



## SPRINT POWER VISION™ NETWORK

Extend the power of your workplace to your remote workforce with Sprint Mobile Broadband solutions.

### WIRELESS CONNECTION

Access your company network, send and receive email messages or access the Internet.

### SIMPLE INSTALLATION

The enclosed Quick Start Guide will have you up and running in no time.

### HIGH-SPEED DATA TRANSFER

Browse websites and download applications quickly to stay productive on the go.

### THIS PACKAGE INCLUDES:

- Sprint Mobile Broadband Card
- Quick Start Guide
- CD-ROM including Sprint PCS Connection Manager™ Software, User Manual and Warranty Information

### Technical Information:

3.3v (nominal) for longer laptop operation; IS2000 data current: 370mA; IS2000 standby current: 80mA; Standard 32-bit CardBus interface

### System Requirements:

Windows® XP, 2000; Card Slots: 1 type II PC Card Slot (CardBus); Memory: 32MB; Disk Space: 32MB; Processor: Pentium 150 MHz or higher; Dial-Up Networking: DUN bound to TCP/IP; Disk Drive: CD-ROM



SPRINT MOBILE BROADBAND CARD BY SIERRA WIRELESS-AIRCARD® 595

SIERRA WIRELESS



SPRINT POWER VISION™ NETWORK

SPRINT MOBILE BROADBAND CARD BY SIERRA WIRELESS-AIRCARD® 595

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QUALCOMM  
3G CDMA

## **Attention!** **AirCard® 580 PC Card Users**

If you have used an AirCard 580 PC Card on your computer, you **must** remove the old Sprint PCS Connection Manager software (already installed), before you install the new software from the enclosed CD.

1. If Sprint PCS Connection Manager is running, exit it.
2. Ensure the Sprint PCS Connection Card (AirCard 580 or AirCard 595) is **not** inserted in your computer.
3. Go to **Start > Settings > Control Panel**, and select **Add/Remove Programs**.  
The Windows Add/Remove Programs utility will start.
4. Be sure the Change or Remove Programs feature is selected (default).
5. From the list, select **Sprint PCS Connection Manager**, and click **Remove**.

Once Sprint PCS Connection Manager has been removed and your computer has restarted (if applicable), you can install the new Sprint PCS Connection Manager software from the enclosed CD.

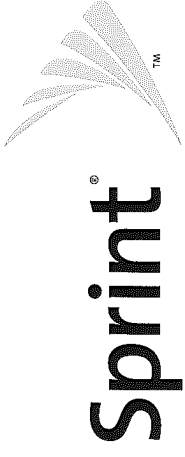


The Sprint Mobile Broadband Card by Sierra Wireless-AirCard® 595 offers broadband download speeds on the Sprint Power Vision Network, where available. In areas where Power Vision coverage is not available, service defaults to the Sprint PCS network. Sprint does not warrant and makes no representations or claims that you will experience continuous broadband-like speeds, where Sprint Power Vision coverage is available. Wireless data usage, wireless speed and services used will vary widely depending on many factors, including service location.

QUICK START GUIDE



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## Sprint PCS® Service

[www.sprint.com](http://www.sprint.com)

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## 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 Card through simple, easy-to-follow instructions.

**Welcome and thank you for choosing Sprint.**

## Your Sprint Mobile Broadband Card

Thank you for purchasing a Sprint Mobile Broadband Card. This card 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 PCS 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 Card right away, and the three 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 Card and the Sprint PCS Connection Manager<sup>SM</sup> software.
- 2** The second section (page 5) helps you set up your Sprint PCS Service. Blank spaces are provided so you can write down important information that you'll want to remember, such as the Sprint PCS user name for your account.
- 3** The third section (page 13) describes the basics of your Sprint Mobile Broadband Card and the Sprint PCS Connection Manager software.

## Getting More Information About the Card and Service

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

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



## System Requirements

The Sprint Mobile Broadband Card is supported on:

- Windows XP.
- Windows 2000 with Service Pack 1 or later (Service Pack 4 is recommended), with high encryption support. (See “High Encryption Requirements” in the user’s guide.)

**Note:**

Your Sprint Mobile Broadband Card will not work with handhelds or Pocket PCs.

To install and run the Sprint Mobile Broadband Card and accompanying Sprint PCS Connection Manager software, you need these minimum system resources:

- **Card slots:** One Type II PC Card slot
- **Disk drive:** CD-ROM
- **Memory:** 32 MB
- **Disk space:** 32 MB

## Installation Overview

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

The installation process has three stages:

- **“Installing the Software”** — Install the Sprint PCS Connection Manager software (see page 3).
- **“Installing the Driver”** — Run the Sprint PCS Connection Manager software, and insert the Sprint Mobile Broadband Card (see page 4).
- **“Card Activation and Provisioning”** — Activate your account and configure the Sprint Mobile Broadband Card to use your account (see page 6).

Before beginning the installation process, it is recommended that you quit all open applications. As part of the installation process, your computer must be restarted.

## Installing the Software

**Caution:**

Do not insert the Sprint Mobile Broadband Card until you have installed the Sprint PCS Connection Manager software and restarted your computer.

**Note:**

**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.

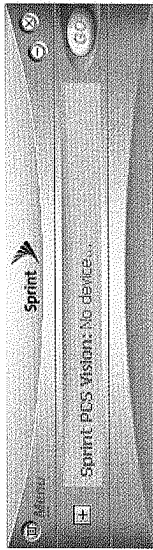
1. Insert the Sprint Mobile Broadband Card installation CD into your CD-ROM drive.



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**.
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 **Restart**.

## Installing the Driver

1. After your computer restarts, run Sprint PCS Connection Manager.  
(Double-click the program's icon [  ] on your desktop.)
2. Wait for Sprint PCS Connection Manager to start up and display "No device...."



3. Insert the Sprint Mobile Broadband Card into your computer's PC Card slot (Sprint label facing up — see the photo on the left, below).



Windows detects the card and installs the drivers for it. This may take a few minutes. Once completed, Sprint PCS Connection Manager should display "Disconnected."

4. If your card is preactivated, then you are ready to connect to the network (click **GO**).  
If your card has not yet been activated, the Activation Wizard will automatically start and guide you through the activation process. (See "Card Activation and Provisioning" on page 6.)

## Card Activation and Provisioning

Before you can use your card on the Nationwide Sprint PCS Network, you must activate your card and account.

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

**Note:** If your card is preactivated, or if you activated it at the time of purchase, you will not need to complete these steps. Go to "Basics of Your Sprint Mobile Broadband Card" on page 17.

# 1

## Have These Things Ready

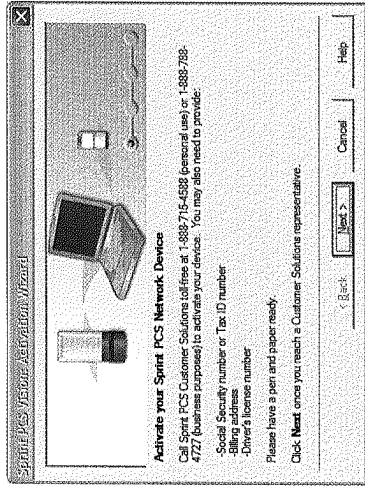
- A phone
- Your Social Security number
- Your driver's license number
- The city and state where your card will primarily be used
- A pen or pencil

# 2

## Activation Wizard

The Activation Wizard makes activation an easy task.

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



**Note:**

If you close the activation wizard before finishing the card activation, you can start the Activation Wizard later from Sprint PCS Connection Manager (MENU > Settings > Sprint PCS Vision - Sierra Wireless > Activation Wizard).

Activating Your Card

To activate your card and account:

- 1. In the space provided below, write down your card's ESN (Electronic Serial Number) or MEID (Mobile Equipment Identifier). (The ESN or MEID is printed on the label on the back of the Sprint Mobile Broadband Card.

ESN/MEID: \_\_\_\_\_

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

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

My activation code is: \_\_\_\_\_

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

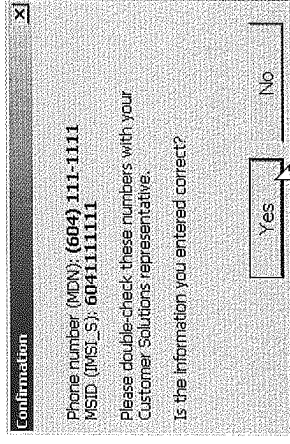
Your Sprint Customer Service specialist will give you a phone number and MSID (Mobile System ID code, used for Wireless Local Number Portability and to determine whether you are "home" or "roaming").

My Sprint PCS Phone number is: \_\_\_\_\_

My MSID is: \_\_\_\_\_

- 3. 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.



- 4. 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.
- 5. Click **Finish** to complete the activation process.
- 6. Wait a few moments for the Sprint Mobile Broadband Card to automatically reset.

After Sprint sets up your account on the network, your Sprint Mobile Broadband Card should be configured and ready for use.

# 3

## Sprint PCS Service Areas

Interested in where you can use your new device? Check out the most up-to-date coverage maps at [www.sprintpcs.com](http://www.sprintpcs.com).

# 4

## Your Sprint PCS Account Password

My account password is: \_\_\_\_\_

You'll use this password when managing your account on [www.sprintpcs.com](http://www.sprintpcs.com) and with Sprint Customer Service. Your default password is the last four digits of your Social Security number.

# 5

## Your Sprint PCS User Name

My Sprint PCS User Name is: \_\_\_\_\_

Your Sprint PCS 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](mailto:name@sprint.com)), is used with Sprint PCS Mail and text messaging services.

# 6

## Manage your account online

With Sprint Customer Service, you can visit [www.sprintpcs.com](http://www.sprintpcs.com) to manage your Sprint PCS account.

Once you sign on, you can:

- View the details of your Sprint PCS 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 PCS products and services.

**Basics of Your Sprint Mobile  
Broadband Card**

This section briefly describes how to use the Sprint PCS Connection Manager software and your Sprint Mobile Broadband Card. 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 Sprint Nationwide PCS Network


To use your Internet applications, your Sprint Mobile Broadband Card must first establish a network connection.

To connect to the enhanced Sprint Nationwide PCS Network:

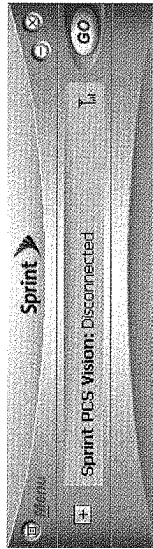
1. Ensure that the Sprint Mobile Broadband Card is inserted into your computer's PC Card slot (Sprint label facing up).

**WARNING:** Once the card is inserted, do not remove the Sprint Mobile Broadband Card until you have completed the Unplug/Eject process beginning on Page 18. Removing the card improperly may cause an error on your PC.

### 2. Start Sprint PCS Connection Manager:

- Double-click the program's icon () on your desktop.
- or –
- Select (Windows XP)  
Start > All Programs > Sprint > Sprint PCS Connection Manager.  
(Windows 2000)  
Start > Programs > Sprint > Sprint PCS Connection Manager.

### 3. In Sprint PCS Connection Manager, click Go.



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

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

**Tip:** To minimize unnecessary data transmissions between your PC 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 Microsoft white paper at:

[www.microsoft.com/office/outlook/evaluation/perform.doc](http://www.microsoft.com/office/outlook/evaluation/perform.doc)

## Connection Status

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

The card is typically in one of these modes:

- No device
- Disconnected
- Connecting
- Connected
- Device locked
- Device powered off

### No device

Sprint PCS Connection Manager did not detect a Sprint Mobile Broadband Card. The **GO** button is unavailable.

### Disconnected

Sprint PCS Connection Manager is ready to connect to the network.

The **GO** button is available, and the signal strength icon (📶) and, if Sprint PCS Connection Manager is expanded, the lock icon (🔒 or 📶) is visible. To initiate a connection, click **GO**.

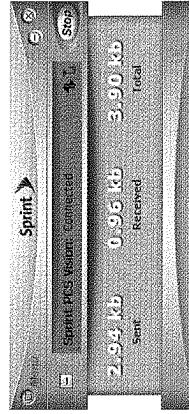
### Connecting

Sprint PCS 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 Sprint PCS Connection Manager (📶), the amount of data transferred is shown:



## Device Locked

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

1. If Sprint PCS Connection Manager 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 either your Social Security number or your wireless phone number, or try 0000 or NAATL (6285). If none of these work, call Sprint Customer Service at 1-888-211-4PCS (4727).

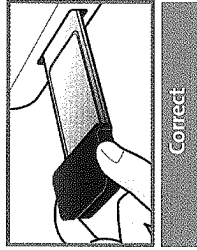
## Device Powered Off

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

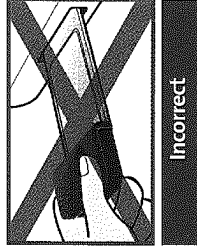


## Removing the Sprint Mobile Broadband Card From Your PC

1. Exit Sprint PCS Connection Manager if it is open (click **MENU > Exit**).
2. Click the Unplug and Eject Hardware icon in the system tray:  
Windows XP    Windows 2000  
 
3. Click the entry for “**NEC PCI to USB Open Host Controller**” or “**Standard Enhanced PCI to USB Host Controller.**”
4. If a dialog box appears notifying you that it is safe to remove the card, click **OK**, or click the Close button (**X**).
5. Use your computer’s PC Card ejector to eject the Sprint Mobile Broadband Card from the slot. Remove the card from your computer’s PC Card slot by gripping both sides of the card and pulling straight out.



Correct



Incorrect

### IMPORTANT!

When inserting or removing your card, always grip it by its sides. Gripping the card by its antenna may damage the card.

## Online Help

Sprint PCS Connection Manager includes extensive online help to provide operating hints and step-by-step instructions for getting the most from your Sprint Mobile Broadband Card.

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

- Press <F1> in any window.
- From Sprint PCS Connection Manager, select **MENU > Help**.
- Right-click the system tray icon and select **Help**.
- Click the Help button available in many windows.

## Sprint Mobile Broadband Card User’s Guide

The user’s guide provides detailed information on the card and the software, and can be found on the CD and on the Sierra Wireless Web site ([www.sierrawireless.com](http://www.sierrawireless.com)).

## 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.sprintpcs.com](http://www.sprintpcs.com) or contact Sprint Customer Service at 1-888-211-4PCS.

Problem/ error	Solution
<b>"Searching for service"</b>	<ul style="list-style-type: none"> <li>▲ If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.</li> <li>▲ If Roam Mode (from the Sprint PCS Vision option of the Settings window) is set to "Sprint": ensure that you are within the Sprint Power Vision<sup>SM</sup>/Sprint PCS Vision network coverage area, or change the Roam Mode setting (you may be subject to roaming rates).</li> <li>▲ If Roam Mode is set to "Roam Only": ensure that you are roaming, or change the Roam Mode setting.</li> <li>▲ 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."</li> <li>▲ 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."</li> <li>▲ Check with Sprint — a network or account problem may be preventing the Sprint Mobile Broadband Card from obtaining service.</li> </ul>
<b>GO button is not available</b>	<p>Ensure that the Sprint Mobile Broadband Card 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
<b>Cannot connect to the Nationwide Sprint PCS Network</b>	<p>If, when trying to establish a Sprint PCS Vision connection, the connection is dropped as soon as it is established:</p> <ol style="list-style-type: none"> <li>1. Select (Windows XP) <b>Start &gt; Control Panel &gt; Network Connections</b>. (Windows 2000) <b>Start &gt; Settings &gt; Control Panel &gt; Network and Dial-Up Connections</b>.</li> <li>2. Right-click <b>Sprint PCS Vision - Sierra Wireless</b>, and select <b>Properties</b>.</li> <li>3. Select the <b>Networking</b> tab.</li> <li>4. Select <b>Settings</b>.</li> <li>5. Ensure that <b>"Enable LCP Extensions"</b> and <b>"Negotiate multi-link for single link connections"</b> are not selected.</li> <li>6. Click <b>OK</b>.</li> </ol>