



Oxygen Phone Manager II (tm)

FREQUENTLY ASKED QUESTIONS

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Frequently Asked Questions concerning

Oxygen Phone Manager II functionality

Oxygen Phone Manager II- Frequently Asked Questions

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1 Frequently Asked Questions

1.1 Installation

Q. Should I uninstall Oxygen Phone Manager 1.* in order to check OPM II?

A. Not at all. Previous version of OPM and OPM II don't interfere in any way.

Q. All the phones in "My phones" tree are called as "Unknown". Why?

A. This is the default alias for every connected phone. In order to discriminate between the several phones of the same model you can give a short description to each phone. To do that, go to the phone information window and enter the new alias.

Q. I have installed new version of Oxygen Phone manager. After I run it, it crashes. What can I do?

A. You should also reinstall your language files for the new version. Just redownload language pack from registered customer's page for the full version or from www.opm-2.com title page for the trial one, delete all languages in 'Languages' subfolder of Oxygen Phone Manager II (by default: C:\Program Files\Oxygen\OPM2\Languages) and OPM.XXX (if exists) file from main Oxygen Phone Manager II working folder (by default C:\Program Files\Oxygen\OPM2), where XXX is your language file country code (i.e., DEU for German language, FRA for French etc.).

1.2 Connection

1.2.1 General

Q. I'm trying to connect Nokia 7650 or 3650 and NOTHING HAPPENS!!!

A. Symbian (3650 and 7650) phones are supported by separate program: Oxygen Phone Manager for Symbian phones. You can download it from your personal customer's page. You can find the link, login and password in standard letter from our mail-server. You can download trial version of Oxygen Phone Manager for Symbian phones on its official web-page:

www.opm-2.com/symbian

Q. I cannot establish connection with your program. It searches for the phone and fails after while.

A. 1) Please, check, whether you have set right connection options in Tools -> Options -> Connection and common. You should choose correct cable type and COM port number. Also, if you have IR-port, you should deselect all COM-ports and select 'Search on IRDA devices' option only.

2) Please, check, whether no modem is assigned to the COM-port, you've chosen.

3) Please, check, whether no bluetooth device is assigned to this port.

4) Please, check, whether you have properly installed infra-red port drivers.

5) Please, check, whether you are not running any other phone management or Palm synchronization software parallelly with Oxygen Phone Manager and whether their connection detect utilities (so-called 'monitors') are not active.

6) In case of IR-port connection, please, check, whether specific IR file-transfer managers are inactive.

7) If the problem remains, please, contact or technical support service directly at

support@oxygensoftware.com and we will find the cause of the problem as soon, as possible.

1.2.2 Cable

Q. I have Nokia 7210 (6610, 7250, 6100, 6800) phone. I'm using DKU-5 cable for connection. I cannot establish the connection!

A. We support DKU-5 connectivity beginning with version 2.1.4.5. Just check, whether you have set DKU-5 option in 'Tools' -> 'Options' -> 'Connection and common' and installed cable drivers properly. Sometimes, one need to specify virtual COM port directly for DKU-5 cable from third-party manufacturers.

In this case you should properly install virtual COM port emulation drivers, which should come with the cable, set COM port directly in 'Tools' -> 'Options' -> 'Connection and Common' -> 'Connection' section -> 'Add port' button. After adding COM port, just change connection type to DLR-3/DLR-3p

from DAU-9p default setting. To do so, left-click once on 'Dau-9p' sign to select this item and click again or press spacebar to recall pop-up menu. Here you should select 'DLR-3/DLR-3p' cable type. If the cable came without any drivers, then you cannot use this dongle for data synchronization purposes. You can use such cable only for technical service purposes!

Q. I cannot connect 5110, 5130, 5150, 5190, 6110, 6130, 6150, 6190 phones to your program, using original Nokia DLR-3(p) cable. What should I do?

A. You can connect these phones, using DAU-9p cable only. DLR-3 and DLR-3p cables don't support these models, even if they have the same plug.

Q. I don't have COM (RS-232) serial ports on my PC, only USB ports are available. Is there a chance to connect any phone, using cable?

A. Certainly! Some USB cables may support USB connectivity. In this case you will need specific driver for COM-port emulation on USB cable.

Q. I own Nokia 5510 and have original Nokia USB cable and I've found even emulation drivers for it, but I still cannot use your software!

A. Original 5510 USB-to-USB cables were designed for MP3 uploading only. To manage your phonebook, you will need standard F-Bus cable with PIN-plug, which connects under the phone battery the same one, as for 3310 or 3330 phone, for example. Please note, that not all 3310 or 3330 cables are fully compatible with 5510 phone. In this case we suggest to try the connection with trial version of our program: www.opm-2.com/download/opm2.zip

Q. I've got Nokia 3300 phone and DKU-2 cable. Can I use it for data synchronization? DKU-5 option in your program doesn't seem to function neither with DKU-2, nor with DKU-5 cable.

A. The situation is similar to described above for 5510. As its predecessor, Nokia 3300 is not one device. It is two devices in one frame: the phone itself and MP-3 device and memory card reader. Therefore, DKU-2 cable doesn't have any direct contacts with phone section. It suits only for uploading MP3 of MP3 player and for disk management purposes. Unlike 5510's, 3300 model's technological plug is not compatible with any other model. Therefore, you should find F-Bus cable, designed for 3300 model only. Please, note: this type of connection is unofficial, therefore it may be recognized as reason for cancelling warranty in official Nokia service centre!

Q. I'm using F-Bus cable and operating system, built on NT technology (NT 4.0, 2000, XP), but I cannot connect your program still.

A. Unfortunately, some PC motherboards don't support F-Bus mode under these operating systems, but under legacy Win32 (95 OSR-2/98/ME) operating systems only. Anyhow, we suggest to test compatibility with the trial version of Oxygen Phone Manager II www.opm-2.com/download/opm2.zip It may function in case, if you change IRQ assigned to this very COM port to another free one, but, unfortunately, we cannot guarantee the result. Changing IRQ procedure may differ for various PC mainboards. Please, refer to your mainboard's manual for more details about changing IRQ number.

Q. I've bought F-Bus cable and it has neither COM, nor USB plug, but PS-2 one (like mouse or keyboard cable). Can I use this for data synchronization?

A. PS-2 cables are of M-Bus (half duplex, 9600 bit/s max speed) type only and they suit for service needs only. Unfortunately, you cannot use this cable anyway for data synchronization with any existing program from any manufacturer.

Q. I've bought F-bus cable and 8310 (8390, 6510, 6500, 6590) GSM phone. I wonder, how can I connect it to the phone?

A. You should replace the battery, the SIM card, the SIM card's holder. Then you should put the SIM card into the cable's holder (or specific slot), then you should put the battery there and place the whole construction into the battery slot. It should connect to the technological contacts near the SIM card. We recommend to use IR connection for these models, as technological cable for these model is not too reliable.

Q. I've bought the cable for 8210/8250 phone for my 5210. The plug is mainly the same, but it still doesn't connect!

A. The problem is, that not all cables, designed for 8210/8250 phones will function with 5210 handies. The only way to test compatibility is to try our evaluation version: www.opm-2.com

2.com/download/opm2.zip

Q. What speed should I set for serial RS-232 COM port for cable connection?

A. You should set it to 115200 bit/s, as it is required for full-duplex F-Bus connection.

Q. I cannot connect my Nokia to [Oxygen Ringtone Workshop](#) with standard DKU-5 cable.

A. We don't support DKU-cable connectivity yet for Oxygen Ringtone Workshop. We will implement full DKU support in future versions of Oxygen Ringtone Workshop. However, we fully support DKU cable connectivity in [Oxygen Phone Manager II](#)

Q. How can I connect my 3650 or 7650 with cable to your program? I've tried the both- [Oxygen Phone Manager II](#) and [Oxygen Phone Manager for Symbian phones](#), but nothing happens. What can I do?

A. There is no any way to connect Nokia 3650 or 7650 with cable with Oxygen Phone Manager for Symbian phones, as these models doesn't have official cable connection. All cables for these models were designed for technological service needs and not for data synchronization purposes. Please, use only Bluetooth or IRDA capable Infra Red device to connect 3650 or 7650 with Oxygen Phone Manager for Symbian phones. Common Oxygen Phone Manager II doesn't support Symbian phones. You should use only Oxygen Phone Manager for Symbian phones to connect 3650 and 7650 models.

Q. I've tried to connect my 2100 with 8210 cable and nothing happens. Your program doesn't detect my phone.

A. The problem is, that 8210 cable are, mainly, incompatible with 2100. 2100 has its own standard. If you own 2100 and cable, which was designed especially for 2100, please, contact us at support@oxygensoftware.com, as we don't support 2100 phone yet and we need beta-testers for this models.

Please note: you should use only F-Bus (full duplex, 115200 bit/s) serial COM RS-232 cable, designed especially for 2100.

Q. Can I connect my 8910 or 8910i phones to your program with the cable?

A. We don't support even F-Bus (full duplex, 115200 bit/s) technological cable connection for these phones. You can connect these phones to our program with IRDA capable Infra Red adaptor only.

Q. I have USB cable for data synchronization. I'm using Windows 98 and I've installed all virtual COM port emulation drivers. Unfortunately, there are some strange errors with data communication: sometimes it won't connect, sometimes it may hangup, sometimes it connects, but I cannot read any data. What can I do?

A. Microsoft corp. had a bug with USB interface under MS Windows 98 SE. You can download fix utilities and instructions on official Microsoft pages

<http://support.microsoft.com/default.aspx?scid=kb;en:240075>

<http://support.microsoft.com/default.aspx?scid=kb;en:258773>

<http://support.microsoft.com/default.aspx?scid=kb;en:263218> .

Q. I've installed DKU-5 cable drivers on my system Windows 98 (or Millenium). In 'Tools' -> 'Options' -> 'Connection and common' -> 'Connection' section I've checked the both: correct serial COM port and DKU-5 setting. When I try to read anything from the phone, operating system crashes with blue screen What can I do?

A. There is no need to specify virtual COM port directly, if you set DKU-5 option and vice versa: there is no need to set DKU-5 option, if you have specified virtual serial port directly and have set cable type to DLR-3(p). Please, uncheck one of these options to avoid connection collisions.

1.2.3 Infra-Red

Q. I have IR-Port from IR-Wave and your program doesn't work!

A. Unfortunately, there exists a number of problems with driver installation for this model; thus we don't guarantee program support for this model. Anyhow, we can suggest to do the following: in Control Panel you should set the following properties for IR-device:

INFRARED TRANSCIEVER TYPE -> Sigma Tel 4000

MIN. TURN-AROUND TIME -> 1.0

SPEED ENABLE -> 115200 or 57600

It may function, but we cannot guarantee the result.

Q. I have MS-Windows NT 4.0 and cannot connect the phone using Infra-Red!

A. Infra-Red connectivity as well, as USB connectivity is not supported by MS-Windows NT 4.0. We can suggest to use F-Bus cable instead.

Q. I cannot connect 6110, 6130, 6150 or 6190 phones using Infra-Red to your program!

A. Old 6110, 6130, 6150, 6190 phones had DirectIR protocol. We support only the newer Infra-Red protocol- IRDA. This protocol is used by 6210, 6310, 7110 and all newer Nokia phones.

Q. I have a laptop and I have re-installed operating system by myself. Now IR connection through built-in IR port is lost. What shall I do?

A. We don't recommend our respective customers to reinstall operating system by themselves, because Notebooks and Laptops usually need specific drivers, which could not be found among Internet. Please, contact you hardware or software provider or IT company for professional software tuning for your laptop.

Q. I have Sunix/Sigmatel 1800 IR port and your program doesn't communicate with it.

A. Please, try to install your IR port as 'Sigmatel 400'. It should function now.

Q. Can I reflash my phone, using infra-red port with your program?

A. Infrared ports doesn't suit for reflashing and our program doesn't provide such services as well. Please, contact your nearest authorized official Nokia Service Centre, if you wish to update your phone's firmware.

Q. I've just updated my Operating System to MS Windows 2003 Server Enterprise edition and now I cannot connect my phone with Infra Red. What can I do?

A. Enterprise edition of MS Windows 2003- Server doesn't support Infra-Red capabilities. If you wish to use infrared port in Windows 2003 server interface, you should downgrade your OS to Windows 2003 Server - Standard edition. Otherwise, the only way to establish connection is to use data communication cable.

Q. I have USB Infra Red device for data synchronization. I'm using Windows 98 and I've installed all drivers properly. Unfortunately, there are some strange errors with data communication: sometimes it won't connect, sometimes it may hangup, sometimes it connects, but I cannot read any data. What can I do?

A. Microsoft corp. had a bug with USB interface under MS Windows 98 SE. You can download fix utilities and instruction on official Microsoft pages:

<http://support.microsoft.com/default.aspx?scid=kb;en;240075>

<http://support.microsoft.com/default.aspx?scid=kb;en;258773>

<http://support.microsoft.com/default.aspx?scid=kb;en;263218>

1.2.4 Bluetooth

Q. Do you support Bluetooth connection?

A. Of course. We support Bluetooth connection for 6310i phones with firmware version 5.50 and later. Bluetooth connection for 8910i phones is also available. Oxygen Phone Manager for Symbian phones also have full Bluetooth support for 3650 and 7650 models.

Q. I've connected my 6310i with firmware 5.50 or 8910i with Bluetooth, using 'Bluetooth serial port' service. Bluetooth slightly functions and then it disconnects, then reconnects and once again and all around still. How can I solve this?

A. You shouldn't use 'Bluetooth serial port' service in your bluetooth hardware program. You should connect your phone only with 'Nokia PC Suite service'. It will appear after you establish search of bluetooth devices nearby. After connecting, using this service, you should specify 'Bluetooth serial port' only in our program in 'Tools' -> 'Options' -> 'Connection and Common' -> 'Connection' section -> 'Add port' button. Don't forget to specify right virtual COM serial port, used for Nokia PC Suite service.

Q. Can I reflash my phone, using Bluetooth device with your program?

A. Bluetooth devices doesn't suit for reflashing and our program doesn't provide such services as well. Please, contact your nearest authorized official Nokia Service Centre, if you wish to update your phone's firmware.

Q. I have USB BlueTooth device for data synchronization. I'm using Windows 98 and I've installed all drivers properly. Unfortunately, there are some strange errors with data communication: sometimes it won't connect, sometimes it may hangup, sometimes it connects, but I cannot read any data. What can I do?

A. Microsoft corp. had a bug with USB interface under MS Windows 98 SE. You can download fix utilities and instructions on official Microsoft pages

<http://support.microsoft.com/default.aspx?scid=kb;en;240075>

<http://support.microsoft.com/default.aspx?scid=kb;en;258773>

<http://support.microsoft.com/default.aspx?scid=kb;en;263218>

1.3 Phonebook

Q. I have Nokia 8210 phone and my contacts in CSV format. When I'm importing my contacts from CSV file, each contact splits to several ones and each of these has only one phone. Why is this so?

A. 8210 phone doesn't support multiple phone numbers per contact. Therefore, if you have checked 'Create new contact for each phone number during import', each phone number will be assigned to separate contact, if you are importing phonebook for the phones, which doesn't support multiple phone numbers per contact.

Q. I cannot add any phone number or change address info. What shall I do?

A. You should click on the corresponding icon near field's name and then select the operation, you wish to perform (Add, delete, edit etc.)

Q. Why synchronization button is not active?

A. We will implement immediate synchronization function in next versions.

Q. I'd like to develop my own application for phonebook management. Could you offer any Delphi component or ActiveX control for this purpose?

A. Oxygen Phone Manager II- is the only product, we can offer for phonebook management.

Q. I wish to develop my own application for the phonebook management. Do you have any component or ActiveX Control for this purpose?

A. We don't plan to release such developing tools. You can manage phonebook with the final product only- with [Oxygen Phone Manager II](#) .

Q. I saved my 3300's phonebook on memory card. Can I read this with your program?

A. We don't support memory cards management for 3300 phone. There is no need to write your agenda to memory card. You can read it directly, using technological F-Bus (full dpulex, 115200 bit/s) cable, which connects under the phone's battery.

1.4 Calendar

Q. Why the calendar is not enlisted among registered program's features?

A. The calendar comes in beta-version yet and it is not implemented officially. We will support calendar officially in future versions.

Q. What formats do you support for Import in Calendar section?

A. We support MS Outlook events (all or selected) import.

Q. Do you plan to support Calendar for 32**/33**/34**/35**/5510 models?

A. These models don't have Calendar at all. There is only a simple planner. Unfortunately, firmwares for these devices don't allow to synchronize planner with PC. If you need to manage agenda, we recommend to use more advanced models, such as 6310i, 7210 etc.

Q. I saved my 3300 agenda on memory card. Can I read this with your program?

A. We don't support memory cards management for 3300 phone. There is no need to write your agenda to memory card. You can read it directly, using technological F-Bus (full duplex, 115200 bit/s) cable, which connects under the phone's battery.

Q. I wish to develop my own application to manage calendar in cellular phones. Do you offer such developing tool?

A. We can suggest 'Calendar' developer's section of [TOxygen SMS Component](#) for Borland Delphi and Borland C++ Builder. We support the following models for 'Calendar' section: 6210, 6250, 7110, 7160, 7190. You can view demonstration program screenshot [here](#).

1.5 Logo, Gallery and Ringtone management

Q. LogoEditor toolbars are disappeared. Now I have only logo edit screen without any menus and buttons.

A. It may happen after incorrect program exit. Please close Oxygen Phone Manager II and delete the registry section HKEY_CURRENT_USER\Software\Oxygen\Oxygen Phone Manager II\LogoEditor. After that run the program. All toolbars should be visible.

Q. I have Nokia phone of 1900 GSM standard. I cannot update operator or start-up logo, using your program!

A. Some cellular network operators may ban operator or startup logo uploading to the phone. Please, contact your cellular network operator to find out, whether such operation is permitted.

Q. Can I manage Logos for 40-th platform Nokia phones (3510i, 3530, 5100, 6100, 6610, 6800, 7210, 7250, 7250i, 8910i) in 'Logos' section in your program?

A. Of course! Built-in Logo Editor (tm) has some limitations in this case: you can edit any images on standard field with size of 128x128 pixels. From Logo Editor (tm) you can open desired files by pressing on 'Disk' sign. To upload file to the phone, you should select 'Write to phone' button (first button from the left on Logo Editor's (tm) toolbar). If you press tiny 'down' arrow, right to this button, you can select, whether to upload your image as wallpaper, startup logo, operator logo or common gallery image. This function is available even in the trial version.

Q. My phone support polyphonic ringtones. How can I upload my polyphonic ringtone to my phone?

A. There are two ways, how you can upload your ringtones:

A) You can upload your melodies into ringtone list, using 'Phone' -> 'Load file to phone' option. This option is available even in the trial version.

B) You can upload your polyphonic melodies into Gallery, using built-in Gallery Manager (tm). Gallery Manager (tm) is available in the full version only.

Q. I've loaded polyphonic ringtone into Ringtones list. Can I delete uploaded ringtone from this list?

A. Of course! You can delete these tones, using free program Oxygen Ringtone Workshop:

www.oxygensoftware.com/products/ORW Please note: current version 0.96 is absolutely free and you can freely distribute it, unless you are not permitted to sell it or to modify it. Version 0.9.6 doesn't support yet the following models: 3560, 3585, 3585i, 3586, 3595, 3610, 7250i. We plan to implement full support for these models in future versions of Oxygen Phone Manager II or Oxygen Ringtone Workshop. Also version 0.9.6 may not function with the latest firmware versions from Nokia for already supported models: 3510i, 3530, 3590, 5100, 6100, 6610, 6800, 7210 and 7250.

Q. I've set my colour picture as operator logo, using your Gallery Manager (tm). Now I cannot download any coloured Operator Logo using WAP (OTA) or receive it by SMS, MMS or GPRS.

A. This is a feature of Nokia's firmware for the newer phones 3510i, 3530, 5100, 6100, 6200, 6610, 6800, 7210, 7250, 8910i: if you will set your custom picture as operator logo using any external program, the phone will switch itself automatically in another mode, which enables to upload logos using only external programs. If you wish to upload pictures, using WAP (OTA), you should re-

update your phone's firmware in official Nokia service-centre. All external phone management programs act this way.

Q. I cannot assign my custom picture for Caller Group, using Gallery Manager in newer phones 3510i, 5100, 6100, 6610, 6800, 7210, 7250, 8910i.

A. Nokia doesn't allow to perform this operation from external program yet. We hope, this will be allowed in future firmware versions.

Q. What picture format should I use for my Gallery?

A. We support .GIF, .JPG/.JPEG, .BMP and .PNG file formats.

Q. What melody file format should I use for my Gallery?

A. We support both MIDI (.MID) and common ringtone formats (.RT , DAT) as well.

Q. I'd like to develop my own application for Gallery browsing.

A. No problem! We can offer ultimate development tool- Oxygen Gallery Browser ActiveX Control: www.oxygensoftware.co.uk/products/activex/gallerybrowser

[Oxygen Gallery Browser](#) supports the following models: Nokia 3510i (FBUS cable connection only), 5100, 6100, 6610, 6800, 7210

Q. I wish to develop my own application to manage plain ringtones and standard monochromatic logos. Do you have any component for this purpose?

A. Certainly! We can recommend 'Plus' edition of [Oxygen SMS ActiveX Control](#). 'Plus' edition is capable to manage not only SMS Messages, but also plain ringtones and monochromatic logos. Oxygen SMS ActiveX Control supports the following models:

3210, 3310, 3330, 3350, 3390, 3410, 5110, 5130, 5190, 5210, 5510, 6110, 6130, 6150, 6190, 6210, 6310, 6310i, 6360, 6510, 7110, 7190, 8210, 8250, 8290, 8310, 8390, 8850, 8855, 8890, 8910

Q. Can I access the Gallery for 3595, 3560 or 3586 phone?

A. Sure! You can access the Gallery for 3595, 3560 or 3586 phone in version 2.1.7 or higher in Oxygen Phone Manager II.

Q. Can I upload MP3 files to my 3300 or 5510 with your program?

A. We don't support such feature, as our program suits only for common data synchronization with Nokia phones. Both, Nokia 3300 and 5510, are two devices in one frame: phone itself and MP3 player. We don't support MP3 player section anyhow.

1.6 SMS and MMS Management

Q. I cannot manage my SMS messages with Nokia 7160 phone.

A. Nokia 7160 phone is supported partially: you can connect it only using InfraRed port and only phonebook and calendar capability is supported.

Q. Can I send polyphonic ringtones, using your program?

A. We support plain ringtones for SMS messages only. Polyphonic ringtones are too large for SMS sending. If you wish to send polyphonic ringtone, you can add this in our MMS Manager.

Q. Can I send colour pictures, using SMS?

A. We support black and white pictures only with SMS technology. Therefore we suggest to transfer your pictures into black and white format or to add colour images to MMS contents in MMS Manager.

Q. I need to send a lot of SMS messages to multiple recipients (2-3 hundreds or more). I don't need other program's functions at all. Can you suggest us some easy way to perform this operation?

A. In this case we can suggest to develop specific SMS application using one of our developing tools:

Oxygen SMS ActiveX Control www.smsactivex.net - ActiveX Control for developing SMS applications.

TOxygenSMSActivex Component www.oxygensoftware.co.uk/products/tsms - Delphi component for SMS technology

Q. Do you have any components or ActiveX Controls for MMS Management?

A. We don't have any developing tools for MMS technology yet but, of course, we are study the all possible alternatives. We cannot say anything more specific now, unfortunately. Anyhow, you can monitor developing process from our official mail-list: www.oxygensoftware.com/maillist

Q. Do you support SMS or MMS management in Oxygen Phone Manager for Symbian phones?

A. We don't support neither SMS, nor MMS management in Oxygen Phone Manager for Symbian phones yet, but we are working on it. It is one of our prior tasks.

Q. Can I send service codes over SMS, using your program?

A. Unfortunately, we don't provide such option.

Q. Can I manage virtual business cards reception or sending with your program?

A. We don't support this feature yet. It seems to be blocked by the firmware.

Q. Do you support SMS management for supported CDMA or DAMPS phones (3560, 3585, 3585i, 3586 6340i, 6360, 6370, 6385)?

A. We don't support SMS Management for non-GSM phones, as the entire protocol for CDMA and DAMPS phones differs from GSM one.

1.7 JAVA Management

Q. Can I upload JAVA midlets to my 3410 phone, using your program?

A. Such operation is prohibited by Nokia. You can download JAVA midlets using OTA (WAP) capability only.

Q. Can I send JAVA midlets, using SMS messages?

A. JAVA midlets are too large for SMS technology, therefore, we don't plan to add SMS support for JAVA.

Q. I want to add my .JAR into list of JAVA midlets or games, but the program doesn't detect these.

A. You should place .JAD file into the same folder as .JAR file and only then you will be able to add desired midlet to the list.

Q. Can I upload JAVA midlets and games to common 6310 (not 'i' modification)? Would it function if I change my 6310 firmware to 6310i?

A. You can upload JAVA midlets only to 6310i phone, you cannot upload JAVA midlets to common 6310 due to its general technical specifications, which are not JAVA capable. 6310 and 6310i phones are rather different inside, therefore we don't recommend to reflash 6310 with 6310i firmware, as it may seriously damage your phone. In general, we recommend to perform any operations with firmware in official Nokia service centres only.

Q. Can I develop my own JAVA midlets, using your program?

A. No. Our program allows only to download, save, delete and upload JAVA midlets and games. There is no any JAVA compiler included in Oxygen Phone Manager II package.

1.8 Compatibility

Q. Does your program work with CDMA phones?

A. Yes. We support CDMA- 1900 MHz 6370 phone (partially) and 3585, 3585i, 3586 and 6385 phones. There is only partial support for all CDMA models.

You can download latest trial version of the program here <http://www.opm-2.com/download/opm2.zip> to find out, whether it satisfies your needs. SMS part won't function anyway, also operator logo updates and profiles may not function for CDMA phones. In version

2.1.7 we have enabled Gallery for 3586 model.

Q. Does your program work with DAMPS phones?

A. Yes. We support 3560, 6360, 6340i phones (partially) already. You can download latest trial version of the program here <http://www.opm-2.com/download/opm2.zip> to find out, whether it satisfies your needs. Since version 2.1.7, you can gain access to the Gallery fro 3560 model. SMS part, operator

Q. Will common 6340 (not 'i') or 7160 work with your program?

A. These phones may function with our program over IR connection, but we cannot guarantee the result.

Q. Do you support 3315 GSM phone with Oxygen Phone Manager II?

A. We don't support this phone officially, as it doesn't have official cable connection, but it may function with our program.

Q. I have non-Nokia phones. Do you plan to release support for non-Nokia phones?

A. Of course! We think about such possibility. Unfortunately, we cannot specify any precise terms.

Q. Do you plan to release your software for MAC-OS or Linux?

A. This time we support MS-Windows 98/ME/NT 4.0/2000/XP operating systems only. We don't plan to implement MAC-OS, Unix, Linux, Netware, Solaris or Free-BSD support in nearest future, but, indeed, we think about such possibility.

Q. Does your software work with satellite or home DECT phones?

A. Unfortunately, we don't support these type of handsets. We work, mainly, with Nokia GSM cellular phones.

Q. Do you plan to release some OS-2 or DOS support?

A. Unfortunately, we don't have such project in plans, because IBM company had closed OS-2 project and Microsoft and Novell companies had closed their DOS projects too.

Q. Does your program support MS-Windows 2003 Server operating system?

A. Yes! We support MS Windows 2003 service since version 2.1.5.

Q. Will your software run under MS Windows 95?

A. We left Windows 95 support, as this operating system is out of date at present. Our program may function under MS Windows 95, but we strongly recommend to upgrade your OS at least to MS Windows 98 Second Edition.

Q. Is your program compatible with Windows CE operating system and other PDA operating systems?

A. No. We don't support synchronization with PDA devices at present. Indeed, it is one of our prior taks, but we cannot say precisely, when we will implement support for such devices.

Q. Can I run your program simultaneously with Nokia PC Suite?

A. We strongly recommend to deactivate Nokia PC Suite in Connection Manager or even uninstall it completely, as this program may block the whole communication capabilities for any other phone management programs.

Q. Will 6650 phones work with your program?

A. We don't support this model officially yet, but it may function with our program. Anyhow, we are in need of beta-testers for this model. If you wish to help us with beta-testing, please, contact our [technical support service](#) directly. Thank you in advance for cooperation!

1.9 Ordering and Licensing

Q. May I order a cable or InfraRed port from your company?

A. Unfortunately, we don't sell cables and InfraRed ports worldwide. If you have ordered our program with cable, it could be supplied by one of our official dealers: ShareIt (sales@shareit.com) or RegSoft (sales@regsoft.com).

Q. Can I get copy of Oxygen Phone Manager II for free?

A. Certainly! In this case, you should right original, complete and professional article about Oxygen Phone Manager II and all its features. Please note, that we are free to consider if the article is acceptable or not. Article should be placed on the mainpage of website, deicated to hi-tech and/or mobile communications or, at least, should be easy accessible from this page. Forum, guestbook, chat, IRC, AIM, YIM, MSN, ICQ, Fido or Usenet messages will not be recognized as article as well, as simple translations of our documentation to the native languages.

Q. What period is specified for trial version?

A. You can evaluate trial version for 30 days as per License Agreement.

Q. Can I get Oxygen Phone Manager II for Symbian phones for free? I saw, that you distribute it for 'free' for your registered customers... So, I suppose, it is the same as 'public domain', so I can freely copy it from my friend, who registered common Oxygen Phone Manager II. Am I right?

A. Oxygen Phone Manager II for Symbian phones is available for all of our respective customers, who ordered common version of Oxygen Phone Manager II. Anyhow, you can monitor developing process of Oxygen Phone Manager for Symbian phones, on its official web-page: www.opm-2.com/symbian . Also we post latest news about development in our official mail-list: www.oxygensoftware.com/maillist . 'Free' means, that the program costs nothing for already registered customers for Oxygen Phone Manager II, but it is not the same as 'Public domain', GNU, GPL, donationware or freeware. If you are using Oxygen Phone Manager II for Symbian phones, you are not allowed to distribute or modificate it anyway without our written permission .

Q. I work in Forensic department and I need a software, which will do no modifications to the phone's data, but should have read-only and export capabilities. Can you provide such software?

A. Sure! Please, visit Oxygen Phone Manager II for Forensic official page for more info: www.opm-2.com/forensic it prohibits any data change in the program or the phone itself. Program allows to read data from the phone, save it to a file or export into any of supported formats. But no data can be changed.

Q. I saw, that version of Oxygen Phone Manager (Forensic) is a bit outdated. Can I order the most latest 2.1.7 version?

A. As we specified on official [page for Forensic version](#) , we don't ask any payments for this version, we accept diplomas and official letters of gratitude as a reward for our efforts. I.e., Forensic version is not free at all. As we haven't got any document or bill, we asked for, we stopped any further development, as we found this to be uninteresting for our respective customers. If you wish to revive development process, we would be grateful for such document, we ask for.

Q. I've read, that I subscribe for technical support and free upgrades for one year, if I will buy your program. What will happen after one year?

A. You will be able to use our program still after 1 year of support, unless you won't be able to get free upgrades. You can order additional years of support [here](#) . Please note: the renewal price is not the same for all licenses- it [depends](#) on amount of phones, totally allowed for registration per license.

Q. I wish to become your official dealer.

A. No problem! We offer special [affiliate program](#) You can register as our dealer in convenient and user-friendly interface. Feel free to contact us at support@oxygensoftware.com if you will encounter any problems. If you wish to buy more than 1000 (on thousand copies) at a time in retail box pack, we can make special offer- just contact us at support@oxygensoftware.com , so we can discuss your proposal.

Q. I've seen some archives marked as 'Registered license- download for free' or something like that on Internet.

A. Distributing full version (registered license) without our written permission is illegal please, [report us](#) link on site, which offers such download.

Q. I want to write an article about your program, but I work for common magazine/journal. Can I obtain Oxygen Phone Manager's II license for free?

A. Sure! Just send us this issue at our [postal address](#) in Russia. Please, note, that article should be of high professional level and should thoroughly

describe all Oxygen Phone Manager II functions. The magazine (journal) should be dedicated to mobile technologies or hi-tech inventions.

1.10 General Questions

Q. I cannot access internet, using your program!

A. You don't need any special program to access Internet. You should just download standard drivers and install your phone as common modem, using these drivers.

Q. Can I re-flash my phone, change IMEI or ESN number or firmware version?

A. We are not authorized to provide such services, therefore we haven't implemented such capabilities in our program. Changing IMEI (for GSM) or ESN (for DAMPS phones) is illegal and is strictly prohibited by International and Russian laws. If you wish to update your phone's firmware, we can suggest to contact local authorized Nokia service centre.

Q. Can I activate network monitor for newer Nokias beginning with 6310, 3410, 6310i, 3510 etc?

A. Such operation is prohibited by Nokia. If you need Network Monitor for newer Nokia models, you should contact local Nokia branch and provide official request from your company (which should be cellular network connection or service provider), and corresponding certificate, diplomas and licenses, which should ratify your qualification. As we know, in this case local Nokia branch could change your phone to the same with Network Monitor on for additional price. If you still need Network Monitor and you cannot provide such data, we can recommend to use older models: 6210 or 5130, for example. We do support Network Monitor functionality for these older models.

Q. Can I unlock my phone, using your software?

A. Unlocking is illegal in Russia, therefore we don't provide such capability in our program.

Q. Can I manage Nokia Wallet (in 6310i phone, for example) with your program?

A. This feature is banned by Nokia, due to the high security level, therefore you cannot manage Nokia Wallet using any software.

Q. I've forget my PIN code and typed it wrong three times. Now my phone is block. Can I remove this block with your program?

A. We don't provide such option. Please, contact your cellular network operator.

Q. Can I clone and combine SIM cards with your program? I want to use 2 SIM cards with my Nokia and it has only one SIM card slot.

A. We are not authorized to support such function. SIM cloning is illegal and is strictly prohibited by International laws. If you need to use 2 SIM cards, we can suggest to use Benefon Twin phone. It is the only phone, which supports 2 SIM cards officially, therefore there is no need of cloning and combining SIM cards.

Q. Can I output phone's conversation to my speakers, using multimedia soundcard?

A. Unfortunately, our program doesn't support this very function, but we support voice recorder for voice recorder capable phones. You can download, upload, backup and delete already recorded conversations.

Q. I've got some strange errormessage, while using your program. How can I make a screenshot of errormessage, so I could send it to you?

A. If it is our program's standard errormessage, you should just copy the text from it and paste it to the letter and send it to our support e-mail address support@opm-2.com. In other case you should press 'PrintScreen' ('PrtScr', 'PtSc') button, when the error appears- it will copy entire image to clipboard. Then you should paste it in your standard editor for images ('Edit' -> 'Paste' or Ctrl + V (Shift + Ins) key sequence). Please, send this screenshot to us.
Please note: we accept images, saved in .PNG, .GIF, .PCX, .JPG/.JPEG formats only. You should paste this picture in HTML or RTF format e-mail message (attachment could be cut by our anti-virus program).

Q. I wish to translate your program into my native language. How can I do so?

A. Please, send us your request at support@oxygensoftware.com and we will have a look at your proposal.

1.11 Other Information

Q. I still have some questions. Can I call you back?

A. Sure! You can call us at +70957139582 or +70957139402 (Maxim Vyalkov or Olga Pus'). We usually work 10:00-18:00 GMT +3 (Moscow time), except Saturdays, Sundays and official State holidays. We provide support in English, Czech and Russian languages only.

If you have any questions still, feel free to contact our technical support service directly at support@oxygensoftware.com

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