

SAMSUNG

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WIRELESS
TECHNICAL
TRAINING

These are the 9 questions you need to be able to answer before escalating the customer to Sprint or Samsung technical support for synchronization issues.

1. Is the Customer using a Laptop or Desktop computer? If the Customer is using a laptop, is the Customer using a Desktop Internet?
Desktop | Laptop | Laptop w/ dock
2. Is the Customer using a Data Grade Cable or attempting to synchronize via Bluetooth?
Cable/Cable | Bluetooth
3. What is the Customer using to Sync with Antaresys? | **3rd Party App**
4. Is the Customer syncing with Microsoft Outlook? **YES | NO**
5. Does the Customer have another PDA device? **YES | NO**
6. What Operating System is the Customer using?
ME | NME | ME | SE | SP | MAC | NT
7. Does the Customer have Admin Rights to the PC? **YES | NO**
8. Has the Customer Soft Reset the device? **YES | NO**
9. Did the issue happen after a program was installed? **YES | NO**

SAMSUNG TECHNICAL SUPPORT
888-987-4337 (HELP)

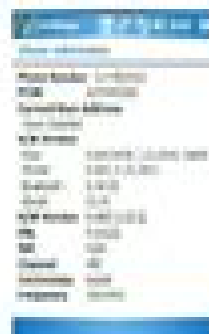
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SCH-I830 POCKET GUIDE



How to check the software version

1. From the Home Screen Tap the Start button.
2. Choose Settings...
3. Tap the System tab at the bottom of the screen...
4. Tap the icon for PhoneInfo...
5. The Software Version will be the last 4 characters on the 7th Line of the screen.



General Information

Phone Version

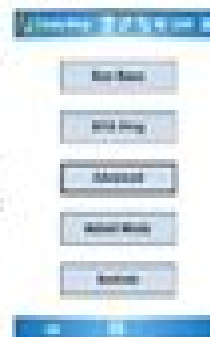
- Current Software: ZH01 (August 31, 2006)
- Current PRL: 30234 (EVDO)
- Hardware: 1.20

Phone Reset

- Soft Reset: Insert the end of the stylus into the reset hole on the bottom of the phone.
- Hard Reset: Start, Phone, Tools, Options, Service, Phone Reset. Last 4 digits of the cell number (unless they have changed the password). OK, Yes (WARNING: WILL ERASE ALL USER DATA)

Phone Programming

- **WCDMA Tap**
- Select the following steps from the screen menu:
 - **Advanced...**
 - XXXXXXX XXXXXXX is the 8 digit PRL code and press OK...
 - **ViewInfo...**
- Press the up/down navigational keys to go to each item...
- To exit NPH programming mode, press the left soft key for Tools, then tap Exit.
- If you want to change the Phone Number, press XXXXXXX XXXXXXX is the 8 digit PRL code in the dialing screen. Then you can input the PDA and PSL by entering it with the keypad.



Soft Reset

Head: 1.08 W/kg; Body: max 0.001 W/kg

Data Software:

Antaresys 4.2

Handset Locks / Freezes Up!

If the handset is "locked up" and will not respond to key press simply remove and replace the battery. To insure that this activity does not occur use and periodically check and clear the "freezing" programs. This function is located under **Settings > System > Memory > Running Programs**.



Samsung Sch I830 Manual

Hussin A.Rothana



Samsung Sch I830 Manual:

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