

Tech Fax # 11806

April 21, 1999

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**Programmable Power Key (PPK) Automatic Email Download  
Does Not Work When Using The GTE Trial Connection.  
PCV 314DS E518DS L400 L600 PCG F150 F160 F180 F190**

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This issue occurs because the GTE connection password is not accessed by the PPK to allow the connection. The password cannot be accessed because a GTE trial account password is not setup by the user.

The PPK automatic email download will work properly with a permanent account (either GTE or other Internet Service Provider). This is because a password is established for the permanent ISP account that the PPK email download can use.