



MLX wireless

MLX Wireless – Frequently Asked Questions

Registering and General Info

- Q. What is MLX Wireless?
- Q. What do I need to get started using MLX Wireless?
- Q. Why can't I activate my MLX Wireless account?
- Q. Do I need to install or sync my wireless handheld to run MLX Wireless?
- Q. Is my wireless device compatible with MLX Wireless?
- Q. Can I access MLXchange on my wireless handheld?
- Q. Which carrier/wireless service provider is MLX Wireless compatible with?
- Q. What is the pricing for MLX Wireless?
- Q. How do I register for MLX Wireless?
- Q. Do you sell wireless handheld devices?
- Q. How much data does a listing search typically take up?

Using MLX Wireless

- Q. How do I access MLX Wireless from my device?
- Q. Why can't I view the exterior property photo on my device?
- Q. How up-to-date is the listing data from MLX Wireless?
- Q. Why can't I login to MLX Wireless?
- Q. Am I required to logout of MLX Wireless after each session, like MLXchange?
- Q. What is the 24 Hour Hotsheet?
- Q. What are wild card searches?

General Product Info

Q. What is MLX Wireless?

A. MLX Wireless provides real estate professionals like you with the capability to search MLS data from a wireless handheld device anytime, anywhere there is cellular coverage.

MLX Wireless is NOT a replacement for MLXchange and is a separate site designed for wireless handhelds allowing quick, easy access to mission critical listing data on the road, at a moment's notice.

With MLX Wireless, you can search your MLS through a variety of options instant hotsheet searches, property searches, and agent and office roster searches on a variety of wireless handheld devices anytime, anywhere there is cellular coverage.



MLX wireless

MLX Wireless – Frequently Asked Questions

Q. What do I need to get started using MLX Wireless?

A. You can register now by going to the Home Page of MLXchange. In the Resources section, click on "**Register for MLX Wireless**" to activate your account.

Please note that to take advantage of MLX Wireless, you will need a wireless handheld device that supports HTML Internet browsing and a subscription to an Internet package, commonly known as a data plan, from a wireless service provider.

Q. Why can't I activate my MLX Wireless account?

A. To activate your MLX Wireless account, you must be an active real estate agent in good standing with your Real Estate Board, Association, or MLS.

MLX Wireless requires a one-time activation, so you may have already activated your account. Try logging in to MLX Wireless at <http://ctmls.mlxwireless.com> with your MLXchange username and password.

Q. Do I need to install software or sync my wireless handheld to run MLX Wireless?

A. Simple and easy to use, no software is required to install and no synchronizations are necessary to run MLX Wireless. To access MLS data wirelessly, launch the HTML Internet browser on your handheld device and navigate to the MLX Wireless website, <http://ctmls.mlxwireless.com>.

Q. Is my wireless device compatible with MLX Wireless?

A. Ideally suited for Pocket PC, Palm and BlackBerry handhelds, MLX Wireless runs on *any* wireless device that supports HTML Internet browsing.

To test if your wireless device is compatible with MLX Wireless, simply navigate to <http://ctmls.mlxwireless.com> from your Internet browser on your handheld device. If your wireless device can successfully load the site, including the MLX Wireless logo, then your device is most likely compatible with MLX Wireless. Should you need further assistance, contact our technical support department toll-free at 1.866.304.0080, or via email at mlxsupport@mosthome.com.

Q. Can I just access MLXchange on my wireless handheld?

A. MLXchange is not designed to be displayed on wireless handhelds. But rather, MLXchange is designed to be displayed on full size desktop monitors. MLX Wireless is the wireless extension of MLXchange. It is a separate and unique user interface to your MLS database, specifically designed to display MLS data on the smaller display screens found on wireless handheld devices.



MLX wireless

MLX Wireless – Frequently Asked Questions

Q. Which carrier/wireless service provider is MLX Wireless compatible with?

A. MLX Wireless is carrier independent and works with all the major carriers across North America.

Q. What is the pricing for MLX Wireless?

A. MLX Wireless is provided by CTMLS as a member service at no additional cost.

Your MLX Wireless account includes wireless MLS service, and comprehensive online and toll free MLX Wireless technical support.

Please note that to access MLX Wireless may require the purchase or upgrade of a wireless handheld device and Internet access, commonly known as a data plan from a wireless service provider.

Q. How do I register for MLX Wireless?

A. If you already have a data-ready wireless device with HTML Internet browsing capabilities, activate your MLX Wireless account in the Resources section of MLXchange. Click on "**Register for MLX Wireless**" to activate your account.

Connecticut MLS Inc. is proud to make MLX Wireless available to members at no additional charge. Your account will be activated immediately upon successful registration.

Q. Where can I purchase a wireless handheld device and data plan?

A. Please visit a wireless service provider, such as Verizon, Sprint, Nextel, Cingular or T-Mobile for all your wireless hardware and data plan needs.

Q. How much data does a listing search typically take up?

A. The average size to retrieve 1 MLS listing, including the exterior property photo is approximately 30-50 kb.

Using MLX Wireless

Q. How do I access MLX Wireless from my device?

A: This will vary device by device, model-by-model. Generally speaking, open up Internet Explorer on your wireless handheld and navigate to <http://ctmls.mlswireless.com>. Please note, there may be two types of web browsers on your handheld device, a "WAP" browser and an "HTML" or an "Internet" browser. Be sure to use the HTML/Internet browser, as opposed to the WAP browser to successfully access MLX Wireless.



MLX wireless

MLX Wireless – Frequently Asked Questions

Q. Why can't I view the exterior property photo on my device?

A. Make sure that you are accessing MLX Wireless from an HTML Internet Browser.

If you still cannot view the property photo, please check to see that your device supports picture viewing.

If you are using a BlackBerry handheld, you may need to upgrade your BlackBerry software. Should you require assistance upgrading your BlackBerry software, contact your wireless service provider's data support line.

Q. How up-to-date is the listing data from MLX Wireless?

A. Each one of your listing searches are executed live and in real-time. You'll be able to access up-to-the-second MLS data as your real estate board updates the database.

Q. Why can't I login to MLX Wireless?

A. To troubleshoot your issue, review the following steps:

1. Ensure your wireless handheld device supports HTML Internet browsing. If you can access <http://ctmls.mlxwireless.com> and see the MLX Wireless logo, then you are using the right browser on your wireless device.

2. Be sure that you have registered for the service. If you have registered, you will have received an email notification confirming your account activation.

3. If you still can't access MLX Wireless, please contact our technical support department toll-free at 1-866-304-0080 from 10:00am – 8:00pm EST, Monday through Friday, or via email at mlxsupport@mosthome.com.

Q. Am I required to logout of MLX Wireless after each session, like MLXchange?

A. Be sure to logout after each MLX Wireless session. Closing the browser to exit the application may result in a 5 minute delay before being able to login for a new session.

To logout, click on the **Top Menu** link at the bottom of the page and select '**Logout**'. For your convenience, the **Top Menu** link is located at the bottom of each page.

Q. What is the 24 Hour Hotsheet?

A. The 24 Hour Hotsheet enables you to quickly view all recent changes in the MLS from **midnight the previous day**.



MLX wireless

MLX Wireless – Frequently Asked Questions

Q. What are wild card searches?

A. Each search type in MLX Wireless, whether you are conducting searches using the '**Quick Search**', '**Full Search**' or '**Roster Search**' method, defaults to a wildcard search.

For example, if you are searching for listings that start with "Maple", enter the search in the following manner:

"Maple"

Example results: 123 Maple, 456 Maple St, 789 Maple Ave, 222 Mapleton Rd, 987 Mapletown,