



PUBLIC NOTICE

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DA 12-680
April 30, 2012

WIRELESS TELECOMMUNICATIONS BUREAU GRANTS LOWER AND UPPER PAGING BANDS LICENSES

Auction 87

Report No. AUC-87 (Auction 87)

On August 6, 2010, the Federal Communications Commission completed an auction of licenses in the Lower and Upper Paging Bands (Auction 87).¹ After a preliminary review of the FCC long-form applications (FCC Form 601), the applications listed in Attachment A to this Public Notice were accepted for filing.² Upon further review, we find that the applications listed in Attachment A are complete and conform to the Commission's rules.³ Furthermore, the Commission has received full payment, as required by section 1.2109(a) of its rules,⁴ for the licenses listed in Attachment A.

Accordingly, by this Public Notice, we announce the grant of the licenses listed in Attachment A. We grant these licenses pursuant to Section 309(a) of the Communications Act, 47 U.S.C. § 309(a), and section 0.331 of the Commission's rules, 47 C.F.R. § 0.331, because it will serve the public interest, convenience, and necessity.

This Public Notice includes the following Attachments:

Attachment A: Applications and Licenses the Wireless Telecommunications Bureau Is Granting – Sorted by Licensee.

Attachment B: Instructions for Searching for the Applications Listed in Attachment A Using ULS.

Attachment C: Instructions for Searching for Granted Licenses Listed in Attachment A Using ULS.

Attachment D: Instructions for Accessing the FCC Network Using Windows 95/98/2000/XP.

Please contact Kathy Harris, Wireless Telecommunications Bureau, Mobility Division, at (202) 418-0132, for questions regarding legal matters and licensing issues.

- FCC -

¹ See Auction of Lower and Upper Paging Bands Licenses Closes; Winning Bidders Announced for Auction 87, *Public Notice*, 25 FCC Rcd 18164 (WTB 2010).

² See Wireless Telecommunications Bureau Announces that Applications for Lower and Upper Paging Bands Licenses Are Accepted for Filing, *Public Notice*, 25 FCC Rcd 13229 (WTB 2010).

³ The applications listed in Attachment A represent two of the 59 applicants filing long-form applications for Lower and Upper Paging Bands authorizations following Auction 87.

⁴ 47 C.F.R. § 1.2109(a).

**ATTACHMENT A
UPPER AND LOWER PAGING BANDS
APPLICATIONS GRANTED
AUCTION ID: 87
SORTED BY: MARKET, CHANNEL BLOCK
DATE OF REPORT: APRIL 30, 2012**

Licensee Name	Market Code	Channel Block	File Number	Call Sign	Intent To Seek A Tribal Lands Bidding Credit
Silke Communications, Inc.	BEA150	FE	0004355886	WQPF307	N
Silke Communications, Inc.	BEA150	FF	0004355886	WQPF308	N
Silke Communications, Inc.	BEA150	FM	0004355886	WQPF309	N
Silke Communications, Inc.	BEA150	FO	0004355886	WQPF310	N
Silke Communications, Inc.	BEA150	GP	0004355886	WQPF311	N
Silke Communications, Inc.	BEA150	GQ	0004355886	WQPF312	N
Silke Communications, Inc.	BEA150	GR	0004355886	WQPF313	N
Silke Communications, Inc.	BEA150	GS	0004355886	WQPF314	N
Silke Communications, Inc.	BEA150	GV	0004355886	WQPF315	N
Silke Communications, Inc.	BEA150	GX	0004355886	WQPF316	N
Silke Communications, Inc.	BEA150	GY	0004355886	WQPF317	N
Silke Communications, Inc.	BEA168	GP	0004355886	WQPF318	N
Silke Communications, Inc.	BEA168	GQ	0004355886	WQPF319	N
Silke Communications, Inc.	BEA168	GR	0004355886	WQPF320	N
Silke Communications, Inc.	BEA168	GS	0004355886	WQPF321	N
Silke Communications, Inc.	BEA168	GV	0004355886	WQPF322	N
Two Way Communications	BEA080	GD	0004359102	WQPF286	N
Two Way Communications	BEA080	GE	0004359102	WQPF287	N
Two Way Communications	BEA080	GF	0004359102	WQPF288	N
Two Way Communications	BEA080	GH	0004359102	WQPF289	N
Two Way Communications	BEA080	GK	0004359102	WQPF290	N
Two Way Communications	BEA080	GM	0004359102	WQPF291	N
Two Way Communications	BEA080	GN	0004359102	WQPF292	N
Two Way Communications	BEA080	GU	0004359102	WQPF293	N
Two Way Communications	BEA080	GV	0004359102	WQPF294	N
Two Way Communications	BEA081	GE	0004359102	WQPF295	N
Two Way Communications	BEA081	GM	0004359102	WQPF296	N
Two Way Communications	BEA081	GY	0004359102	WQPF297	N
Two Way Communications	BEA082	GH	0004359102	WQPF298	N
Two Way Communications	BEA082	GV	0004359102	WQPF299	N
Two Way Communications	BEA083	GV	0004359102	WQPF300	N
Two Way Communications	BEA084	GG	0004359102	WQPF301	N
Two Way Communications	BEA084	GV	0004359102	WQPF302	N
Two Way Communications	BEA085	GD	0004359102	WQPF303	N
Two Way Communications	BEA085	GN	0004359102	WQPF304	N
Two Way Communications	BEA085	GU	0004359102	WQPF305	N
Two Way Communications	BEA085	GV	0004359102	WQPF306	N

Attachment B

SEARCH INSTRUCTIONS FOR LOWER AND UPPER PAGING BANDS LICENSE APPLICATIONS

This attachment provides instructions for electronically searching the FCC Network for a specific application or applications on file with the Commission. The following instructions relate specifically to searching for applications filed in response to Auction 87.

To search the FCC Network for an application, you must first connect to the FCC Network. Attachment C describes how Windows 95/98/2000/XP users can connect to the FCC Network using the Dial-Up Networking features of Windows 95/98/2000/XP.

We recommend that you use Netscape Communicator 8.1 or higher, or Internet Explorer 6.0 or higher (Internet web browser software) to use ULS for application searches. To download the latest versions of Netscape Communicator or Internet Explorer free of charge, access the Netscape download site at <http://home.netscape.com/download/>, or the Microsoft Internet Explorer download site at: <http://www.microsoft.com/windows/ie/downloads/default.asp>.

Conventions

The instructions in this attachment use the following typographic conventions:

bold Represents objects on the screen that you click with the mouse pointer, including buttons, Internet links, icon, tabs, menu items (e.g., **Cancel** button, **Auctions** link, **Save** option in the File menu).

italic Represents field names or areas of a screen (e.g., *Licensee Name* field, *Applicant Information* area of a screen).

bold italic Represents characters that you must type exactly as they appear in the instructions. For example, if you are instructed to type ***http://www.fcc.gov***, you should type all of the characters shown in bold italic exactly as they are printed.

SMALL CAPS Represents keys on the keyboard (e.g., ENTER, CTRL, ESC).

Note: Throughout these instructions, “enter” means to type the appropriate information and then press the ENTER key.

Performing an Application Search

Once you have connected to the FCC Network, follow the procedures below to search for an application. *You may click the ? (Help) button at any time for additional information on using Application Search.*

1. Connect to the FCC Network using one of the following options:

***Note:** If your PC is connected to a network, you must use a secure proxy to access the FCC Network. Consult your Network Administrator.*

Dial-Up Access

- a. Use Dial-Up Networking in Windows 95/98/2000/XP to connect to the FCC Network (see Attachment D).
- b. Start your web browser. In the location field of the web browser screen, type ***http://wtbwww05.fcc.gov***. Then press the ENTER key.

Internet Access

- a. Start your web browser and connect to the Internet using your Internet Service Provider.
 - b. In the location field of the web browser screen, type ***http://wireless.fcc.gov/uls/***. Then press the ENTER key.
2. Verify that Java and JavaScript are enabled in your web browser preferences. Additionally, the preferences must specify “Accept all cookies.” Refer to your web browser Help facility for more information.
 3. On the Universal Licensing System main page, click the **Applications** button, located in the center of the page.
 4. For a quick search, use the drop down list in the center *License Search* box to search by a specific Call Sign, FRN or Licensee Name. You can choose the Advance Search option to search by various criteria.

You can conduct an *Advanced Application Search* to specify search options by Applicant State, ZIP, and Name; Dates (Receipt, Action, etc.); Application Status; Application Purpose; and more.

Also shown are the options for various Non-Auction service specific searches: Aircraft, Amateur, Commercial/Restricted Permits, GMRS and Ship.

You have the option to conduct a *Specialized Search* with the following options:

- Select **Market Based** to search only for licenses associated with an FCC Auction.
- Select **Site Based** to search only for site-based licenses.
- Select **Frequency** to search for Wireless licenses based on a single frequency or frequency ranges.
- Select **Facility ID** to search by facility identification number.
- Select **Geographic** to search by coordinates, county/state, address, and frequency information.
- Select **Link Registration ID** to search by the link registration identification number.
- Select **NG Number** to search by the Interdepartment Radio Advisory Committee (IRAC) coordination number.
- Select **Transfers and Assignment Search** to search by Assignment information, transfer information, date information and more.
- Select **Ownership Search** to search Ownership Disclosure Filings by Filing Type, Filing Status and more.

5. The appropriate Application Search screen appears. This screen contains several data entry fields used for specifying the criteria for your application search. Specify the search criteria necessary to locate the desired application. Please refer to the following “Basic Guidelines for Specifying Search Criteria” for more information.

If you are searching for an application filed for Auction 87, click **87** in the *Auction ID* field.

Basic Guidelines for Specifying Search Criteria:

- You must specify search criteria in at least one field. You do not have to specify search criteria in all of the search fields. Enter search criteria into as many fields as you wish.
- To specify search criteria in a search field containing a menu of options, click the desired option from the menu. Use the scroll bars to view all options in a menu. You can select multiple options from a menu by pressing the CTRL key while you click the menu options.

- Click the **Reset** button to undo a menu selection and search for all options in the menu.
- Click the **Clear** button to reset entries in all of the search fields.

*Click the ? **Help** button for a definition of each search field available on the Application Search screen.*

6. After you have specified the desired search criteria, click the **Search** button. The system will scan the database for any applications matching the search criteria. The matching application files will be listed on the Search Results screen. The Search Results screen will identify the file number, licensee name, application purpose, application status, radio service code, and receipt date for each application returned in the query.

A message on the Search Results screen will indicate if no matches were found for the specified search criteria. Click the **New Search** button and re-specify search criteria.

7. To view an application, click its file number link. To navigate through the data on the Application screen, use the scroll bar or click the links at the top of the screen. *Click the ? **Help** button for information regarding specific functions available on this screen.*
 - To re-access the Search Results screen, click **Return to Results** at the top of the screen.
 - To begin a new search, click **New Search** at the top of the screen.

Technical Support

For technical assistance in searching the ULS for applications, contact the FCC Technical Support Hotline at (202) 414-1250 (voice) or (202) 414-1255 (TTY). The FCC Technical Support Hotline is generally available Monday through Friday, from 8 a.m. to 6 p.m. EST. All calls to the FCC Technical Support Hotline are recorded.

Attachment C

SEARCH INSTRUCTIONS FOR GRANTED LOWER AND UPPER PAGING BANDS LICENSES

AUCTION 87

Following are instructions for electronically searching the FCC Network for a specific license or licenses on file with the Commission. The following instructions relate specifically to searching for granted licenses associated with Auction 87.

To search the FCC Network for an application, you must first connect to the FCC Network. Attachment D describes how Windows 95/98/2000/XP users can connect to the FCC Network using the Dial-Up Networking features of Windows 95/98/2000/XP.

We recommend that you use Netscape Communicator 8.1 or higher, or Internet Explorer 6.0 or higher (Internet web browser software) to use ULS for license searches. To download the latest versions of Netscape Communicator or Internet Explorer free of charge, access the Netscape download site at <http://home.netscape.com/download/>, or the Microsoft Internet Explorer download site at: <http://www.microsoft.com/windows/ie/downloads/default.asp>.

Conventions

The instructions in this attachment use the following typographic conventions:

- bold** Represents objects on the screen that you click with the mouse pointer, including buttons, Internet links, icon, tabs, menu items (e.g., **Cancel** button, **Auctions** link, **Save** option in the File menu).
- italic* Represents field names or areas of a screen (e.g., *Licensee Name* field, *Applicant Information* area of a screen).
- bold italic*** Represents characters that you must type exactly as they appear in the instructions. For example, if you are instructed to type ***http://www.fcc.gov***, you should type all of the characters shown in bold italic exactly as they are printed.
- SMALL CAPS Capital letters (in Roman without italics or bold lettering) inside French quotes indicate specific keys on the keyboard (e.g., «ENTER,» «CTRL,» «ESC»).

Performing a License Search

Once you have connected to the FCC Network, follow the procedures below to search for a license. *You may click the ? (Help) button at anytime for additional information on using License Search.*

1. Connect to the FCC Network using one of the following options:

***Note:** If your PC is connected to a network, you must use a secure proxy to access the FCC Network. Consult your Network Administrator.*

Dial-Up Access

- a. Use Dial-Up Networking in Windows 95/98/2000/XP to connect to the FCC Network (see Attachment D).
- b. Start your web browser. In the location field of the web browser screen, type ***http://wtbwww05.fcc.gov***. Then press the ENTER key.

Internet Access

- a. Start your web browser and connect to the Internet using your Internet Service Provider.
 - b. In the location field of the web browser screen, type ***http://www.fcc.gov/wtb/uls***. Then press the ENTER key.
2. Verify that Java and JavaScript are enabled in your web browser preferences. Additionally, the preferences must specify "Accept all cookies." Refer to your web browser Help facility for more information.
 3. On the Universal Licensing System main page, click the **License Search** button, located on the left side of the page.

***Note:** License Search utilizes "cookies". If you are receiving a notification message when accepting a cookie, we recommend that you disable this message in your web browser options. Please consult your web browser Help facility for more information.*

4. Select the type of search by clicking the down arrow in the *Select Search Type* field to obtain a menu containing the following options:

Select **General** to search for all licenses.

Select **Market Based** to search only for licenses associated with an FCC Auction.

Select **Site Based** to search only for site-based licenses.

Select **Frequency** to search for Wireless licenses based on a single frequency or frequency ranges.

Click the desired option from the menu and click the **Continue** button.

5. The License Search screen appears. This screen contains several data entry fields used for specifying the criteria for your license search. On the License Search screen, specify the search criteria necessary to locate the desired license. Please refer to the following “Basic Guidelines for Specifying Search Criteria” for more information.

Basic Guidelines for Specifying Search Criteria:

You must specify search criteria in at least one field. You do not have to specify search criteria in all of the search fields. Enter search criteria in as many fields as you wish.

To specify search criteria in a search field containing a menu of options, click the desired option from the menu. Use the scroll bars to view all options in a menu. You can select multiple options from a menu by pressing the CTRL key while you click the menu options.

Click **<No Criteria>** to undo a menu selection and search for all options in the menu.

Click the **Clear** button to clear entries from all of the search fields.

The Universal Licensing System restricts the number of rows returned in a license search to 3000. In such instances, you must enter more specific search criteria to reduce the number of rows returned.

Click the ? (Help) button for a definition of each search field available on the License Search screen.

6. After you have specified the desired search criteria, click the **Search** button. The system will scan the database for any licenses matching the search criteria. The matching license files will be listed on the Search Results screen. The Search Results screen will identify the call sign, licensee name, radio service code, market, and licensee ID for each license returned in the query.

A message on the Search Results screen will indicate if no matches were found for the specified search criteria. Click the **New Search** button and re-specify search criteria.

7. To view a license, click its call sign underlined link. To navigate through the data on the License screen, use the scroll bar or click the links at the top of the screen. *Click the ? (Help) button for information regarding specific functions available on this screen.*

To re-access the Search Results screen, click the down arrow in the *Other Options* field

to obtain the drop-down menu of options. Click **Search Results** from the *Other Options* menu and then click the **Go** button.

To access additional information about the license (such as special conditions, associated applications, and locations), click the down arrow in the *License Options* field to obtain the drop-down menu of options. Click the desired selection from the menu then click the **Go** button.

To begin a new search, click the down arrow in the *Other Options* field to obtain the drop-down menu of options. Click **New Search** from the *Other Options* menu and then click the **Go** button.

Technical Support

For technical assistance in searching the ULS for applications and licenses, contact the FCC Technical Support Hotline at (202) 414-1250. The FCC Technical Support Hotline generally will be available Monday through Friday, from 8 a.m. to 6 p.m. EST. *All calls to the FCC Technical Support Hotline are recorded.*

Attachment D

USING DIAL-UP NETWORKING IN WINDOWS 95/98/2000/XP FOR ULS FILING

This attachment describes how to use Windows 95/98/2000/XP Dial-Up Networking to establish a direct connection from your PC to the FCC Network and the Universal Licensing System (ULS) in order to file or review the Form 601. *This point-to-point connection is not routed through the Internet.*

This direct dial-up connection is **NOT** required to perform ULS online filing. You may file or review Form 601 on the Internet by entering *<http://wireless.fcc.gov/uls>* in your Web browser's address/location bar and clicking the **Online Filing** button on the ULS homepage.

Conventions

The instructions in this section use the following typographical conventions:

bold Represents objects on the screen that you click with the mouse pointer, including buttons, Internet links, icons, tabs, menu items (e.g., **Cancel** button, **Auctions** link, **Save** option in the File menu).

italic Represents field names or areas of a screen (e.g., *Applicant* field, *Selected Licenses* area of a screen).

bold italic Represents characters that you must type exactly as they appear in the instructions. For example, if you are instructed to type *<http://wireless.fcc.gov/uls>*, you should type all of the characters shown in bold italic exactly as they are printed.

SMALL CAPS Represents keys on the keyboard (e.g., ENTER, CTRL, ESC).

Note: Throughout these instructions, “enter” means to type the appropriate information and then press the ENTER key.

Hardware and Software Requirements

Connecting to the FCC Network using Windows 95/98/2000/XP Dial-Up Networking requires *at a minimum* the following hardware and software:

Hardware Requirements

- CPU: Pentium 133 or above
- RAM: 32 MB (more recommended if you have multiple applications open)
- Monitor: VGA or above
- Modem: 28.8 Kbps, Hayes-compatible or faster (recommend 56.6 Kbps)
- Mouse or other pointing device

Software Requirements

- Web browser software is required. You may use Netscape Communicator (v. 4.5, 4.51, 4.61, 4.7x) or Internet Explorer (v. 5.5 or later) browser software to electronically register and file FCC Form 601 through ULS. You can download Netscape Communicator free of charge by accessing the Netscape download site at <http://home.netscape.com/download/archive.html>. You may also download Internet Explorer at <http://www.microsoft.com/windows/ie/downloads/default.asp>.
- Microsoft Windows 95/98/2000/XP

Note: If you are running Windows in a networked environment, check with your local network administrator for any potential conflicts with Windows 95/98/2000/XP Dial-Up Networking. This usually includes any TCP/IP installed network protocol.

- Adobe Acrobat 4.0 Reader (or higher) is recommended as a plug-in to your browser. This provides a viewer for displaying files related to applications, such as attachments and exhibits. For best results, install the plug-in after you have installed the desired web browser. This will allow the plug-in to be fully integrated within the browser window.

To download Adobe Acrobat version 4.0 or higher, access the Acrobat download site at <http://www.adobe.com/support/downloads/main.html>.

Configuring Dial-Up Networking

1. To start dial-up networking in **Windows 95/98**:
 - a. Click the Windows 95/98 **Start** button.
 - b. Click the **Programs** option to display the Programs menu.
 - c. Click the **Accessories** option to display the Accessories menu.
 - d. In Windows 95, click **Dial-Up Networking**.
In Windows 98, click **Communications**, then **Dial-Up Networking**.

If Dial-Up Networking is not an option on your Accessories menu, you should install it from your Windows 95/98 CD or diskettes.

To start dial-up networking in **Windows XP** follow the steps below.

- a. Click the **Start** button.
- b. Click the **Programs** option to display the Programs menu.
- c. Click the **Accessories** option to display the Accessories menu.
- d. Click **Communications**
- e. Click **New Connection Wizard**.
- f. Click **Connect to the Network at My Workplace**.
- g. Click **Dial-Up Connection**.
- h. Specify connection name by entering the name of the dial-up location in the *Company Name* field, e.g. "FCC Dial-Up Connection."
- i. Enter dial-up phone number, 1-800-844-2784.
- j. Select Connection Availability:
 - Anyone's use
 - My use only

To start dial-up networking in **Windows 2000**, the user must be logged in as an "administrator." Follow these steps:

- a. Click the **Start** button.
- b. Click **Settings**.
- c. Click on the **Network** icon.
- d. Click on **Dial-up Connections**.

NOTE: You must have administrative rights in Windows 2000 or XP to set up dial-up networking.

2. When the Dial-Up Networking window appears, double-click the **Make New Connection** icon.

The Make New Connection window appears.

3. In the field entitled *Type a name for the computer you are dialing*, type **ULS at FCC**.
4. In Windows 95, click the down arrow at the right of the *Select a modem* field and select your modem from the menu of available modems.

In Windows 98, click the down arrow at the right of the *Select a device* field and select your modem from the menu of available devices.

If your modem does not appear on this list, you must install your modem driver according to the modem manufacturer installation procedures, which are usually described in your modem's user manual.

5. Click the **Configure** button. Click the **Options** tab at the top of the Properties window.
6. In the *Connection control* area of the **Options** tab, verify that *neither* option is selected. If either option is selected, click the check box at the left of the option to deselect it. Then click the **OK** button.
7. Click the **Next** button.
8. Type **800** in the *Area Code* field and **844-2784** in the *Telephone Number* field. Verify that the correct country is selected in the *Country code* field. If necessary, click the down arrow at the right of the *Country code* field, and select the appropriate country from the menu of available countries.
9. Click the **Next** button.
10. Click the **Finish** button. An icon titled **ULS at FCC** appears in the **Dial-Up Networking window**.
11. Verify that properties are configured correctly before attempting a dial-up session. Position the mouse pointer on the **ULS at FCC** icon and click the *right* mouse button to display a menu. Select **Properties** from the menu.
12. Click the **Server Types** tab at the top of the Properties window.
13. In the *Advanced Options* area, verify that only *Enable software compression* is selected.
If it is not selected, click the check box at the left of the option to select it. If either of the other options is selected, click the check box to deselect it.
14. In the *Allowed Network Protocols* area, verify that only *TCP/IP* is selected.
If it is not selected, click the check box at the left of the option to select it. If either of the other options is selected, click the check box to deselect it.
15. Click the **TCP/IP Settings** button. In the **TCP/IP Settings** window, confirm that the *Server assigned IP address* option is selected. Then, in the section beneath, select *Specify name server addresses*.

16. Type **192.104.54.1** as the *Primary DNS*.

Make sure that these two options are checked:
 - Use IP header compression
 - Use default gateway or remote network
17. Click **OK** on the **TCP/IP Settings** window and the **Server Type** window.
18.
 - a. Click the Windows 95/98 **Start** button, then click the **Settings** option to display the Settings menu.
 - b. Click **Control Panel** and then double-click the **Network** icon.
 - c. In the *Configuration* tab of the **Network** window, select *TCP/IP* and click the **Properties** button. (If there are multiple TCP/IP protocols, select *TCP/IP*, then highlight *Dial-Up Adapter* and click **Properties**.)
 - d. Click the *DNS Configuration* tab.
 - e. Select *Enable DNS*. Type **bidder** in the *Host* box, type **fcc.gov** in the *Domain* box, then type **192.104.54.1** in the DNS Server Search Order box and click the **Add** button.
 - f. Click **OK** on the TCP/IP Properties windows, then click **OK** on the **Network** window.
 - g. If you are prompted to restart your computer, click **Yes** to restart, then begin the Dial-Up Procedure.

Dial-Up Procedure

1. If the Dial-Up Networking window is not currently open, do the following:
 - a. Click the Windows 95/98 **Start** button.
 - b. Click the **Programs** option to display the Programs menu.
 - c. Click the **Accessories** option to display the Accessories menu.
 - d. In Windows 95, click **Dial-Up Networking**
In Windows 98, click **Communications**, then **Dial-Up Networking**.

The Dial-Up Networking window appears.

2. Double-click the **ULS at FCC** icon in the Dial-Up Networking window.
3. Click the **Connect** button on the window. *Do not enter User name and Password.*

The Connecting window appears, indicating the status of your connection as your modem dials into the system. This window must remain running during your dial-up session. You may minimize the window, if you wish.

If your modem fails to establish a connection, please see the *Troubleshooting* section below.

4. Once the connection is established, open your Web browser.
5. In your browser's location field, enter *http://wireless.fcc.gov/uls/*
If nothing appears in your Web browser, see the *Troubleshooting* section below.
6. When you have finished, exit the Web browser, then click the **Disconnect** button on the Connecting window to end your dial-up session.

Troubleshooting

Following are problems you may encounter and possible solutions for resolving or isolating them.

Modem does not respond

1. Confirm that all physical connections for the modem are present.
2. Confirm that the phone line is active by connecting it to a telephone and checking for a dial tone.
3. Confirm that the correct modem driver is installed for your modem.

Modem dials but does not connect

1. Confirm that the number the modem is dialing is correct.
2. Confirm that the modem prefix, if any, is correct.

Modem dials and connects, but nothing appears when you enter the location in the Web browser

1. Check the settings in your dial-up networking icon, particularly that the *Primary DNS* is **192.104.54.1** and that *TCP/IP* is the only selected protocol.
2. Confirm that your Web browser is not using proxies; it should be set to "direct connection to the Internet."
3. If you do log into a TCP/IP LAN, confirm that your LAN network IP address is being released.

To do so, connect to the FCC Network using dial-up networking, then click the **Start** button in Windows 95/98 and select **Run**. Type *winipcfg* and press **OK**. If your IP address does not begin with "192.104.", then your LAN IP address is not being released. Click the **Release All** button, or consult your LAN administrator.

Receive an Internal Server error in the Web browser

1. Confirm that the address entered in the location field is correct (***http://www.fcc.gov/wtb/uls***).
2. Confirm that *Java* and *JavaScript* are enabled in your Web browser, and confirm that *Cookies* is set to Accept All.

Help

For technical assistance with installing or using FCC software, contact the FCC Technical Support Hotline at (202)-414-1250 (voice) or (202) 414-1255 (TTY). The FCC Technical Support Hotline is available Monday through Friday from 8 a.m. to 6 p.m. Eastern Time. There are no weekend hours and the hotline is closed all Federal holidays. All calls to the FCC Technical Support Hotline are recorded.