



AIRAVE™
Frequently Asked Questions

AIRAVE FAQs

General

1. What do I need to get started?

- AIRAVE device
- High-Speed Internet access – Cable/DSL/FT1/T1
- Available Ethernet port on the LAN/Cable modem/DSL router/other router
- Available 110 VAC power outlet
- Physical Location:
 - Within close proximity of a window for GPS signal acquisition
 - Within AIRAVE coverage areas; for details, please visit sprint.com/airavezip.

Acronyms:

DSL – Digital Subscriber Line

FT1 – Fractional T1

GPS - Global Positioning System

LAN – Local Area Network

T1 – Trunk Level 1

2. Can I take the AIRAVE outside of the U.S.?

No, the AIRAVE is only supported in the continental U.S., Hawaii, Puerto Rico and U.S. Virgin Islands. Alaska is not supported. Please refer to sprint.com/airavezip for location availability.

3. What type of router is recommended if I do not have an available Ethernet port on my Cable modem or DSL router?

The AIRAVE requires a router that supports VPN pass-through. Most routers support this functionality; however, if you are unsure of the router's capabilities, refer to the router's user manual or other documentation.

Acronyms:

VPN – Virtual Private Network

4. What wireless devices work with Sprint AIRAVE?

AIRAVE is compatible with Sprint CDMA phones, including the CDMA portion of PowerSource phones. It does not support iDEN, Boost Mobile services, or Nextel Direct Connect services.

5. How many simultaneous callers can use the Sprint AIRAVE?

Sprint AIRAVE currently supports three simultaneous active callers.

6. Can I use all my normal phone functions like voicemail and text messaging with AIRAVE?

Yes, all the voice functions and text messaging that you currently enjoy with your Sprint phone work when using the AIRAVE.

- 7. What is the range of the Sprint AIRAVE?**
AIRAVE covers up to 5,000 square feet, pending building type.
- 8. Will my Sprint phone automatically detect the AIRAVE?**
Yes, once you are inside your house and within range of the AIRAVE, your Sprint phone will automatically detect the AIRAVE.
- 9. How do I know if I am within the AIRAVE coverage area and making calls on the AIRAVE?**
A short double tone on your wireless phone before making and receiving calls indicates you are within range of the AIRAVE. In addition, you can dial *99 on your wireless phone and a prerecorded message will confirm that you are within the AIRAVE coverage area.
- 10. Does 911 service work with AIRAVE?**
Yes, 911 service works with AIRAVE; however, you may not be able to make 911 calls in the event of an electrical power outage, a broadband connection failure, or a termination of broadband service or other service disruption. Also, 911 or enhanced 911 services might be limited in areas outside of Sprint Nationwide Network coverage. Not all public safety answering points have location-based E911 technology. You must be prepared to report your location to the 911 operator when placing an emergency call.
- 11. What happens if I have a power or Internet Service Provider outage?**
The AIRAVE requires a constant power and broadband Internet connection to operate. In the event of an outage, your phone will automatically try to obtain service directly from the Nationwide Sprint network if coverage is available.

Services & Billing

- 12. How does the optional Unlimited Voice Plan for AIRAVE work?**
When subscribers of the Unlimited Voice Plan place or receive calls while using the AIRAVE, they will not be charged for voice minutes of use. In addition, any unlimited call that is initiated on the AIRAVE will continue to be part of the unlimited calling plan even if that call is transferred to the Nationwide Sprint Network. Any calls that are initiated outside of the AIRAVE coverage area continue to count against the minutes included in your primary voice plan.
- 13. How are calls rated?**
All calls are rated based on call origination and pricing plan type.
- 14. Does the Unlimited Voice Plan include incoming and outgoing calls?**
Yes, all outgoing domestic and any incoming calls that are made on the AIRAVE are free if you subscribe to the optional Unlimited Voice Plan for AIRAVE.
- 15. Does the Unlimited Voice Plan include data services?**
Unlimited data use is currently not included as part of the AIRAVE Unlimited Calling Plan. However, you will still benefit from the enhanced coverage and performance. Standard pricing and service restrictions apply.

- 16. Does the Unlimited Voice Plan include international calling?**
International calls are not included as part of the Unlimited Voice Plan, but can be placed using the AIRAVE at standard international calling rates. Standard pricing and service restrictions apply.
- 17. How does the Coverage Only Plan work with AIRAVE?**
The Coverage Only Plan is mandatory and provides enhanced coverage for a nominal fee. Unlimited calling is not included as part of this plan, but is available via the optional AIRAVE Unlimited Voice Plans.
- 18. Can I use Directory Assistance and Operator Assistance with AIRAVE?**
Yes, Directory Assistance and Operator Assistance are available when calling inside the AIRAVE coverage area. Standard pricing and service restrictions apply.
- 19. Does the AIRAVE support Nextel Direct Connect®?**
No, Nextel Direct Connect services are not supported on the AIRAVE, but will continue to be supported from the Nationwide Sprint Network

Handoff

- 20. Do wireless calls I initiate on the AIRAVE continue once I leave the AIRAVE coverage area?**

Yes, calls that originate on the AIRAVE automatically transfer to the Nationwide Sprint Network once you leave the AIRAVE coverage area.

If you have an Unlimited Voice Plan, you will not be charged for the portion of the call that has been transferred to the Nationwide Sprint Network. Once the transferred call has been terminated, any new calls placed outside of the AIRAVE coverage area will be billed at your current wireless plan rate.

Note: You must have good coverage outside of the AIRAVE coverage area for the call to transfer. Weak, spotty, or no coverage will not be sufficient enough for a call to transfer from the AIRAVE to Sprint's Nationwide Network.

- 21. Does a wireless call that starts outside of the Sprint AIRAVE coverage area transfer to the Sprint AIRAVE when I enter the coverage area?**
No, calls that are initiated on the Nationwide Sprint Network will continue on the Nationwide Sprint Network, even though you may be within the AIRAVE coverage area.

Data

- 22. Does AIRAVE support Sprint Mobile Broadband (EVDO)?**
AIRAVE does not currently support Sprint Mobile Broadband (EVDO) data speeds. Your mobile device will continue to receive Sprint Mobile Broadband (EVDO) services directly from the Nationwide Sprint Network while within range of the AIRAVE.

23. What happens if Sprint Mobile Broadband (EVDO) is not available via the Nationwide Sprint Network?

Your mobile device will use the AIRAVE for data services with a maximum data throughput of 153.8 Kbps.

Set-up & Configuration

24. Do I need any special equipment to make the Sprint AIRAVE operate?

Sprint AIRAVE requires an Ethernet connection. This typically is through an available Ethernet port located on your LAN, existing broadband modem or router. You will also need an available 110 VAC power outlet.

Acronyms:

LAN – Local Area Network

25. What type of broadband Internet connection do I need?

Sprint AIRAVE requires broadband Internet connectivity via DSL, cable, FT1, T1 or similar dedicated services.

Acronyms:

DSL – Digital Subscriber Line

FT1 – Fractional T1

T1 – Trunk Level 1

26. What is the recommended broadband bandwidth for AIRAVE?

In addition to a customer's existing Internet bandwidth needs for such things as file download/upload, gaming, e-mail, etc., the average recommended bandwidth dedicated to AIRAVE is approximately 160 Kbps for upload/download and will vary depending on the number of simultaneous voice calls and data sessions desired. The AIRAVE utilizes approximately 40 Kbps of upload and download capacity per voice call and up to a maximum of 153.8 Kbps per data session if bandwidth is available. Regardless of voice or data, a maximum of three simultaneous sessions can be supported at any given time.

Acronyms:

Kbps – Kilobits Per Second

27. Does AIRAVE work with satellite broadband?

No, AIRAVE does not work with satellite broadband service due to too much jitter, delay and the inability to support IPSec.

Acronyms:

IPSec – Internet Protocol Security

28. Does the AIRAVE work in basements?

For optimal coverage, the AIRAVE should be placed in a central location at an elevated location within your home or office. However, the AIRAVE will operate anywhere within your location provided that broadband Internet access is available and the unit is located within close proximity of a window for GPS signal acquisition. In the instance that a GPS signal cannot be obtained, an external 30 foot GPS antenna is included that can be located near a window.

Acronyms:

GPS - Global Positioning System

29. Can other Sprint customers use my Sprint AIRAVE?

All Sprint customers with a Sprint phone can use the AIRAVE and benefit from the enhanced coverage as long as you have not restricted the AIRAVE. However, the “visiting” customer must have the Unlimited AIRAVE Voice calling Plan on their own account in order to take advantage of unlimited domestic calling.

30. Can I limit access to my Sprint AIRAVE?

Yes, you can limit access to your AIRAVE device by creating a list of approved Sprint phone numbers (up to 50 phone numbers). You can create your list by calling Sprint Customer Service at (866) 556-7310.

31. Under what circumstances should I restrict my Sprint AIRAVE?

Although you can limit access to your AIRAVE by calling Sprint Customer Service at (866) 556-7310, restriction is not necessary and only needed in the rare circumstance that other Sprint users are taking up available capacity on your device. Since in most cases a user would have to be inside your home or office to acquire the AIRAVE, restricting the device could also mean restricting any guests or colleagues that are within your home or office.

32. Does restricting my AIRAVE provide additional security?

No, restricting your AIRAVE does not provide additional security. Whether in open or restricted mode, security is provided via standard CDMA encoding for the portion of the traffic between your handsets and the AIRAVE, and IPSec encryption for the portion of the traffic that is routed over your broadband Internet connection (between the AIRAVE and the Sprint Nationwide Network).

33. Do specific ports need to be enabled on my router for the AIRAVE to work?

Installation of the AIRAVE should be simple plug and play. AIRAVE uses standard ports to connect to the Sprint Network via the Internet. These ports are open by default on most routers and firewalls, and will not need additional configuration. If your AIRAVE cannot connect to the Sprint network due to a unique network configuration, you may need to open the following UDP ports on your switch or router: 500, 4500, 53 and 52428.

Contact your broadband Internet provider, router manufacturer or network administrator for detailed instructions to open ports on your equipment.

Acronyms:

UDP – User Datagram Protocol

Miscellaneous

34. How can I receive product support?

Product support and documentation are available online or through Customer Support:

- **AIRAVE website:** www.sprint.com/airave
- **24/7 AIRAVE Customer Support Line:** 1-866-556-7310

35. Does the AIRAVE drain my phone battery?

No, the battery charge in your Sprint phone will actually last longer since the AIRAVE is in close proximity of your mobile device and less power is required to receive the cellular signal.

36. Can I take my AIRAVE device with me when I travel?

Sprint AIRAVE is currently available in specific areas within the U.S. You will need to confirm that the zip code to which you are traveling supports the device. To check if the area you are traveling to supports AIRAVE, visit sprint.com/airavezip.

Note: Your AIRAVE will not work if you take it into non-AIRAVE coverage areas.

37. Why does the AIRAVE require Global Positioning System (GPS) technology?

Sprint AIRAVE uses GPS for network synchronization and device location information required for 911.

38. Are my calls and data usage secure while using the AIRAVE?

AIRAVE uses CDMA encoding and 3DES encryption for security.

39. Does the Sprint AIRAVE use licensed or unlicensed spectrum?

The Sprint AIRAVE uses Sprint's licensed 1900 MHz CDMA spectrum, providing for better performance, less interference and better in-building RF penetration compared to other solutions that use unlicensed Wi-Fi spectrum and higher frequencies.

Acronyms:

MHz - Megahertz

RF – Radio Frequency

40. Are there any safety concerns when using the AIRAVE?

AIRAVE meets all applicable FCC standards and has a maximum RF power output of 50 mW or 17 dBm. In comparison, a Linksys WRT54G Wi-Fi router has an RF power output of 63.1 mW or 18 dBm.

Acronyms:

FCC – Federal Communications Commission

RF – Radio Frequency

mW - Milliwatt

dBm – Decibels Per Milliwatt