



# **PORTAGE™**

## **WIRELESS CONNECTIVITY**

### **Quick Start Guide**

## **Portage™ Wireless Connectivity Quick Start Guide**

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# Contents

<b>Portage and your Digital PCS Phone</b> .....	<b>1</b>
<b>Portage and the Rogers™ AT&amp;T® Network</b> .....	<b>2</b>
<b>Portage Coverage Area</b> .....	<b>3</b>
<b>Portage Service Speed</b> .....	<b>3</b>
<b>Web Acceleration</b> .....	<b>3</b>
<b>Before You Begin</b> .....	<b>5</b>
Data Capable Digital PCS Phones .....	5
Your Portage Getting Started Kit .....	5
Special Adapter for Palm Users .....	6
Dial-up networking information .....	6
<b>Using Portage with your Laptop</b> .....	<b>7</b>
1. Configuring your Laptop to work with Portage .....	7
The Portage Startup CD .....	8
Enabling Software Compression and Removing Unnecessary Protocols .....	13
2. Connecting the Portage Data Cable to your Digital PCS Phone and Laptop .....	15
3. Making Data Calls on your Laptop with Portage .....	17
Using Portage with your Laptop for Faxing .....	19
Sending a Fax from your Laptop with Portage .....	24
Using Portage with other Applications on your Laptop .....	25
<b>Using Portage with your Palm™ Handheld</b> .....	<b>27</b>
1. Configuring your Palm Handheld to Work with Portage .....	28
2. Connecting your Digital PCS phone to your Palm Handheld .....	31
3. Making Data Calls on your Palm Handheld using Portage .....	33
HotSync™ your Palm Handheld to your Desktop Computer Remotely .....	33
Browse the Internet with your Palm Handheld .....	34
<b>Using Portage with your Pocket PC™</b> .....	<b>37</b>
1. Configuring your Pocket PC to Work with Portage .....	37
2. Connecting the Portage Data Cable to your Digital PCS Phone and Pocket PC .....	41
3. Making Data Calls on your Pocket PC with Portage .....	42
ActiveSync™ your Pocket PC to your Desktop Computer Remotely .....	42
Browse the Internet with your Pocket PC .....	43

## Portage Wireless Connectivity Quick Start Guide

<b>Using Portage with your Windows® CE 2.0 Device</b> . . . . .	<b>.45</b>
1. Configuring your Windows CE Device to work with Portage . . . . .	.45
Setting up a Dial-up Networking Connection on your Windows CE Device . . . . .	.48
2. Connecting the Portage Data Cable to your Digital PCS Phone and Windows CE Device . . . . .	.49
3. Making Data Calls on your Windows CE Device using Portage . . . . .	.50
ActiveSync your Windows CE Device to your Desktop Computer Remotely . . . . .	.50
Browse the Internet with your Windows CE Device . . . . .	.51
<b>Working Smart Remotely</b> . . . . .	<b>.54</b>
Saving Time on e-mail . . . . .	.54
Saving Time on your Web Browser . . . . .	.56
<b>Creating Additional Dial-up Networking Connections</b> . . . . .	<b>.58</b>
<b>Getting More Help</b> . . . . .	<b>.59</b>
Situations and Solutions . . . . .	.59
Connection doesn't work . . . . .	.59
Computer locks up or crashes . . . . .	.60
Mouse does not work properly . . . . .	.61
Internet/e-mail not accessible . . . . .	.61
Computer dials, or makes dialing sounds, but does not connect . . . . .	.62
Data calls are disconnected . . . . .	.63
Slow transmission speeds . . . . .	.63
For Pocket PC (Windows CE) devices . . . . .	.64



## Portage and your Digital PCS Phone

Until recently, if you wanted to send an e-mail or fax, access the Internet, or connect to your organization's Local Area Network (LAN), you had to ensure a wired connection from your computing device to a phone line. Now, you can enjoy all of these applications with your data capable Digital PCS phone.

With **Portage** Wireless Connectivity, **your data capable Digital PCS phone becomes a modem** for your mobile digital device (laptop, Palm Handheld, Pocket PC, or Windows CE 2.0 device), modulating, demodulating, and converting signals in essentially the same way as any standard external modem.

**Portage** enables you to check your e-mail, fax a document, or visit a Web site, giving you the freedom of anytime, anywhere access to the information you need, when you need it.

## Portage and the Rogers AT&T Network

As a Rogers AT&T Wireless customer, you will be connected to our national TDMA network. TDMA, or Time Division Multiple Access, is the world's leading standard for Digital PCS wireless communication. Here's why:

- **Flexibility**

TDMA is a highly flexible wireless network solution that allows for variation in the number of signals being transmitted, constantly adjusting the time intervals to make the best use of available bandwidth. This flexibility is important because the volume of traffic on the Internet can change radically depending on the time of day.

- **Adaptability**

TDMA is easily adapted to the transmission of both voice calls and data calls, including e-mail and faxes, allowing you to get the most out of your data capable Digital PCS phone.

- **Improved speech quality**

Because TDMA technology separates users in time, Rogers AT&T Wireless customers do not experience interference from other transmissions occurring simultaneously.

- **Extended battery life**

TDMA enables extended battery life and talk time because the mobile device is transmitting for only part of the time (one-third to one-tenth) during conversations.

## Portage Coverage Area

Rogers AT&T Wireless is Canada's largest national digital wireless network, providing Digital PCS service to over 83% of the population. **Portage** is available in more locations in Canada than any other wireless service, providing you with better service and greater value.

For more information about our Digital PCS coverage area, please visit [www.rogers.com](http://www.rogers.com) or call us at 1-800-268-7347 or \*811 on your Digital PCS phone.

## Portage Service Speed

**Portage** transmits data at 9.6 kbps. This is suitable for checking e-mail, sending a fax, accessing the Internet, or your corporate LAN. **Portage** can also be used with other applications that require a modem as long as the data being transmitted does not require a high-speed connection.

*Note: Refer to the Working Smart Remotely section at the back of this guide for tips on saving airtime when making data calls.*

## Web Acceleration

Web Acceleration allows **Portage** users to surf the Internet at an increased transmission speed. Please visit [www.rogers.com/portage](http://www.rogers.com/portage) for availability and additional information.

## Portage Wireless Connectivity Quick Start Guide

## Before You Begin

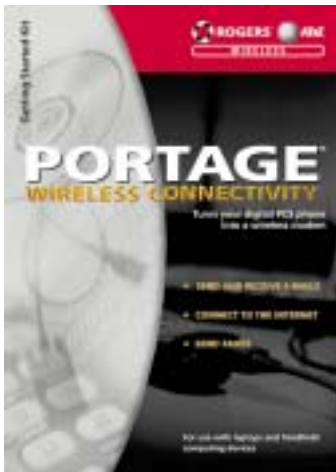
All you need to make wireless data calls is the **Portage** Getting Started Kit, your data capable Digital PCS phone, and the device you want to connect to.

## Data Capable Digital PCS Phones

**Portage** is designed to work with the latest in digital phone technology and **requires a data-capable Digital PCS phone**. For an up-to-date list of data capable phones please refer to [www.rogers.com/portage](http://www.rogers.com/portage).

Please contact Customer Service to activate the data-capability of your phone. Customer Service can be reached at 1-800-268-7347 or from your Digital PCS phone at \*811.

## Your Portage Getting Started Kit



Your **Portage Getting Started Kit** includes a **Portage** Data Cable, a universal PDA adapter that connects your phone to your device, a Quick Start Guide with step-by-step instructions for using **Portage** with a laptop, Palm Handheld, Pocket PC, and Windows CE device, and a Startup CD.

## Portage Wireless Connectivity Quick Start Guide

If you plan to use your Palm Handheld, Pocket PC, or Windows CE device, you also need a serial travel cable (a synchronization cable for use without the docking cradle) to connect the **Portage** Data Cable to your device. If you do not have one, please contact your device manufacturer or their retail outlet.

### Special Adapter for Palm Users

If you are using a Palm Handheld, you can purchase a special adapter for the Palm III and Palm V series at [www.rogers.com/portage](http://www.rogers.com/portage) that will connect your **Portage** Data Cable and Palm without the need for a serial travel cable.

***Note:** Be sure to check [www.rogers.com/portage](http://www.rogers.com/portage) regularly for new connectivity solutions for Palm Handhelds, Pocket PC, and Windows CE devices.*

### Dial-up networking information

Before you begin, you will need the following dial-up networking information from your Internet Service Provider (ISP) or Network Administrator:

- The dial-up number for your ISP or corporate LAN
- The dial-up number for your Corporate Internet Service Provider if your corporation uses an external ISP
- Your user name and password
- The type of dial-up server you are connected to (usually PPP: Windows, 95, Windows NT 3.5, Internet)
- Any TCP/IP settings that may be required, such as DNS entries

***Note:** Your ISP or Network Administrator may need to assist you with installing dial-up networking on your laptop. Once dial-up networking is installed you can use these same settings on your Palm, Pocket PC, or Windows CE device.*



## Using **Portage** with your Laptop

Using **Portage** with your laptop enables you to turn your data capable Digital PCS phone into a modem to connect to the Internet, your corporate intranet, send and receive e-mails, or to send faxes. To get started you will need to configure your laptop to work with **Portage**.

### 1. Configuring your Laptop to work with **Portage**

Configuring your laptop to work with **Portage** is a two step process that involves adding your Digital PCS phone as modem and configuring a dial-up networking connection.

The *Start-up CD* included with your **Portage Getting Started Kit** will perform these steps for you.

### Set Up With The Portage Start-up CD

Your Portage Getting Started kit comes with a Start-up CD which includes the Portage Wireless Dialer. This software is designed to simplify the setup of your phone and laptop for wireless connectivity. It will install the necessary modem drivers, test the connection between your phone and laptop, and provide a tool to make wireless copies of existing Dial-Up Networking connections.

The Portage Wireless Dialer is designed to work with Windows 95, 98, Me, NT and 2000. Please refer to the CD cover for installation instructions.

Before you begin the installation ensure that your digital PCS phone is connected to your laptop, in a digital coverage area, and turned on. Please refer to the next section connecting the Portage Data Cable to your Digital PCS phone and laptop for instructions.

Once you have installed the dialer, it will run each time you start your computer. To disable this feature, remove Portage Wireless Dialer from your Startup program group. You will still be able to use the dialer by selecting it from the Rogers AT&T Wireless program group.

### Set Up Without The Portage Start-up CD

The steps to configure your laptop to work with **Portage** are provided in this section if you do not choose to use the Start-up CD. The procedures listed below provide general guidelines if you are using **Windows 95** or **98**, **Me**, **2000**, and **Windows NT**. (Screen images are taken from Windows 98).

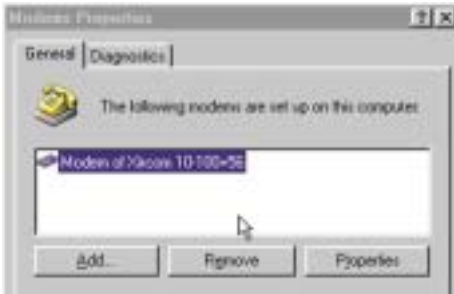
***Note:** Windows NT users may require assistance from their Network Administrator to configure the Remote Access Server (RAS) bindings.*

#### To add a modem to your laptop

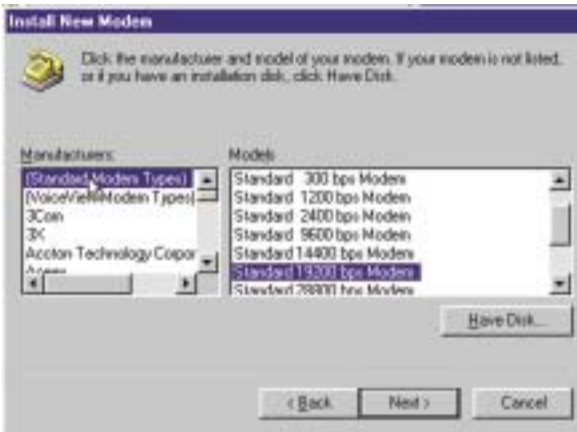
1. On your desktop, click **Start**, **Settings**, and then **Control Panel**.
2. Double-click **Modems**. (For Windows 2000, click **Phone and Modem Options**, and then click the **Modems** tab.)

## ROGERS AT&T WIRELESS

3. In the **Modems Properties** dialog box, click **Add...** to add a new modem.



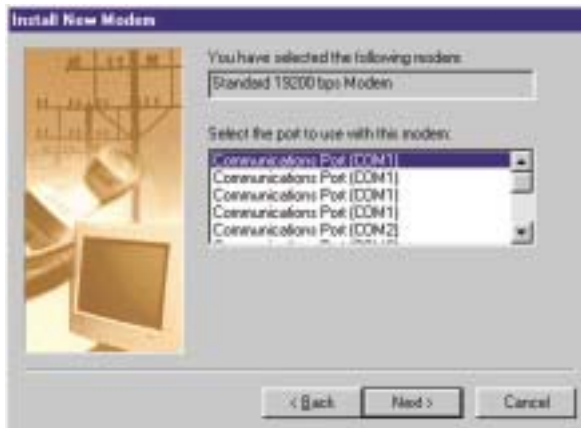
4. If your computer supports PC cards, the *Install New Modem* window appears, and you will be prompted to install either a PCMCIA modem card or an **Other** type of modem. Click **Other**, and then click **Next**.



*Note:* If your computer does not support PC Cards, you will not see this screen. Continue with the next step.

## Portage Wireless Connectivity Quick Start Guide

5. In the *Install New Modem* window, click **Don't detect my modem; I will select it from a list.**  
(In Windows 2000, the window is titled *Add/Remove Hardware*.)
6. Click **Next** to continue.
7. In the *Install New Modem* or *Add/Remove Hardware* window, click **Standard Modem Types** from the Manufacturers list, and then **Standard 19200 bps Modem** from the Models list.



8. Click **Next** to continue.
9. Select the serial port to which your phone is connected. This will typically be **COM1**.
10. Click **Next** to continue.
11. Click **Finish** to complete the addition of the new modem.

The new modem has been added.



Reminder: If you plan on using *Portage* to access the Internet you will need to establish a relationship with an Internet Service Provider either through your Corporate ISP or independently.

### To configure a dial-up networking connection on your laptop

1. On your Windows desktop, double-click **My Computer**.
2. Double-click **Dial-up Networking**. (In Windows 2000, click **Networking and Dial-up Connections**.)

In Windows NT, you are asked to name a new phonebook entry, for example, "ISP Name - Wireless". Simply follow the steps in the *new phonebook entry wizard* to make a new connection.

In Windows 95, 98, Me, and 2000 the *Dial-up Networking* window displays the connections that you have created and a *Network Connection wizard* for creating new connections.

## Portage Wireless Connectivity Quick Start Guide

3. Double-click **Make New Connection**.



In *Windows 2000*, follow the steps in the *Network Connection wizard*.

4. In the upper text box, type a name for the connection, for example, "ISP name - Wireless".



5. In the lower text box, choose **Standard 19200 bps Modem**.

**Note:** *If the Standard 19200 bps Modem does not appear in the drop-down menu, you will have to add the modem. Please see the instructions in the previous section, "To add a modem to your laptop."*

6. Click **Next** to continue.
7. In the *Make New Connection* window, type the dial-up number of your Internet Service Provider.

**Reminder:** If you do not have this information, contact your Internet Service Provider or Network Administrator. Alternatively, many Internet Service Providers provide dial-up networking information and TCP/IP settings on their Web sites or in their start-up kits.

8. Click **Next** to continue, and then click **Finish**.
9. Restart your laptop.

This completes the set-up of your Digital PCS phone as a modem on your laptop to access the Internet. If you are connecting to your corporate LAN or corporate Internet service, we recommend that you contact your Network Administrator for assistance.

### Enabling Software Compression and Removing Unnecessary Protocols

You can improve the performance of Windows dial-up networking by removing unnecessary protocol support and enabling software compression.

1. In the *Dial-Up Networking* window, right-click the wireless connection icon you created, for example, "ISP name - Wireless".



2. From the drop-down menu, click **Properties**.
3. Click the **Server Types** tab.

## Portage Wireless Connectivity Quick Start Guide

4. Under **Advanced options**, select the **Enable software compression** check box.



5. Under **Allowed network protocols**, clear the check boxes beside **NetBEUI** and **IPX/SPX Compatible**, but leave **TCP/IP** selected.
6. Click **OK** to return to the *Dial-Up Networking* window.

## 2. Connecting the Portage Data Cable to your Digital PCS Phone and Laptop

You are now ready to connect your **Portage** Data Cable to your phone and laptop and establish a dial-up connection.



### To connect your Digital PCS phone to your laptop

1. Locate the serial (COM) port on your laptop. The serial port is usually found on either the side or back of the laptop.

**Note:** *If the serial port is being used by another device, such as a mouse, disconnect that device before connecting the Portage Data Cable.*

If you are using your laptop to synchronize your handheld device or personal digital assistant (such as a Palm Handheld, Pocket PC, or Windows CE device), disable the synchronization program before attempting to make a data call. Synchronization programs may include Hot Sync™ Manager, Active Sync™, or Intellisync.

## Portage Wireless Connectivity Quick Start Guide

2. Connect the **Portage** Data Cable's 9-pin connector to the serial (COM) port on your laptop.
3. Tighten the screws on the **Portage** Data Cable connector so that the connection is secure.
4. Connect the other end of the **Portage** Data Cable to the port on the bottom of your Digital PCS phone, fastening it securely. Refer to your phone's operating manual for the location of the port, if required.

You have now connected your Digital PCS phone to your laptop and are ready to establish a data call using **Portage**.

### 3. Making Data Calls on your Laptop with Portage

Once you have configured your laptop to work with **Portage** and connected the **Portage** Data Cable to your Digital PCS phone and to your laptop, you are ready to make wireless data calls.

#### To make a data call

1. In the Dial-Up Networking window, double-click the wireless connection you have set up, for example, "ISP name - Wireless".



2. Type your **User Name** and **Password**, and then click **Connect** to start the call.

Your Digital PCS phone display and laptop will indicate that a data call is being made. When

the connection is made, your laptop will display a *Connected to...* dialog box and your phone will indicate that it is in use.

The *Connected to...* dialog box can be automatically minimized to a connection status icon on the status bar in the lower-right corner of the screen.

Before making data calls, check the following:

- The **Portage** Data Cable is fastened securely to both the phone and laptop.
- The phone is turned on and you have sufficient signal strength to make a phone call.
- The phone display indicates that it is receiving a digital signal.
- The battery has a sufficient charge left for the duration of the call. (If your battery is low, the phone display will indicate this.)

## Portage Wireless Connectivity Quick Start Guide

You are now connected to the Internet and you should be able to open your Web browser or e-mail application on your laptop.

***Note:** Phones may display different messages or represent the message differently when placing a data call depending on the supplier. Please refer to your Digital PCS phone user guide for the data display message.*

***Note:** Although the connection speed indicated in the connection dialog box is 19200 bps—the connection speed between the phone and the computer—the speed of the data call on the wireless network is actually 9.6 kbps.*

3. When you are finished working online and want to disconnect, double-click the connection status in the system tray icon and then click **Disconnect**.



-OR-

Double-click the connection icon in the *Dial-Up Networking* window, and then click **Disconnect**.



***Reminder:** Disconnect as soon as you are finished sending or receiving data to avoid unnecessary airtime charges.*

## Using Portage with your Laptop for Faxing

**Portage** enables you to set up your laptop to send faxes using your Digital PCS phone instead of a fax modem and a phone line.

***Note:** The instructions that follow pertain only to WinFax PRO™ 10.0. WinFax Pro 9.0 and other faxing applications may be supported but will require additional settings depending on your specific phone. Please refer to Faxing with Portage at [www.rogers.com/portage](http://www.rogers.com/portage) for information on other applications.*

### If you already have WinFax PRO 10.0 installed on your laptop

1. Launch *WinFax PRO 10.0*, click the **Tools** menu, and select **Program Setup**.
2. In the *WinFax PRO Program Setup* window, select **Modems and Other Fax Devices**. Click **Properties** to continue.
3. In the *Modem and Other Fax Devices Properties* window, select the **Standard 19200 bps Modem** from the **Connection Device** menu and select the **Active** box. If you have already configured your laptop to work with **Portage**, this modem will have been added. If you have not already configured your laptop, refer to section "Configuring your laptop to work with Portage."

***Note:** If you used the Startup CD to install Portage on your laptop select the modem called Rogers AT&T Digital PCS phone.*

4. The *Modem and Communication Device Properties* dialog box will indicate that the Standard 19200 bps Modem or Rogers AT&T Wireless Digital PCS phone has not been configured to work with WinFax PRO. Click **Yes** to continue.

## Portage Wireless Connectivity Quick Start Guide

5. In the *Modem Configuration Wizard—Ready to Test Modem* window, click **Next**.



6. The *Modem Configuration—Testing* window appears indicating that testing is taking place. This process can take several minutes. A dialog box will appear confirming that the modem is verified.



## ROGERS AT&T WIRELESS

7. If the *Modem Configuration Wizard* indicates that the set-up was successful click **Next** to continue and proceed to step 8. If the *Modem Configuration Wizard* fails to set up your modem click **Next** to continue and select **CLASS 2.0 Send/Receive Fax/modem** from the menu. Click **Next** to continue.
8. If you are prompted to configure how this device dials when sending faxes, click **No** if you are certain your dialing properties are correct. If you would like to change your dialing properties, click **Yes**, and make the appropriate changes. Click **ok** when complete.
9. Return to the *Modem and Communication Devices Properties* window. Click **ok** to continue.
10. Return to the **Program Setup** window. Click **Close**.

You are now ready to use your Digital PCS phone with *WinFax Pro 10.0*. Please consult your *WinFax PRO 10.0* user guide for assistance with sending and receiving faxes.

### **Installing WinFax PRO for the first time to use with *Portage***

1. Launch WinFax PRO 10.0 from your desktop or **Programs** menu.
2. Follow the instructions in the *WinFax PRO Setup Wizard*.

## Portage Wireless Connectivity Quick Start Guide

3. Once the *Setup Wizard* displays the *Modems and Communications Devices Properties* window, ensure that a **Standard 19200 bps Modem** is selected and added.



4. If you have already configured your laptop to work with **Portage**, this modem will have been added. If you have not already configured your laptop, see section called "*Configuring your Laptop to Work with Portage.*"

**Note:** If you used the Startup CD to install Portage on your laptop select the modem called Rogers AT&T Digital PCS phone.

5. Click **Next**.
6. Read the instructions in the *Ready to Test Modem* window and click **Next**.
7. Ensure that your Digital PCS phone is connected to your laptop and powered on.
8. The *Testing Modem...* window appears and begins finding your modem. When the test is completed, the following dialog box appears:



9. Click **Next**.
10. If the *Caller ID not supported* window appears, click **Next**.
11. In the *Enable Controller* window, click **Yes - Add the Controller to my Startup Group**.



## Portage Wireless Connectivity Quick Start Guide

12. In the *Configure E-mail* window, if you want to send faxes as e-mails, click **Enable sending faxes by e-mail**, and click **Next**.
13. A dialog box indicates that WinFax PRO 10.0 is ready to configure your system.
14. Click **Finish**.

## Sending a Fax from your Laptop with Portage

### To send a fax

1. Select the document file you would like to fax.
2. Drag the document file to the *WinFax Drag and Drop Depot* on your desktop.
3. If you already have the contact information in your fax address book, simply click the recipient. Otherwise, type the required contact information.
4. Click **Send**.
5. The *Message Manager* indicates whether the fax was sent successfully.

**Reminder:** Before making a data call, check the following:

- The **Portage** Data Cable is fastened securely to both the phone and universal PDA adapter.
- The phone is turned on and you have sufficient signal strength to make a phone call.
- The phone display indicates that it is receiving a digital signal.
- The battery has a sufficient charge left for the duration of the call. (If your battery is low, the phone display will indicate this.)

## Using Portage with other Applications on your Laptop

Many of the applications you use today with a modem can also be used with **Portage** provided that they do not require a high-speed data connection.

### Setting up your application for Portage

Most Windows applications will recognize your Digital PCS phone as an external modem. With some applications, you may have to consult the user guide for the application and configure the software with the following standard modem settings. To do this, click **Start, Settings, Control Panel, Modems**, and then **Modems Properties**:

- Modem type: Standard Hayes Compatible Modem
- Transmission Speed: 19200 bps or 19.2 kbps
- Flow Control: Hardware or RTS/CTS
- Do not wait for a dial tone before dialing

### To make a data call

Begin the data call from your application. When a connection is established, both the laptop screen and Digital PCS phone display indicate the call status. Your application will indicate when a connection has been established.

## Portage Wireless Connectivity Quick Start Guide



## Using Portage with your Palm Handheld

Using **Portage** with your Palm Handheld enables you to turn your data capable Digital PCS phone into a modem to browse the Internet, send and receive e-mails, or HotSync™ remotely to your desktop computer.

Before you get started you will need to ensure that your Palm Handheld is capable of establishing a data call using your Digital PCS phone. In order to use **Portage**, you will need to *upgrade to Palm OS® with Version 3.3 or higher*. For instructions on upgrading your Palm Operating System, refer to the *Support and Download* sections at [www.palm.com](http://www.palm.com).

Please visit [www.rogers.com/portage](http://www.rogers.com/portage) for an up-to-date list of Palm Handhelds that support **Portage**.

### To determine which version of the Palm OS you are currently running

1. Tap the menu icon, which is located in the lower-left corner of the Application Launcher beside the *Graffiti Writing Area*.
2. From the drop-down App menu, tap **Info**.
3. Tap the **Version** tab.
4. Tap **Done** to return to the home page.

## 1. Configuring your Palm Handheld to Work with Portage

Configuring your Palm Handheld to work with **Portage** is a two step process that involves adding your Digital PCS phone as a modem and configuring a dial-up networking connection.

### To add a modem to your Palm Handheld

1. Tap the **Applications** icon located in the upper left corner of the *Application Launcher* beside the *Graffiti Writing Area*. Tap the **Preferences** icon.
2. From the drop-down menu in the upper-right corner of the *Preferences* screen, tap **Connection**.
3. Tap **New...** to create a new modem connection.
4. Enter a **Name** for your modem, for example, "ISP name - Wireless".
  - **Connection Method:** Serial to Modem
  - **Dialing:** TouchTone
  - **Volume:** [your choice]



## ROGERS AT&T WIRELESS

### 5. Tap **Details**

- **Speed:** 19200 bps
- **Flow Ctl:** Automatic
- **Init String:** [Clear this field and leave blank]

### 6. Tap **OK** twice to return to the modem configuration screen.

## To configure a dial-up networking connection on your Palm Handheld

**Reminder:** Before setting up a dial-up networking connection, ensure that you have either remote access to your corporate network or an account with an Internet Service Provider.

### 1. From the drop-down menu located in the upper-right corner of the *Preferences* screen, tap **Network**.

### 2. On the *Network* screen tap the Menu icon at the bottom left of the *Graffiti Writing Area*. Tap **New** from the drop-down menu. Then enter the following information.

- **Service:**  
[your service name, such as "Wireless Data"]
- **User Name:**  
[your user name]
- **Password:**  
[your password]
- **Connection:** [the wireless connection you created]
- **Phone:** [your corporate network or ISP number]



## Portage Wireless Connectivity Quick Start Guide

**Reminder:** If you do not have this information, contact your Internet Service Provider or Network Administrator. Alternatively, many Internet Service Providers provide dial-up networking information and TCP/IP settings on their Web sites or in their start-up kits.

3. Tap **Details...**
4. Enter the settings options for your connection, according to the information provided by your Network Administrator or Internet Service Provider, and tap **OK**.

**Note:** *If you require a script to connect to your Internet Service Provider, tap the **Script** button on the *Details* screen to enter the script. Your Network Administrator or Internet Service Provider should assist you with this process.*

## 2. Connecting your Digital PCS phone to your Palm Handheld

You are now ready to connect your Digital PCS phone to your Palm Handheld and make a data call.



**Reminder:** If you are using a Palm Handheld, you also need a serial travel cable (a synchronization cable without the docking cradle). If you do not have one, please contact your device manufacturer or their retail outlet. Palm users can purchase a special adapter at [www.rogers.com/portage](http://www.rogers.com/portage) that will connect your Portage Data Cable and Palm without the need for a serial travel cable.

## Portage Wireless Connectivity Quick Start Guide

### To connect your Digital PCS phone to your Palm Handheld



1. Connect the **Portage** Data Cable's 9-pin connector to the Universal PDA adapter.
2. Tighten the screws on the **Portage** Data Cable so that the connection is secure.
3. Connect the serial travel cable's 9-pin connector to the free end of the Universal PDA adapter.
4. Tighten the screws on the serial travel cable so that the connection is secure.
5. Connect the free end of the serial travel cable to the data port on the bottom of your Palm Handheld.
6. Connect the free end of the **Portage** Data Cable to the bottom of your Digital PCS phone.

**If you have purchased an Adapter for the Palm III or Palm V series, take the following steps:**



1. Connect the **Portage** Data Cable's 9-pin connector to the Palm Adapter.
2. Tighten the screws on the **Portage** Data Cable so that the connection is secure.

## ROGERS AT&T WIRELESS

3. Connect the Palm Adapter to the data port located at the bottom of your Palm Handheld.
4. Connect the free end of the **Portage** Data Cable to the bottom of your Digital PCS phone.

You are now ready to establish a data call using **Portage**.

### 3. Making Data Calls on your Palm Handheld using Portage

Once you have configured your Palm Handheld to work with **Portage** and connected the **Portage** Data Cable to your Digital PCS phone, you are ready to make wireless data calls.

#### HotSync™ your Palm Handheld to your Desktop Computer Remotely

With **Portage**, you can HotSync™ your Palm Handheld with the data on your desktop computer remotely. You can synchronize your Palm Mail™ application to receive e-mails while you're away from your desktop computer and you can send e-mails over your Palm Handheld and have them synched remotely to your desktop computer.

In order to perform a remote HotSync **your desktop computer must be left ON** and must be connected to either your corporate network or a modem.

If you have never used the HotSync capabilities of your Palm Handheld, refer to your user guide for instructions on how to configure your Palm HotSync Manager.

If you are updating your Palm Handheld from your corporate LAN, you will need to install Network HotSync on your desktop computer and Palm Handheld.

For information on the availability of Network HotSync for your Palm model, refer to the Support and Download sections at [www.palm.com](http://www.palm.com).

### Browse the Internet with your Palm Handheld

If you have purchased or downloaded a web browser for your Palm Handheld, you can also browse the Internet using **Portage**.

Once you have established an Internet connection using **Portage** and your Palm Handheld, there are a number of exciting wireless applications that you can download to enhance your Palm user experience. Visit [www.rogers.com/portage](http://www.rogers.com/portage) for the latest information and downloads.

**Note:** *If you are using your laptop to synchronize your Palm Handheld disable the synchronization program before attempting to make a data call.*

#### To make a data call

1. From the *Network Preferences* screen, tap the connection you have set up from the **Service** list.

Reminder: Before making a data call, check the following:

- The **Portage** Data Cable is fastened securely to both the phone and Universal PDA adapter or Palm Adapter and Palm Handheld.
- The phone is turned on and you have sufficient signal strength to make a phone call.
- The phone display indicates that it is receiving a digital signal.
- The battery has a sufficient charge left for the duration of the call.

## ROGERS AT&T WIRELESS

### 2. Tap **Connect**.

Your Digital PCS phone indicates that a data call is being made. The Palm Handheld displays the service connection progress.



**Note:** Phones may display different messages or represent the message differently when placing a data call depending on the supplier. Refer to your Digital PCS phone user guide for the data display message.

When the connection is established, this is indicated on the display of the Palm Handheld.

You are now connected to the Internet and should be able to open your Web browser or e-mail application on your Palm Handheld.

### 3. When you want to end your data call, return to the *Network Preferences* screen and tap **Disconnect**.

**Reminder:** Disconnect as soon as you are finished making a data call to avoid unnecessary airtime charges.

## Portage Wireless Connectivity Quick Start Guide



## Using **Portage** with your Pocket PC

Using **Portage** with your Pocket PC (Windows CE 3.0) device enables you to turn your data capable Digital PCS phone into a modem to browse the Internet, send and receive e-mails, or ActiveSync™ remotely to your desktop computer.

To get started you will need to configure your Pocket PC to work with **Portage**.

### 1. **Configuring your Pocket PC to Work with Portage**

Configuring your Pocket PC to work with **Portage** is a two step process that involves adding your Digital PCS phone as a modem and configuring a dial-up networking connection.

#### To add a modem to your Pocket PC

1. On your Pocket PC desktop, tap **Start**, **Settings**, and then the **Connections** tab.
2. Tap the **Modem** icon.

## Portage Wireless Connectivity Quick Start Guide

3. On the *Modem Connections* screen, tap the **Dialing** tab, and select a location, or create a new one by tapping the **New** button.

Enter your area code and ensure that **Tone Dialing** is selected instead of Pulse Dialing.



4. Tap the Dialing Patterns button and make sure the codes are correct.

Ensure that "9," is removed from each call setting line. The remaining *Dialing Patterns* are default and should work from your location. If you require more information about using *Dialing Patterns*, consult your Pocket PC user guide.



5. Tap **ok** to continue. On the *Modem Connection* screen, tap the **Connections** tab.
6. Tap **New Connection...**. On the *Make New Connection* screen, enter a name for the connection, for example, "ISP name - Wireless."

## ROGERS AT&T WIRELESS

7. Ensure the following connection preferences are selected:

- Select a modem: Hayes Compatible on COM1
- Baud Rate: 19200



8. Tap **Advanced...**, and ensure the following connection preferences are selected:

- Data bits: 8
- Parity: None
- Stop bits: 1
- Flow control: Hardware



9. If you require a terminal window when connecting, check the appropriate boxes under **Terminal**.

10. In most cases you will not need to configure the **TCP/IP** or **Name Servers** settings. Check with your Internet Service Provider or Network Administrator in case specific DNS or TCP/IP addresses are required.

## Portage Wireless Connectivity Quick Start Guide

**To enter a specific TCP/IP address, follow these steps.**

1. In the *Connection Preferences* screen, tap the **TCP/IP** tab.
2. Complete the settings options as instructed by your Network Administrator or Internet Service Provider.
3. Tap **ok** to return to the connection screen.

**To enter a specific DNS address, follow these steps.**

1. Tap the **Name Servers** tab.
2. Complete the settings as instructed by your Network Administrator or Internet Service Provider.
3. Tap **ok** to return to the connection screen.

**To configure a dial-up networking connection on your Pocket PC**

1. From the connection screen tap **Next**.
2. Enter the phone number of your corporate network or Internet Service Provider, and then tap **Next**.
3. Clear the **Wait for dial tone before dialing** check box.
4. Tap **Finish** to complete setting up the new dial-up networking connection.



## 2. Connecting the Portage Data Cable to your Digital PCS Phone and Pocket PC

You are now ready to connect your Digital PCS phone to your Pocket PC and make a data call.



**Reminder:** If you are using a Pocket PC, you also need a serial travel cable (a synchronization cable without the docking cradle). If you do not have one, please contact your device manufacturer or their retail outlet.

1. Connect the **Portage** Data Cable's 9-pin connector to the Universal PDA Adapter for Pocket PC.
2. Tighten the screws on the **Portage** Data Cable so that the connection is secure.

## Portage Wireless Connectivity Quick Start Guide

3. Connect the serial travel cable's 9-pin connector to the other end of the Universal PDA Adapter.
4. Tighten the screws on the serial travel cable so that the connection is secure.
5. Connect the other end of the serial travel cable to the data port on the bottom of your Pocket PC.
6. Connect the other end of the **Portage** Data Cable to the bottom of your Digital PCS phone.

***Note:** If ActiveSync is enabled when you connect the Pocket PC to your Digital PCS phone, the Pocket PC will incorrectly attempt to sync with the phone. Tap the Cancel button when the connection dialog box opens to stop the sync attempt.*

You are now ready to establish a data call using **Portage**.

**Reminder:** Please check [www.rogers.com/portage](http://www.rogers.com/portage) for new connectivity solutions for Pocket PC users as they become available.

### 3. Making Data Calls on your Pocket PC with Portage

Once you have configured your Pocket PC to work with **Portage** and connected the **Portage** Data Cable to your serial travel cable and Digital PCS phone, you are ready to make wireless data calls.

#### ActiveSync your Pocket PC to your Desktop Computer Remotely

With **Portage**, you can ActiveSync your Pocket PC to update the data on your desktop computer remotely. You can synchronize your Pocket PC Mail application to receive e-mails while you're away from your desktop computer and you can send e-mails with your Pocket PC and have them synched remotely to your desktop computer.

In order to perform a remote ActiveSync **your desktop computer must be left ON** and must be connected to either your corporate network or a modem.

## ROGERS AT&T WIRELESS

If you have never used the ActiveSync capabilities of your Pocket PC, refer to your user guide for instructions on how to set it up.

### Browse the Internet with your Pocket PC

If you have purchased or downloaded a Web browser for your Pocket PC, you can also browse the Internet using **Portage**.

Once you have established an Internet connection using **Portage** and your Pocket PC, there are a number of exciting wireless applications that you can download to enhance your Pocket PC user experience. Visit [www.rogers.com/portage](http://www.rogers.com/portage) for the latest information and downloads.

***Note:** If you are using your laptop to synchronize your Pocket PC disable the synchronization program before attempting to make a data call.*

#### To make a data call

1. On your Pocket PC desktop, tap **Start**, **Programs**, and then the **Connections** icon.

**Reminder:** Before sending or receiving data, check the following:

- The **Portage** Data Cable is fastened securely to both the phone and Universal PDA Adapter.
- The serial travel cable is fastened securely to both the Pocket PC and Universal PDA Adapter.
- The phone is turned on and you have sufficient signal strength to make a phone call.
- The phone display indicates that it is receiving a digital signal.
- The battery has a sufficient charge left for the duration of the call.

## Portage Wireless Connectivity Quick Start Guide

2. Tap the new connection you set up, for example, "ISP name - Wireless".
3. Tap your **User name** and **Password**, select the **Save Password** check box (optional), and then tap **Connect**.
4. When your Pocket PC starts the call, the call status is indicated on your Pocket PC screen and your phone display. Tap **Hide Status** if you do not want to see the dialog box.



**Note:** Phones may display different messages or represent the message differently when placing a data call depending on the supplier. Refer to your Digital PCS phone user guide for the data display message.

You are now connected to the Internet and should be able to open your Web browser or e-mail application on your Pocket PC.

### To end a data call

1. Tap **Start** and then **Today**.
2. Tap the Network icon at the bottom of the screen, then tap **Start**, **Settings**, and then the **Menus** icon.
3. Tap **Disconnect**.
4. The **Data Call** message on the phone display disappears to indicate that the call has been terminated.

**Reminder:** Disconnect as soon as you are finished making a data call to avoid unnecessary airtime charges.



## Using **Portage** with your **Windows CE** **2.0 Device**

Using **Portage** with Windows CE 2.0 device enables you to turn your Digital PCS phone into a modem to browse the Internet, send and receive e-mails, or ActiveSync remotely to your desktop computer.

To get started you will need to configure your Windows CE device to work with **Portage**.

### 1. **Configuring your Windows CE Device to work with Portage**

Configuring your Windows CE device to work with **Portage** is a two step process that involves adding your Digital PCS phone as a modem and configuring a dial-up networking connection.

#### **To add a modem to your Windows CE device**

1. On your Windows CE desktop, tap **Start, Programs**, and then **Communication**.
2. From the **Communication** folder, tap **Remote Networking**.

## Portage Wireless Connectivity Quick Start Guide

3. Double-tap **Make New Connection**.



4. Type a name for the connection, for example, "ISP name - Wireless," and then tap **Dial-Up Connection**.
5. Tap **Next** to continue.

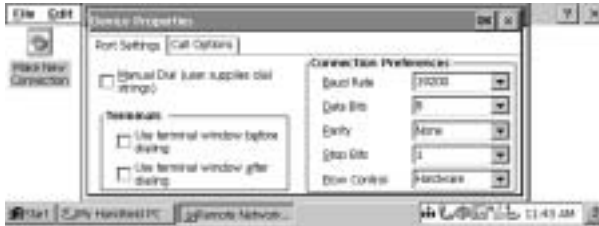


6. From the list of modems, tap **Hayes Compatible on COM1**; and then tap **Configure**.

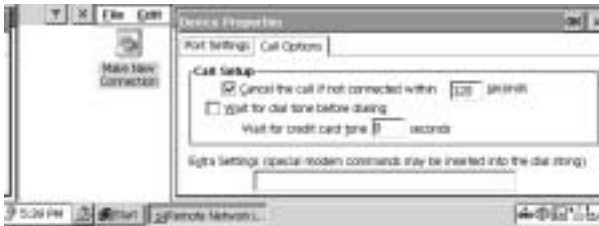


## ROGERS AT&T WIRELESS

7. In the *Device Properties* window, under **Connection Preferences**, ensure the following settings are selected:



- Baud rate: 19200
  - Data bits: 8
  - Parity: None
  - Stop bits: 1
  - Flow control: Hardware
8. Tap the **Call Options** tab and then clear the **Wait for dial tone before dialing** check box.



9. Tap **OK** to continue.

## Setting up a Dial-up Networking Connection on your Windows CE Device

1. In the *Make New Dial-Up Connection* window, tap **TCP/IP Settings....**



2. Tap the settings options as instructed by your Network Administrator or Internet Service Provider.

If you do not have instructions from your Internet Service Provider or are not sure what to do with this screen, tap the **OK** button in the upper-right corner to close the window.

3. Tap **Next** to continue.
4. Enter the phone number of your corporate network or Internet Service Provider.
5. Tap **Finish** to complete setting up the new dial-up networking connection.

## 2. Connecting the Portage Data Cable to your Digital PCS Phone and Windows CE Device



**Reminder:** If you are using a Windows CE device, you also need a serial travel cable (a synchronization cable without the docking cradle). If you do not have one, please contact your device manufacturer or their retail outlet.

1. Connect the **Portage** Data Cable's 9-pin connector to the Universal PDA Adapter.
2. Tighten the screws on the **Portage** Data Cable so that it is secure.
3. Connect the serial travel cable's 9-pin connector to the free end of the Universal PDA Adapter.
4. Hand tighten the screws on the serial travel cable so that the connection is secure.

## Portage Wireless Connectivity Quick Start Guide

5. Connect the free end of the serial travel cable to the data port on the bottom of your Windows CE device.
6. Connect the free end of the **Portage** Data Cable to the bottom of your Digital PCS phone.

You have now connected your Digital PCS phone to your Windows CE device and are ready to establish a data call using **Portage**.

***Note:** Please check [www.rogers.com/portage](http://www.rogers.com/portage) for new connectivity solutions for Pocket PC and Windows CE users, as they become available.*

### 3. Making Data Calls on your Windows CE Device using Portage

Once you have configured your Windows CE device to work with **Portage** and connected the **Portage** Data Cable to your serial travel cable and Digital PCS phone, you are ready to make wireless data calls.

#### ActiveSync your Windows CE Device to your Desktop Computer Remotely

With **Portage**, you can ActiveSync your Windows CE device to update the data on your desktop computer remotely. You can synchronize your Windows CE Mail application to receive e-mails while you're away from your desktop computer and you can send e-mails over your Windows CE and have them synched remotely to your desktop computer.

To perform a remote ActiveSync, **your desktop computer must be turned ON** and connected to either your corporate network with remote dial-up access or a modem.

If you have never used the ActiveSync capabilities of your Windows CE device, refer to your user guide for instructions on how to set it up.

## Browse the Internet with your Windows CE Device

If you have purchased or downloaded a Web browser for your Windows CE device, you can also browse the Internet using **Portage**.

Once you have established an Internet connection using **Portage** and your Windows CE device, there are a number of exciting wireless applications that you can download to enhance your Windows CE user experience. Visit [www.rogers.com/portage](http://www.rogers.com/portage) for the latest information and downloads.

***Note:** If you are using your laptop to synchronize your Windows CE device, disable the synchronization program before attempting to make a data call.*

### To make a data call

1. On your Windows CE desktop, tap **Start**, **Programs**, and then **Communication**.
2. In the Communication folder, tap **Remote Networking**.

**Reminder:** Before making a data call, check the following:

- The **Portage** Data Cable is fastened securely to both the phone and Universal PDA Adapter.
- The serial travel cable is fastened securely to both the Windows CE device and Universal PDA Adapter.
- The phone is turned on and you have sufficient signal strength to make a phone call.
- The phone display indicates that it is receiving a digital signal.
- The battery has a sufficient charge left for the duration of the call.

## Portage Wireless Connectivity Quick Start Guide

3. Double-tap the new connection you set up, for example, "ISP name - Wireless".



4. Type your **User name** and **Password**, and then tap **Connect**.



5. When your Windows CE device starts the call, the call status is indicated on your Windows CE screen and your phone display. Tap **hide** if you do not want to see the dialog box.

**Note:** Phones may display different messages or represent the message differently when placing a data call depending on the supplier. Please refer to your Digital PCS phone user guide for the data display message.

You are now connected to the Internet and you should be able to open your Web browser or e-mail application on your Windows CE device.

## ROGERS AT&T WIRELESS

6. When you want to end your data call, double-tap the connection icon in the status bar and tap **Disconnect**.

The data call message on the phone display will disappear to indicate that the call has been terminated.

**Reminder:** Disconnect as soon as you are finished making a data call to avoid unnecessary airtime charges.

## Working Smart Remotely

The following are a few timesaving tips designed to save you money on airtime charges when working remotely.

### Saving Time on e-mail

- 1. Read and write your e-mail offline. Go online only to send and receive new e-mail.**

If you use a corporate e-mail program, we suggest you contact your Network Administrator about setting up your e-mail program to work offline.

If you use a personal e-mail program and want to set it up to work offline, you may need access to the *Option* or *Preferences* section of your e-mail program and make the following changes:

- Select **Automatically disconnect after sending and receiving e-mails.**
  - Clear **send e-mails immediately.**
  - Clear **check for new e-mail every XX minutes** or set it for a longer interval.
- 2. Filter your large e-mails so that large file attachments do not cause you to wait for long downloads.**

Many corporate e-mail programs allow you to filter large e-mails by configuring your server to move them automatically to an e-mail folder designated for large files when they arrive. The mail in these folders is not downloaded to your device but rather remains on your mail server.

- 3. Preview your e-mail**

Your e-mail program may allow you to preview your e-mail message (by subject line, or by subject line and the first few lines of the message itself) before downloading it, enabling you to spend your time online more efficiently.

Consult the documentation for your e-mail program to see if you have a preview option.

***Note:** Check with your ISP e-mail or Network Administrator to see if IMAP mail is available. This mail protocol allows you to view your e-mail headers without downloading the message body itself. When you select the header, the rest of the message is downloaded. This can improve the speed of your e-mail significantly.*

#### **4. Use Selective Synchronization**

Corporate e-mail programs that use offline folders, such as Microsoft® Outlook®, enable you to synchronize all your folders or selected folders only. For example, to save time after connecting to your corporate LAN, you may want to select your Inbox and synchronize only this folder. When you are back in the office and directly connected to e-mail, you may then choose to synchronize other offline folders.

#### **5. Avoid Web-based e-mail applications**

The data used to display many Web e-mail applications will slow down your connection process. Consult your Internet Service Provider or Network Administrator to see if they can support access through a standard e-mail client, such as Microsoft Outlook.

#### **6. Use File Compression software**

When sending file attachments from your laptop, consider using a compression software program to make the file smaller and the transmission faster. For Windows users, consider using WinZip. For Macintosh users, consider using Stuffit.

***Note:** The recipient must also have the same software installed to decompress the file.*

## Saving Time on your Web Browser

### 1. Increase your download speed by adding Web Compression

Web Acceleration allows **Portage** users to surf the Internet at an increased transmission speed. Visit [www.rogers.com/portage](http://www.rogers.com/portage) for availability and additional information.

### 2. Increase the size of your disk cache

Your disk cache stores the Web sites you have visited for quicker retrieval the next time you visit the site. When you increase the size of your disk cache, you create more space to store Web sites, saving you time that might otherwise be spent waiting for files to download.

Note, however, that increasing your disk cache reduces the disk space available for storage and other programs.

To increase your disk cache in Internet Explorer 4.x and 5.x, click **View** (4.x) or **Tools** (5.x), click **Internet Options**, and then click **Settings**. Move the **Amount of disk space to use:** slider to the right.

To increase your disk cache using Pocket Internet Explorer, click **Options...** and then the **Advanced** tab. Ensure that **Enable Caching** is selected. Move the **Size of Cache** slider to the right.

In Netscape Communicator 4.x., from the **Edit** menu, click **Preferences**. Under **Category**, select **Advanced**, and then **Cache**. In the **Disk Cache** box, increase the size of the disk cache.

### 3. Filter graphics and multimedia

Most Web browsers give you the option of viewing text only and not graphics and multimedia. The benefit of this is that text content loads faster. You then have the option of selecting which images you want to view by clicking the placeholders for those images.

To turn off graphics and multimedia in Internet Explorer 4.x and 5.x, click the **View** menu (in 4.x), or the **Tools** menu (in 5.x), click **Internet Options**, and then click the **Advanced** tab. Scroll down to the **Multimedia** settings. Clear all the multimedia options, including **Show pictures**, **Play animations**, **Play videos**, and **Play sounds**.

In Pocket Internet Explorer, from the *View* menu, click **Options....**

In the *Page* box, clear **Show pictures** and **Play sounds**.

In Netscape Communicator 4.x, from the *Edit* menu, click **Preferences**. Under *Category*, select **Advanced**, and then clear **Automatically load images**.

#### 4. Download Web content for browsing offline

For Palm Handhelds or Pocket PC (Windows CE) devices:

Use software such as *AvantGo* to download Web content for browsing later offline.

For laptop:

Microsoft Internet Explorer allows for browsing of offline content.

- 1) View the Web page while connected to your regular Internet connection.
- 2) Select **Favorites**, select **Add to Favorites**
- 3) Select the **View Page Offline** box.

#### When you want to view

Click **File**, **Work Offline**. The page will load locally from your computer instead of requiring an Internet connection.

#### 5. Check out e-mail newsletters

If you need regular updates from favourite Web sites, find out whether they have an e-mail newsletter and subscribe. These updates require less bandwidth to send than a visit to their web site.

6. Learn more about the latest technology for mobile devices by visiting [www.rogers.com/portage](http://www.rogers.com/portage).

## Creating Additional Dial-up Networking Connections

Creating additional dial-up networking connections may allow you to use more than one modem on your laptop, Pocket PC or Windows CE device. This means you can connect to your Internet Service Provider or corporate network through a phone line modem or a Digital PCS phone.

To create additional dial-up networking connections for your modems, follow the instructions under **Configuring your laptop for *Portage***, **Configuring your Pocket PC device for *Portage***, or **Configuring your Windows CE device for *Portage***.

When you create additional dial-up networking connections, label them clearly to avoid confusion, for example, **ISP-wireless** and **ISP-landline**. Ensure that you select your Standard 19200 modem for wireless, or select your existing modem for a regular phone line.

For applications such as faxing, consult the user documentation for the application for instructions on how to use one or more modems or change from one modem to another.

***Note:** Palm Handhelds can only use one modem at a time. To transfer from one modem to another, use the **Modem Preference** window. Dial-up networking will use the new modem settings automatically.*

## Getting More Help

For assistance, contact Rogers AT&T Wireless in one of the following ways:

- Toll-free number from anywhere in Canada: 1-800-268-7347
- Toll-free number from your Digital PCS phone: \*811
- Web site: [www.rogers.com/portage](http://www.rogers.com/portage)
- Technical support from anywhere in Canada: 1-866-223-3779  
or e-mail [portage\\_help@rci.rogers.com](mailto:portage_help@rci.rogers.com)

If you encounter a problem making a wireless data call using **Portage**, we recommend first consulting the following situations and solutions.

## Situations and Solutions

### Connection doesn't work

If your computer **cannot place a data call** or **does not recognize** the presence of **your Digital PCS phone**, check the following situations and solutions:

Possible Reasons:	Solutions:
Your Digital PCS phone is not ON or is not in the Digital mode.	Power ON your Digital PCS phone and ensure the D icon is displayed.
Your Digital PCS phone and computer are not communicating properly.	Disconnect the <b>Portage</b> Data Cable from your laptop's COM port and phone. Reconnect your <b>Portage</b> Data Cable to your digital phone and laptop. Power your Digital PCS phone ON again.
The <b>Portage</b> Data Cable between your phone and your computer is not connected correctly.	Ensure that you are using the correct <b>Portage</b> Data Cables and that all connectors are securely fastened.
Other software is using the COM port.	Identify which software is using the COM port and deactivate it. ActiveSync and HotSync usually use the COM port.

## Portage Wireless Connectivity Quick Start Guide

<b>Possible Reasons:</b>	<b>Solutions:</b>
You have two or more modems set up on your computer and your software is set up to use a modem other than the Digital PCS phone.	Configure your software so that it addresses the Digital PCS phone.
Your fax software is set to Auto Answer and is using the COM port.	Disable the Auto Answer feature on your fax software.
Your modem settings are configured incorrectly.	Ensure that you are using the correct COM port. Ensure your modem speed is 19200 bps and your modem settings are <ul style="list-style-type: none"><li>• Data bits: 8</li><li>• Parity: None</li><li>• Stop bits: 1</li></ul>
The COM port is not enabled.	Refer to your computer user guide for assistance in managing COM ports.
Your Digital PCS phone is not data capable.	Visit <a href="http://www.rogers.com/portage">www.rogers.com/portage</a> for an up-to-date list of data capable Digital PCS phones.

## Computer locks up or crashes

<b>Possible Reasons:</b>	<b>Solutions:</b>
The COM ports and IRQs (interrupt requests) conflict.	Refer to your computer user guide for assistance in managing COM ports.
There is a conflict with other applications.	Close other applications on your system and then try again.

## Mouse does not work properly

<b>Possible Reasons:</b>	<b>Solutions:</b>
There is a conflict between your serial mouse and the COM ports.	Refer to your computer's user guide for assistance in managing COM ports.
You have disconnected your mouse from your COM port to use your Digital PCS phone.	Set a different COM port for your mouse.

## Internet/e-mail not accessible

<b>Possible Reasons:</b>	<b>Solutions:</b>
You are not connected to your corporate network or Internet Service Provider.	Connect again.
Your dial-up networking settings are incorrect.	Ensure that your dial-up networking settings match those provided by your Network Administrator or Internet Service Provider.
Your modem settings are incorrect.	Set your Standard 19200 bps Modem settings to: <ul style="list-style-type: none"><li>• Data bits: 8</li><li>• Parity: None</li><li>• Stop bits: 1</li></ul>
Your user name(s) and/or password(s) are incorrect.	Ensure that you have entered the proper user name and password.

Computer dials, or makes dialing sounds, but does not connect

Possible Reasons:	Solutions:
You have two or more modems set up on your computer and the software is using a modem other than the Digital PCS phone.	Configure your communications software so that it addresses the Digital PCS phone, rather than a different modem.
You are dialing the wrong number.	Check the number and area code. Contact your Internet Service Provider or Network Administrator to confirm the number.
The number you are dialing is long distance.	Check the area code of the number you are dialing. You may need to add a 1 to the number for long distance.
The modem you are calling is not in service.	Contact your Internet Service Provider or Network Administrator to confirm the status of their server and modems.
You are outside the digital PCS coverage area.	A "D" should appear on your phone display to indicate digital coverage. If you are outside the coverage area, you will not be able to place a data call.
Your user name and/or password are incorrect.	Check that you have entered the proper user name and password.
Your phone is not correctly activated to use data services on the Rogers AT&T wireless network.	Call Customer Service at 1-800-268-7347 Or from your Digital PCS phone: *811 and ask them to activate your phone for data.

## Data calls are disconnected

Possible Reasons:	Solutions:
The digital PCS signal has faded, or you have traveled outside the digital PCS coverage area.	A "D" should appear on your phone display to indicate digital coverage. If you are outside the coverage area, return to the coverage area to place a data call.
The <b>Portage</b> Data Cable between your Digital PCS phone and your computer is loose or has become disconnected.	Ensure that the <b>Portage</b> Data Cable is fastened securely.
The modem you are dialing into has hung up.	Your corporate network or Internet Service Provider may terminate your call for several reasons. Try the call again and verify that your user name and password are correct. If the problem persists, contact your Network Administrator or Internet Service Provider.
Your call was dropped.	Try the call again.
You were automatically disconnected because of inactivity.	Some software will end a call after a period of inactivity. Check your software for controls on automatic disconnect.

## Slow transmission speeds

Possible Reasons:	Solutions:
<b>Portage</b> has a maximum connection speed of 9.6 kbps.	To learn how to make the most effective use of <b>Portage</b> , refer to the Working Smart Remotely section of this guide to learn how to optimize your e-mail and Web browser.

## For Pocket PC (Windows CE) devices

Possible Reasons:	Solutions:
The wireless application appears to be very slow or has stopped responding.	<ol style="list-style-type: none"><li>1. Check your phone display to ensure that you are still connected and that the call has not been dropped.</li><li>2. If the call has been dropped, ensure that you are in a digital service area, with sufficient signal strength and battery life before you reconnect.</li><li>3. If the Pocket PC does not allow you to reconnect, and indicates that there is already an active connection, follow the steps to disconnect and reconnect.</li></ol>
No carrier message appears when attempting to dial.	<p>Ensure that you are in a digital service coverage area and that your equipment is connected.</p> <p>Check your modem configuration to ensure you have disabled <b>Wait for dial tone before dialing</b>. Refer to the section in this book on configuring your network connection for Pocket PC.</p>
My login and password are correct, but I cannot connect to the Internet.	<p>If you are not connecting to a corporate Intranet, ensure that the <b>Domain</b> field on the <i>Dial-Up</i> window is blank.</p>