## Sprint Frequently Asked Questions (FAQS)

Sprint Customer Care Phone Number: (888) 788-4727 Sprint Technical Support: (877) 626-1441 Sprint Advanced Technical Support: (888) 211-4727 (only for email activation) CPE Labs Technical Support: (866) 267-0245 x2 CPE Labs web site: www.cpe-labs.com

Sprint Mobile Broadband is a service available normally to single telephone devices or a single wireless data card. With the increasing broadband capabilities of this service offering OEM vendors are beginning to supply multi user capabilities in the form of routers and gateways. As of this writing most of Sprint's support structure is still geared toward the support of one user to one phone number to one device.

Account Management: Sprint provides the ability for their customers to access and manage their account through Sprint.com. To log into the account from the Sprint.com home page in the sign in section select "My Sprint Wireless", username will be your assigned MDN or phone number, password will be the Sprint Connect password provided. Once you log in you will be able to change your password and manage different aspects of your Sprint account. NOTE: your account password is not the same as your email password.

**Email:** In keeping with the one phone number to one user mentality Sprint does provide their AirCard customers with a single email account. Set up the account per the specifications for an Email client below. Note: Sprint does not offer a web interface for their email. This means that you will be unable to screen messages before they are read into your email client. Also, first level does not handle email questions, you will have to ask to be transferred to the Advanced Technical Support. As a first step call Advanced Technical Support and ask that they activate the email password for your sprintpcs.com account.

**Email Clients:** (call Advanced Technical Support to activate and assign password) Email servers are,

*Incoming POP3*: pop.sprintpcs.com; Port 110; no SSL; authentication by username/password *Outgoing SMTP*: smtp.sprintpcs.com; Port 25; no SSL; authentication by username/password Username is the Sprint Connect ID provided.

Password is the password assigned by Advanced Technical Support.

These servers are reachable from inside and outside the Sprint network.

**PRL:** The PRL file is downloaded through the Sprint PCS dashboard. This file contains information about Sprint PCS towers and informs the AirCard on access capabilities of the towers. The current file is important to the functioning of your AirCard. The download of the PRL file is a part of the firmware upgrade process.

**Firmware Upgrades:** The Sprint PCS dashboard has a function under "Menu > Software Updates" that downloads Sprint specific configuration files including the PRL file. Make sure you do this for your new card, also check for updates to the PRL file if you feel that changes have occurred on your local towers.

**Repairs:** After the initial 30 day trial period your phone or aircard can not be returned to the dealer for repair issues. All repairs are handled by the regional Sprint phone repair centers. In Louisville the regional repair center is located at:

Sprint Phone Repair Center Suite 111 215 Hurstbourne Pkwy. Louisville, KY. 502-326-1400