



XP3.10

Mobile Phone PC Tools

Installation and User Guide

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Preface

This user guide provides the procedure to install and use the Mobile Phone PC Tools application. It also explains the synchronization between a computer and an XP3.10 phone.

References

For information related to XP3.10 phone, refer the XP3.10 User Guide.

Document Convention

Type Face Convention	Use
Tahoma	This font is used for body text and table text.
Verdana	This font is used for heading levels.
Arial	This font is used for internal and external references.

Technical Support

Address	1875, South Grant Street, 6th Floor, San Mateo, CA 94402, USA
Telephone	United States: 1-866-237-3650 International: 1-650-378-8100
Website	https://sonimtech.custhelp.com/

Introduction

Mobile Phone PC Tools application is used to synchronize contact, calendar and related information between a computer and an XP3.10 phone. It also facilitates data transfer between a computer and an XP3.10 phone.

System Requirements

This section explains the hardware and software requirements on the computer to install the Mobile Phone PC Tools application.

Hardware Requirements

Component	Minimum	Recommended
XP3.10 Mobile Phone	Bluetooth or USB data transfer capability	
Free Hard Disc Space	150 MB	
RAM	256 MB	

Component	Minimum	Recommended
Display Card	16-bit high colour mode	
USB Port		
USB Data Transfer Cable or Bluetooth USB Dongle		

Software Requirements

Operating System	Minimum	Recommended
Windows XP	Service Pack 2/ Service Pack 3	
Windows Vista	Service Pack 1	

Bluetooth Driver/ Dongle Information

The following table gives information about the drivers for Bluetooth dongle.

Driver	Comments
IVT 1.6	Supported
Toshiba 5.10.12 (T)	Supported
Microsoft Bluetooth Stack Driver	Supported
BTW 4.0.1	Supported in notebooks only (inbuilt driver)

The following table gives information about the drivers for Bluetooth version 2.0 dongles.

Driver	Comments
Toshiba 5.10.12 (T)	Not supported
Microsoft Bluetooth Stack Driver	Supported

Driver	Comments
BTW 4.0.1	Supported in notebooks only (inbuilt driver)

Mobile Phone PC Tools Installation

This section provides the procedure to download and install Mobile Phone PC Tools application on your computer.

Downloading Mobile Phone PC Tools

1. Download the Mobile Phone PC Tools installer from the URL http://www.sonimtech.com/support_pctools.php. Select the appropriate phone model to download Mobile Phone PC Tools.
2. Click **Accept** to accept the terms of the disclaimer and to continue downloading.
3. Select the destination folder in your computer to save the zipped file.

Installing Mobile Phone PC Tools

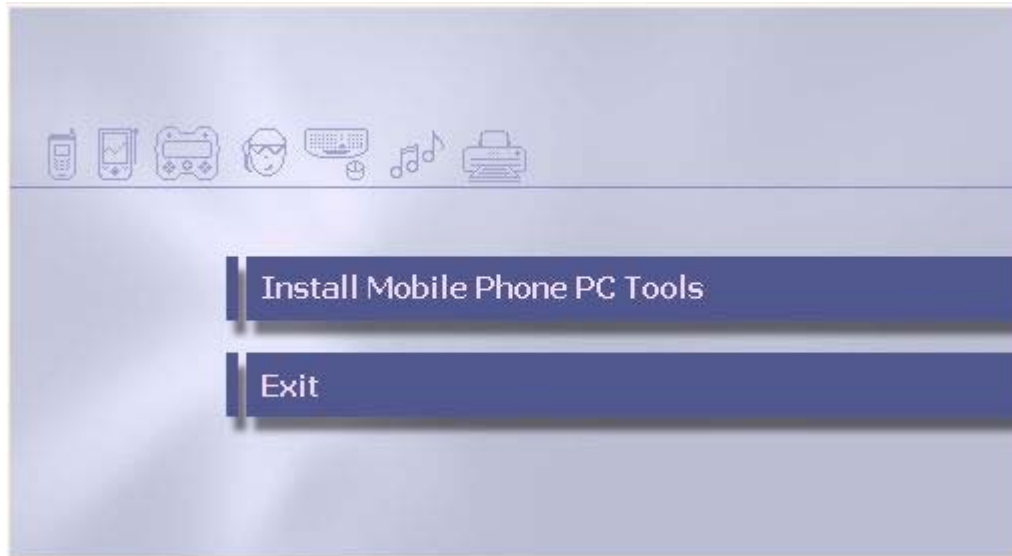
There are two modes of installing PC Tools application on your computer.

- ♦ Installing Mobile Phone PC Tools Application
- ♦ Upgrading an Existing Mobile Phone PC Tools Application

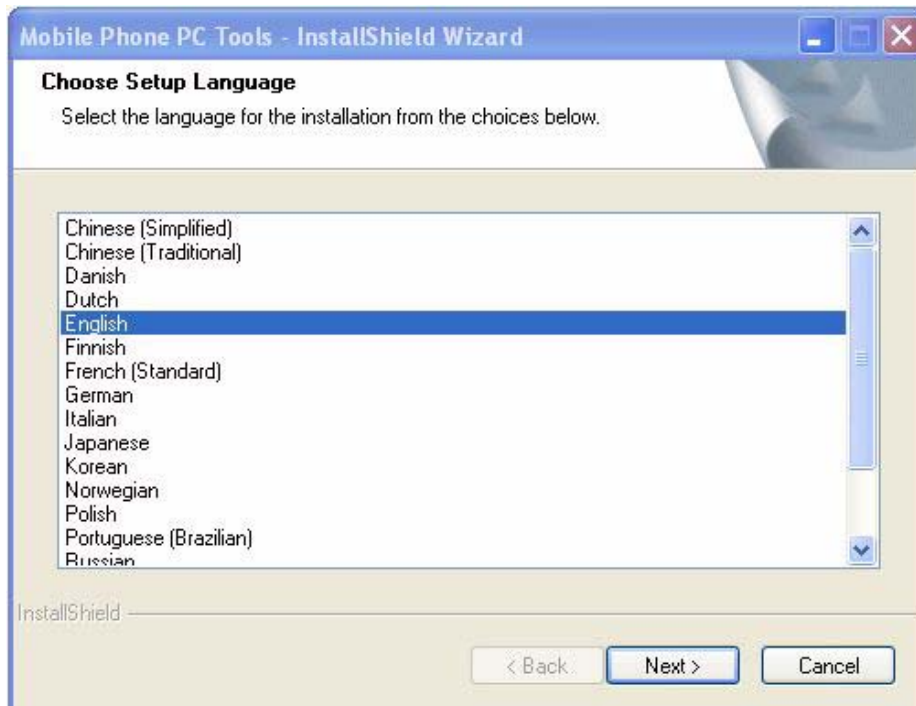
Installing Mobile Phone PC Tools Application in Windows XP

1. Navigate to your destination folder and click the **Autorun.exe** file.

2. Click **Install Mobile Phone PC Tools** to start the installation.



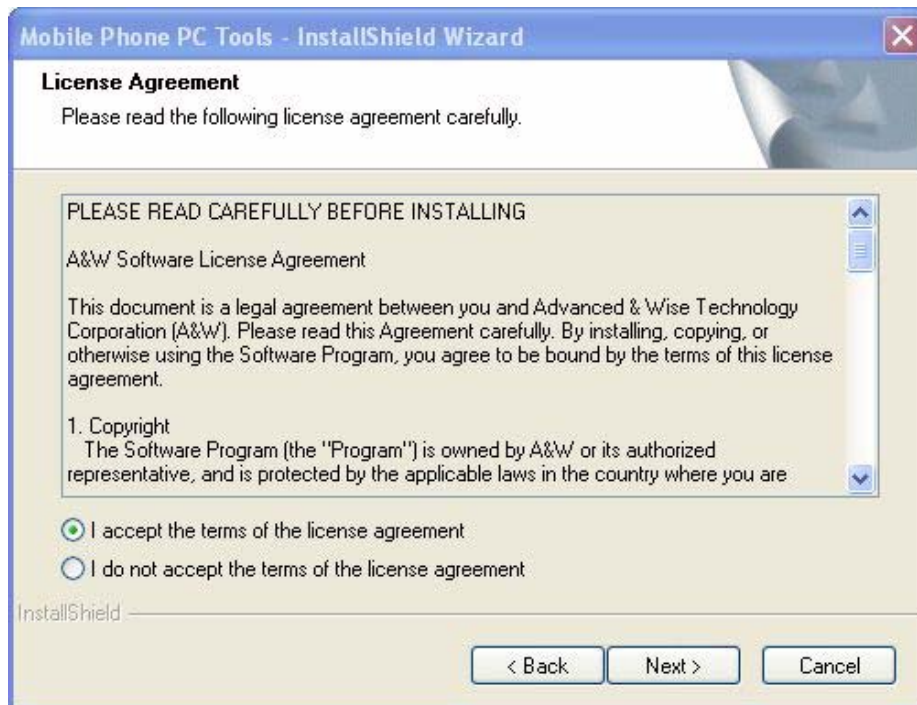
3. Select the language for the installation and click **Next**.



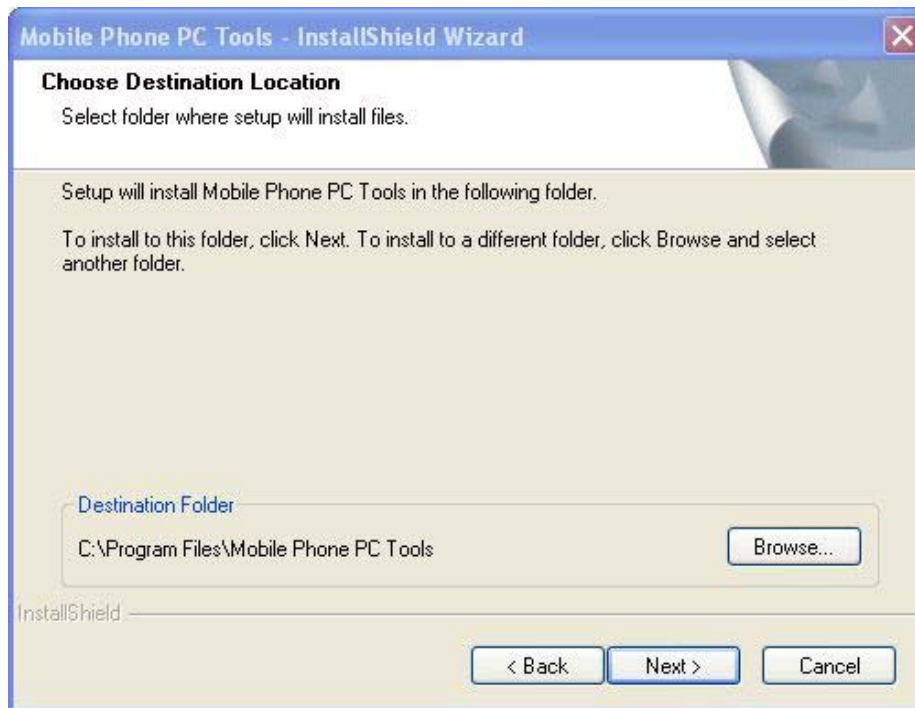
4. Click **Next** to continue.



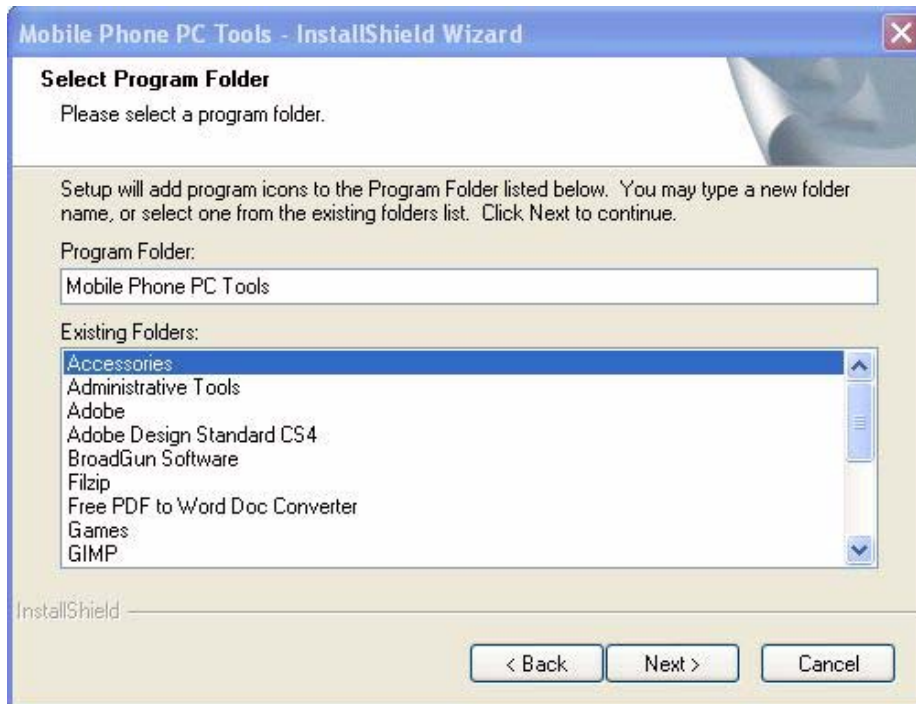
5. Check **I accept the terms of the license agreement**. Click **Next** to continue.



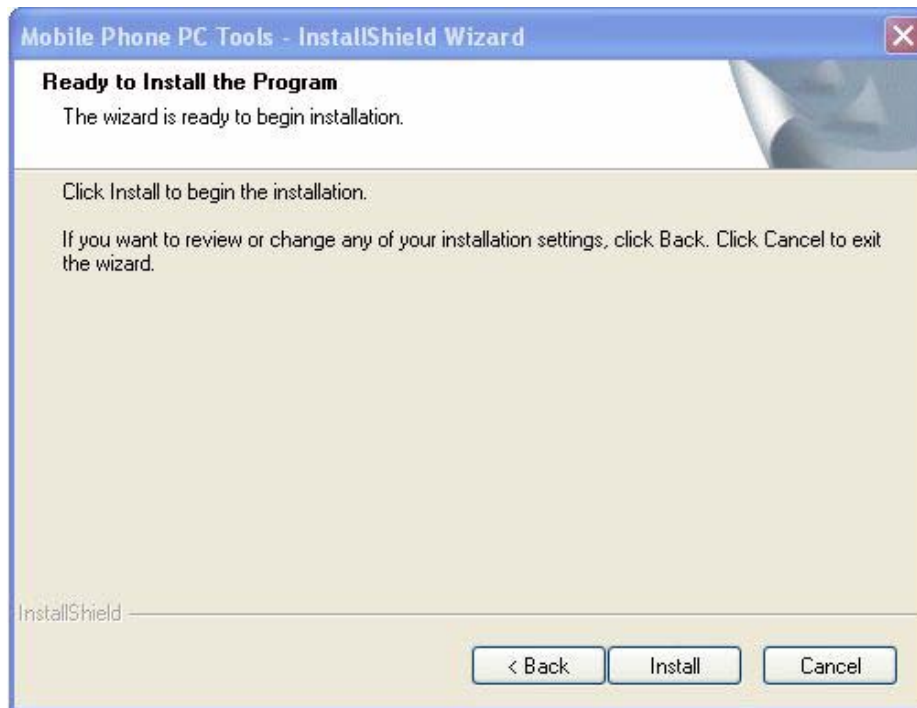
6. Select the destination folder to install Mobile Phone PC Tools. The default destination folder is **C:\Program Files\Mobile Phone PC Tools**. Click **Next** to continue.



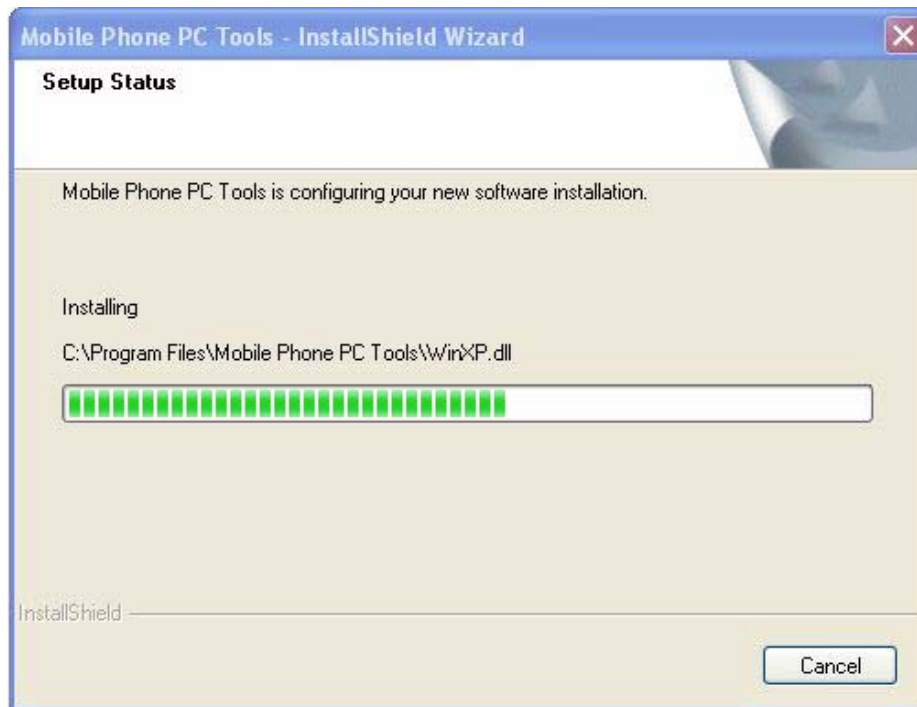
7. Enter the destination folder name and click **Next** to continue.



8. Click **Install** to begin the installation process.



9. The installation setup progress is displayed.

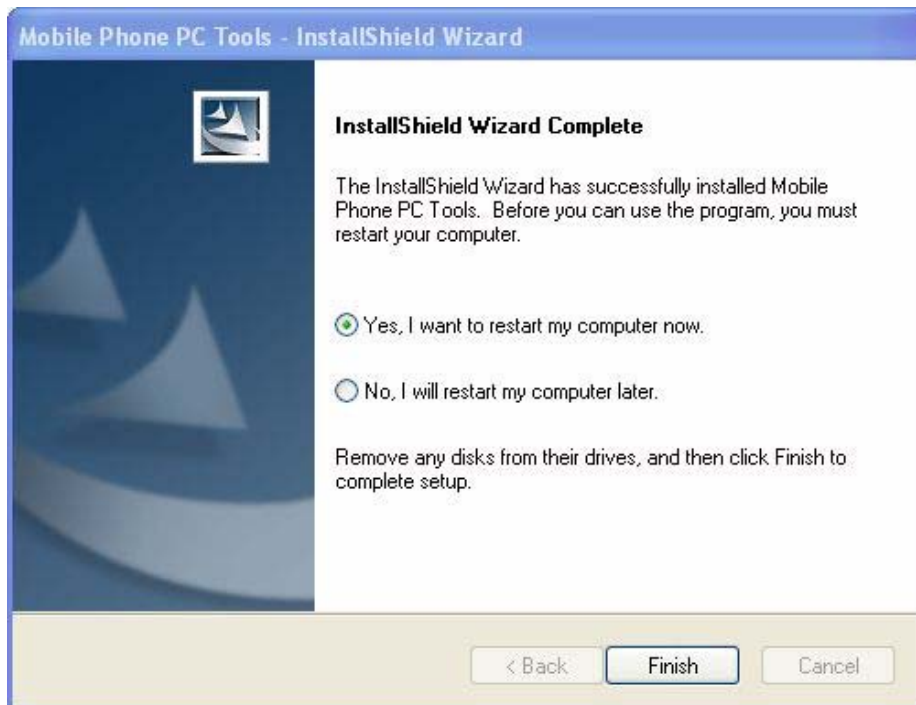


10. As the driver is not a Windows certified driver, click **Continue Anyway** to continue installation.



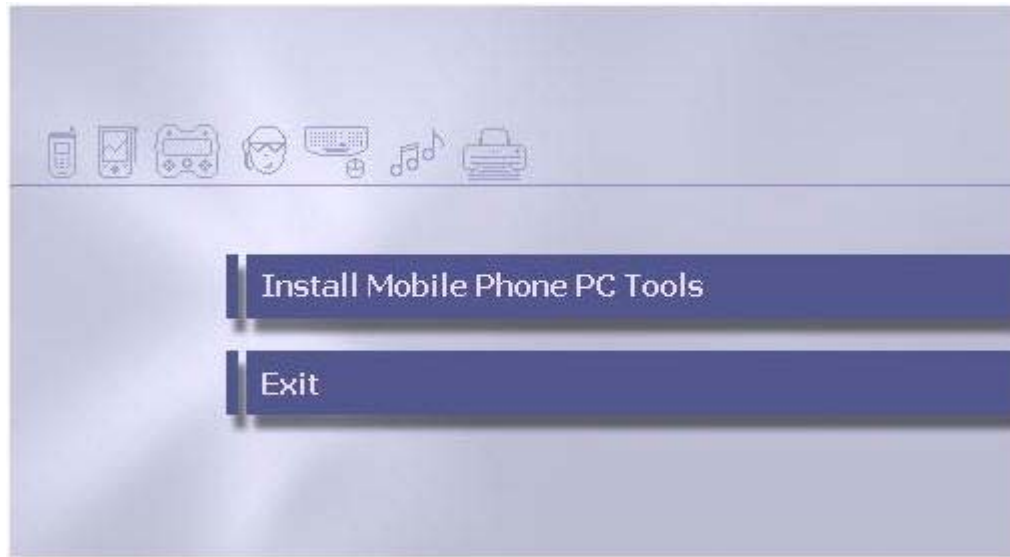
The window for uncertified Windows driver may come up multiple times. Click **Continue Anyway** each time to finish the installation successfully.

11. Select the suitable restart option and click **Finish** to complete the installation process.

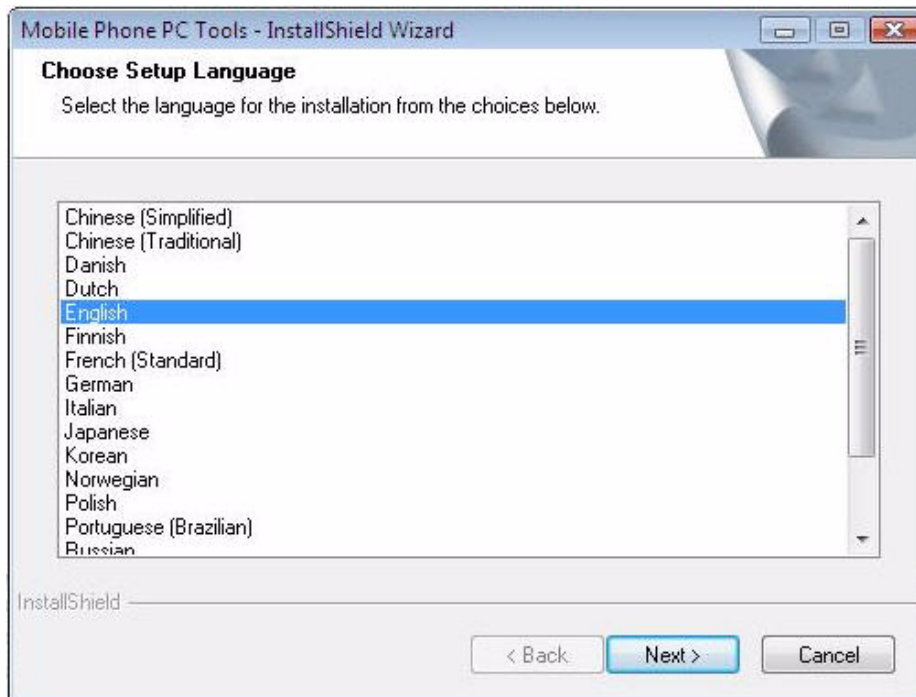


Installing Mobile Phone PC Tools Application in Windows Vista

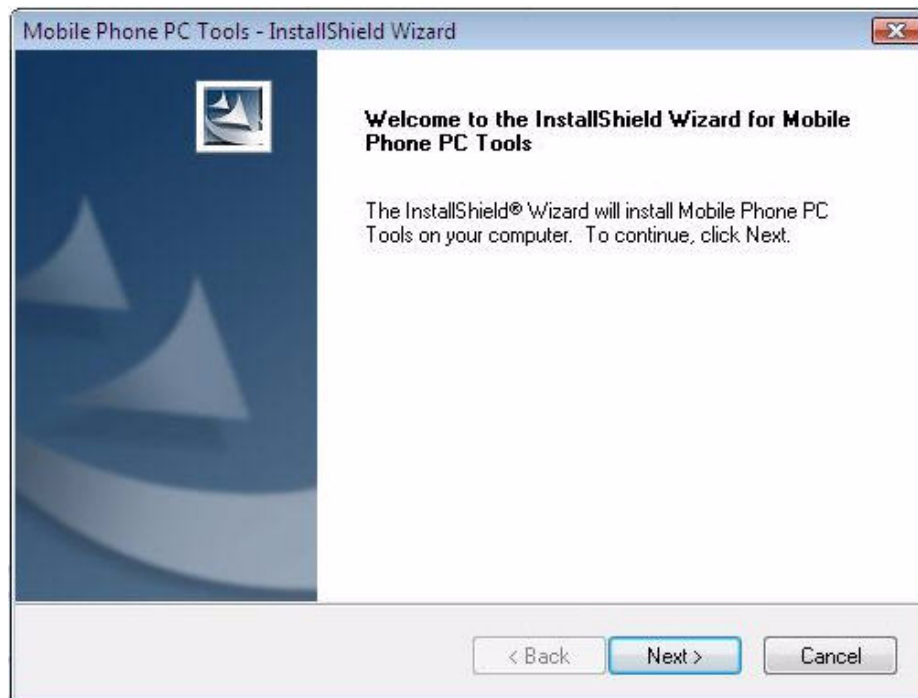
1. Navigate to your destination folder and click the **Autorun.exe** file.
2. Click **Install Mobile Phone PC Tools** to start the installation.



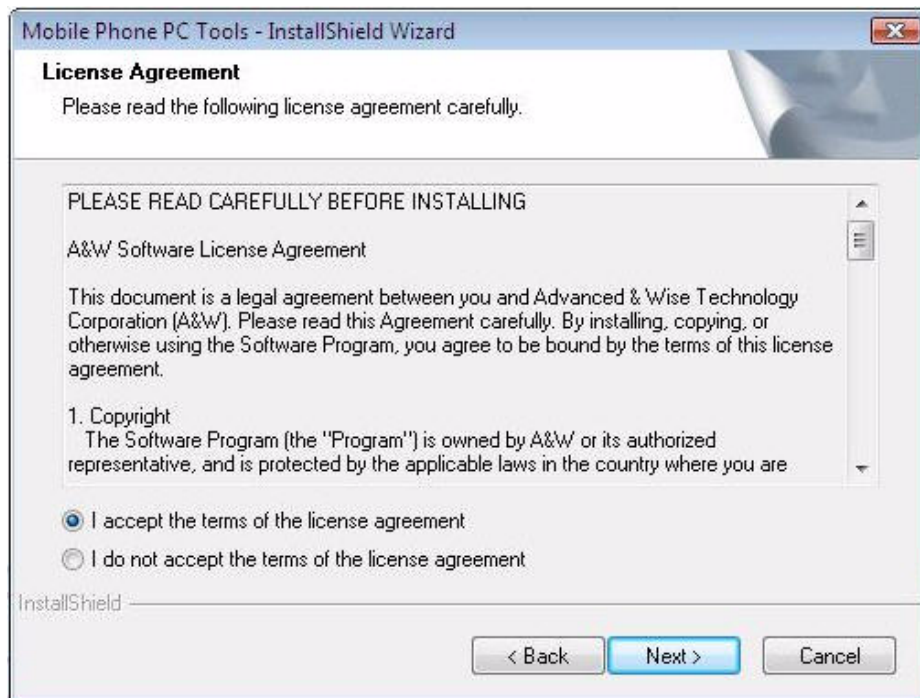
3. Select the language for the installation and click **Next**.



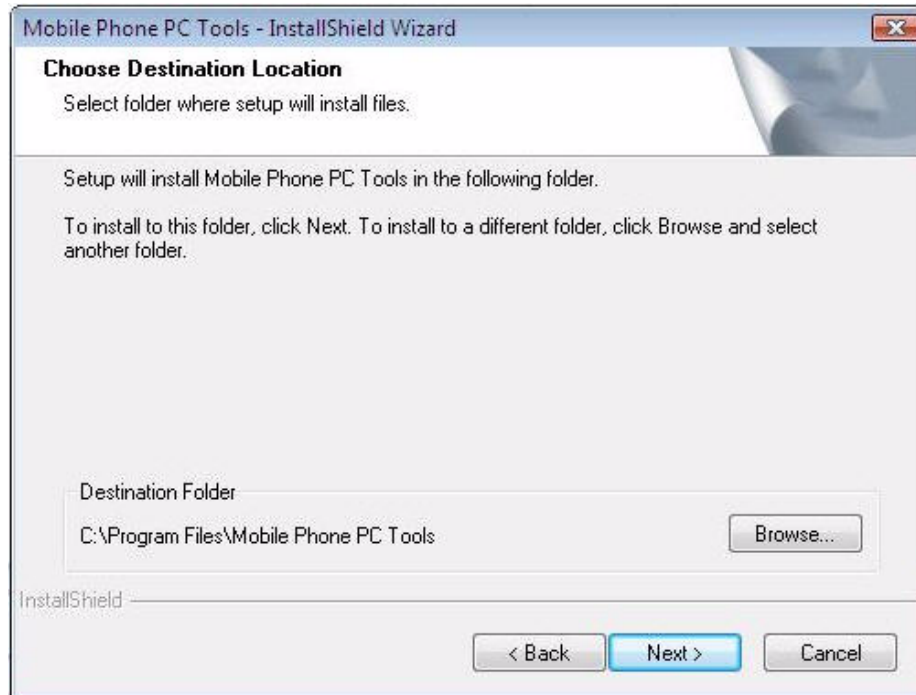
4. Click **Next** to continue.



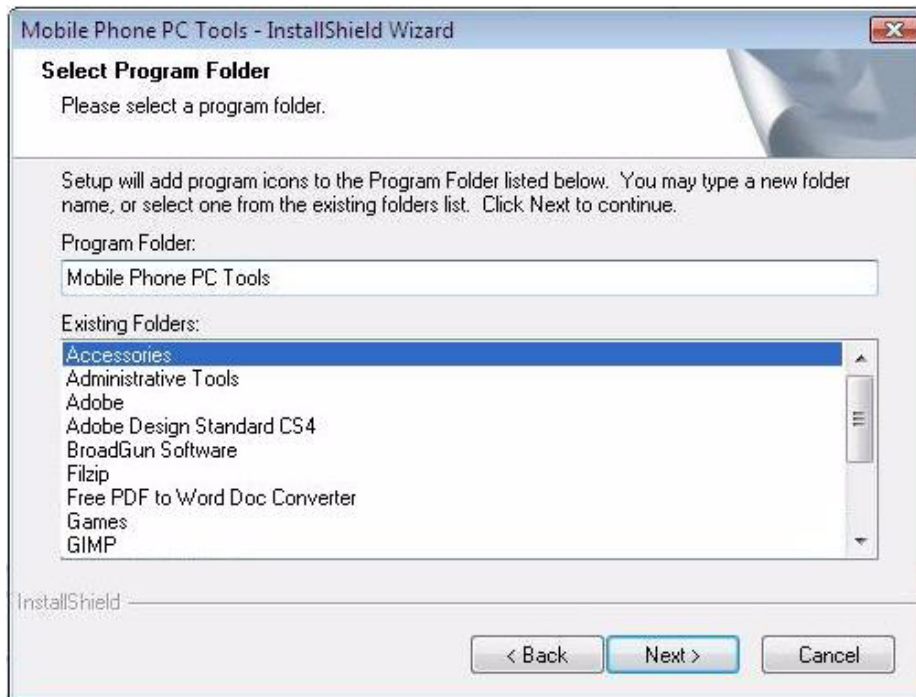
5. Check **I accept the terms of the license agreement**. Click **Next** to continue.



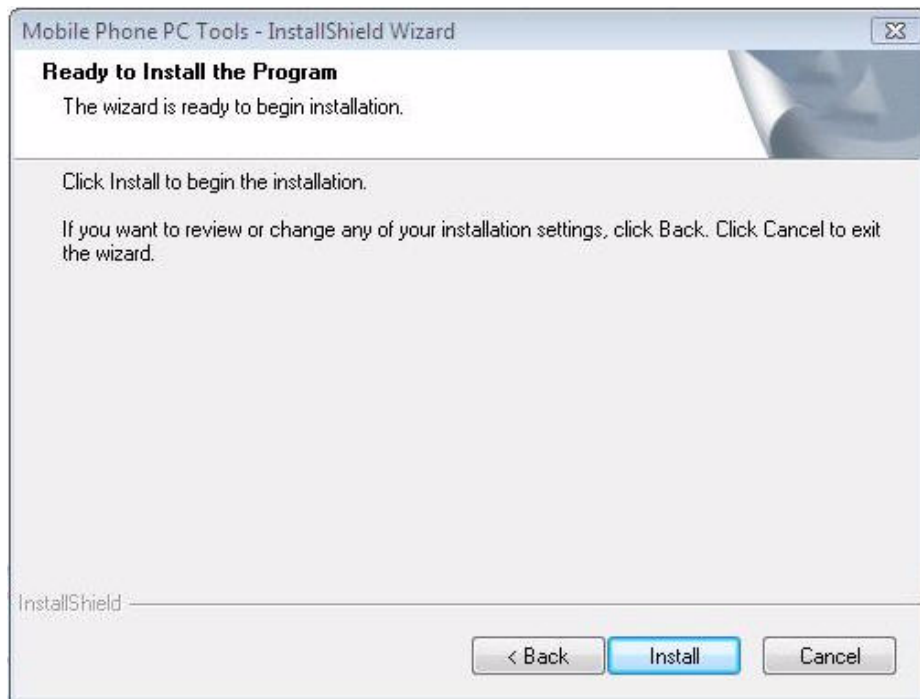
6. Select the destination folder to install Mobile Phone PC Tools. The default destination folder is **C:\Program Files\Mobile Phone PC Tools**. Click **Next** to continue.



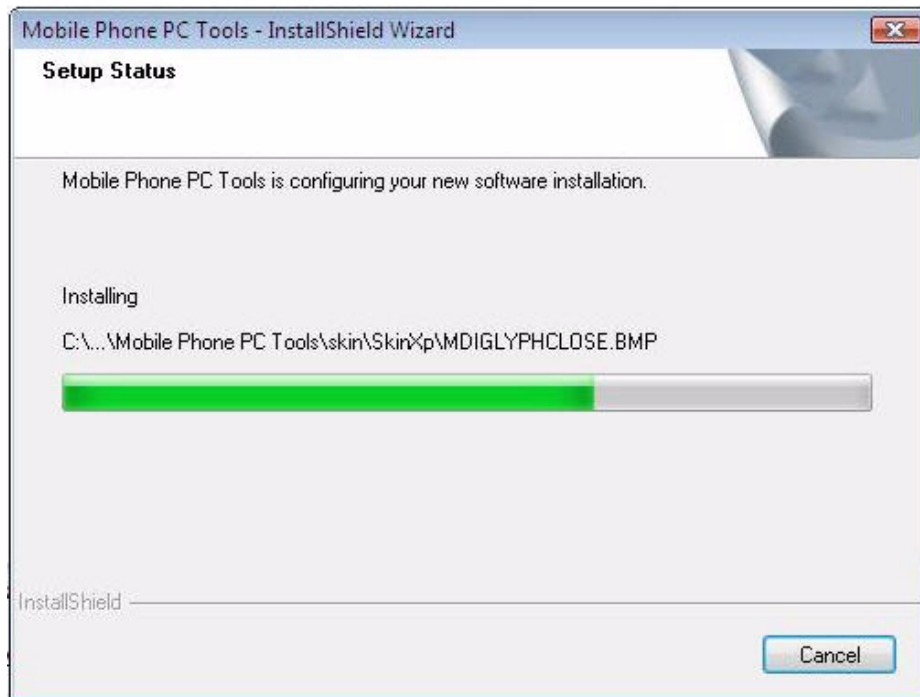
7. Enter the destination folder name and click **Next** to continue.



8. Click **Install** to begin the installation process.



9. The installation setup progress is displayed.



10. Select the suitable restart option and click **Finish** to complete the installation process.



Upgrading an Existing Mobile Phone PC Tools Application

An existing version of Mobile Phone PC Tools application can be upgraded to a higher version. Install the new version of Mobile Phone PC Tools application.

A screen appears indicating whether to remove the old Mobile Phone PC Tools application and all its features. Click **Yes** to upgrade to a higher version of Mobile Phone PC Tools application. The system asks for restart.




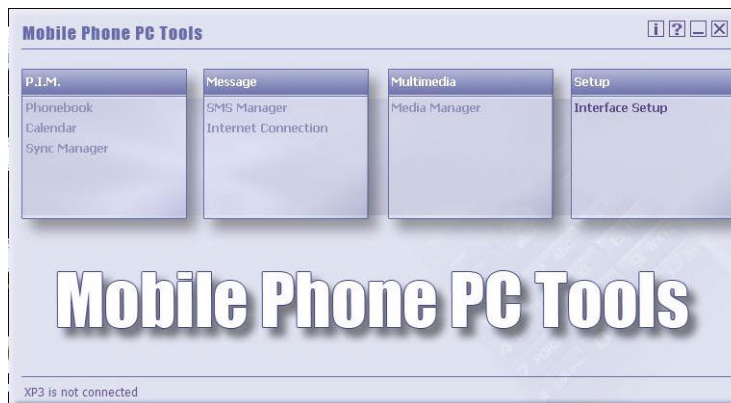
Follow the steps in [Installing Mobile Phone PC Tools Application in Windows XP](#) / [Installing Mobile Phone PC Tools Application in Windows Vista](#) to continue the installation process.

Using Mobile Phone PC Tools with XP3.10 Phone

Mobile Phone PC Tools application provides synchronization between a computer and your XP3.10 phone, including the contact and calendar to ensure that both media have complete up-to-date data at the same time.

Connecting the XP3.10 Phone to the Computer

Click the **Mobile Phone PC Tools** icon  on the desktop of your computer. Unless the phone is connected, all the menus except **Interface Setup** is disabled.



There are two ways to connect an XP3.10 phone to the Mobile Phone PC Tools application.

1. Using USB Cable
2. Using Bluetooth

Using USB Cable

1. Connect the XP3.10 phone to the USB port of the computer using a USB cable.
2. In the Mobile Phone PC Tools screen, click **Interface Setup**.
3. Select the radio button against **USB cable** and select the **Port** from the drop down list. Click **OK**.



4. If the phone is connected to Mobile Phone PC Tools for the first time using USB cable, a screen appears indicating that the system has detected a new hardware. To install the software for the hardware, select **Yes, this time only** and click **Next**.



5. The following screen appears. Select **Install the software automatically (recommended)** and click **Next**.



6. The installation begins. During this process, a screen appears indicating that the software has not passed Windows logo testing. Click **Continue Anyway** to continue installation.



7. After installation is complete, a message appears in the lower right side of your computer screen indicating that the hardware has been installed and is ready to use.



Using Bluetooth

1. In the Mobile Phone PC Tools screen, click **Interface Setup**.

2. Select the radio button against **Bluetooth** and click **Select Mobile** to start the Bluetooth Phone Manager for pairing.




3. In the Bluetooth Phone Manager screen, click **OK**.



4. The available mobile phones are searched.




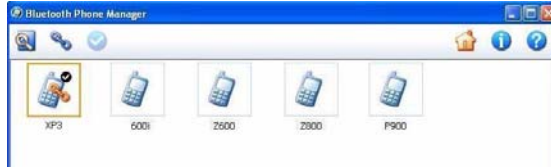
5. Select the phone model with which pairing is to be done and click the **Pair Device** icon .




6. To begin the pairing process, enter the PIN code. Click **Pair** and follow the on-screen instructions on your mobile phone.



7. Click **Set as Default Connection Handset** icon  to connect to your mobile phone.

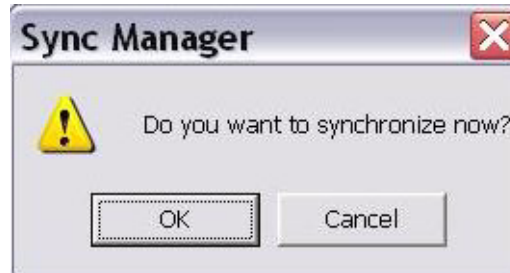


8. Click **Back** icon  to return to the Interface Setup screen. Click **OK**.

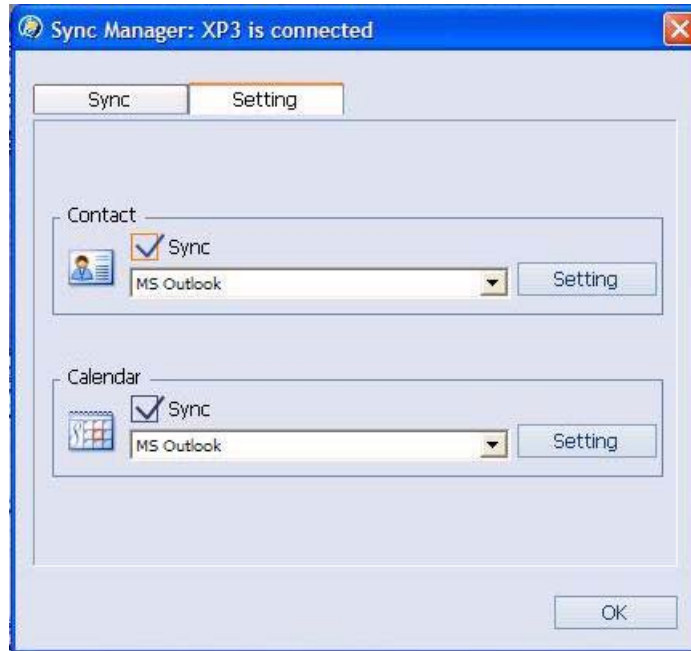
Using PC Sync Manager

PC Sync Manager provides synchronization between your computer and your mobile phone, including contact and calendar, to ensure that both media have complete up-to-date data at the same time.

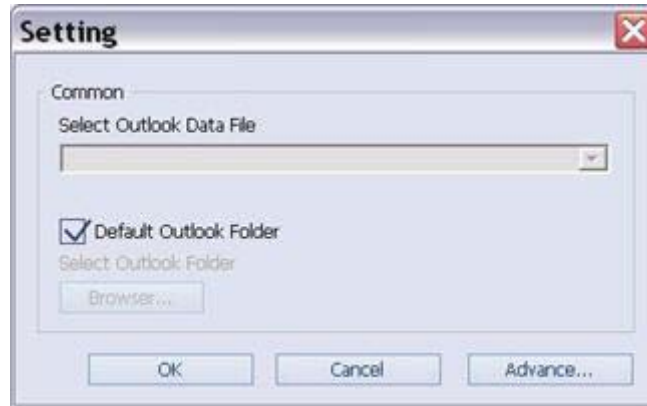
1. Launch Microsoft Outlook and Mobile Phone PC Tools application. Click **Sync Manager** on the Mobile Phone PC Tools main panel. Click **OK** to start synchronization with the default settings .



2. Click **Cancel** on the previous screen to set up the set-tings. Check the item to be synchronized. Click **Setting** to set up each item before synchronization.



3. For Contact, select the Outlook Data File and the Outlook Folder. Click **Advanced** for additional settings .



4. For Calendar, select the Outlook Data File, the Outlook Folder and the Date Range for synchronization. Click **Advanced** for additional settings. Click **OK** to open the Sync Manager.



5. Click **Start** to start synchronizing the selected items. After synchronization is done, click **OK** to save and exit Sync Manager.



6. While synchronizing, a dialog from Microsoft Outlook appears to check if you will allow the program to access the data you have stored in Microsoft Outlook. You can check the box and allow it access for a certain time, or click **Yes** to accept, or **No** to deny access .

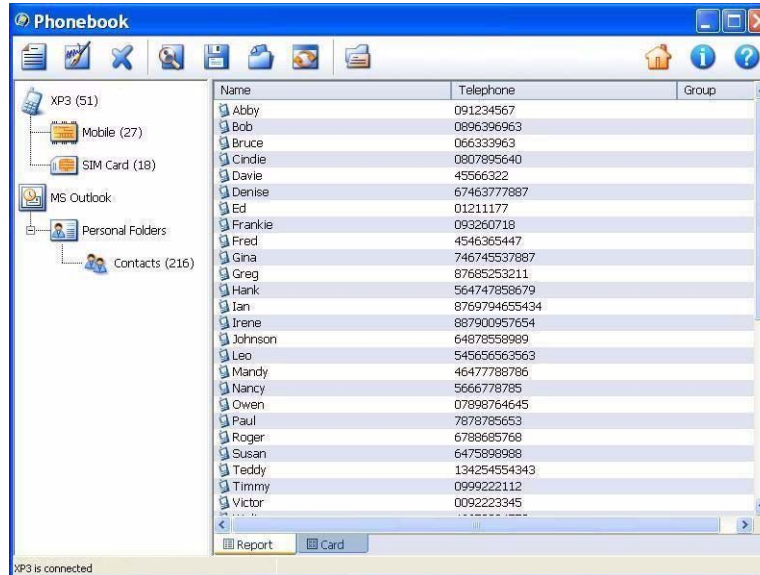


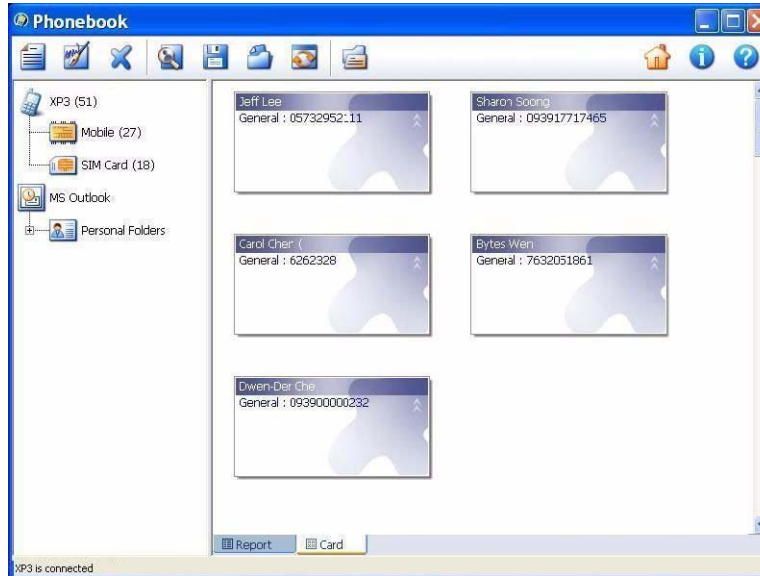
For all other operations, refer **Help** in the PC Tools application.



Phonebook







You can easily operate your phonebook entries, that is, read, edit, add or delete them from the phone. You can also upload any changes back to the phone.

1. Click **Phonebook** in the Mobile Phone PC Tools screen. The phonebook can be displayed in report or card format. Click the **Report** or **Card** icon to display the preferred phonebook display format.





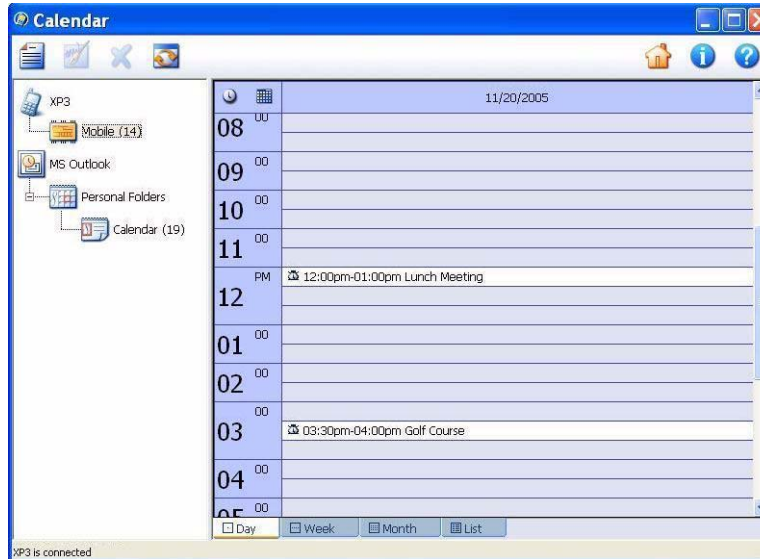
2. Double click any contact to edit its content or click  icon to add a new contact to your phonebook. Select to store this information in your mobile phone or in the SIM card. Upon completion, click **Save to handset** to save and exit.
3. Select a contact from your contact list and click  icon to edit. Click **Save to handset** to save and exit.





4. Select a contact from your contact list and click  icon to delete it.
5. Click the  icon to find any contact in your phonebook. Enter the contact name and click **Find Next** to start searching.
6. Click the  icon to save your phonebook as .CSV file to your PC. Do not make any changes to the saved data in PC.
7. Click the  icon to load the phonebook data from your PC to your mobile phone. Select the .CSV file you want to import and click **Open**. Select the contacts and use drag-and-drop to load data to your mobile phone or SIM card.
8. Click the  icon to refresh your phonebook.
9. Click the  icon to select the contact to send SMS. After writing the message, click **Send** to send the message.








Calendar

You can read, edit, delete or add the date from your phone and write changes back to your phone.

1. Click **Calendar** in the Mobile Phone PC Tools screen. The calendar can be displayed in day, week, month or list format. Click the **Day**, **Week**, **Month** or **List** icon to display the preferred calendar display format.



2. Click the  icon to add new events to your calendar. Upon completion, click **Save to handset** to save and exit.
3. Click the  icon or double click an event to edit its contents. Click **Save to handset** to save and exit.
4. Select an event from your calendar and click the  icon to delete it.
5. Click the  icon to refresh your calendar.

2. Click the  icon to start a message. Type the phone number or, click **Contacts** to select one or more contacts from the phonebook. Type the contents. Click **Send** to send the message or click **Save to draft** to save the message in the draft folder.
3. Select the message you want to reply to and click the  icon. The original message and its sender is displayed. Type the contents. Click **Send** to send the message or click **Save to draft** to save the message in the draft folder.
4. Select any message and click the  icon to save the sender, time and contents of the message as a text file.
5. Select the message to be printed and click the  icon to print the message.
6. Select the message to be deleted and click the  icon to delete the message.
7. Click the  icon to resend messages from draft folder. Click any message in draft folder. The contents last edited are displayed. You can edit the contents. Click **Send** to send the message.
8. Click the  icon to refresh the SMS messenger.

GPRS Manager

You can use the GPRS Manager to get GPRS connection (wireless dial -up connection).

1. Click **Internet Connection** in the MobilePhoneTools screen. You can check Use default setting or setup manually. Click **Save**.

Create a new GPRS Connection.

GPRS Internet Connection Configuration

General | GPRS | TCP/IP

Please enter your GPRS connection profile name.

Profile name: Alltel GPRS2

Profile Settings

If your network operator isn't listed below, please un-check the "Use default setting" button to manually setup the connection profile.

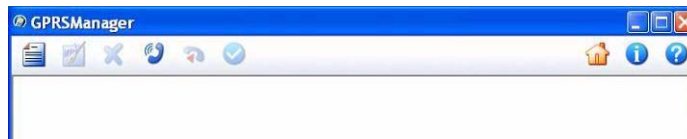
Country or Region: United States (1)

Network operator: Alltel

☒ Use default setting.

Save Cancel

2. Click the GPRS  icon.



3. Click the  icon to dial up. Enter the number. Click **Properties** to select the modem and enter the settings. Click **OK** to save the settings. Click **Dial** to dial.











4. Click the  icon to hang up for disconnection.
5. Click the  icon to edit a GPRS entry.
6. Click the  icon to delete a GPRS entry.
7. Click the  icon to set as default GPRS entry.

Media Manager

You can use the Media Manager to manage all your photos and audio files.

1. Click **Media Manager** in the MobilePhoneTools screen.



1. Click the  icon to send a photo or audio file by email.
2. Click the  icon to print photos.
3. Click the  icon to edit photo or audio files.
4. Click the  icon to delete a selected file.
5. Click the  icon to refresh all files.
6. Select the files in the mobile phone and click the  icon to upload the files to a appointed folder of the PC.
7. Select the files in the PC and click the  icon to download the files to your mobile phone.
8. Click the  icon to view the content in thumbnail or list format.

Frequently Asked Questions (FAQ)

1. How can I upgrade to new version of Mobile Phone PC Tools?
Answer: Download the latest version of the Mobile Phone PC Tools software from the website and install it. The old version will be uninstalled and the new version installed.
2. I am not able to edit files under the mobile section. The edit icon is grayed out.
Answer: You cannot edit files displayed under the mobile section but the files displayed under the PC section are editable.
3. I am not able to edit audio files, except .mid files.
Answer: You cannot edit audio files except .mid files.
4. I am using Windows Vista SP1 with Windows mail. I do not have MS Outlook. I am not able sync my contacts and calendar events with Windows mail.
Answer: This feature is not supported.
5. I am using Windows XP SP3. I do not have MS Outlook and I have Outlook Express 6.0. I am able to sync my contacts with Outlook Express but I am unable to see it on the Phonebook window in the PC.
Answer: Mobile Phone PC Tools displays only MS Outlook contents on the PC Sync skin.
6. In media manager, I am unable to select all files using Ctrl+A.
Answer: This feature is not supported.
7. I am unable to operate the mobile phone when Mobile Phone PC Tools is connected. I am even unable to disconnect the mobile phone from the Mobile Phone PC Tools.
Answer: Once the "PC Connected" message on phone screen is displayed, no operations can be performed by the phone using phone keypad.
8. I am unable to create, edit or delete contacts and calendar events in the PC section.
Answer: This feature is not supported.
9. I am unable to sync SIM contacts.
Answer: This feature is not supported.
10. How do I connect my mobile phone to the PC through Bluetooth?
Answer: Refer the section [Using Bluetooth](#) in the guide.
11. How do I copy the contacts from my PC to the mobile phone?
Answer: Refer the Help page in the Mobile Phone PC Tools application.
12. How do I download wallpapers and ringtones from my PC to the mobile phone?
Answer: Refer the Help page in the Mobile Phone PC Tools application.

13. How do I connect to the internet?
Answer: Refer the Help page in the Mobile Phone PC Tools application.
14. How do I synchronize meeting from my PC to the mobile phone?
Answer: Refer the Help page in the Mobile Phone PC Tools application.
15. How do I save my contacts?
Answer: Refer the Help page in the Mobile Phone PC Tools application.
16. How do I upload the contacts?
Answer: Refer the Help page in the Mobile Phone PC Tools application.
17. When I change the language to Polish on my system and install the Mobile Phone PC Tools application in Polish language, I see some English text?
Answer: Some English text will always be displayed.
18. How much time it takes to connect to internet once I click on "Internet Connection" in the main screen?
Answer: Around 1 minute.
19. When I change the language to Russian on my system and install the Mobile Phone PC Tools application in Russian language, I see the English "/ ???..." strings during internet connection,?
Answer: Some English strings English "/ ???..." will always be displayed.
20. What will happen if I drag an existing contact from phone memory to SIM memory?
Answer: The information will be lost for home tel and work tel.
21. What will happen on adding a second SIM contact if a SIM contact has been already added with maximum characters in name and number field on the PC Sync skin?
Answer: The pop up "Memory Full" will be displayed.
22. Can I perform the Sync manager operation as given in the Help page?
Answer: Most of the times, the procedure given in the PC Sync Manager Help may not work.
23. Can I receive a GSM call while contacts, midi file or calendar events transfer is in progress?
Answer: Sometimes the call will not be received.
24. Can I receive a GSM call while contacts or calendar events deletion is in progress?
Answer: Sometimes the call will not be received.
25. Is Lotus Notes supported by the Mobile Phone PC Tools?
Answer: No.
26. Is Windows 2000 supported by this version of Mobile Phone PC Tools?
Answer: No.

27. Can the pairing request sent to the mobile phone from the PC Sync skin be cancelled?
Answer: No.
28. What happens after deleting the active GPRS connection on the PC Sync skin?
Answer: The connection still exists in the PC.
29. What happens if user enters into any other screen (other than the idle screen) in between the "Connect to Internet" process?
Answer: The "PC Connected" message goes off on the mobile screen and in the mean time, the Mobile Phone PC Tools hangs up for around 10 minutes and after that the "Link Failed" message pops up.
30. Can I disconnect my mobile phone from the Mobile Phone PC Tools once it is connected to the mobile phone?
Answer: No.
31. Can I change the current language on Mobile Phone PC Tools?
Answer: No.
32. Can I distinguish the read messages from unread messages in PC Sync skin?
Answer: No.
33. In the PC Sync skin, the Add/Edit/Delete of SIM contacts are not reflecting on phone?
Answer: You need to restart the phone to reflect the changes on SIM card memory.
34. What happens when I plug out and plug in USB cable while downloading files?
Answer: When you plug out the USB cable, the transfer will be interrupted and "Transfer Failed" message pops up. If you plug in again, the transfer may not continue. For the next transfer, you may need to relaunch the Mobile Phone PC Tools application.
35. What happens when I unplug and plug in USB cable while uploading files?
Answer: When you plug out the USB cable, the transfer will be interrupted and "Transfer Failed" message pops up. If you plug in again, the transfer may not continue. For the next transfer, you may need to relaunch the Mobile Phone PC Tools application.
36. SMS Inbox-Outbox error on Mobile Phone PC Tools is displayed?
Answer: On SMS Manager window, the number of messages shown in inbox and outbox of phone and SIM memory are not correct.
37. When phone is connected to internet, the Tx and Rx bytes are different on mobile phone and PC screen?
Answer: There is a difference in values shown for "Tx and Rx" bytes in mobile phone and PC screen.
38. If phonebook items are added to the SIM memory using PC Tools, the newly added items are not displayed on the phone.
Answer: Restart the phone to view the newly added items.

39. The contacts copied from MS Outlook with all the field entries (mobile number, home number, office number) has home number as the default number?

Answer: On the phone, save the particular field entry as “set default field” for the number which needs to the default number.

40. Is it possible to edit .csv file? If yes, how to edit this file?

Answer: Download the .csv file from the phone to your computer. Open this file with notepad. Edit and save this file. Reload the file to the phone through Mobile Phone PC Tools.

41. I am unable to synchronize the contacts with MS Outlook?

Answer: When you click on Sync Manager, the message appears “Do you want to synchronize now?” Select Cancel and go to Settings > Contact tab > select Sync > select MS Outlook in dropdown box. Start synchronization manually.

42. Is Mobile Phone PC Tools compatible with 64 bit Windows Vista OS?

Answer: Mobile Phone PC Tools is not compatible with 64 bit Windows Vista version and it works only for 32 bit Windows Vista version.

43. Why the USB drivers are not found after installing Mobile Phone PC Tools?

Answer: Please check whether you have downloaded correct Mobile Phone PC Tools or not. There are separate Mobile Phone PC Tools for XP3.10 Enduro and XP3.20 Quest. The path for downloading XP3.10 Enduro Mobile Phone PC Tools and installation guide is http://www.sonimtech.com/support_pctools.php and select XP3.10 Enduro.

1) The download consists of both Mobile Phone PC Tools software and the installation guide. Please follow the guide while installing the software.

2) After installation, launch the Mobile Phone PC Tools and check the version of your Mobile Phone PC Tools. You can see the version details by click on the icon “i” In the main screen. (it should be 4.3.1).

If you already have installed this version, then follow the below steps.

1) When you connect the XP3.10 phone to your computer through USB cable, you will get the popup message “New Hardware Available”.

2) Select “Install Software Automatically” and click OK. It will search the driver automatically from the specified path and get installed.

3) Go to Start > Settings > Control panel > Phones and Modem > click on modem tab and check “XPx modem” and enter COM port details.

4) Connect your phone to the computer and launch Mobile Phone PC Tools and select Interface setup. Select USB and also select the proper COM port and click OK.

5) Exit and relaunch Mobile Phone PC Tools.

44. A message indicates that the phone memory is full while synchronizing the calendar events in the phone?
Answer: A maximum of 30 meeting requests can be transferred to phone memory. To check the memory status, go to Menu > Tools > Organizer > Option > Capacity. To clear the meeting request, go to Menu > Tools > Organizer > Option > Delete all.
45. After deleting SIM memory messages the PC Sync skin ,the deletion is not reflected in the phone?
Answer: The user needs to restart the phone.
46. How can I see new messages while connected to Mobile Phone PC Tools?
Answer: User needs to refresh the SMS module to view the new messages.
47. Can I copy phone numbers with different special characters (for example, () ,_ , -) ?
Answer: Users should not use this option as it will lead to junk characters in the number field while saving the contact.
48. What happens if a user denies access to MS Outlook with check marked?
Answer: It can cause inconvenience and the user may need to restart Mobile Phone PC Tools and the phone.