



Quick Start Guide

SIERRA WIRELESS AirCard® 595U



Sprint Mobile Broadband
USB Modem
by Sierra Wireless
AirCard® 595U



www.sprint.com

© 2007 Sprint Nextel. All rights reserved. SPRINT and other trademarks are trademarks of Sprint Nextel.

© 2007 Sierra Wireless. All rights reserved. AirCard is a registered trademark of Sierra Wireless. Watcher is a trademark of Sierra Wireless, registered in the European Community. Sierra Wireless, the Sierra Wireless logo, and the red wave design are trademarks of Sierra Wireless.

All other trademarks are property of their respective owners.

Document 2130933 Revision 1.0

Table of Contents

Welcome to Sprint	i
Your Sprint Mobile Broadband USB Modem	ii
How to Use This Guide	iii
Getting More Information About the USB Modem and Service	iv
Installing the Software (Windows)	1
System Requirements	2
Installation Overview	3
Installing the Software on a Windows Computer	3
Installing the Drivers	4
Activating Your USB Modem (Windows)	7
Activating Your USB Modem	8
One Touch Activation	8
Activation Wizard	9
Basics of Your USB Modem (Windows)	13
Connecting to the Network	14
Enabling Sprint Location Services	15
Connection Status	16
Removing the USB Modem From Your Computer	18
Online Help	19
Sprint Mobile Broadband USB Modem User's Guide	19
Sprint Service Areas	19
Manage Your Account Online	19
Troubleshooting	20
Installing and Using the Software (Mac)	23
System Requirements	24

Installation Overview	25
Installing the Software on a Mac	25
Installing the Drivers	28
Activating Your USB Modem	30
Activation Assistant	31
Connecting to the Sprint Network	34
Icons and Text in Watcher Lite	35
Menu Options	36
Removing Your USB Modem	36
Sprint Service Areas	36
Manage Your Account Online	37
Troubleshooting	37

Welcome to Sprint

Sprint is committed to bringing you the best wireless technology available. We built our network right from the start to give you what we believe you really want from a wireless service provider—clear connections, private communications, and time-saving features.

This guide will familiarize you with our technology and your new Sprint Mobile Broadband USB modem through simple, easy-to-follow instructions.

Welcome and thank you for choosing Sprint.

Your Sprint Mobile Broadband USB Modem

Thank you for purchasing a Sprint Mobile Broadband USB modem. This USB modem offers more freedom than ever before. No wires, no cables—just access to your data when you need it. The power of the Internet is truly at your fingertips.



How to Use This Guide

The advantages of Sprint are as clear as each wireless connection you make. With Sprint service, we give you what you really want from a wireless service provider—clear connections, easy-to-understand service plans, and self-servicing options for managing your account. All this is designed to make your life easier and worry-free.

We know you're eager to start using your Sprint Mobile Broadband USB modem right away, and the sections of this guide are designed to help you do just that.

- 1** The first section (page 1) guides you through the steps required to install your Sprint Mobile Broadband USB modem and the Sprint Connection ManagerSM software on a Windows computer.
- 2** The second section (page 7), for Windows users, helps you set up your Sprint service. Blank spaces are provided so you can write down important information that you'll want to remember, such as the Sprint user name for your account.
- 3** The third section (page 13) describes the basics of your Sprint Mobile Broadband USB modem and the Sprint Connection Manager software for Windows.
- 4** The fourth section (page 23) describes how to install and use your Sprint Mobile Broadband USB modem on a Mac computer.

Getting More Information About the USB Modem and Service

This guide introduces your USB modem's basic features and services. To learn how to use all the features of your USB modem and services on a Windows computer, consult the online help or user guide. (See page 19 of this document.) They provide information on:

- Understanding the Sprint Connection Manager indicators, messages, and menu options.
- Managing your call history (Connection History).
- Changing the settings.
- Setting your USB modem's security.
- Troubleshooting.
- And more.

Installing the Software (Windows)

System Requirements

The Sprint Mobile Broadband USB modem is supported on:

- Microsoft® Windows® Vista™.
- Windows XP with Service Pack 2.
- Windows 2000 with Service Pack 4 and high encryption support. (See “High Encryption Requirements” in the user’s guide.)

Note:

Your USB modem is also supported on Mac® OS X. See “Installing and Using the Software (Mac)” on page 23.

Your USB modem will not work with handhelds or Pocket PCs.

To install and run the Sprint Mobile Broadband USB modem and accompanying Sprint Connection Manager software on a Windows computer, you will need these minimum system resources:

- **USB slots:** One USB slot. (If your computer’s USB slot is vertical, use the USB extension cable. Do not use the Sprint Mobile Broadband USB modem or the USB extension cable in a USB hub or in a USB slot on a keyboard.)
- **Disk drive:** CD-ROM
- **Memory:** 32 MB
- **Disk space:** 32 MB

Installation Overview

The process for installing and using your Sprint Mobile Broadband USB modem may vary slightly, depending on the operating system you are running.

The installation process on a Windows computer has three stages:

- **“Installing the Software on a Windows Computer”** — Install the Sprint Connection Manager software (see page 3).
- **“Installing the Drivers”** — Run the Sprint Connection Manager software, insert the battery into the USB modem, and insert the USB modem (see page 4).
- **“Activating Your USB Modem”** — Activate your account and configure the USB modem to use your account (see page 8).

(If you're using your USB modem on a Mac computer, for installation instructions see “Installing and Using the Software (Mac)” on page 23.)

Installing the Software on a Windows Computer

Caution:	Do not insert the USB modem until you have installed the Sprint Connection Manager software.
-----------------	--

Note:	Windows Vista and Windows 2000 users: You must log in with administrative privileges to install the software and drivers. Windows XP users: You may need to log in with administrative privileges, depending on your Windows configuration.
--------------	--

	Before beginning the installation process, it is recommended that you quit all open applications.
--	---

To install the software on your computer:


1. Insert the Sprint Mobile Broadband USB modem installation CD into your CD-ROM drive.
2. If the CD does not autostart, select **Start > Run** and enter **d:\SCMInstaller.exe**, where **d** is your CD-ROM drive letter.
3. In the installation window, click **Next**.

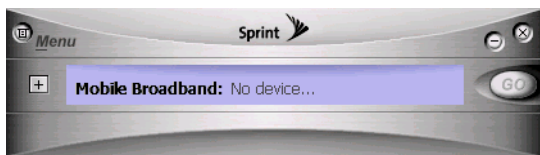
Installing the Software and Drivers on a Windows Computer

4. Read the License Agreement and select “**I accept the terms in the license agreement**” to agree to the terms. Click **Next**. (A series of dialog boxes guides you through the installation.)
5. Use the **Next** and **Back** buttons to navigate through the wizard.
6. In the Installation Complete! window, click **Finish**.

Installing the Drivers

To install the drivers:

1. If your USB modem has not yet been activated, ensure you are in the network coverage area (not roaming).
2. Run Sprint Connection Manager. (Double-click the program’s icon [] on your desktop.)
3. Wait for Sprint Connection Manager to start up and display “No device...”.



4. Slide the front panel off the USB modem.
5. Hold the battery so that the side with two white arrows faces up and the gold contact points on the end of the battery line up with the gold contact points on the USB modem. Insert the battery into the USB modem.

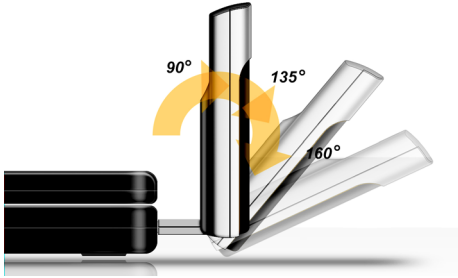
Warning:

To avoid the risk of explosion, use the same battery model when replacing the battery. Properly dispose of the used battery.

6. Slide the front panel onto the USB modem until the panel clicks into place.
7. Slide the lever on the bottom of the USB modem in the direction indicated by the triangle to release the USB modem’s USB connector.

- Adjust the USB connector to the desired angle.

The USB connector is adjustable to three positions (approximately 90, 135, and 160 degrees). Do not force the hinge past the last position—this may break the connector.



- Gripping both sides of the USB modem, insert it into your computer's USB slot.

WARNING: When inserting or removing your USB modem, always grip it by its sides, as this prevents damage to the USB modem.

Alternatively, you can attach the USB extension cable to your computer's USB slot, and then connect the USB modem to the USB extension cable.

Note: If your computer's USB slot is vertical, use the USB extension cable. Do not insert the USB modem or the USB extension cable into a USB hub or a USB slot on a keyboard.

When the USB modem is properly inserted, the PWR LED is lit, and the USB modem's battery starts to charge.

Windows detects the USB modem and installs the drivers for it. This may take a few minutes. Once completed, Sprint Connection Manager should display "Disconnected" (if your USB modem is preactivated) or the "One Touch Activation" window, or automatically start the Activation Wizard.

- Allow the battery to charge for approximately two hours before closing the window or making a selection in it.

11. If your USB modem is preactivated or if you have activated it at the time of purchase, after you've charged the battery you are ready to connect to the network. (In the **Mobile Broadband** window, click **GO**.) Proceed to "Basics of Your USB Modem (Windows)" on page 13.

– or –

Proceed to "Activating Your USB Modem" on page 8 if your USB modem has not been activated.

Activating Your USB Modem (Windows)

Activating Your USB Modem

Before you can use your USB modem on the network, you must activate your USB modem and account.

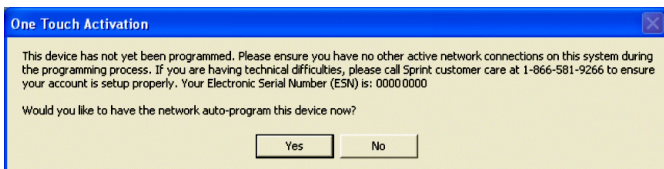
This chapter walks you through this process, and provides spaces for you to enter important information, such as your Sprint user name, for later reference.

Note:

If your USB modem is preactivated, or if you activated it at the time of purchase, skip these steps and go directly to “Basics of Your USB Modem (Windows)” on page 13.

One Touch Activation

If the “One Touch Activation” window appears, click **Yes** to indicate that you’d like to have the network auto-program your USB modem.



Sprint Connection Manager will display “Updating User Profile”.

If auto-programming of your USB modem is successful, Sprint Connection Manager will then display “Disconnected,” after which you are ready to connect to the network (click **GO**). Proceed to “Basics of Your USB Modem (Windows)” on page 13.

If auto-programming of your USB modem was not successful, a message window is displayed. To activate your USB modem, use the Activation Wizard (see the next section).

Activation Wizard

The Activation Wizard makes activation an easy task.

After you've installed the software and drivers (described earlier), the Activation Wizard will guide you through the activation process if your Sprint Mobile Broadband USB modem has not been activated.

1

Have These Things Ready

- A phone
- The city and state where your USB modem will primarily be used
- A pen or pencil

2

Activation Wizard

Note:

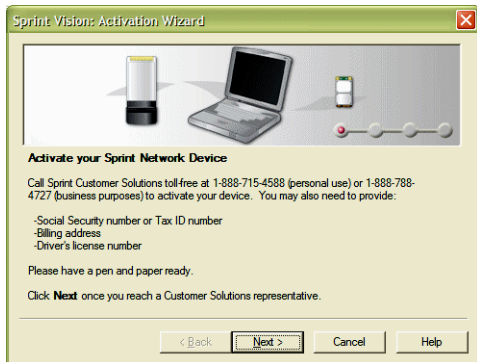
If you close the activation wizard before finishing the USB modem activation, you can start the Activation Wizard later from Sprint Connection Manager (**MENU > Settings > Sprint Mobile Broadband - Sierra Wireless > Activation Wizard**).

To activate your USB modem and account:

1. If the Activation Wizard has not started automatically, in Sprint Connection Manager select **MENU > Settings > Sprint Mobile Broadband - Sierra Wireless > Activation Wizard**.

Activating Your USB Modem (Windows)

2. Call Sprint at the appropriate number displayed in the Activation Wizard. When you reach a representative, click **Next**.



3. In the space provided below, write down your USB modem's ESN (Electronic Serial Number) or MEID (Mobile Equipment IDentifier). (The ESN or MEID is displayed in the Activation Wizard and is also printed on the label under the USB modem's battery.)

ESN/MEID: _____

Your Sprint Customer Service representative will give you an activation code.

My activation code is: _____

4. On your computer, enter the activation code in the space provided and click **Next**.

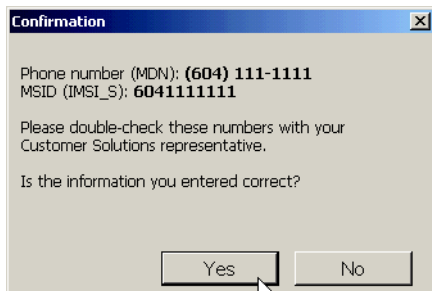
Your Sprint Customer Service representative will give you a phone number and MSID (Mobile System ID code, used for Wireless Local Number Portability and to determine whether you are “home” or “roaming”).

My Sprint Phone number is: _____

My MSID is: _____

5. On your computer, enter the phone number (no spaces or hyphens) and, if not the same value as the phone number, the MSID value given by the account representative, and then click **Next**.

A confirmation window will be displayed.



6. Confirm with the service representative that the information is correct. If it is, click **Yes**. If it isn't, click **No**, and re-enter the information.
7. Click **Finish** to complete the activation process.
8. Wait a few moments for the USB modem to automatically reset.

After Sprint sets up your account on the network, your USB modem should be configured and ready for use.

3

Your Sprint Account Password

My account password is: _____

You'll use this password when managing your account on www.sprint.com and with Sprint Customer Service.

4

Your Sprint User Name

My Sprint User Name is: _____

Your Sprint user name is automatically assigned to you when you sign up for service. Your user name, which resembles an email address (for example, name@sprint.com), is used with Sprint Mail.

Basics of Your USB Modem (Windows)

This section briefly describes how to use the Sprint Connection Manager software and your Sprint Mobile Broadband USB modem on a Windows computer. For complete information (including a description of all the indicators and the menu options), see the online help (page 19) and the user's guide (page 19).

Connecting to the Network


To use Internet applications, your USB modem must first establish a network connection.

To connect to the network:

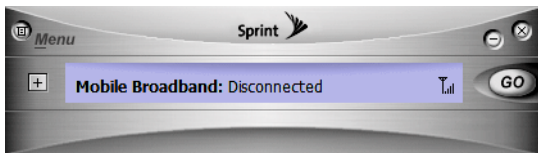
1. Ensure that the USB modem is inserted into your computer's USB slot.

WARNING: Once the USB modem is inserted, do not remove it until you have exited the Sprint Connection Manager software.

2. Start **Sprint Connection Manager**:

- Double-click the program's icon () on your desktop.
– or –
- Select
(Windows Vista or Windows XP)
Start > All Programs > Sprint > Sprint Mobile Broadband (Sierra).
(Windows 2000)
Start > Programs > Sprint > Sprint Mobile Broadband (Sierra).

3. Click the **GO** button in the **Mobile Broadband** window.



Once connected, Sprint Connection Manager displays “Connected,” and you can use your Web browser, perform data transfers, and so on.

Note: For information on charges associated with using your Sprint connection, refer to your Sprint service plan.

Tip: To minimize unnecessary data transmissions between your computer and your corporate network:

- Work in “offline” mode, and connect only when you need to send or receive email.
- Save attachments to a desktop folder and then open from that folder, rather than opening attachments directly from within messages.
- Remove the Preview Pane, or use the AutoPreview for headers only.

For more information, see the user documentation of your email client.

Enabling Sprint Location Services

To enable Sprint Location Services:

1. In Sprint Connection Manager select **MENU > Settings > Sprint Location Services**, and then select **Enable Location Services**. (If a Privacy Consent Agreement is displayed, you must read and accept it.)
 - ▶ If you do not have the **Sprint Location Services** option, then your account, your USB modem, or both are not configured to support Sprint Location Services. Contact Sprint Customer Service at 1-888-788-4727 (business use) or 1-888-715-4588 (personal use).
2. Ensure that **Display GPS Receiver** and **Display 'Location & Search Services' on the menu** are selected.
3. Ensure that Network Mode (in the Sprint Mobile Broadband settings window) is set to “Automatic” or “1X Only.”

Note: Sprint Location Services may not be available if you're not in the network coverage area (roaming).
For the initial fix, you must be in the 1X network coverage area.

Connection Status

The text displayed in Sprint Connection Manager provides information about the status of your connection.

The USB modem is typically in one of these modes:




- No device
- Disconnected
- Connecting
- Connected
- Device locked
- Device powered off
- OFF
- Validating
- Searching
- Acquired

No device

Sprint Connection Manager did not detect a USB modem. The **GO** button is unavailable.

Disconnected





Sprint Connection Manager is ready to connect to the network or to use Sprint Location Services.

The **GO** button is available, and the signal strength icon () and, if the **Mobile Broadband** window is expanded, the lock icon ( or ) is visible. To initiate a connection, in the **Mobile Broadband** window click **GO**.

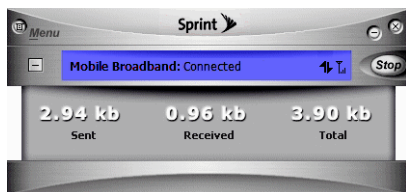
Connecting

Sprint Connection Manager is establishing a connection to the network.

Connected


The connection is established. In addition to the signal strength icon () , the transmit/receive icon ( for 1xEV-DO rev. A;  for 1xEV-DO rev. 0;  for 1X) is also displayed.

If you expand the **Mobile Broadband** window (+), the amount of data transferred is shown:



Device Locked

The USB modem is locked, so that others cannot use the USB modem and your account. To use most of the features, you must unlock the USB modem:

1. If the **Mobile Broadband** window is not expanded, click (+) to expand it.
2. Click the  icon.
3. In the **Enter User Lock Code** window, enter the lock code, and click **OK**.

Tip:

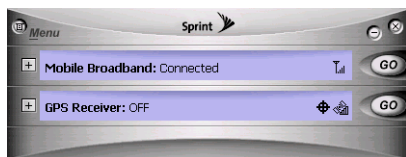
If you can't recall your lock code, try using the last four digits of your USB modem's phone number. If this doesn't work, call Sprint Customer Service at 1-888-788-4727 (business use) or 1-888-715-4588 (personal use).

Device Powered Off

The USB modem has been powered off (through **Menu > Power Off Modem**). To use the USB modem, select **Menu > Power On Modem**.

OFF

Sprint Location Services are not available or are turned off.



To use Sprint Location Services:

1. Make sure the USB modem is turned on and the **GPS Receiver** window is displayed.
 - ▶ If the **GPS Receiver** window is not displayed, see "Enabling Sprint Location Services" on page 15.

2. Click **GO** in the **GPS Receiver** window.
3. If the **GPS Receiver** window still displays “OFF,” ensure that Network Mode (in the Sprint Mobile Broadband settings window) is set to “Automatic” or “1X Only.”

Validating

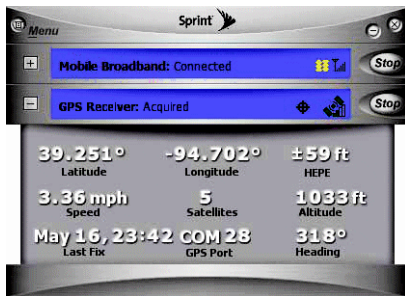
The network is authenticating your wireless or GPS subscription.

Searching

The USB modem is requesting GPS satellite information from the network (to use Sprint Location Services).

Acquired

Satellites have been acquired and location coordinates are available for use (and displayed in the **GPS Receiver** window). NMEA output is being generated.



Removing the USB Modem From Your Computer

To remove the USB modem from your computer:

1. Exit Sprint Connection Manager if it is open (select **MENU** > **Exit**).
2. Remove the USB modem from your computer's USB slot by gripping both sides of the USB modem and pulling straight out.

IMPORTANT!

When inserting or removing your USB modem, always grip it by its sides, as this prevents damage to the USB modem.

Online Help

Sprint Connection Manager includes extensive online help to provide operating hints and step-by-step instructions for getting the most from your Sprint Mobile Broadband USB modem on a Windows computer.

With Sprint Connection Manager running, you can access online help in several ways:

- Press <F1> when Sprint Connection Manager is the active window.
- From Sprint Connection Manager, select **MENU > Help**.
- Right-click the system tray icon and select **Help**.

Sprint Mobile Broadband USB Modem User's Guide

The user's guide provides detailed information on the USB modem and the software, and can be found on the CD and on the Sierra Wireless Web site (www.sierrawireless.com).

Sprint Service Areas

Interested in where you can use your new device? Check out the most up-to-date coverage maps at www.sprint.com.

Manage Your Account Online

With Sprint Customer Service, you can visit www.sprint.com to manage your Sprint account.

Once you sign on, you can:

- View the details of your Sprint service plan.
- Find out how much data you have used and how many megabytes are remaining in your plan.
- View your current and previous three months' invoices.
- Make a payment.
- Find out about Sprint products and services.

Troubleshooting

For a more complete listing of errors and possible solutions, please see the user’s guide or online Help. You may also visit www.sprint.com or contact Sprint Customer Service at 1-888-788-4727 (business use) or 1-888-715-4588 (personal use).

Problem/ error	Solution
<p>“Searching for service”</p>	<ul style="list-style-type: none"> ▶ If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer. ▶ If Roam Mode (from the Sprint Mobile Broadband option of the Settings window) is set to “Sprint,” ensure you are within the Sprint Power VisionSM or Sprint Vision network coverage area, or change the Roam Mode setting (you may be subject to roaming rates). ▶ If Roam Mode is set to “Roam Only,” ensure you are roaming, or change the Roam Mode setting. ▶ If Network Mode is set to “1X Only,” and only 1xEV-DO coverage is available, either move to an area that has 1X coverage, or change the setting to “Automatic” or “1xEV-DO Only.” ▶ If Network Mode is set to “1xEV-DO Only,” and only 1X coverage is available, either move to an area that has 1xEV-DO coverage, or change the setting to “Automatic” or “1X Only.” ▶ Check with Sprint—a network or account problem may be preventing the USB modem from obtaining service.
<p>GO button is not available</p>	<p>Ensure that the USB modem is properly inserted, not locked, and not powered off. See “Device Locked” on page 17 and “Device Powered Off” on page 17.</p>

Problem/ error	Solution
Sprint Location Services aren't working or don't seem to be available	<p>If Sprint Location Services aren't working or don't seem to be available on your Windows computer, check whether you have, in the Settings window, a "Sprint Location Services" option in the drop-down list.</p> <ul style="list-style-type: none">▶ If the drop-down list does not have the "Sprint Location Services" option, then your account, your USB modem, or both are not configured to support Sprint Location Services; contact Sprint. – or – <ol style="list-style-type: none">1. Select the "Sprint Location Services" option from the drop-down list, and ensure that "Enable Location Services" and "Display 'Location & Search Services' on the menu" are selected. (You must read and accept the Privacy Consent Agreement.)2. If you will be using NMEA, select "Display GPS Receiver."3. Ensure that Network Mode (in the Sprint Mobile Broadband settings window) is set to "Automatic" or "1X Only." (Sprint Location Services may not be available if Network Mode is set to "1xEV-DO Only".)4. Ensure you are not roaming. For the initial fix, you must be in 1X coverage.5. To verify that your USB modem is able to obtain data for Sprint Location Services, in the Sprint Location Services settings window, click Test GPS.6. If the results show the number of satellites and valid latitude, longitude, and elevation information, then check that the GPS application (for example, street mapping application) is configured to use the correct port. (The port number that the GPS application should use is displayed in the GPS Receiver window.) For help on checking which port the GPS application is configured to use, see the documentation of the GPS application.7. If the GPS application is configured to use the correct port, but the application doesn't seem to be reporting correct results, then there may be a problem with the GPS application.

Problem/ error	Solution
Cannot connect to the network	<p>If the connection is dropped as soon as it is established:</p> <ul style="list-style-type: none">▶ Charge the battery for at least 30 minutes if the PWR LED is red. (If the connection still gets dropped as soon as it is established, continue with the following steps.) – or – <ol style="list-style-type: none">1. Select (Windows Vista) Start > Control Panel > Network and Sharing Center > Manage Network Connections. (Windows XP) Start > Control Panel > Network Connections. (Windows 2000) Start > Settings > Control Panel > Network and Dial-Up Connections.2. Right-click Sprint Mobile Broadband - Sierra Wireless, and select Properties.3. Select (Windows Vista) Options, and select PPP Settings. (Windows XP or Windows 2000) Networking tab, and select Settings.4. Ensure that “Enable LCP Extensions” is selected and “Negotiate multi-link for single link connections” is not selected.5. Click OK.
The PWR LED goes off, then on, and stays red	<p>This situation may occur under extreme usage conditions when you're transmitting data in a coverage area with a weak signal.</p> <ol style="list-style-type: none">1. Wait until the PWR LED turns green.2. Resume your connection. <ul style="list-style-type: none">▶ If the PWR LED still goes off, and then comes on again and stays red, charge the battery for at least 30 minutes.

Installing and Using the Software (Mac)

System Requirements

This section describes how to install and use the Sprint Mobile Broadband USB modem on a Mac computer.

If you can't recall your lock code, contact Sprint Customer Service. For other technical support issues, please contact Apple.


The software and drivers are on the CD included in your package.

Note: To get the latest drivers and software, you can always go to www.sprint.com/downloads.

Note:

The Mac software (Watcher® Lite) currently does not support Sprint Location Services.

The Sprint Mobile Broadband USB modem is supported on a MacBook™, MacBook Pro, PowerBook® G4, Power Mac® G5, or desktop iMac computer running Mac OS X version 10.4 or newer.

To check your version, from the Apple menu () choose **About This Mac**. If your version is earlier, then:

- Visit www.apple.com/downloads/macosx/apple for upgrading instructions.
– or –
- 1. In Finder™, choose **Go > Applications > System Preferences**.
- 2. Double-click the System Preferences icon.
- 3. Double-click **Software Update**.
- 4. Click **Check Now**.

If your USB modem has not been activated, you may also need access to a telephone.

Installation Overview

The installation process on a Mac computer has three stages:

- “**Installing the Software on a Mac**” — Install the Watcher Lite software (see page 25).
- “**Installing the Drivers**” — Run the Watcher Lite software, insert the battery into the USB modem, and insert the USB modem (see page 28).
- “**Activating Your USB Modem**” — After charging your modem, activate your account and configure the Sprint Mobile Broadband USB modem to use your account (see page 30).

Installing the Software on a Mac

Caution:	Do not insert the USB modem until you have installed the Watcher Lite software.
-----------------	---

Note:	As part of the installation process you will be prompted to restart your computer; save any open documents.
--------------	---

To install the Watcher Lite software on your Mac computer:

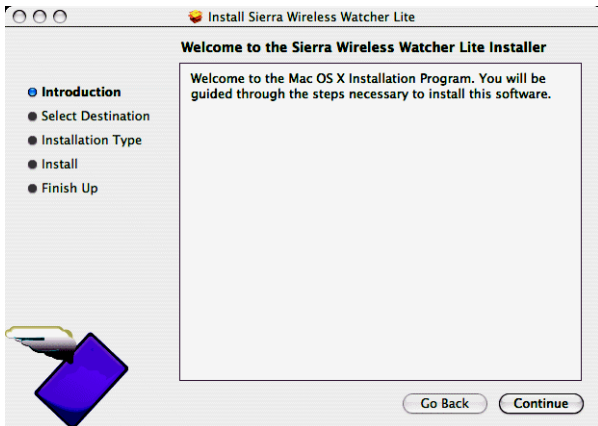
1. If your USB modem has not yet been activated, ensure you are in the network coverage area (not roaming).
2. Insert the Sprint Mobile Broadband USB modem installation CD into your CD-ROM drive.
3. On the Mac desktop, double-click the Watcher Lite CD icon:



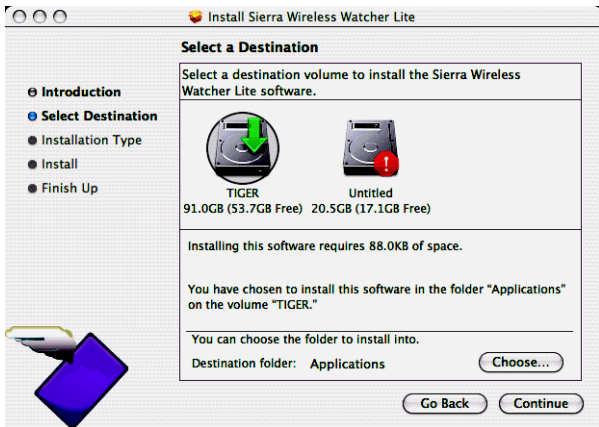
WL1114

4. In the WL... Finder window, double-click **INSTALLER.dmg**.
5. In the Sierra Wireless Watcher Lite Finder window, double-click **SierraWirelessWatcherLiteInstall.mpkg**.

- In the Welcome to the Sierra Wireless Watcher Lite Installer window, click **Continue**.

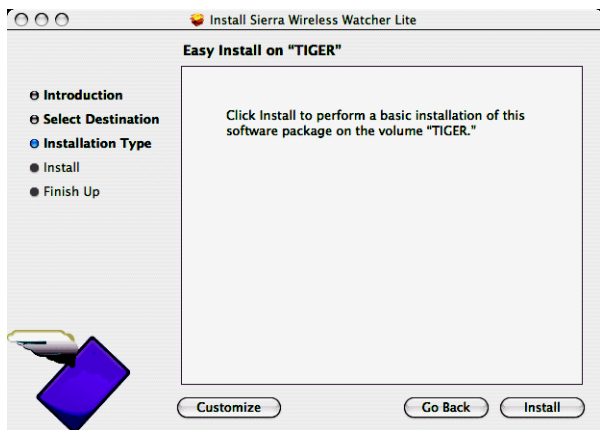


- In the "Select a Destination" window, choose a destination volume. A green vertical arrow indicates which volume(s) you can install the software onto. If more than one volume has a green vertical arrow, select the volume that has the active operating system.

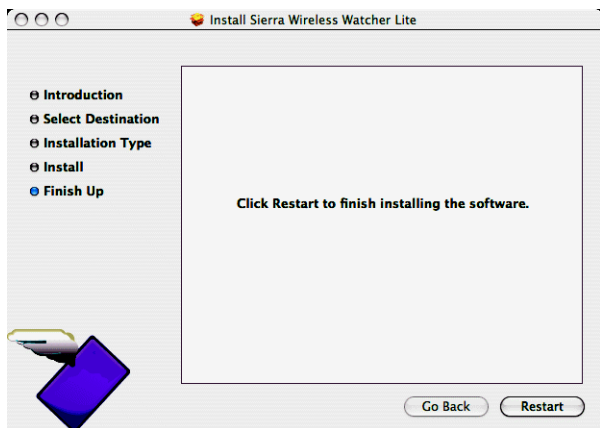


- Click **Continue**.

9. In the “Easy Install on ...” window, click **Install**.



10. If the Authenticate window appears, enter your Mac user name and password, and then click **OK**.
11. In the window with the message that you will have to restart your computer, click **Continue Installation**.
12. Click **Restart**.



13. After your computer restarts, run **Watcher Lite**: in Finder, choose **Go > Applications > Sierra Wireless Watcher**.

Watcher Lite should start:



Installing the Drivers

To install the drivers on your Mac computer:

1. Slide the front panel off the USB modem.
2. Hold the battery so that the side with two white arrows faces up and the gold contact points on the end of the battery line up with the gold contact points on the USB modem. Insert the battery into the USB modem.

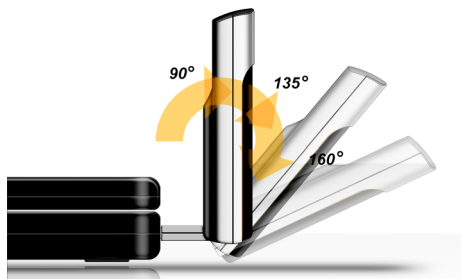
Warning:

To avoid the risk of explosion, use the same battery model when replacing the battery. Properly dispose of the used battery.

3. Slide the front panel onto the USB modem until the panel clicks into place.
4. Slide the lever on the bottom of the USB modem in the direction indicated by the triangle to release the USB modem's USB connector.

- Adjust the USB connector to the desired angle.

The USB connector is adjustable to three positions (approximately 90, 135, and 160 degrees). Do not force the hinge past the last position—this may break the connector.



- Gripping both sides of the USB modem, insert it into your computer's USB slot.

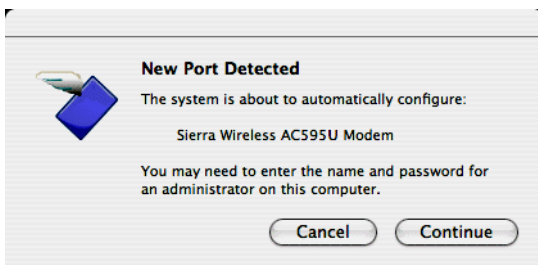
WARNING: When inserting or removing your USB modem, always grip it by its sides, as this prevents damage to the USB modem.

Alternatively, you can attach the USB extension cable to your computer's USB slot, and then connect the USB modem to the USB extension cable.

Note: If your computer's USB slot is vertical, use the USB extension cable. Do not insert the USB modem or the USB extension cable into a USB hub or a USB slot on a keyboard.

When the USB modem is properly inserted, the PWR LED is lit, and the USB modem's battery starts to charge.

- If the New Port Detected window appears, click **Continue**.



8. If the Authenticate window appears, enter your Mac user name and password, and then click **OK**.

Watcher Lite displays a status message or the “Device Not Activated” window.

9. Allow the battery to charge for approximately two hours before closing the window or making a selection in it.

Activating Your USB Modem

After you have charged the battery for approximately two hours, use the following table to determine your next actions:

Text/window displayed	Description/next action
“Disconnected”	Your USB modem is preactivated. You are ready to connect to the network (in Watcher Lite, click Connect). ▶ Proceed to “Connecting to the Sprint Network” on page 34.
“Device is Locked”	Your USB modem is preactivated. Unlock the USB modem: <ol style="list-style-type: none">1. If the Unlock Device window is not displayed: from the Extras item on the Sierra Wireless Watcher menu, choose Unlock Device.2. In the Unlock Device window, enter the lock code (PIN), and click OK. ▶ If you can’t recall your lock code, try using the last four digits of your USB modem’s phone number. If this doesn’t work, call Sprint Customer Service at 1-888-788-4727 (business use) or 1-888-715-4588 (personal use).3. Proceed to “Connecting to the Sprint Network” on page 34.
“Device Not Activated” window	Your USB modem is not activated. ▶ Click Yes to indicate that you’d like to activate your USB modem. Watcher Lite will display “Updating User Profile.” If provisioning is successful, Watcher Lite displays “Disconnected,” after which you are ready to connect to the network (click Connect). Proceed to “Connecting to the Sprint Network” on page 34. – or – If the Data Provisioning window displays “Provisioning failed,” go through the Activation Assistant: see page 31.

Text/window displayed	Description/next action
"Not activated"	Your USB modem is not activated. ▶ Go through the Activation Assistant (below).

Activation Assistant

The Activation Assistant makes activation an easy task.

After you've installed the software and drivers (described earlier), if your Sprint Mobile Broadband USB modem has not been activated, the Activation Assistant will guide you through the activation process.

1

Have These Things Ready

- A phone
- The city and state where your USB modem will primarily be used
- A pen or pencil

2

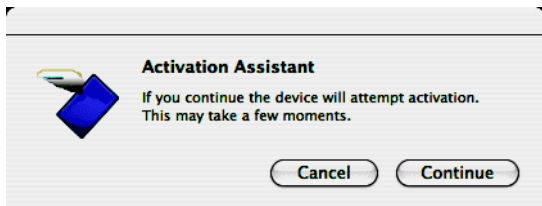
Activation Assistant

Note:

If you close the Activation Assistant before finishing the USB modem activation, you can start the Activation Assistant later (from the **Extras** item on the Sierra Wireless Watcher menu, choose **Activation**).

To activate your USB modem and account:

1. From the **Extras** item on the Sierra Wireless Watcher menu, choose **Activation**.
2. In the Activation Assistant window, click **Continue**.



3. Call Sprint at the appropriate number displayed in the Activation Assistant. When you reach a representative, click **Next**.
4. In the space provided below, write down your USB modem's ESN (Electronic Serial Number) or MEID (Mobile Equipment IDentifier). (The ESN or MEID is displayed in the Activation Assistant and is also printed on the label under the USB modem's battery.)

ESN/MEID: _____

Your Sprint Customer Service representative will give you an activation code.

My activation code is: _____

5. On your computer, enter the activation code in the space provided and then press the **enter** key. Once the **Next** button becomes available, click **Next**.

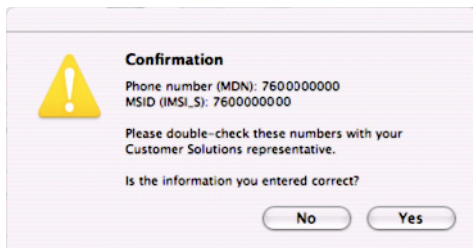
Your Sprint Customer Service representative will give you a phone number and MSID (Mobile System ID code, used for Wireless Local Number Portability and to determine whether you are “home” or “roaming”).

My Sprint Phone number is: _____

My MSID is: _____

6. On your computer, enter the phone number (no spaces or hyphens) and the MSID value given by the account representative, and then press the **enter** key.

A confirmation window appears.



7. Confirm with the service representative that the information is correct. If it is, click **Yes**. If it isn't, click **No**, and re-enter the information.
8. Once the **Next** button becomes available, click **Next**.
9. Click **Finish** to complete the activation process.
10. Wait a few moments for the USB modem to automatically reset. Watcher Lite will display “Disconnected.”
11. From the **Extras** item on the Sierra Wireless Watcher menu, choose **Data Provisioning**.

12. In the Data Provisioning window, click **OK**.

The USB modem then retrieves the updates to your account. Watcher Lite will display “Updating User Profile,” then “Disconnected,” after which you are ready to connect to the network (click **Connect**). Proceed to the next section (“Connecting to the Sprint Network”).

Connecting to the Sprint Network

To connect to the Sprint network:

- ▶ In Watcher Lite, click **Connect**.

Once you're connected to the network, Watcher Lite shows the amount of time you've been connected, and the amount of data received (Rx) and transmitted (Tx).












To end your network connection:

- ▶ In Watcher Lite, click **Disconnect**.

Icons and Text in Watcher Lite

Depending on the device and connection state, Watcher Lite may display some of the following icons and text:

Icon/text	Description
	CDMA network signal strength, indicated by the number of bars.
	You are not in coverage.
	You are in 1X and 1xEV-DO Rev. 0 coverage.
	You are in 1X and 1xEV-DO Rev. A coverage.
	You are in 1X coverage.
	You are in 1xEV-DO Rev. 0 coverage.
	You are in 1xEV-DO Rev. A coverage.
	You are roaming. Roaming charges may apply.
	You are not roaming.
Disconnected	Ready to connect to the network. To connect, in Watcher Lite click Connect .
Connected	Connected to the network.
No device detected	Ensure the USB modem is properly inserted into your computer.
Not activated	To use your USB modem, you must activate it. ▶ Go through the Activation Assistant (page 32).
Device is Locked	From the Extras item on the Sierra Wireless Watcher menu, choose Unlock Device .

Icon/text	Description
Rx	Amount of data received from the network.
Tx	Amount of data transmitted to the network.

Menu Options

From the **Extras** item on the Sierra Wireless Watcher menu, you can:

- Activate your USB modem
- Provision your USB modem
- Lock/unlock your USB modem
- View information about the USB modem
- View, configure, and use the data and VPN connections available on your computer (for example, WWAN)

Removing Your USB Modem

To remove the USB modem from your Mac:

1. End your network connection, as described in “Connecting to the Sprint Network” on page 34.
2. Remove the USB modem from your computer’s USB slot by gripping both sides of the USB modem and pulling straight out.

WARNING:	When inserting or removing your USB modem, always grip it by its sides, as this prevents damage to the USB modem.
-----------------	---

Sprint Service Areas

Interested in where you can use your new device? Check out the most up-to-date coverage maps at www.sprint.com.

Manage Your Account Online

With Sprint Customer Service, you can visit www.sprint.com to manage your Sprint account.

Once you sign on, you can:

- View the details of your Sprint service plan.
- Find out how much data you have used and how many megabytes are remaining in your plan.
- View your current and previous three months' invoices.
- Make a payment.
- Find out about Sprint products and services.

Troubleshooting

If, after consulting the following table, you still need assistance, please visit www.sprint.com or contact Sprint Customer Service at 1-888-788-4727 (business use) or 1-888-715-4588 (personal use).

Problem/ error	Solution
"Searching for service"	<ul style="list-style-type: none"> ▶ If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer. ▶ Check with Sprint—a network or account problem may be preventing the USB modem from obtaining service.
"Connect" button is not available	<p>Note: In some cases, the "Connect" button can establish a connection to the network, even if the button seems unavailable.</p> <p>If nothing seems to happen when you click the button, ensure that the USB modem is properly inserted, and not locked. If Watcher Lite displays "Device is Locked," see page 30.</p>
Cannot connect to the network	<p>If the connection is dropped as soon as it is established, charge the battery for at least 30 minutes if the PWR LED is red.</p>

Problem/ error	Solution
The PWR LED goes off, then on, and stays red	<p>This situation may occur under extreme usage conditions when you're transmitting data in a coverage area with a weak signal.</p> <ol style="list-style-type: none"><li data-bbox="263 231 656 258">1. Wait until the PWR LED turns green.<li data-bbox="263 271 550 298">2. Resume your connection. <p>▶ If the PWR LED still goes off, and then comes on again and stays red, charge the battery for at least 30 minutes.</p>

