

INTRODUCTION

The iR1200 modem is designed to work specifically within the iDEN[®] network. Once installed and configured, it provides you with wireless data communications. This quick reference guide provides important information for the initial setup and operation of your modem.

Box Contents

The iR1200 modem ships with the following:

- iR1200 Modem
- Documentation CD
 - Installation Guide
 - Getting Started Guide
 - Warranty Card / Installation and Usage Requirements
- TELUS Mobility™ Service Terms

Documents Available Online

Documentation for the iR1200 consists of an Installation Guide and Configuration Guide. The Installation Guide is provided to you on the CD that can be found in the box. The English version of the Configuration Guide can be downloaded from the Product Support page on the www.elutions.com/wireless website.

REQUIRED COMPONENTS FOR INSTALLATION



IMPORTANT: Before you begin installing the iR1200 Rugged Modem or the iR1200 GPS-Enabled Modem, you must obtain the necessary components (each sold separately).

Components for Mobile Environment (sold separately)

Either the iR1200 GPS-Enabled or iR1200 Rugged Modems are typically used for mobile installation environment. The following table lists the components required for this type of installation:

• Approved Cellular Antenna
• Vehicle Power Harness
• Data Cable for computer (laptop/MDT)
• Approved GPS Antenna (GPS Enabled Modem only)
• Data cable for GPS (GPS-Enabled Modem only)

Components for Fixed Environment (sold separately)

The iR1200 Rugged Modem is typically used for fixed installation environment. The following table lists the components required for this type of installation:

• Approved Cellular Antenna
• AC Power Adapter
• Data Cable for computer (laptop/MDT)



IMPORTANT: Use only approved and tested components. The use of unapproved components that cause damage voids the modem warranty.

How to Order Required Components

Components for the iR1200 modem can be ordered through your authorized TELUS Mobility™ dealer.

REQUIRED COMPONENTS FOR OPERATION

In order for you to begin using your modem and connect to the iDEN[®] network, you must have the following components:

- iDEN[®] Packet Data Applet
- Mobile computing device using Windows 95/98/NT/2000/XP/CE and Dial up Networking Support
- Activated Data Account with TELUS Mobility™. If your modem was not activated by your TELUS Mobility™ dealer, please contact 1-877-668-3355

iDEN[®] Packet Data Applet

The iDEN[®] Packet Data Applet must be downloaded and successfully installed on the computer (laptop/MDT) that the modem is connected to. This Applet will create a Packet Data Dial-up connection. You can access the link to the iDEN[®] Packet Data Applet on the Product Support page at www.elutions.com/wireless. Once downloaded, run the application to begin installation.

In the Communications Settings Window, ensure the following (make sure the modem is connected and powered up):

- **COM port** that modem is connected to (i.e. COM1/COM2/COM3)
- **Multiple Baud Rate** should be **unchecked**
- **Baud Rate: 19200** (bps)

If you cannot download the iDEN[®] Packet Data Applet, you can manually create a Dial-up connection using the following steps in the 'Configuring the Modem' section of this Guide.

INSTALLATION STEPS

The following is a summary of the steps for installing the modem. Please refer to the Installation Guide for detailed steps on how to properly install the modem in the desired location.

- **Mount Modem**
- **Mount Antenna**
- **Mount GPS Antenna (GPS-Enabled Modem only)**
- **Route and Connect Power Cable**
- **Route and Connect the Ignition Cable**
- **Route and Connect Antenna Cable**
- **Route and Connect Data Cable**

CONFIGURING THE MODEM

The following is a summary of the steps for configuring the modem.

1. **Install the modem**
 - Go to Start → Settings → Control Panel and click on the **Modems** icon.
 - In the **Modem Properties** window select the **General** tab and click **Add**.
 - Follow the steps in the **Install New Modem/Modem Detection** window, and select **Don't detect my modem; I will select from a list box**. Click **Next**.
 - The **Install New Modem/Modem Selection** window opens. Under **Manufacturer**, select **Standard Modem Types**. Under **Models**, click **Standard 19200 bps Modem**. Click **Next**.
 - Ensure that you select the correct **COM** port which the modem is connected to (i.e. COM1/COM2/COM3).
2. **Create a Dial-up Connection with the following parameters:**
 - From the computer's desktop, double-click the **My Computer** icon. Then, double-click the **Control Panel** icon.
 - Double-click on the **Network and Dial-up Connections** icon.
 - Double-click on the **Make New Connection** icon and use the following settings:
 - Connection type – Dial-up to the Internet through phone line or modem.
 - Choose modem – Standard 19200kps Modem (Setup in Step 1).
 - Phone number – s=2 (remember to disable default dialing rules).
 - Login name and password – Leave these fields blank.

POWERING UP THE MODEM

The modem is designed to power up or turn ON when an ignition signal is sensed.

Power Up from Vehicle:

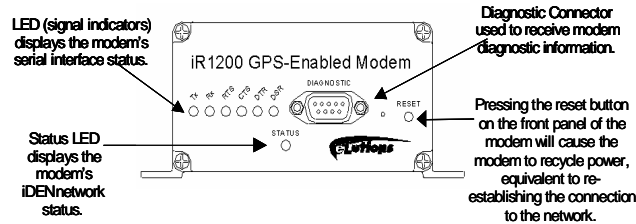
1. Turn ON your iR1200 modem by simply starting your vehicle.
2. The modem automatically turns on and registers to the iDEN® network (this process may take up to 3 minutes).
3. Turn on your mobile device (e.g., laptop, Mobile Data Terminal (MDT), etc).
4. Connect to the iDEN® network using the Dial-up Networking connection.
5. Use your mobile device to receive or send information.

Power Up from Building or Desktop:

1. Insert the ignition bypass plug into the IGNITION connector located on the back panel of the modem.
2. Turn ON your iR1200 modem by plugging the power connector into a 12-volt DC power supply.
3. Turn on your mobile device (i.e. laptop, MDT, etc.).
4. Connect the iDEN® network using the dial-up networking connection.
5. Use your mobile device to send and receive information.

LED INDICATORS AND STATUSES

LEDs on the front panel of the modem indicate whether it is operating appropriately.



The STATUS indicators are different depending on the type of mode the modem is operating in. The following table lists the STATUS indicators for the Packet Data and Circuit Switched Data modes.

Packet Data:

STATUS	Blinking Green	In-range (modem is connected to the iDEN® network) but idle (not passing data).
STATUS	Blinking Green	The modem is in use – iDEN® network communication is active and is passing data.

Circuit Switched Data:

STATUS	Blinking Green	In-range (modem is connected to the iDEN® Network) but idle (not passing data).
STATUS	Solid	The modem is in use – iDEN® network

	Green	communication is active and is passing data.
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The following table will help you determine if the modem is communicating appropriately.

Signal	Color	Indication
Tx	Blinking Green	Modem is transmitting data to the computer data terminal.
Rx	Blinking Green	Modem is receiving data from the computer.
RTS	Green (Off)	Request To Send from computer is asserted (not asserted).
CTS	Green (Off)	Clear To Send from modem is asserted (not asserted).
DTR	Green (Off)	Data terminal equipment is ready (not ready).
DSR	Green (Off)	Modem is ready (not ready).
STATUS	Solid Red	The modem is searching for a signal within the iDEN® network. If the modem status changes from blinking green back to solid red, the signal has been lost and the modem is attempting to re-acquire. NOTE: If after a period of several minutes, the status does not return to green, you may be out of range. The modem will attempt to re-acquire automatically when you are back in range.

CUSTOMER CARE

For network, billing or coverage issues contact:

- TELUS Mobility™ Client Care Center at 1-877-253-2763

For installation or device issues contact:

- eLutions' Wireless Support Center by phone at 1-888-349-4338 or by email at customersupport@elutions.com

COMMON PROBLEMS

What's the Problem?	What it means:	How to Resolve:
Nothing happens when I power up the modem.	This indicates that there is no power being supplied to the modem.	There are several things that could be wrong. Go through this list and eliminate all the possible problems: <ul style="list-style-type: none"> • Is the ignition on? • Is the ignition bypass plug inserted into the IGNITION connector on the modem (for building installations)? • Check the power supply and make sure that everything is connected properly. • Is the battery voltage at least 12 volt? • Check the cables and wiring.
The modem has power but the LED Status light is not blinking green.	<ul style="list-style-type: none"> - You may not be within coverage area. - Signal strength may be weak. 	<ul style="list-style-type: none"> • Antenna may be loose. Check to make sure the antenna is properly connected. • Reposition the antenna.
The modem doesn't appear to be communicating.	This could indicate a number of things (see the How to Resolve column to eliminate the possibilities).	<ul style="list-style-type: none"> • Is data cable plugged into the diagnostic port? • Is data cable connected properly to the mobile device or computer? • Check the RSSI (Receive Signal Strength Indicator) • Check coverage: • Move to another location to see if coverage is not affected. • Verify that your account has been activated. Contact your technology administrator or designated field care representative.
GPS does not operate.	Either: <ul style="list-style-type: none"> - Coverage in the area is bad. - Antenna may be improperly installed or is defective. 	<ul style="list-style-type: none"> • Verify that the antenna has direct line of sight to satellite. GPS does not operate effectively indoors. • Move to another area.
GPS is slow.	It is normal for GPS to take up to 5 minutes to acquire the first reading.	<ul style="list-style-type: none"> • Wait for an appropriate amount of time for communication to take place. If attempts are taking longer than 5 minutes, contact your technology administrator.