

Mobile Office : Circuit-switched : Troubleshooting Guide

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Need additional information in setting up or using our Mobile Office service? View the topics below for helpful tips on getting connected and using Mobile Office.

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Getting Connected

I get computer error messages that indicate the modem is not responding properly, there is no "dial-tone", or the port is already in use.

- A. Check your phone.
 - Make sure your phone is powered ON.
 - Try powering your phone OFF, then ON again.
- B. Check the serial data cable.
 - Make sure the data cable between your phone and the serial port of your computer is securely fastened to both devices.
- C. Check for software conflicts.
 - Exit all other software programs that use the serial port on your computer (such as Windows CE services or Palm HotSync).
 - Disable the auto-answer feature of any fax software you are using.
- D. Check your equipment configuration.
 - If you have more than one modem in your computer, set up your modem software to work with your Mobile Office phone instead of your other modems.

- Check your communication software settings to make sure they are correct for your digital data phone when using Mobile Office service (see our [user guides](#) for more information). The correct settings are:
 - Speed: 19,200
 - Data bits: 8
 - Parity: None
 - Stop bits: 1
- Consult your computer manual to make sure your serial port is enabled and properly configured.

My computer locks up or crashes when attempting to dial, or the mouse does not work properly when I try to use my Mobile Office phone.

- A. Check for conflicts with your communication (COM) ports.
 - Refer to your computer manual for help in managing your COM ports.
 - If you have a serial mouse, make sure it is using a different COM port than the one your Mobile Office phone is using.
- B. Check for software conflicts.
 - Exit any applications that may be causing a conflict, and try again.
- C. Check for modem conflicts.
 - Remove any PC-card (PCMCIA) modems in your computer, and try again. You can reinstall these modems when you are done using your Mobile Office phone. You may also be able to reconfigure resources on your computer to resolve this conflict.

My computer dials but cannot make a connection, or makes dialing sounds but does not actually dial my digital phone.

- A. Check for modem problems.
 - If you have more than one modem in your computer, set up your communication software to work with your Mobile Office phone instead of your other modems.
 - Contact your Internet service provider or corporate network support to verify that the modem you are dialing is working properly. Or, you can test it yourself by dialing the modem's number from your cell phone (in the same manner that you place a normal voice call) and listen for modem tones in the earpiece of your phone.
- B. Check your dial-up information.
 - Make sure you are dialing the correct number, including the area code. Contact your Internet service provider or corporate network support to verify the number.
 - Verify that your user name and password are correct.
- C. Check digital service availability.
 - Mobile Office service is not available in non-digital service areas. Raise the antenna on your digital phone and verify that there is a "D" on the display; this indicates that you are in the Verizon digital service area. If you don't see the "D", wait until you are back in the digital service area to place your call.
 - Presently some digital service areas do not yet support the Mobile Office service. For service availability details in your area, check with your local Verizon Wireless Representative.

My call fails immediately, or the phone displays a "call failed" message.

- Check the battery strength indicator on the phone display. Low power may cause loss of signal.
- Try the call again (temporary network anomalies can occur occasionally).
- Try powering the phone OFF, then ON again. Then retry your call.
- If you are still having problems contact your Verizon Wireless office or dial *611 from your cellular phone and select the prompt "Internet Solutions" for assistance.

My call fails and the phone displays a "signal faded" message.

- Raise the antenna on your digital phone and verify that there is a "D" on the display; this indicates that you are in the Verizon digital service area. If you don't see the "D", wait until you are back in the digital service area to place your call.
- Presently, some digital service areas do not yet support the Mobile Office service. For details of your area service availability check with your local Verizon Wireless representative.
- Try the call again (temporary network anomalies can occur occasionally).

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I get random characters "garbage" on my computer screen.

- Check your communication software settings to make sure they are correct for your digital data phone when using Mobile Office service (see our [user guides](#) for more information).
The correct setting are:
 - Speed: 19,200
 - Data bits: 8
 - Parity: None
 - Stop bits: 1
- Call your corporate network support to verify that the modem you are dialing into uses these same settings.

My digital phone shows that I am connected, but my communication software does not.

Check your communication software set-up to see if there is an inactivity time-out. Increase the time-out interval and try your call again.

My communication software shows that I am connected, but my digital phone does not.

Your call may have been disconnected due to a network anomaly (temporary network anomalies can occur occasionally). Cancel the call from your communication software and try again.

Using Mobile Office Service

I need help setting up my phone and my computer.

See our [user guides](#) for basic set-up instructions and information for using the Mobile Office service. You'll also find instructions for connecting to your corporate network, sending and receiving faxes, etc.

I get disconnected while using Mobile Office, or while dialed in to my corporate network.

- A. Check for digital service availability.
 - Mobile Office service is not available in non-digital service areas. Raise the antenna on your digital phone and verify that there is a "D" on the display; this indicates that you are in the Verizon digital service area. If you don't see the "D", wait until you are back in the digital service area to place your call.
 - Presently, some digital coverage areas do not yet support the Mobile Office service. For service details of your area, check with your local Verizon Wireless representative.
- B. Check your equipment and software.
 - Check the battery strength indicator on the phone display. Low power may cause loss of signal.
 - Make sure the data cable between your phone and the serial port of your computer is securely fastened to both devices.
 - Check your communication software set-up to see if there is an inactivity time-out. Increase the time-out interval to match your needs.
- C. Check for network problems.
 - Try the call again (temporary network anomalies can occur occasionally).
 - Your corporate network or Internet service provider may have disconnected you. If the problem persists, contact your Internet service provider or corporate network administrator for support.

I cannot receive voice calls.

Check your phone for a pre-arranged fax or data call setting, which would interfere with voice calls.

- Try powering your phone OFF, then ON again. For most phones, this will clear any pre-arranged call setting.
- Consult your phone user manual for instructions on disabling this feature.

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I cannot receive fax calls

- Set up the phone for a pre-arranged fax call; consult your phone user manual for instructions. Then try to receive the call again.
- Set up your fax software to answer after no more than two rings; consult your fax software manual for instructions.

I cannot receive data calls.

- Set up the phone for a pre-arranged data call; consult your phone user manual for instructions. Then try to receive the call again.
- Set up your communication software to answer after no more than two rings; consult your communication software manual for instructions.

I cannot access my e-mail, or I cannot use my web browser.**A. Check your network connection.**

Verify that you are actually connected to the desired network (your employer's corporate network, Mobile Office Quick 2 Netsm Connection, other Internet service provider, etc.) through your Mobile Office service.

For an email account or Internet access provided by your employer:

- You will most likely need to dial into your employer's corporate network to send and receive e-mail or access the Internet (if supported by your corporate network). You can use your Mobile Office service to do this.
- If your employer allows you to access the Internet when connected to their network, you will need to have the correct proxy settings entered in your browser. See Using The Verizon Mobile Office Service in our [user guides](#) section for additional information.

For your Mobile Internet service:

- You can use Quick 2 Netsm to browse web pages and access web based e-mail. If you normally access the Internet when connected through a corporate network at work, make sure the proxy settings in your browser are disabled or set for direct connection to the Internet when using your Quick 2 Netsm service. Otherwise, you will not be able to navigate to any web pages. See Using The Verizon Mobile Office Service in our [user guides](#) section for additional information.
- You may also be able to access POP3 e-mail, depending on your e-mail provider or Internet service provider.

For a POP3 e-mail account through another Internet service provider:

- You may need to connect to your ISP to send and receive e-mail; you can use your Mobile Office service to do this.
- You should be able to use your Mobile Office Quick 2 Connect service to check your POP3 e-mail. However, you may have problems sending POP3 e-mail if your ISP requires you to connect through them to access their send mail server.

- You can also browse web pages when you use Mobile Office to connect to your ISP. However, when you use your Quick 2 NetSM for direct access to the Internet (instead of connecting through your ISP), you can connect in 5 to 6 seconds. With Mobile Office service, you no longer need an ISP to access the Internet using your cell phone.
- B. Check your e-mail client or browser. If your e-mail client or browser supports off-line and on-line modes, be sure you are working on-line when connected.
- C. Check your dial-up information.

Verify your user name and password for the network you are connecting to.

- For Mobile Office Quick 2 NetSM, the user name is qnc and the password is qnc.
- You will probably have a different user name and password for each network you connect to (your employer's corporate network, other Internet service provider, etc.)

Verify your user name and password for the service you are trying to use.

- You will probably have a different user name and password for each service you use (corporate network access, e-mail accounts, NT servers, etc.).
 - You can verify user names and passwords by connecting to the service through a regular phone line. If you have problems, contact the network administrator or your ISP.
- D. Check your proxy settings. If you are having trouble getting to web pages with your browser, check your proxy settings.
- If connected to a corporate network, use the proxy settings recommended by your network administrator.
 - When using Mobile Office Quick 2 Connect most other ISPs, your proxy settings should be disabled or set for direct access to the Internet.
 - See Using The Verizon Mobile Office Service in our [user guides](#) section for additional information.
- E. Check your equipment configuration.
Check your communication software settings to make sure they are correct for your digital data phone when using Mobile Office service (see our [user guides](#) for more information).
The correct setting are:
Speed: 19,200
Data bits: 8
Parity: None
Stop bits: 1

I am experiencing slow transmission speeds.

- Digital data phones currently support a maximum data transmission speed of 14,400 bps. If you are not connected at 14,400 bps, check your communication software set-up to verify that you are using the optimum settings (see your software manual).
- During busy times of the day, communications networks often experience slow-downs due to heavy traffic. Try connecting at a different time of day.

I can read my POP3 e-mail, but I can't send POP3 e-mail.

Your Internet service provider (ISP) or e-mail provider may require you to connect through them to access their send mail server. Use Mobile Office to connect to your ISP or e-mail provider, instead of using your Mobile Office Quick 2 NetSM Connection. See Using The Verizon Mobile Office Service in our [user guides](#) section for additional information.

Support Options

I need additional help, or my problem is not listed. What are my support options?

- If you are using the Mobile Office configuration software, please review the Help file found on the CD Rom.
- If you are still having problems contact your Verizon Wireless office or dial *611 from your

cellular phone and select the prompt "Internet Solutions" for assistance.

- See our [user guides](#) for basic set-up instructions and information for using the Mobile Office service.
- Try your phone manufacturer (see your owner's manual for numbers).
- If you are using a Windows device, try the Microsoft support site at <http://support.microsoft.com>.
- Call your computer manufacturer (see your computer manual for numbers).
- Call your communication software company (see your software manual for numbers).

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