



Produced by

Psion Digital Limited

Psion Technical Support

Contacts: [www.pSION.com/international](http://www.pSION.com/international)  
Knowledgebase: [www.pSION.com/support](http://www.pSION.com/support)

# Modem connectivity and communications

**Note:** All occurrences of **Revo** in this document also refer to **Revo Plus** unless otherwise specified. This document details the various modem options for the Psion Series 3, 3a, 3c, 3mx, 5, 5mx, 7, Siena and Revo. In addition, there is also a discussion of the various software packages available from Psion, which allow you to fax, browse the World Wide Web and send and receive email and SMS.

## A communications primer

To communicate with the outside world from a Psion machine, you need several different components:

### Psion + Software + Modem + Phone line + Phone number to dial

This last, a phone number to dial, may seem trivial but is as important as the others. In the simplest case, if you wish to send a fax, you must know the number of the fax machine you wish to send to. The same applies for other communication types as well – you must always have a phone number appropriate to the type of communication you are using.

Note that the above pattern does not apply to SMS packages. See the section on special cases later in this document.

## Psion

All of the Psion machines are technically capable of some form of communication with the outside world, however there are two cases worthy of mention.

- **Series 3** - While the Series 3 is quite capable of basic communications, its age and slow communication speed mean that in practical terms it is quite restricted. It can only use the Comms software (see 'Software').
- **Siena** - While the Siena is physically capable of communications, it is an organiser rather than a palmtop computer. Psion offers no official support for any communications software for the Siena.

An important factor for all communications issues is speed. If communication is faster, the phone call is shorter, making the whole thing cheaper. Communication speed can be limited by the machine you are using, the modem and the software. It is common to measure communications speed as a 'Baud rate'

Machine	Maximum Speed
Series 3	9,600
Series 3a and Siena	19,200
Series 3c	57,600
Series 3mx, 5, 5mx, 7 and Revo	115,200

## Software

There are six main categories of communication applicable to Psion machines: Fax, email, web browsing, SMS, WAP and other on-line services.

In addition, email means different things to different people. It can be subdivided into corporate email (for example cc:Mail), Internet email and email accessed through other (non-Internet) on-line services.

On-line services (for our purposes) are non-Internet based functions such as bulletin boards, email services, etc. These can be accessed using the Comms application on your Psion if the service has a text-only interface. Examples of this might include CompuServe and CIX. Some on-line services require special software for access, which will not run on a Psion machine, for example AOL.

You must use software appropriate to the application you wish to use and the machine that you are using. Consult the following table to see which software you will need to get to run a particular application on a particular machine. The table only covers Psion products, not shareware or third party software.

**Note:** The Comms software is not a separate product – it is built into the 3c, 3mx, 5, 5mx and 7. Series 3 and 3a users must generally install Comms from either the link cable or (3a only) from the 3Fax.

Application	Machine	Software
Fax	3a <sup>1</sup>	3Fax <sup>3</sup> , sFax (3Fax software on SSD) and PsiFax (all send only)
	3c/3mx	PsiFax (send only)
	5	EasyFax or Message Suite <sup>4</sup>
	5mx/7	Email
Internet Email	3a <sup>1</sup> /3c/3mx	PsiMail Internet
	5	Message Suite
	5mx/7/Revo	Email
Corporate Email <sup>2</sup>	3a <sup>1</sup> /3c/3mx	PsiMail
Other Email	3/3a/3c/3mx /5/5mx/7	Comms
Web-browsing	3a <sup>1</sup> /3c/3mx	PsiMail Internet
	5	Message Suite
	5mx/7/Revo	Web, Opera <sup>6</sup>
SMS	3a	Vodafone Telenote Link/Cellnet SMSLink/Orange Messaging Link
	3c	Message Express
	5mx/7/Revo	Email
WAP	5mx/7/Revo	WAP <sup>5</sup>
Other services	3/3a/3c/3mx /5/5mx/7	Comms

<sup>1</sup> The marked applications require the 3a to have 512k memory or greater. For Web browsing and Internet mail as much memory as possible is recommended.

<sup>2</sup> No specific application will be made available for the Series 5/5mx/7/Revo to connect to corporate email. However the current trend is for corporate email to become POP3 and SMTP compliant. In this situation, it may be possible to configure Message Suite to access your email. Also, there is a plug-in for PsiWin 2.3 on the CD ROM enabling email synchronization with Outlook 97/98 and cc:Mail 6/8.

<sup>3</sup> The 3Fax software is built in to the 3Fax modem.

<sup>4</sup> EasyFax has been replaced by the email component of Message Suite and is no longer officially supported.

<sup>5</sup> WAP is initially available free of charge for Revo Plus only. It is a chargeable upgrade for Revo, and while it will work on the Series 5mx and 7, it is currently unsupported.

<sup>6</sup> Opera is initially available free of charge for Revo Plus and is a chargeable upgrade for Revo. It is also available for the Series 5, 5mx and 7 (See [www.opera.com](http://www.opera.com) for more information on these versions).

## Modem

A modem is, essentially, a piece of hardware used to connect your computer to your phone line. Speed is an important aspect of a modem, faster modems being generally preferable. Today's 'standard' modems usually have a speed of 57,600 baud although slower modems of up to 33,600 baud are still widely available.

Machine	Modem Solution	Maximum speed
3a, 3c, 3mx, 5, 5mx, 7	PC link cable + null modem adapter + desktop modem	Modem dependent <sup>2</sup>
Revo	Docking station + null modem adapter + desktop modem	Modem dependent <sup>2</sup>
3a <sup>1</sup>	3Fax	2,400 <sup>4</sup>
3c, 3mx, 5, 5mx, 7	Travel Modem	14,400
5, 5mx, 7, Revo	Psion 56k Infrared Travel Modem + GSM	57,600
3a, 3c, 3mx, 5, 5mx	PC Card Modem Adapter <sup>3</sup> + PC Card modem	card-dependent <sup>2</sup>
7	PC Card modem <sup>5</sup>	card dependent <sup>2</sup>
5, 5mx, 7, Revo	GSM mobile phone with built-in modem <sup>7</sup>	9600 <sup>6</sup>

<sup>1</sup> 512k or above.

<sup>2</sup> The maximum speed of these solutions is the lower of the highest speed the modem can handle and the highest speed the Psion can handle.

<sup>3</sup> There are two variants of the adapter. One works with the 3a, the other with the 3c, 3mx and 5.

<sup>4</sup> Maximum speed for faxes is 9600, but all other applications are limited to 2400.

<sup>5</sup> The Series 7 has a PC Card slot built in, so there is no need for the PC Card Adapter. See the **Using PC Card modems** support document.

<sup>6</sup> This is a limitation of GSM.

<sup>7</sup> For more information, see the section on mobile phones later in this document.

The modem solution you chose for your machine will generally be independent of the software you are using. That is to say, each and every modem should work with each and every piece of communications software. In practice, some modem solutions do restrict your choice of software.

- The 3Fax software (as installed from the 3Fax unit) will not work on any other modem. If you wish to fax using other modems, you will need a copy of PsiFax.
- The fax software for the Series 3 range of machines requires the modem to be a Class 2 fax modem. The Series 5's EasyFax and Message Suite and Email on the Series 5mx and 7 support Class 1, Class 2 and Class 2.0, although Class 1 faxing is not supported over GSM.
- Although PC Card Modems represent a standard, not all manufacturers adhere to this standard as closely as we would like. To that end, certain PC Card Modems do not work in the Psion PC Card modem adapter or the Series 7's PC Card slot, or will only work with certain software. Please contact Technical Support for further details.

## Phone line

Certain PC Card Modems will allow you connect to a GSM mobile phone. In this situation, you must check that the modem is compatible with both the Psion's PC Card Modem Adapter *and* the phone you wish to connect to. There is an inherent limit to GSM, which means that you are limited to a speed no greater than 9,600 Baud. Note that most network providers charge customers to subscribe to Data and Fax services and enable their Subscriber Identity Module (SIM).

For information about mobile phones with built in modems, see the **Special cases** section.

## Phone number to dial

Just as you need a valid fax number to fax somebody, you also need an appropriate phone number to dial for other types of communication. Unlike faxing, however, email, web browsing, or using other on-line services do generally require you to subscribe to some service provider. This service provider gives you contact details (often referred to as points of presence) and a user name and password.

Application	Provider requirements	Example
PsiMail Internet, Message Suite, Web/Email	A true dial-in SLIP/PPP account. TCP/IP Internet Service Provider. Must support POP3 and SMTP for email <sup>2</sup>	Freeserve, Pipex, Demon, CompuServe <sup>1</sup>
PsiMail	Must be running PsiMail Gateway software on a PC connected to your company's email system	
WAP	WAP gateway dependant <sup>3</sup>	IOBox
On-line services	Must be a text-based service	CompuServe <sup>1</sup>

<sup>1</sup> For further information on CompuServe, see the Special cases section

<sup>2</sup> IMAP4 support is planned for the future

<sup>3</sup> See the **Setting up WAP** support document for more information

## Special cases

### SMS

SMS is a technology used by mobile phones to send short (160 characters or less) text messages across the mobile phone network. On the Series 5mx, 7 and Revo, SMS functionality is built in to the Email program. You must have an infrared mobile phone with SMS enabled. On the 3c you need a product called Message Express. This product includes a cable to connect directly between the Psion and the mobile phone, however this cable can only be used for SMS, not for any other communications (**Note:** the phone must be able to send and receive SMS for this application to work).

There are two versions of this product:

- The Nokia version covers Nokia's 2100 series of phones: Nokia 2110/2140/Nokia Orange 5.1
- The Ericsson covers their 300 series: Ericsson 3XX/Orange Er100 and 500.

Both of these versions will work on any network.

There were three earlier SMS products. These ran on the 3a only and each version ran on a particular network – Vodafone Telenote Link, Cellnet SMSLink and Orange Messaging Link. Note that SMS will *not* work with the Series 3mx.

### Mobile phones

Several mobile phones have an infrared modem built in. Others have the capability to add an infrared modem. The infrared capability will work with Message Suite on the Series 5 and the Web and Email applications on the Series 5mx, 7 and Revo, but not PsiMail or PsiMail Internet on the 3c or 3mx.

**Note:** Some mobile phones do not have a built-in modem, but can be connected to a PC without using a modem. These use software modems that run under Windows and cannot be used without the PC Card Adapter and a PC Card Modem.

## **CompuServe**

**Note:** CompuServe has two main branches, CompuServe Information Services (CIS) and CompuServe Network Services (CNS).

- CNS are a true Internet Service Provider (ISP) and you can connect to them using PsiMail Internet (3a/3c/3mx), Message Suite (5) or Web/Email (5mx/7/Revo).
- CIS are not a true ISP, and fall squarely into the category of 'on-line services'. You cannot use CIS accounts with PsiMail Internet, Message Suite or Web/Email.