental Conditions:

Operating:

Temp: 32 to 131° F (0 to 60° C)

Humidity: 5 – 95% (Non Condensing)

Storage:

Temp: -13 to +158° F (-25 to -70° C)

Humidity: 5 – 95% (Non Condensing)

Hardware Support:

Pocket PC running Windows Mobile 2003/2003SE/5.0 with SDIO slot and SDIO Now! software from BSQUARE in ROM

Warranty: Three years

APPENDIX B

NETWORK INFORMATION

Network Information Form

For Advanced Users Only

Contact your office network administrator or Internet Service Provider (ISP) for the information below.

For a text-only form that you can email to your network administrator or ISP, visit: www.socketcom.com/pdf/56kform.txt

1. Please provide the following dial-up information:

Dial-up number: (____) _____

User name: _____

Password: _____

Domain: _____

2. Does the network support DHCP (Dynamic Host Configuration Protocol)?

YES. If *Yes*, then STOP. You do NOT need to answer Question 3.

NO. If *No*, then continue to Question 3. You may need only some of the IP addresses listed below.

3. Please specify any applicable IP addresses:

(a) Mobile Computer IP address: ____ . ____ . ____ . ____

(b) Subnet Mask: ____ . ____ . ____ . ____

(c) Default Gateway: ____ . ____ . ____ . ____

(d) Primary DNS: ____ . ____ . ____ . ____

(e) Secondary DNS: ____ . ____ . ____ . ____

(f) Primary WINS: ____ . ____ . ____ . ____

(g) Secondary WINS: ____ . ____ . ____ . ____

APPENDIX C

ADVANCED SOFTWARE INSTALLATION

Advanced Users Only!

If you do not want to use the application installer to install Socket's modem software, you can install the software from a CAB (cabinet) file. A CAB file contains all the software and drivers needed to install your product on a particular Pocket PC platform. CAB files are available both on the installation CD (in the *CABs* folder) and online at:

www.socketcom.com/support/support_56k.asp?Type=SDIO

In order to install the CAB file, you need a way to transfer the CAB file to your Pocket PC, such as:

- Use Microsoft ActiveSync to transfer the CAB file to your Pocket PC. Windows Mobile 5.0 devices require ActiveSync 4.0 or greater.
 - Use a memory card reader to save the CAB file from your desktop PC to a memory card, then insert the memory card into your Pocket PC.
 - If your Pocket PC has Internet access, download the CAB file directly from Socket's website to your Pocket PC.
1. Transfer the correct CAB file to your Pocket PC. Refer to the chart below to determine the correct CAB file for your Pocket PC. If transferring the CAB file with ActiveSync or downloading the CAB file directly to your Pocket PC, remember where you save the file.

Windows Mobile Version	CAB File
2005 (Windows Mobile 5.0)	Output.PPC2005ARMV4I
2003/2003SE	Output.PPC2203ARMV4

2. Tap **Start | Programs | File Explorer**.
3. Use File Explorer to browse to the CAB file. Tap on the CAB file.
4. The CAB file will start installing on your Pocket PC. Follow the instructions on your device screen to install the software.
5. Your device may warn that the CAB file comes from an unknown publisher. Tap **YES** to continue installation.
6. After software installation, soft reset the device by pressing the reset button.

APPENDIX D

MANUAL CONNECTION SETUP

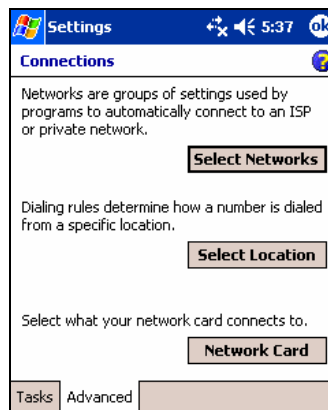
If you do not want to use the Socket Connection Setup wizard, you can manually set up a dial-up connection in Windows Mobile. These instructions are for a standard dial-up connection to an Internet Service Provider (ISP). If you want to connect to your work network or a VPN/proxy server, refer to your Pocket PC documentation for instructions.

1. Go to Start | Settings | Connections. Tap on Connections.

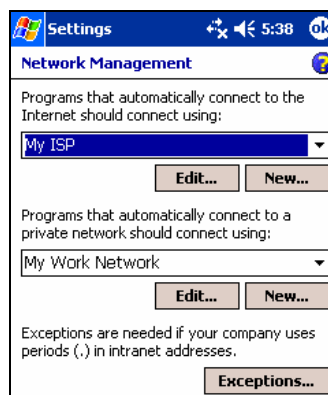


Connections

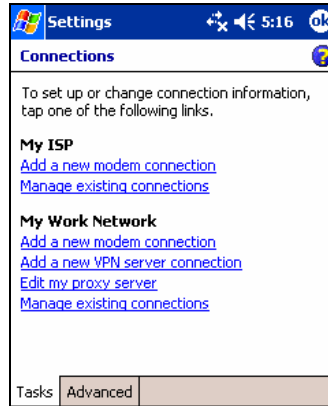
2. Tap on the Advanced tab. Tap on the Select Networks button.



3. In the Network Management screen, make sure My ISP is selected in the top field, and My Work Network is selected in the bottom field. Tap ok.

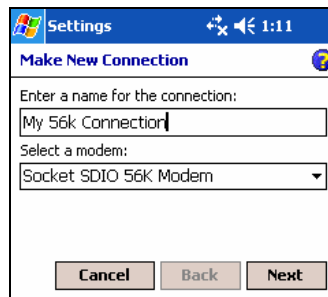


4. Tap on the Tasks tab. In most cases, you should tap **Add a new modem connection** under **My ISP**.

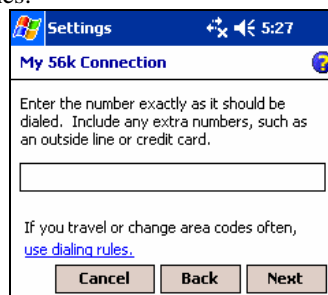


5. In the next screen, enter the following:
- Enter a name...: Enter a name, such as “My 56K Connection”
 - Select a modem: Select Socket SDIO 56K Modem.

Tap **Next**.

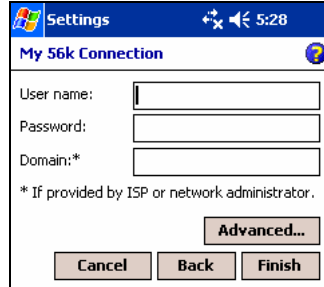


6. In the next screen, enter the dial-up number exactly how it should be dialed from your current location. You can enter the number without any spaces or dashes.



*Note: If you plan to use the connection in different area codes, tap **use dialing rules** to set up the correct dialing locations. Refer to your *Pocket PC 2003* documentation for instructions.*

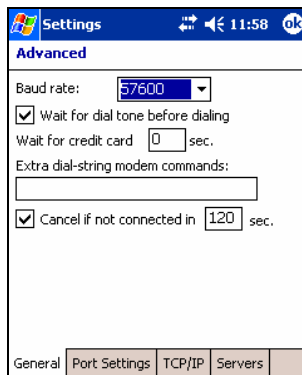
8. In the next screen, enter the User name and Password. Tap Advanced.



9. In the General screen, check the Wait for dial tone before dialing box.



The baud rate value does not matter, because the modem's baud rate is internally configured to optimize data compression and decompression speeds.



If you DO NOT need to enter any IP addresses, tap **ok**.
If you DO need to enter IP addresses, tap on the **TCP/IP** and **Servers** tabs to enter any necessary IP addresses. Tap **ok**.

10. In the last screen, tap **Finish**.

APPENDIX E

FAXING

The Cordless 56K Modem supports the *Bluetooth* faxing profile. Please note that the package does not include faxing software. The Cordless 56K Modem should work with most Third Party fax software.

1. Make sure the mobile computer supports the *Bluetooth* fax profile.
2. Make sure the mobile computer has a *Bluetooth* COM port or virtual *Bluetooth* modem enabled for faxing.

- If using Socket's Connection Kit for Windows Mobile, tap on the *Bluetooth* icon.

Select **Advanced Features**, then **My Bluetooth Device**.

Tap on the **COM Ports** tab.

Make sure **Bluetooth FAX** is checked.


Note the COM port number and tap **ok**.



- If using Socket's CF Connection Kit with BlueSoleil software on a Windows notebook, you do not need to install a virtual *Bluetooth* modem for faxing.
 - If using a notebook enabled with *Bluetooth* via a non-Socket product, make sure your system has a *Bluetooth* virtual modem for faxing installed. Refer to Chapter 4 for instructions on checking if a *Bluetooth* virtual modem is installed, but check to see if one is installed for faxing.
3. If using Socket's Connection Kit for Windows Mobile, assign the Cordless 56K Modem as your favorite fax. In the *Bluetooth* Devices folder, tap **Tools | My Favorites**. Tap on the **FAX** tab. Select the Cordless 56K Modem and tap **ok**.
 4. Configure your fax software for the following settings:
 - **Modem/COM port:** Select the modem/COM port used for *Bluetooth* faxing.
 - **Baud rate:** 57600 bps

APPENDIX F

TECHNICAL SUPPORT

For help using the Socket Modem Utilities, tap on the Help icon .

If you have trouble installing or using the Socket SDIO 56K Modem Card, Socket has two technical support resources you can use:

Socket Online Support (SOS)

Socket Online Support provides the quickest turnaround time and is the best place to start for technical support.



Because it's interactive, this automated technical support program focuses in on your specific problem to provide the specific answers you need. To access SOS, visit: www.socketcom.com/support and click on the SOS icon.

If SOS cannot answer your inquiry, you will have the opportunity to submit your question(s) to a technical support representative after the session. Your interactive session will be saved for reference.

Note: To help expedite live tech support, you will be asked to register your product and provide some system configuration/environment information.

Live Technical Support

IMPORTANT!

To obtain technical support for your product, you must first register your product online at www.socketcom.com/prodreg.

After product registration, log in and click on the Technical Support tab. Tap Trouble Ticket and follow the instructions to submit an online request for technical support.

You can log in anytime to track the progress of your request. If we are unable to resolve your support inquiry via email, we can arrange for a technical support representative to call you at a specific time.

Please refrain from disassembling the modem card. Disassembly of this device will void the product warranty.

Limited Warranty

Socket Communications Incorporated (Socket) warrants this product against defects in material and workmanship, under normal use and service, for the following periods from the date of purchase: Three years

Incompatibility is not a defect covered by Socket's warranty. During the warranty period, Socket will, at its option, repair or replace the defective product at no charge when furnished with proof of retail purchase, provided that you deliver the product to Socket or to an authorized Socket Service Center.

The returned product must be accompanied by a return material authorization (RMA) number issued by Socket or by Socket's Authorized Service Center. If you ship the product, you must use the original container or equivalent and you must pay the shipping charges to Socket. Socket will pay shipping charges back to any location in the contiguous United States. This warranty applies only to the original retail purchaser and is not transferable.

Socket may, at its option, replace or repair the product with new or reconditioned parts and the returned product becomes Socket's property. Socket warrants the repaired or replaced products to be free from defects in material or workmanship for ninety (90) days after the return shipping date, or for the duration of the original warranty period, whichever is greater.

This warranty does not cover the replacement of products damaged by abuse, accident, misuse or misapplication, nor as a result of service or modification other than by Socket.

SOCKET IS NOT RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, INCLUDING DAMAGE TO PROPERTY AND, TO THE EXTENT PERMITTED BY LAW, DAMAGES FOR PERSONAL INJURY. THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

Some states do not allow limitation of implied warranties, or the exclusion or limitation of incidental or consequential damages, so that the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

This product may contain fully tested, recycled parts, warranted as if new.

For warranty information, phone (510) 744-2700.

Limited Software Warranty

LIMITED WARRANTY. SOCKET warrants that the original disk or CD ROM is free from defects for 90 days from the date of delivery of the SOFTWARE.

CUSTOMER REMEDIES. SOCKET'S entire liability and your exclusive remedy shall be, at SOCKET'S option, either (a) return of the price paid or (b) replacement of the SOFTWARE which does not meet SOCKET'S Limited Warranty and which is returned to SOCKET with a copy of your receipt. Any replacement SOFTWARE will be warranted for the remainder of the original warranty period or 30 days, whichever is longer. THESE REMEDIES ARE NOT AVAILABLE OUTSIDE OF THE UNITED STATES OF AMERICA.

NO OTHER WARRANTIES. SOCKET disclaims all other warranties, either express or implied, including but not limited to implied warranties of merchantability and fitness for a particular purpose, with respect to the SOFTWARE and the accompanying written materials. This limited warranty gives you specific legal rights. You may have others which vary from state to state.

NO LIABILITY FOR CONSEQUENTIAL DAMAGES. In no event shall SOCKET or its suppliers be liable for any damages whatsoever (including, without limitation, damages for loss of business profits, business interruption, loss of business information, or other pecuniary loss) arising out of the use of or inability to use the SOFTWARE, even if SOCKET has been advised of the possibility of such damages. Because some states do not allow the exclusion or limitation of liability for consequential or incidental damages, the above limitation may not apply to you.

EXPORT LAW ASSURANCES. You may not use or otherwise export or reexport the SOFTWARE except as authorized by United States law and laws of the jurisdiction in which the SOFTWARE was obtained. In particular, but without limitation, none of the SOFTWARE may be used or otherwise exported or reexported (a) into (or to a national or resident of) a United States embargoed country or (b) to anyone on the U.S. Treasury Department's list of Specially Designated Nationals or the U.S. Department of Commerce's Table of Denial Orders. By using the SOFTWARE, you represent and warrant that you are not located in, under control of, or a national or resident of any such country or on any such list.

GOVERNMENT END USERS. If the SOFTWARE is supplied to the U. S. Government, the SOFTWARE is classified as "restricted computer software" as defined in clause 52.227-19 of the FAR. The U. S. Government 's rights to the SOFTWARE are as provided in clause 52.227-19 of the FAR.

CONTROLLING LAW AND SEVERABILITY. This License shall be governed by the laws of the United States and the State of California. If for any reason a court of competent jurisdiction finds any provision, or portion thereof, to be unenforceable, the remainder of this License shall continue in full force and effect.

Regulatory Compliance

1. This equipment complies with Part 68 of the FCC Rules. On the back of the Socket SDIO 56K Modem Card is a label that contains, among other information, the FCC registration number. If requested, provide this information to your telephone company.
2. This product meets applicable Industry Canada technical specifications.
3. The registration jack USOC for the Socket SDIO 56K Modem Card is SCIMM00BSDM56S.
4. The REN is useful to determine the quantity of devices that may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of RENs of all devices should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
5. An FCC compliant telephone cord and modular plug is provided with this equipment. This equipment is designed to be connected to the telephone network, which is Part 68 compliant. See installation instructions for details.
6. If the Socket SDIO 56K Modem Card causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC if you believe it is necessary.
7. Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
8. If you experience trouble with the Socket SDIO 56K Modem Card, please contact Socket's technical support department for repair/warranty information. Register your product at www.socketcomc.com/prodreg and email a support request. If your equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
9. For any other repairs to the device, also contact Socket's technical support department by the method mentioned above.
10. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

11. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable alarm equipment, consult your telephone company or a qualified installer.

Product Disposal

Your device should not be placed in municipal waste. Please check local regulations for disposal of electronic products.



