



Personal Computer

SmartWi Connection Utility Guide

SONY[®]

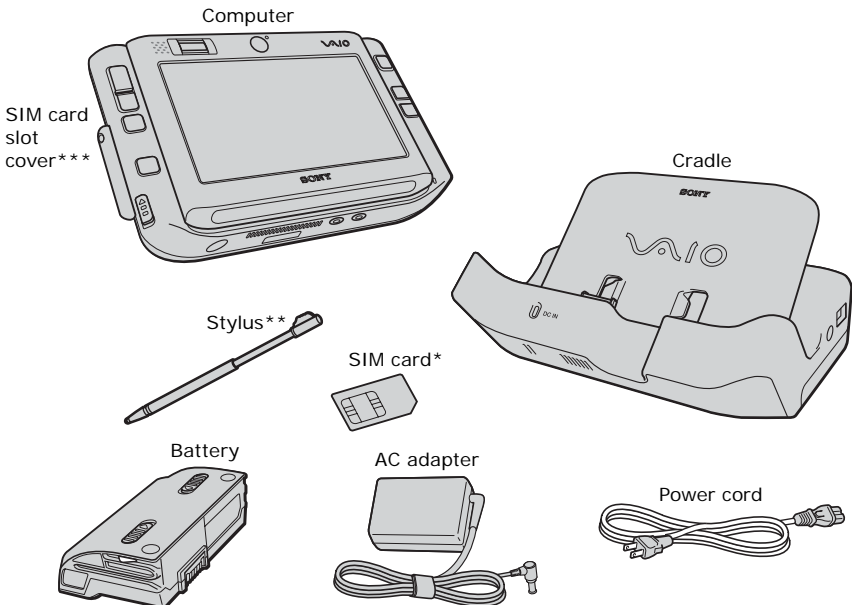
About your Computer

Thank you for purchasing a VAIO® computer! Your new machine combines state-of-the-art hardware and software to bring you unparalleled wireless connectivity.

Contents

Your computer may not be equipped with all of these hardware features or accessories. The location of the controls, ports, and jacks may vary from the illustrations shown in this section. See your computer's specification sheet for details on your computer's supplied accessories.

Carton Contents



* A Cingular SIM card is preinstalled in your computer.

** Located on the back of the unit. Slide up and pull out for touch panel operations.


*** Remove the cover to access the SIM card slot.

About Wireless Connectivity

With built-in Wireless WAN capabilities, your computer is equipped to connect wirelessly to your e-mail, the Internet, and any intranet networks with which you may be associated.

About the Cingular SIM Card

The SIM card, provided by Cingular Wireless, is a small printed circuit board that stores data identifying the user to the network service provider. It must be inserted into the computer for you to make use of the Wireless WAN wireless services.

 Only the Cingular SIM card is supported. It is normally preinstalled in your computer.

Inserting the Cingular SIM card

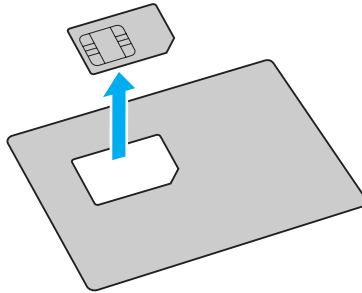
The Cingular SIM card should be preinstalled; you may follow these procedures to verify that the SIM card is indeed installed in the SIM card slot located under the SIM card slot cover on the left side of your computer.



Do not touch the SIM card connectors. As a precaution, always make sure you have a firm hold of your computer before inserting or removing the SIM card.

- 1 Unless preinstalled, your SIM card is contained within a larger card, about the size of a credit card. Remove the smaller SIM card by pushing it out from the larger card.

Cingular SIM Card

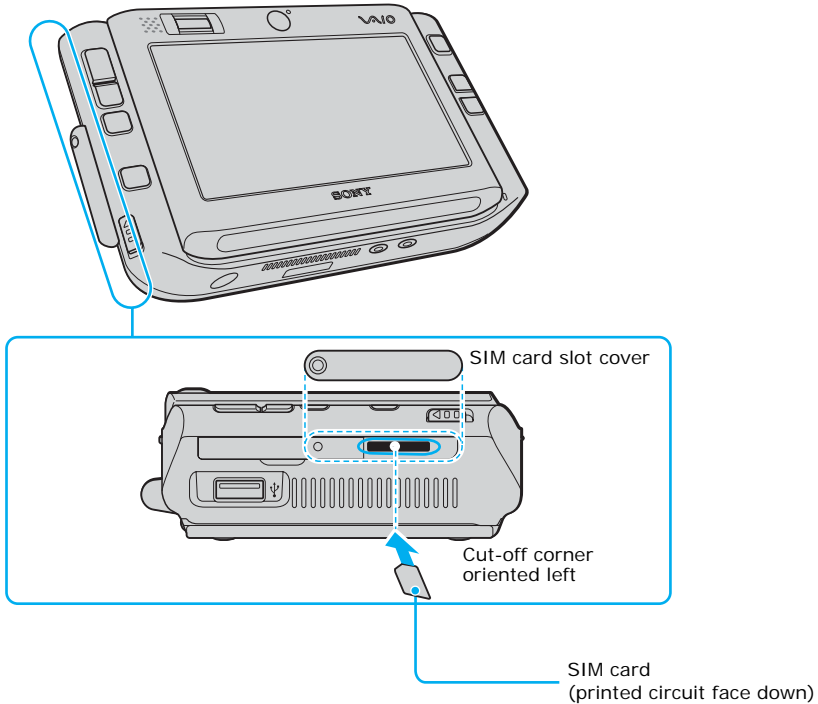


- 2 Next, orient your computer so you are facing its left side.

 Before inserting the SIM card into the computer, make sure your computer is turned off and the battery is not attached.

- 3 Locate the SIM card slot under the SIM card slot cover on the left side of the computer and with its printed circuit side facing down, gently insert the SIM card into the slot. Check the SIM card for directions on which way to orient the card into the slot.

Inserting the SIM card



If your computer came with a preinstalled Cingular SIM card, verify that the card is indeed in the SIM card slot.

If a SIM card can not be found in the unit, there are two ways to obtain the card:

- 1 Contact Sony's VAIO PC support line (888)-476-6972 and request a free replacement SIM card. Please note that you must have the VAIO product model number and serial number to receive the replacement SIM from Sony. Subject to availability, the replacement SIM card will be shipped from Sony to you without charge.
- 2 Go to the local Cingular store and ask for SIM card for local service. Additional cost would apply in this process.

Removing the SIM Card

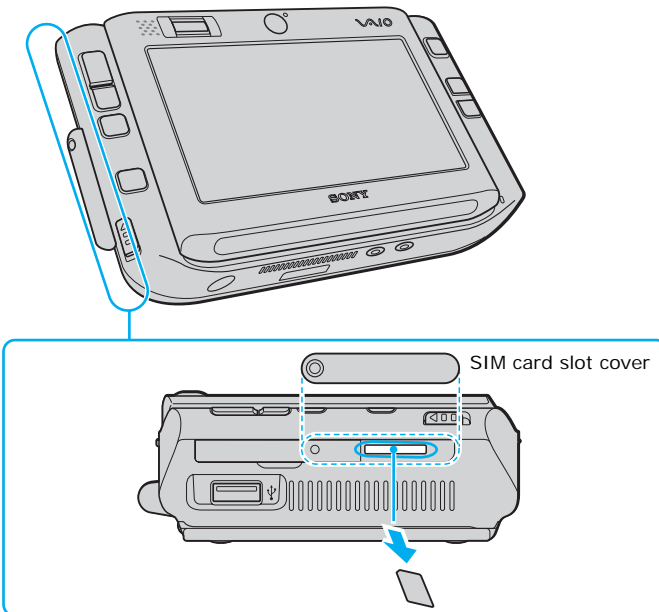



Do not touch the SIM card connectors. As a precaution, make sure you have a firm hold of your computer before inserting or removing the SIM card.

To remove the SIM card, again orient your computer so you are facing its left side. Make sure the computer is turned off.

- 1 Locate the SIM card slot cover on the left side of your computer.
- 2 Carefully unscrew the screw located on the left of the cover and remove the cover.
- 3 Gently push in the SIM card until you hear it click, then release the card allowing the SIM card to eject. After the SIM card ejects, gently pull the card out of the slot, away from the computer.

Removing the SIM Card

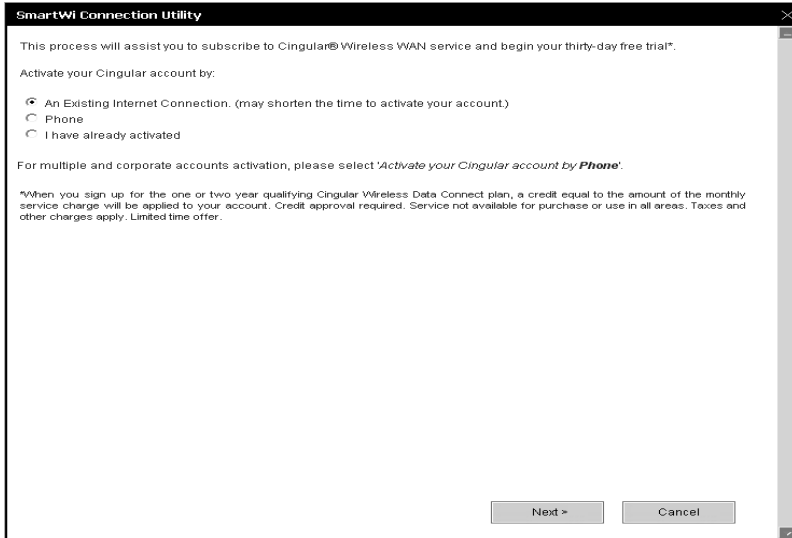


 Take care not to damage the card in any way, either by bending or putting undue pressure on the card.

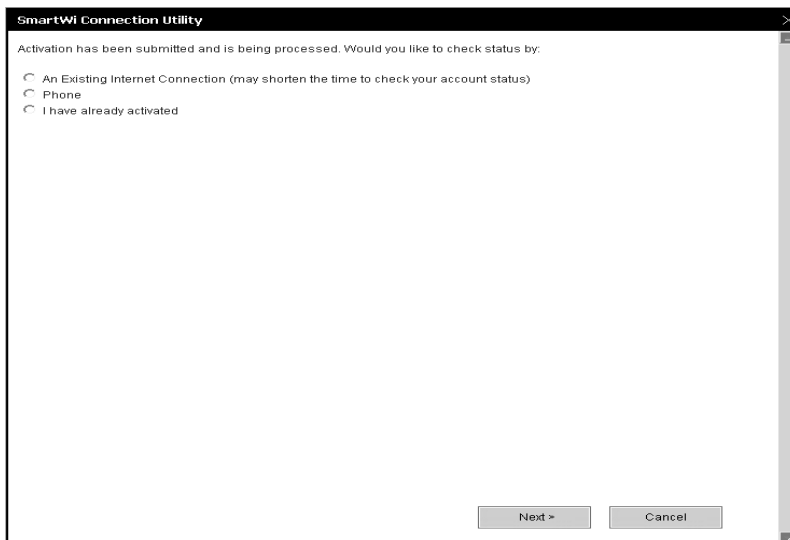
To activate your Cingular account

Follow the activation wizard to activate your Cingular account. You can also check the status on your activation by following the activation status wizard.

Activation screen



Activation status screen

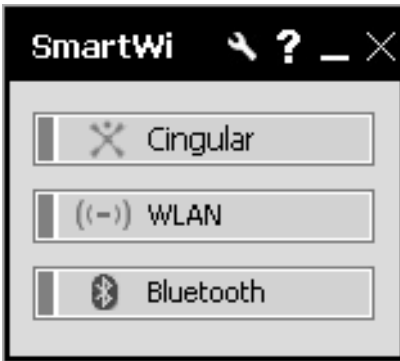


About SmartWi Connection Utility

The SmartWi Connection Utility functions largely as a switch manager between the various forms of wireless connectivity: Bluetooth®, WLAN, and WWAN using Cingular Wireless software.

By clicking on each of the three wireless options, the SmartWi Connection Utility switches to the corresponding one.

SmartWi Connection Utility main screen



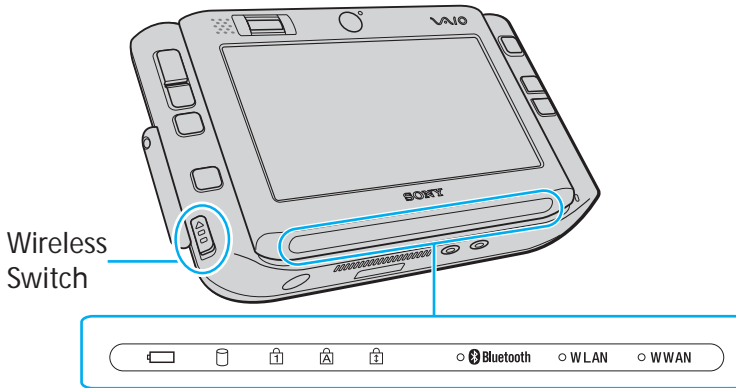
Starting SmartWi Connection Utility

At initial startup, a pop-up prompt appears from the Task Tray. Clicking on the pop-up prompt or double clicking on the tool icon launches the SmartWi Connection Utility, then you are prompted to activate your Cingular account.

If you close the program, however, and later wish to restart it, do the following:

- 1 First make sure your computer is turned on.
- 2 Make sure the wireless switch is turned on. If it is not, locate the switch on the front left portion of your computer and slide the switch up to the **ON** position.







Wireless switch and indicators




 Once you turn on the wireless switch, the SmartWi Connection Utility window appears automatically.

- 3 You may also click the **SmartWi Connection Utility** icon in the taskbar notification area. Depending on the wireless selection, one of six icons may appear in the taskbar notification area.

SmartWi Connection Utility icons

	Bluetooth
	WWAN
	WWAN and Bluetooth
	WLAN
	WLAN and Bluetooth
	Wireless device is turned off (no WWAN or WLAN)

 Note that WWAN and WLAN cannot coexist simultaneously. When one is selected, the other is automatically deselected.

- 4 Alternately, press **Start**, select **All Programs**, select the **VAIO SmartWi Connection Utility** folder, and click **SmartWi Connection Utility**. The **SmartWi Connection Utility** dialog box displays.

About the Wireless Switching Window

The Wireless Switching Window is another utility that enables switching between wireless modes. It promotes ease of use by allowing you to switch between Bluetooth®, WLAN, and WWAN simply by pressing keyboard buttons instead of using the touch pad (or a separately available USB mouse).

Using the Wireless Switching Window

To start the Wireless Switching Window in order to switch between wireless modes, simply press **Fn + F** to bring up the window. Then hold the **Fn** key down while pressing the **F** key to toggle between modes.

Wireless Switching Window



Using Wireless Connection Utility

To use the wireless connectivity features and begin using e-mail or connecting to the Internet, simply click the desired button: Cingular Wireless (for WAN connectivity), WLAN, or Bluetooth®.

Wireless Connection Utility main screen



Using the Cingular Wireless WAN connection

To use Cingular WAN connectivity, do the following:

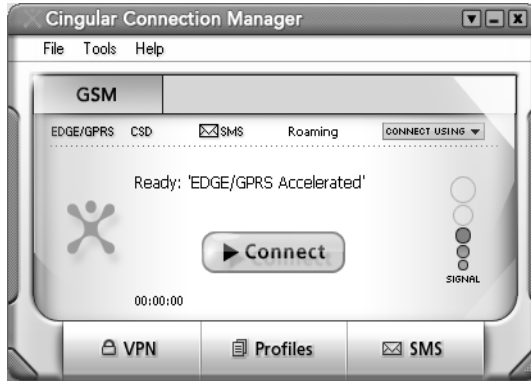
- 1 Click the **Cingular** button on the **SmartWi Connection Utility** main screen.
A **Cingular Connection Manager** launch area display appears below the button.

Cingular Connection Manager launch area




- 2 Click anywhere in the **Cingular Connection Manager** launch area.
The **Cingular Connection Manager** window displays.

Cingular Connection Manager main screen



- 3 By default, your connection to Cingular service initiates.
- 4 Follow any additional directions on the **Cingular Connection Manager** window display.

 For help, click the Help drop-down menu and click Help to display the Cingular Connection Manager help file.




For FCC Radio Frequency Exposure (RF) safety reasons, please ensure to keep the device 20cm distance from the body when WWAN is operating.

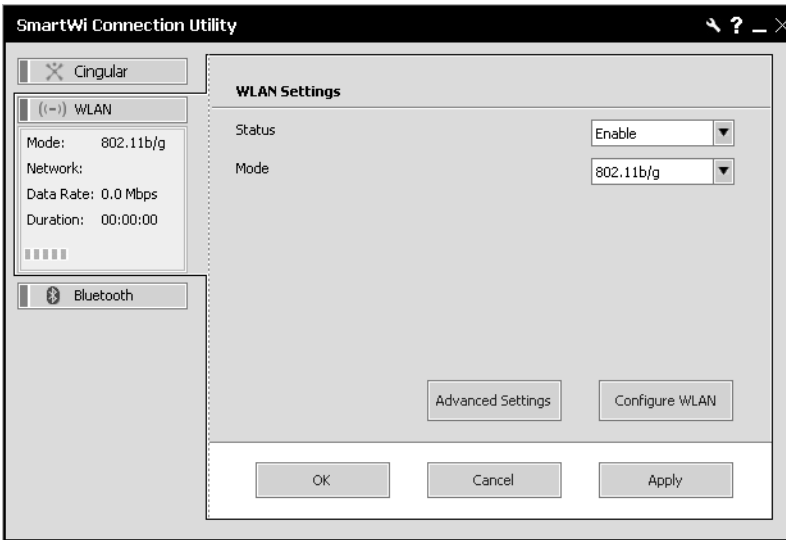
Using the Wireless LAN connection

To use Wireless LAN (WLAN) connectivity, do the following:

- 1 Click the **WLAN** button on the **SmartWi Connection Utility** main window. A status display appears below the button.
- 2 Next, click the status display below the **WLAN** button. The window enlarges to display **WLAN Settings**.

 If it is the first time connect with WLAN, the Wireless Help Utility will launch automatically and guide you during initial setup.


WLAN Settings dialog box




To deactivate WLAN connectivity, select Disable for the Status field drop-down box on the WLAN Settings dialog.

By default, WLAN uses the IEEE802.11a/b/g standard technology for WLAN connectivity. The standard includes the Wired Equivalent Privacy (WEP) encryption method, which is a security protocol and WiFi Protected Access.

To use IEEE802.11b or IEEE802.11g WLAN connectivity standard only, select them from the Mode field drop-down box.

 Wireless LAN devices using the IEEE802.11a standard and the ones using the IEEE802.11b or g standard cannot communicate because the frequencies are different. Wireless LAN devices using the IEEE802.11g standard can only communicate with a device using the IEEE802.11b/g standard, not with the IEEE802.11a standard.

 IEEE802.11a: The standard speed is 54 Mbps, or about 5 times faster than a Wireless LAN device using the IEEE802.11b standard. The IEEE802.11a connection is only available on certain computer models.

 IEEE802.11b: The standard speed is 11 Mbps, or about 30 to 100 times faster than a standard dial up.

 IEEE802.11g: The standard speed is 54 Mbps, or about 5 times faster than a Wireless LAN device using the IEEE802.11b standard.

Configuring the WLAN connection

You can configure your computer to connect to a WLAN using one of the following ways:

- without an access point device (ad-hoc)
- with an access point device

An ad-hoc network is a network in which a local network is created only by the wireless devices themselves, with no other central controller or access point device. Each device communicates directly with other devices in the network. For example, you can set up an ad-hoc network easily at home to communicate between two computers.

A computer communicating with an access point device is configured as part of an infrastructure network. An infrastructure network is a network that extends an existing wired local network to wireless devices by providing an Access Point,

for example the **Sony Access Point**. The Access Point bridges the wireless and wired LAN and acts as a central controller for the Wireless LAN. The Access Point coordinates transmission and reception from multiple wireless devices within a specific range.

❑ To configure your computer to communicate without an access point device (ad-hoc), follow these steps:

- 1 On the WLAN Settings dialog box, click the **Configure WLAN** button. The Wireless Network Connection Properties window displays.
- 2 If not automatically selected, select the **Wireless Networks** tab.
- 3 Click the **Add...** button.

The **Association** tab opens in the **Wireless network properties** window.

- 4 Enter a **Network name (SSID)**.

You can choose a **32-digit** alphanumeric name. If you want to communicate between two or more computers, you need to configure all these computers using the same network name.

- 5 Select **Open** from the **Network Authentication** drop-down box.
- 6 Select **WEP** from the **Data Encryption** drop-down box.
- 7 Deselect the **The key is provided for me automatically** option button. The Network key, Confirm network key, and Key index (advanced) fields activate.
- 8 Enter the **Network key**.

The network key should be 5 or 13 alphanumeric characters long. You can choose whatever you want. If you want to communicate between two or more computers, you need to configure all these computers using the same network key.

- 9 Enter exactly the same **Network key** again, for confirmation.
- 10 Select the check box **This is a computer-to-computer (ad hoc) network; wireless access points are not used**.
- 11 Click **OK**.

Your **Network name** appears in the **Preferred networks** area in the **Wireless Networks** tab display.

- 12 Click **Advanced**.


The **Advanced** window displays.

- 13 Select the **Computer-to-computer (ad hoc) networks only** option button.
- 14 Click **Close**.
- 15 Click **OK**.

Your computer is ready to communicate with another computer.

To disconnect from a computer-to-computer (ad-hoc) network, click **Configure WLAN** on the WLAN Settings dialog box, select the **Network Name** in the Preferred networks area, click **Remove**, and then click **OK**.

- ❑ To configure your computer to communicate with an access point device, follow these steps:

 Use the VAIO Wireless Utility to guide you through the set up process and provide you with more detailed information about wireless connections.

- 1 Make sure an access point is set up. See the instructions that accompanied the access point for more information.
- 2 Click **Start**, point to **All Programs, VAIO Wireless LAN Setup Utility**, and click **VAIO Wireless LAN Setup Utility**.
- 3 Follow the on-screen instructions.

Configuring Proxy and IP Settings for WLAN connections

You can configure Proxy and IP Settings for use in connecting to your WLAN network. To do this:

- 1 From the **WLAN Settings** dialog box, click **Advanced Settings**. The Advanced Settings window displays.
- 2 Select a network profile from the list that you want to configure, and then click **Edit**.
 - ❑ To configure your Proxy, follow these steps:
 - 1 On the **Proxy** tab, select whether to use the Internet Explorer proxy settings or not, or to use a proxy server of your choice for your WLAN connection.

If you want to use a specified proxy server, you must identify its address and port.

2 Click **Apply** and proceed to configure IP Settings or click **OK**.

❑ To configure your IP Settings:

1 On the **IP Settings** tab, select whether to obtain IP and DNS server address automatically or not. If you do not want to obtain IP automatically, you must identify the IP address, subnet mask, and default gateway addresses, and identify preferred and alternate DNS servers.

Optionally, you can select to obtain IP automatically and choose to specify preferred and alternate DNS servers.

2 Click **Apply** and proceed to configure a Proxy, or click **OK**.

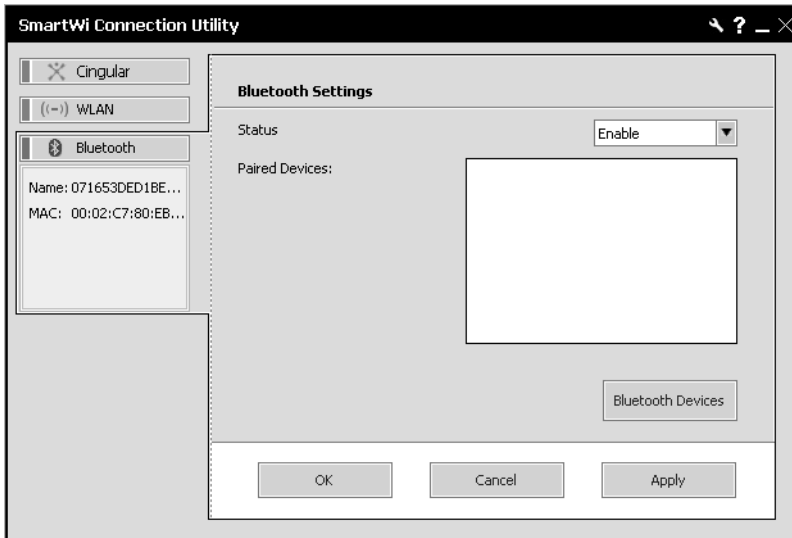
3 Click **Close** to close the Advanced Settings window.

Using the Bluetooth technology connection

To use Bluetooth® technology connectivity, do the following:

- 1 Click the **Bluetooth** button on the **Wireless Connection Utility** dialog box. This activates Bluetooth® technology, and a status display appears below the button.
- 2 Next, click the status display below the **Bluetooth** button. The window enlarges to display **Bluetooth Settings**.

Bluetooth Settings dialog box



- 3 Click the **Bluetooth Devices** button.

The **Bluetooth Settings** dialog box displays listing the Bluetooth devices already configured.

If there are no previous Bluetooth devices configured or you are invoking the Bluetooth function for the first time, the **Add New Connection Wizard** displays for searching Bluetooth devices. Follow the on-screen instructions.

Bluetooth Settings dialog box



- 4 From the **Bluetooth Settings** dialog box, you can select the Bluetooth® device displayed in the list to view details about the device, reconfigure, or delete a device previously found.

Click **New Connection** to start the **Add Bluetooth Device Wizard** for searching and locating additional Bluetooth® devices in the vicinity of your computer. Follow the on-screen instructions.

When completed, click **OK**.

General Functional Information

SmartWi Connection Utility supports the following Wireless WAN-related functionality:

❑ **Network Systems**

GSM 850, 1800, and 1900

❑ **Network Services**

GPRS/EDGE and SMS

Note: Speech services are not supported

❑ **SIM Card**

Small plug-in card, XX-type with SIM lock

Note: The supplied Cingular SIM card is the only SIM card supported.

❑ **Speed**

Maximum continuous speed and FTP download speeds to 160 kbytes or more.

❑ **Interface Type**

Internal USB

❑ **Connection Type**

PPP connection across USB

❑ **Communication Port**

Virtual communications on COM port 4

Software Upgrades

You can upgrade your PC Card firmware/software from the Internet website
<http://esupport.sony.com/EN/VAIO>.

FAQ and Troubleshooting

This section provides answers to frequently asked questions (FAQ) and possible operating workaround information for the SmartWi Connection Utility (SWCU). In addition, this information can help to clarify issues encountered when using the SmartWi, Cingular Connection Manager and its associated features.

Answers to Frequently Asked Questions

□ General

Question: What is the SmartWi Connection Utility?

Answer: SWCU is a wireless connection utility application that is designed to switch and manage wireless connection modes between Bluetooth, 802.11, and Cingular GPRS/EDGE.

Question: Can I connect to two separate types of wireless connections simultaneously (for example, GPRS and 802.11b/g)?

Answer: No. Connections are mutually exclusive, with the exception of Bluetooth which will run concurrently with other wireless connections. Bluetooth can be switched on and off via the software without causing interference to the current connection (for example, GPRS or 802.11b/g). The hardware indicator/switch for the wireless devices is located at the front panel on the left side.

□ SWCU Operation

Question: Why do I get a VAIO Assistant prompt when launching WLAN?

Answer: If there is not any WLAN profile configured previously (this is the first time using WLAN), the VAIO Assistant will be launched automatically, or the VAIO Wireless Help Utility loads when it detects a failure in interfacing with the driver. To remedy the problem, follow the suggestions from the assist help section.

Question: I clicked the “Show All Prompts” button for the Reset all messages feature, but nothing seemed to happen. What happened when I clicked this button?

Answer: Clicking the Show All Prompts button for the Reset all messages feature activates all the prompts (not options) that request the “Don’t ask me again” action. Normally, when notifications appear from yes/no prompts you can select if you do not want to be asked again for the notifications by checking the “Don’t ask me again” check box. The “Reset all messages” feature provides a way to clear all the checkboxes from all the prompts simultaneously. As a result, the prompts will display again.

Question: I clicked on the SmartWi minimize option and noticed the minimized icon was not in the taskbar. Where is the minimized application

and how do I bring back the application to the desktop?

Answer: The SmartWi application was minimized into the Task-tray, which shows the “SWCU” icon and not into the “Taskbar”. Depending on the type of connection and combination, if any, the SWCU icon will reflect the current connection. For example, if the SmartWi connects simultaneously with the Bluetooth device, the icon will reflect the connection type with a Bluetooth emblem. Switching on and off the Bluetooth option does not interfere with WiFi or WWAN connection.

To bring forward the SmartWi application to the desktop, click the SmartWi icon from the task-tray once (see the following illustration) or navigate to Start --> All Programs --> SmartWi Connection Utility, and then click the SmartWi Connection Utility icon.

Minimized WWAN and Bluetooth connection icon



Question: Why do I not have an option to delete WLAN profiles from the SmartWi WLAN profiles list in the Advanced Settings window?

Answer: Profiles can be managed and edited via SmartWi, but cannot be deleted. Profiles can be deleted from Windows Wireless Network Connection Properties or the Intel ProSet Wireless that displays when clicking Configure WLAN on the SmartWi WLAN Settings dialog box.

Question: I noticed that if I open a WLAN connection from SmartWi, sometimes the WLAN profile in Windows Wireless Network Connection window shows “Not connected”, but actually the connection is established.

Answer: Under the Windows Wireless Network Connection window, click on the “Refresh network list” located under “Network Tasks”. This should refresh Windows and provide an accurate overview of wireless status. If this is not fixed the problem, then close the Windows Wireless Network Connection window and re-launch it from Windows network connections.

❑ Cingular Connection Manager (CCM)

Question: What does it mean to “Restore” from the tool help bubble?

Answer: Clicking the “mini bar” option once, reduces the full details to a

“mini bar”. Click the “Restore” option to return to full details view.

Question: Why does the “Connection Log” not sort when clicking on the columns title bar?

Answer: This feature will be available in future versions. Sorting by type, technology, date/time, duration total bytes and description should be available in future versions.

Question: Why do I see “Device not detected” in the Cingular Connection Manager details window?

Answer: This is most likely to occur while switching from WWAN to launching CCM. There is a slight timing degradation that occurs while making the switch which causes this status. Turn off the WWAN and then reconnect the WWAN to fix the problem.

Question: CCM sometimes fails to respond after resuming from Suspend mode. What could be the problem?

Answer: If the “General” tab under the Edit Profile screen for GSM is left open, this can often keep CCM from reopening upon resuming from suspend mode. Make certain the “Edit Profile” screen has been closed after making any changes. A reboot should correct the problem.

Question: When I try to connect through Cingular GPRS network, the Connect/Disconnect button is greyed out, and there is no connection available.

Answer: Click on the “Connect Using” tab in CCM, and check one of the connection types from the drop down menu. Close out of CCM and reboot.

Question: I noticed an option to create a CSD Accelerated/Non-Accelerated network profile. What is this?

Answer: CSD is Circuit Data Network. This is an older technology with lower throughput which has been phased out. We recommend that EDGE/GPRS Accelerated/NonAccelerated profile options be used instead.

□ **SMS**

Question: What does “Load” do and why does it not prompt for options or input?

Answer: The SMS help file indicates this is useful in case of accidental deletion of messages. The “Load” feature would be a way to recover the

deleted messages, however, this option provides no notification that the task completed successfully.

Question: What does “Save” do and why does it not prompt for options or input?

Answer: The help file indicates this keeps the current state of all folders, except the inbox. However, no notification is sent indicating the “Save” completed.

Question: I copied a message to the “Outbox”. Why does it not prompt to enter the recipient?

Answer: Although you can move or copy a message from one folder to another, including the “Outbox”, the message must have a recipient before the message can be sent. If the message is copied and/or moved to the “Outbox”, the message still will not have a recipient, thus leaving the message unable to be sent. This would be considered the same as a the “Forward message” feature. The message would remain in the “Outbox” indefinitely until a destination or destinations are provided. For working around this, we recommend double-clicking on the message, enter a recipient, and then click “Send”.

Question: I created an SMS message, but am not connected to GRPS. How is it possible that the message can be sent?

Answer: Sending SMS does not need a GPRS data connection. As long as it detects and attaches to the Cingular network, it will able to send SMS.

Question: What is, and what does the function button “Update Address Book with Phone Book Contents” do?

Answer: When the SIM is installed, it contains a built-in phone book, which when using this feature, allows the contents of the phone book to be incorporated into the address book.

Question: Why I am not alerted of transferring the contents of phone book to the address book?

Answer: This is a feature that is still under development. A request for further study to be conducted with this option has been applied.

Question: When I select a message from a folder, and then scroll right, the all previously existing messages appear to be gone if I scroll back to the

original folder position.

Answer: Click out of the folder, and then back in to refresh the screen.

Question: I clicked on the Cingular Connection Manager minimize button and noticed that the CCM icon was not in the taskbar. Where is the minimize icon and how do I bring forth the application to the desktop?

Answer: The CCM minimizes into the Task-tray, which is represented by the “Cingular” trademark cross icon and not into the “Taskbar” (see the Cingular logo illustration below). Depending on the strength of the GPRS signal, the trademark will reflect this with a degree of graduations. In other words, if the signal strength synchronizes to 3 bars (see the Task-tray illustration below), the Cingular trademark cross will show approximately half of trademark jackman in the task tray. If the signal strength is one bar, the trademark jackman will appear to show a bottom portion of the trademark jackman. If the signal strength is at five bars, the entire Cingular trademark jackman will be fully indicated.

To bring forth the CCM to the desktop, click the Cingular trademark icon in the task-tray or right-click the Cingular trademark cross and select “Show”.

Cingular logo trademark jackman



Minimized Cingular logo trademark jackman



❑ **GPRS Network**

Question: Why do I see a network connection speed rate of 214.4 Kbs, but when I try to access a website that requires a minimum of 128 Kbs, I am told that I do not have the required minimum rate.

Answer: The network speed indicator provides the capacity of the wireless device is 214.4 Kbs but the actual speed depends on network throughput. To work around this, try to change the network settings to optimize the

GPRS/EDGE value. This is done by accessing CCM --> Tools --> Settings... --> Advanced Networking, and then selecting “Optimized GPRS/EDGE value” option from the RWIN variables window.

Question: I am experiencing dropped connections, slowness, and other difficulties while attempting to stream video over the Cingular GPRS connection. What could be the problem?

Answer: Bandwidth over the Cingular GPRS network is somewhat restricted as compared to wired or 802.11x wireless connection types. Due to the demanding nature of streaming audio/video, it is not recommended that GPRS be used for either streaming video, or very large data downloads.

Question: I am experiencing difficulty reconnecting to my web browser when switching from the Cingular GPRS network to a WLAN connection. What could be the problem?

Answer: The network behind the WLAN’s Access Point may be set up to use a proxy server. If this is the case, proxy settings entered for Internet Explorer over WLAN may prevent IE from connecting over a GPRS link.

To allow web browsing from either connection type:

- 1 Correctly configure IE proxy settings for use over the WLAN connection. Then, open the Cingular Connection Manager and right-click the “GSM” tab. Select “profiles” and then click on the “Edit” button.
- 2 Under the “General” tab, make certain that the “Disable IE’s manual proxy settings on connect” checkbox has been enabled. Close the “Edit” screen and then close and reopen Internet Explorer. Remember to close and reopen IE each time you switch connection types in order to refresh proxy settings within Internet Explorer.
- 3 If you are still having trouble, contact your network administrator to assist in obtaining the proxy settings.

Question: I am seeing a message in Windows taskbar stating; “GPRS a Network Cable is Unplugged”. What does this mean?

Answer: Typically, this message appears if your VAIO PC is connected to the Cingular GPRS network and is allowed to go into hibernation. Upon resuming, Cingular has terminated the connection. However, Windows information has not yet been updated to recognize this change and is unaware that your GPRS connection does not require a cable. You may


either re-connect to Cingular, or simply cancel out of the message.

Question: Downloads sometimes appear to be slow when connecting to the Internet via CCM. What type of download speeds should I expect?

Answer: Since CCM operates over a cellular network and is subject to the same issues/conditions as cellular connections, bandwidth may vary greatly. Common download speeds ranging from 18~64Kbps are possible with 30~36Kbps rates as typical. However, these are only estimates and your actual experience will likely vary depending upon a number of environmental factors.

Question: What is meant by “RWIN” from the CCM Tools settings advanced networking section?

Answer: The TCP Receive Window size is the amount of ‘receive’ data (in bytes) that can be buffered at one time on a connection. RWIN (TCP Receive Window) can be changed using the method of setting up the variables to optimize TCP. We recommend that this setting not be changed unless you are an expert or you have explicit instructions from your network administrator.

 Changing the settings for this value also has an effect when using WLAN device or any device that depends on TCP connection.

❑ **Sonic Stage/Music Store**

Question: I am unable to stream audio from some web sites such as Winamp®, Shoutcast®, etc. using Sonic Stage? Why is this the case?

Answer: Many of these web sites use proprietary players and use encoding formats that are not supported by other players. You can download one of these players if you wish, or try streaming from Sony Connect™ Music Store using Sonic Stage.

Question: Sonic stage appears to lock up indefinitely (displays a spinning ‘LOADING’ logo) when attempting selecting “Radio Connect” (streaming) from Sony Connect™ site.

Answer: This is related to the issue of streaming audio over low bandwidth connections as referenced above under “GPRS Networking”. Connecting to Music Store over a wired or broadband connection will usually resolve this issue.

❑ **Bluetooth® technology**

Question: Why do I not see the Bluetooth device that is connected to the computer from the BT Paired Device status box of the SmartWi Connection Utility?

Answer: It is most likely no Bluetooth devices have been configured for the system. Bluetooth devices are not configured automatically. To install or configure Bluetooth devices, you will need assistance in setting up the Bluetooth device on the computer. Follow steps from the help section “Installing the Bluetooth device”. We recommend obtaining the latest Bluetooth drivers.

Question: I can not connect to my Bluetooth keyboard (or other device). What could be the problem?

Answer: You will need to make certain that you are using the most current drivers available for your Bluetooth device. Try reinstalling under the updated driver per the manufacturers instructions.

❑ **Uninstall, Reinstall and Repair**

Question: How do I uninstall the SmartWi application and all its associated modules?

Answer: There are several components that should be uninstalled when removing the SmartWi application. The following steps should be observed while uninstalling the SmartWi application

- 1 Uninstall Cingular Connection Manager
- 2 Uninstall SmartWi connection Utility

Question: How do I reinstall the SmartWi or Cingular connection manager?

Answer: Use the following instructions:

- 1 Click **Start** in the windows taskbar> **Control Panel>VAIO Recovery>Reinstall Application or drivers**
- 2 Click **Next**>select **Wireless Connection Utility> Next**

Question: I do not see a repair option for the SmartWi from the control panel. How do I repair the SmartWi and its associated modules?

Answer: At this time there is no “Repair” option for the SmartWi and associated modules. To work around this, we recommend to uninstall

SmartWi and the associated modules and then reinstall.

Question: If I uninstall and then reinstall the Cingular Connection Manager application, will the application lose the messages and phone book?

Answer: Uninstalling the Cingular Connection Manager application will not remove your messages or the phone book. After reinstallation has been completed, you are prompted to launch CCM and view the readme.html file. Click OK to launch CCM. Load SMS and advance to messages. Observe that the messages remain. Load the phone book, and notice that the contacts remain.

For customer support information, go to:

<http://www.esupport.sony.com/EN/VAIO>

VAIO Homepage

<http://www.sony.com/vaiopc>

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