

SeeGull[®] Assistant User Guide Release 2.0



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Release 2.0

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1 Preface

1.1 Purpose

This document walks the user through the installation process for SeeGull Assistant. It also describes the basic features of the SeeGull Assistant application and explains how to use SeeGull Assistant to perform updates to PCTEL SeeGull scanners.

1.2 Applicability

• SeeGull Assistant is the scanner update utility for SeeGull scanners.

1.3 Other References

• None

1.4 License Agreement

Reference the License Agreement.



2 Introduction

2.1 Overview

PCTEL provides SeeGull Assistant as an update utility used to update SeeGull scanners and SeeWave Host Handheld Antenna. The current release of SeeGull Assistant is designed to work with all SeeGull scanners.

2.2 Feature List

These are the main features of the SeeGull Assistant application:

- Auto detects PCTEL SeeGull scanners.
- Gets device information.
- Performs update to PCTEL SeeGull scanners.

2.3 System Requirements

Supported Operating Systems

- Windows 10 Professional Edition (32/64bit), U.S. version only
- Windows 8 Professional Edition (32/64bit), U.S. version only
- Windows 7 Professional Edition (32/64 bit), U.S. version only

Recommended Requirements

- PC or laptop with Intel Core i5, 2.60 GHz or higher processor
- Windows 7 (64bit) Professional Edition (U.S. Version Only)
- 4 GB RAM or higher
- 160 GB (7200 RPM) or larger hard disk
- USB 2.0 ports



3 Installation

3.1 Uninstall Tremos Receiver SW Download Application

This section describes the procedure to uninstall the PCTEL Tremos Receiver SW Download Application. Tremos Receiver SW Download is the previous SeeGull scanner update utility being replaced by SeeGull Assistant. This action uninstalls all the files placed in the program destination folder. However, it will not remove the files generated or placed by users.

- 1. Open Control Panel.
- 2. For XP open Add or Remove Programs and for Windows 7 or Vista open Uninstall a program under Programs.
- 3. Select Tremos Receiver SW Download and select Remove or Uninstall/Change.



Figure 1 – XP Add or Remove Program Window

4. Click **Yes** to continue uninstall the application.

Add or Remove Programs				
2	Are you sure you want to remove Tremos Receiver SW Download from your computer?			

Figure 2 – Confirm To Uninstall Window

This completes the Tremos Receiver SW Download Application Uninstall Procedure.



3.2 Uninstall Previous Version of SeeGull Assistant Application

This section describes the procedure to uninstall the previous version of SeeGull Assistant. This action uninstalls all the files placed in the program destination folder. However, it will not remove the files generated or placed by users.

- 1. Open Control Panel.
- 2. Open Uninstall a program under Programs.
- 3. Select SeeGull Assistant and select Uninstall.

	Programs and Featurer	
Control Panel Home View installed updates 🛞 Turn Windows features on or	Uninstall or change a program To uninstall a program, select it from the list and then click Uninstall, Change, or Repai	ir.
off	Organize 🕶 Uninstall Change Repair	= • 0
Install a program from the network	Name	Publisher
	SAMSUNG USB Driver for Mobile Phones	SAMSUNG Electronics Co., Ltd.
	😔 SeeGull Assistant	PCTEL, RF Solutions
	SeeHawk	PCTEL, RF Solutions
	SeeVue	PCTEL, RF Solutions
	699 SeeWave	PCTEL, RF Solutions
	🔚 Sentinel LDK	SafeNet Inc.
	Sentinel LDK 7.3 Language Pack de-DE	SafeNet Inc.
	Sentinel LDK 7.3 Language Pack ja-JP	SafeNet Inc.
	Sentinel LDK 7.3 Language Pack zh-CHS	SafeNet Inc.
	🏭 Sentinel Runtime	SafeNet Inc.
	Sentinel Vendor Suite	SafeNet Inc. 👻
	< III	4
	PCTEL, RF Solutions Product version: 1.7.0.0 Sup Help link: http://www.pctel.com Update info	oport link: http://www.pctel.com ormation: <u>http://www.pctel.com</u>

Figure 3 – Programs and Features Window

4. Click **Yes** to continue uninstall the application.



Figure 4 – Confirm To Uninstall Window

This completes the SeeGull Assistant Uninstall Procedure.



3.3 Install SeeGull Assistant Application

This section describes the procedure to install the PCTEL SeeGull Assistant Application. It is recommended to close all open applications before starting SeeGull Assistant installation.

- 1. Login as an Administrator.
- 2. Run Setup.exe.
- 3. If **NET Framework 4.0** is not already installed, follow the step to install **.NET Framework 4.0**.
- 4. The following Welcome Window will appear:



Figure 5 – SeeGull Assistant Welcome Window



5. Click Next> and License Agreement Window will appear as below:

BeeGull Assistant - InstallShield Wizard
License Agreement Please read the following license agreement carefully.
License Agreement
This License Agreement is a legal agreement between you, whether as an individual or an entity, ("Licensee") and PCTEL, Inc., a Delaware corporation ("PCTEL"). By either clicking the "Accept" button and then pressing "Next", or otherwise using the Software (as defined below), Licensee acknowledges that it has read the terms and conditions contained herein, understands them and agrees to be bound by them. If you do not agree to these terms, PCTEL is unwilling to license the Software to you and you should click on the "Cancel" button to discontinue the installation process or otherwise cease using the Software.
I accept the terms in the license agreement
\bigcirc I <u>d</u> o not accept the terms in the license agreement
InstallShield
< <u>Back</u> Next > Cancel

Figure 6 – License Agreement Window

6. Select I accept the terms in the license agreement and click Next>. The Customer Information Window will appear as below:

😸 SeeGull Assistant - InstallShield Wizard	×
Customer Information Please enter your information.	PCTEL®
∐ser Name: End User	
Organization: PCTEL, Inc.	_
InstallShield	Next > Cancel

Figure 7 – Customer Information Window

7. Enter User name and Organization (optional) and click **Next>.** The **Destination Folder Window** will appear, as below:



闄 SeeGull /	Assistant - InstallShield Wizard
Destinati Click Nex	ton Folder kt for this folder, or Change to use a different one.
Þ	Install SeeGull Assistant to: C:\Program Files (x86)\PCTEL, RF Solutions Group\SeeGull Assistant\
InstallShield -	< Back Next > Cancel

Figure 8 – Destination Folder Window

8. Either click **Next>** to keep default destination folder or click **Change** to change the destination folder and then click **Next>**. The **Confirmation Window** will appear:

BeeGull Assistant - InstallShield Wizard	×
Ready to Install the Program The wizard is ready to begin installation.	(PCTEL®
Click Install to begin the installation.	
If you want to review or change any of your installation settings, di exit the wizard.	ck Back. Click Cancel to
InstallShield	stall Cancel

Figure 9 – Confirmation Window

9. Click Install. The following window will monitor the installation's progress:



늻 SeeGull A	ssistant - InstallShield Wizard	
Installing The prog	SeeGull Assistant ram features you selected are being installed.	PCTEL®
12	Please wait while the InstallShield Wizard installs SeeGu take several minutes.	II Assistant. This may
	Status:	
	_	
InstallShield		
	< <u>B</u> ack N	ext > Cancel

Figure 10 – Installation Progress Window

10. When installation is complete, the following window will appear:



Figure 11 – Installation Complete Window

11. Click **Finish** to complete the installation.



4 Using SeeGull Assistant

The following section describes how to use the SeeGull Assistant application to update SeeGull scanners.

4.1 Detecting a Scanner

To detect a scanner:

- 1. Start SeeGull Assistant by either double clicking on the SeeGull Assistant icon ♥ on the Desktop, or from Start Menu under All Programs → PCTEL, RF Solutions Group → SeeGull Assistant.
- 2. Connect a SeeGull scanner to the PC.
- 3. Apply power to the scanner.
- 4. Select **Detect Devices** under the **Actions** menu or click the 峯 icon on the toolbar.
- 5. If a scanner is found, the scanner information will be displayed in the **Detected Devices** List and Selected Scanner Information window.

Actions V	jew <u>H</u> elp						
	Detect	ed Device -	Sele	ct a Scanner		Selected Scanner Information Before Update After Update	xte
~	Туре	ESN	O.,	Protocols		9/24/2013 3:07:01 PM: Inquiry Response	
2	EXflex	0306-0451	?	GSM, CDMA(95), WCDMA,		Unit Level Information	
	Updat	e Informatio	'n			PCTED Device Type	
					~	Software Information Embedded Software Version	
					>	Macdware Information Mardware Version 0.00.00 Digital Version 0.00.10.10 Digital Device Id 10 Digital Newice Name 9gs Card Id	
						Scanner License Information	
	Downl	oad Result	5		<u> </u>	Calibration Date	
\mathbf{S}					>		

Figure 12 – SeeGull Assistant: Scanner Update Utility Window

6. To save the scanner information, select **Save Scanner Information** under the **File** menu or click on the sicon on the toolbar. Select a file name to save the information to a text file.



- 7. To save the EX*flex* scanner License information, select **Save Scanner Information** under the **File** menu or click the 👼 icon on the toolbar. Select a file name to save the information to a text file and the Save as type set to .c2p. Save as type: C2P Files (*.c2p)
- 8. To print the scanner information, select **Print Scanner Information** under the **File** menu.



4.2 Manually Update a Scanner

Before a scanner can be manually updated, the user needs to acquire a SeeGull Assistant Update file (DTB2, DTB3 or TUF file). Please contact PCTEL, RF Solutions <u>Customer Support</u> to get the update file.

The Electronic Serial Numbers (ESN) for all scanners to be updated is required to generate the appropriate update files. The ESN is part of the scanner information that can be acquired by detecting a scanner (refer to <u>Detecting a Scanner</u>).

A single update file can contain update information for multiple scanners. An update file can only be used on scanners with matching ESNs. The update can only be performed on a single scanner at a time, but multiple scanners can use the same update file.

To update a scanner:

- 1. Detect the scanner that needs to be updated (refer to Detecting a Scanner).
- Load an update file by selecting Select Update File under the File menu or click on the icon on the toolbar. Select the file and click Open.
- 3. If the update file does not match with the detected scanner, a warning message will be displayed. Load a different update file or select the scanner matching the update file ("Yes" will appear in the "OK" column if file matches the scanner).

Selected	Selected Scanner Will Not Update With Current File					
(į)	Update file is not intended for selected Scanner. Please select a scanner with "Yes" in "OK" column.					
	ОК					

Figure 13 – Update File Incompatible Message

4. The detail update information will be displayed in the **Update Information** Window.

Update information					
Software Updates: Embedded, DSP					
Option Updates:					
Add: IS-95 IS-95 PILOT B3, IS95, 1900 (FWD)					

Figure 14 – Update Information Window



5. If the updated file matches with the detected scanner, a message will prompt to start the update automatically.

Selected	d Scanner Can Be Updated 🛛 🛛 🕅
?	Update file matches the current scanner, do you want to proceed with the update?
	Yes <u>N</u> o

Figure 15 – Automatic Update Message

6. Secure all the connections to the scanner (serial cable, USB cable, power cable).

WARNING: DO NOT disconnect the cables during the update process as it may cause serious damage to the scanner.

- 7. Select Yes to start the update automatically. Go to step 10.
- 8. Select No to start the update manually.
- To perform the update manually, select **Download Updates** under the **Actions** menu or click on the victor on the toolbar.
- 10. Updating progress will be displayed in the progress bar.

Update DSP code (slot 1)	

Figure 16 – Update Progress

11. After the updating process is completed, the scanner will be reset automatically.

NOTE: In the case of an MX and MX*flex* scanner, the following message will be displayed. The user may need to reset the scanner manually (turn off and turn on the power) while the application is still running. Click OK after resetting the scanner. The scanner will temporarily disappear from the scanner list. After it reinitializes (this will take nearly two minutes), it will reappear in the scanner list.



Figure 17 – Reset Scanner Message



12. The download results will be displayed in the **Download Results** window and the updated scanner information will be displayed in the **Selected Scanner Information** window.

Download Results						
Download Results For Scanner with Esn = 0210-0501: Scanner update was successfully completed						
Figure 18 – Download Results Window						

- 13. Click on the \bigotimes icon to disconnect the scanner.
- 14. Repeat all the above steps for other scanners that need to be updated.

NOTE: For LX Dual Mode [MM2] and EX+ unit, both scanners in the unit have to be updated separately. Repeat the update process to each of the scanners in the unit using the above update procedure.



4.3 Automatically Update an EXflex Scanner Online

1. To check available updates for an EX*flex* scanner, select the desired EX*flex* scanner on the Detected Device list and Select **Check for Updates** under the **Actions** menu, or click

on the *icon*. Users will be prompted to log on using their scanner.pctel.com account username and password.

PCTEL	_®	SeeGull Assistant
~		
User Name:		
User Name: Password:		

Figure 19 – Log On To Scanner Manager Window

2. After successful log on, you will have access to view all available configuration, firmware and license updates. Select the desired update and click the victor to initiate.

Available Updates for Scanne	r (EXflex 0306-0451)	_ ×					
Configuration Updates							
Code Description	Action						
000B-0_ EVDO Blind Scar	Add						
Firmware Updates							
Description:							
License Updates							
License Type:	Rental						
Expiration Date (GMT):	10/31/2013 12:00:00 AM						
Warranty Date (GMT):	8/27/2014 11-59-59 PM						
<u>FURA</u>	autonar options connect to scanner Manager						

Figure 20 – Available Updates for Scanner Window

- 3. Click on the \bigotimes icon to disconnect the scanner.
- 4. Repeat all the above steps for other scanners that need to be updated.



4.4 Update Scanner License Information (SeeGull EXflex and IBflex)

Before a scanner license can be updated, the user needs to acquire a P2C file. Please contact PCTEL, RF Solutions <u>Customer Support</u> to get the license update file.

To update the license for SeeGull EXflex scanner:

- 1. Detect the scanner that needs to be updated (refer to <u>Detecting a Scanner</u>). It is recommended at this time to have a GPS antenna connected and GPS locked before proceeding to update the license.
- Load a P2C file by selecting Select Update File under the File menu or click on the icon on the toolbar.
- 3. Change the file type to P2C file.
- 4. Select the file and click **Open**.
- 5. If the update file does not match with the detected scanner, a warning message will be displayed. Load a different update file or select the scanner matching the update file ("Yes" will appear in the "OK" column if file matches the scanner).

Selected Scanner Will Not Update With Current File						
(į)	Update file is not intended for selected Scanner. Please select a scanner with "Yes" in "OK" column.					
	ОК					

Figure 21 – Update File Incompatible Message

6. If the updated file matches with the detected scanner, a message will prompt to start the update automatically.



Figure 22 – Automatic Update Message

7. Secure all the connections to the scanner (USB cable, power cable).

WARNING: DO NOT disconnect the cables during the update process as it may cause serious damage to the scanner.

- 8. Select Yes to start the update automatically. Go to step 11.
- 9. Select No to start the update manually.
- 10. To perform the update manually, select **Download Updates** under the **Actions** menu or click on the vicon on the toolbar.



- 11. The download results will be displayed in the **Download Results** window and the updated scanner license information will be displayed in the **Selected Scanner Information** window.
- 12. Click on the \bigotimes icon to disconnect the scanner.
- 13. Repeat all the above steps for other scanners that need to be updated.



4.5 Save Scanner License Information (SeeGull EXflex and IBflex)

The SeeGull EX*flex* and IB*flex* scanners contain license information that can be retrieved from the scanner and stored into a C2P file. The information is required for updating the license in the scanner. The information in the C2P file is encrypted and not for customer use.

The customer should send the C2P file along with the scanner information to PCTEL, RF Solutions <u>Customer Support</u> for scanner license support.

To retrieve and save the C2P for scanner:

- Detect the EX*flex* scanner that requires retrieving and storing C2P file (refer to <u>Detecting</u> <u>a Scanner</u>).
- 2. Select Save Scanner Information under the File menu.
- 3. Change the **Save as type** to C2P file.
- 4. Provide a file and select Save.
- 5. Click on the \bigotimes icon to disconnect the scanner.



4.6 View and Set Network Interface (SeeGull IBflex)

SeeGull IB*flex* network interface settings can be retrieved and modified for network communication.

To view and set the network interface settings:

- 1. Detect the IB*flex* scanner (refer to <u>Detecting a Scanner</u>).
- 2. Select Network Interface Settings under the Actions menu.

(Set Network Interface	ſ
	UPnP	
l	UPnP: On Off	
	Settings	
	Network Interface Name:	
	Ethemet (eth0): 1C:BA:8C:F9:04:02	
	DHCP: On Off 	
	Default Interface: (a) Yes (b) No	
	IPv4/Subnet Mask/Default Gateway	
	IPv4 Address: 172.16.41.111	
	Subnet Mask: 255.255.254.0 I	
	Default Gateway: 172.16.40.1	
	Message Response Status:	
	Refresh Set Close	

Figure 23 – Network Interface Settings

- 3. Modify any settings and click the **Set** button.
- 4. Click **Close** to close the Window.
- 5. Click on the \bigotimes icon to disconnect the scanner.





4.7 GPS Testing

SeeGull Assistant can be used to test the GPS functionality of a scanner.

To run and test the GPS for scanner:

- 1. Detect the scanner (refer to <u>Detecting a Scanner</u>).
- 2. Select Test Scanner GPS under the Actions menu.
- 3. Select **Start** to start the GPS. GPS information will be displayed in the table.

Start	Sto	p	Clear	E L	og to file	🔘 On	ce 🔘 Auto	UTC Offset Se	conds: 18000
Longitude	Latitude	Altitude	Velocity	Heading	Status	GPS Mode	Number of Satellites	Date	UTC Time
77.2494513	39.1914270	134.000	0.514	0.000	120	2	8	11/19/2015	9:08:50 PM
77.2494513	39.1914316	135.000	0.537	0.000	120	2	8	11/19/2015	9:08:51 PM
77.2494421	39.1914362	136.000	0.559	0.000	120	2	8	11/19/2015	9:08:52 PM
77.2494329	39.1914362	137.000	0.559	0.000	120	2	8	11/19/2015	9:08:53 PM
77.2494329	39.1914408	137.000	0.604	0.000	120	2	8	11/19/2015	9:08:54 PM
77.2494329	39.1914408	138.000	0.604	0.000	120	2	8	11/19/2015	9:08:55 PM
77.2494329	39.1914454	139.000	0.626	0.000	120	2	8	11/19/2015	9:08:56 PM
77.2494238	39.1914499	140.000	0.649	0.000	120	2	8	11/19/2015	9:08:57 PM
77.2494238	39.1914499	141.000	0.626	0.000	120	2	8	11/19/2015	9:08:58 PM
77.2494238	39.1914545	142.000	0.626	0.000	120	2	8	11/19/2015	9:08:59 PM

Figure 24 – GPS Data Window

- 4. Select **Stop** to stop the GPS.
- 5. Close the Window.
- 6. Click on the 🔕 icon to disconnect the scanner.



4.8 Get Troubleshooting Information (SeeGull MX and MX flex)

The SeeGull MX and MX*flex* scanner contains internal information that may be useful for troubleshooting. The information can be saved to file and sent to PCTEL, RF Solutions <u>Customer</u> <u>Support</u> for scanner support.

To get troubleshooting information for a scanner:

- Detect the MX or MX*flex* scanner that requires troubleshooting (refer to <u>Detecting a</u> <u>Scanner</u>).
- 2. Select **Get Troubleshooting Information** under the **Actions** menu. Select a file name to save the information to a **TSI** file.
- 3. Click on the \bigotimes icon to disconnect the scanner.



4.9 Retrieve and Store Error Log (SeeGull EX and CX)

The SeeGull EX and CX scanners have the ability to store certain internal errors in the scanner's non-volatile memory. These error logs can be retrieved from the scanner and stored into a log file, and may be useful for debugging purposes in case the scanner encounters internal errors. The information in the log file is encrypted and not for customer use.

The customer should send the log file along with the scanner information to PCTEL, RF Solutions <u>Customer Support</u> for scanner support.

To retrieve and store error log for SeeGull EX or CX scanner:

- 1. Detect the EX or CX scanner that requires retrieving and storing an error log (refer to <u>Detecting a Scanner</u>).
- 2. Select Retrieve and Store Error Log under the Actions menu.
- The log file will be saved under the SeeGullAssistant_LogFiles folder in the user documents folder with a predefined name "PCTELErrorLog_XXXX-XXXX" where XXXX-XXXX is the ESN of the scanner.
- 4. Click on the \bigotimes icon to disconnect the scanner.



5 Frequently Asked Questions

5.1 Scanner License Information

My EX*flex* Scanner has an expired license, why does the expiration date and remaining time still display as valid?

If the "License State" is "Expired", the EX*flex* Scanner may need to re-sync its internal timing. This can be done by connecting a GPS antenna and obtaining GPS lock. Once there is a valid GPS lock (indicated by a green LED), detect the EX*flex* Scanner again and the "License State" will correct itself to display "Active".

Scanner License Information								
	Calibration Date:	2013-7-16	*					
	Calibration Version:	3						
	Warranty Expiration Date:	9/4/2014 11:59:59 PM GMT						
	License Type:	Pay Per Use						
	License State:	Active						
	License Number:	2						
	License Expiration Date:	9/9/2014 11:59:59 PM GMT						
	License Remaining Time:	21 days 23 hours 58 minutes	-					

Figure 25 – Scanner License Information Window



6 Support

6.1 Contact Information

PCTEL Departments	Phone Numbers	E-Mail Addresses	
Customer Support	+1 240-460-8833	support.rfsg@pctel.com	