

**SAMSUNG**

SAMSUNG  
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 Cable/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)

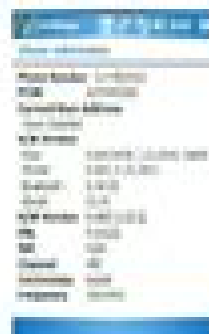
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## SCH-I830 POCKET GUIDE



## 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, Security, 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

- **INITIALIZATION Page**
- Select the following steps from the screen menu:
  - **Advanced...**
  - XXXXXXXX XXXXXXXX is the 8 digit PRL code and press OK...
  - **ViewInfo...**
- Press the up/down navigation keys to go to each item...
- To exit NAMP programming mode, press the left soft key for Tools, then tap Exit.
- If you want to change the Phone Number, press XXXXXXXXXX XXXXXXXX is the 8 digit PRL code in the dialing screen. Then you can input the PDA and PSLD 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 presses 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

**F Rizvi**



## **Samsung Sch I830 Manual:**

## **Samsung Sch I830 Manual** Book Review: Unveiling the Magic of Language

In an electronic digital era where connections and knowledge reign supreme, the enchanting power of language has are more apparent than ever. Its ability to stir emotions, provoke thought, and instigate transformation is really remarkable. This extraordinary book, aptly titled "**Samsung Sch I830 Manual**," written by a highly acclaimed author, immerses readers in a captivating exploration of the significance of language and its profound affect our existence. Throughout this critique, we shall delve into the book is central themes, evaluate its unique writing style, and assess its overall influence on its readership.

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