

# Sprint Mobile Broadband 2-in-1Card by Sierra Wireless AirCard® 402 Frequently Asked Questions (FAQ)

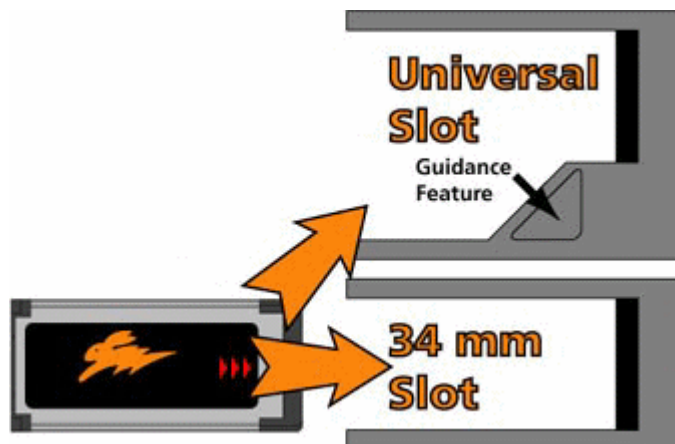
## **General**

### **Q: What is the AirCard® 402 Card by Sierra Wireless?**

A: For those that want to use the card slot on their laptop instead of a USB port for mobile broadband connectivity, the AirCard 402 card is convenient and ultra compact to make frequent use and travel easy. Designed to work with both Card and PC Card slots, the AirCard 402 card includes a locking 2n1 adapter to go from PC Card to Card slots with ease and extends about an inch from the side of your notebook.

### **Q: How do know which card slot type my laptop supports?**

A: If you have a PCMCIA card slot, then the AirCard 402 card should slide all the way in to where just the black top of the card is sticking out of your laptop. If that is not the case or you see the symbol shown in this diagram around your laptop's card slot, then you have a PCI slot (ExpressCard).



If your computer has a PCI slot, then you will need to unlock the ExpressCard from the PC Card adapter.

If your computer has a PCMCIA Card slot, then you will need to make sure the ExpressCard is locked into the PC Card adapter.

### **Q: What networks does the AirCard 402 Card operate on?**

A: The AirCard 402 Card operates on the nationwide Sprint Mobile Broadband Network (3G network).

### **Q: Which Operating Systems are supported for use with the Sierra Wireless AirCard 402 Card?**

A: The AC02 2-in-1 Card supports:

- Microsoft Windows® Vista, Windows XP and Windows 2000
- Mac OS X version 10.4.11 or higher
- Linux (for Linux information, see [www.sierrawireless.com/faq/ShowFAQ.aspx?ID=1118](http://www.sierrawireless.com/faq/ShowFAQ.aspx?ID=1118)).

The following Operating Systems are not supported: Palm, Pocket PC.

Note: for more general information as well as installation instructions and software downloads, visit [www.sprint.com/downloads](http://www.sprint.com/downloads).

**Q: Does the AirCard 402 Card support voice calls, fax and/or text messaging?**

A: No. Voice calls, fax and text messaging are not supported.

**Q: Which applications are well suited for use with the AirCard 402 Card and the improved upload speeds?**

A: See the following table.

<b>Consumer</b>	<b>Business</b>	<b>Applications</b>
√	√	Email – Send large files faster
√	√	Internet/Intranet Access
√	√	Video Conferencing and Surveillance
√		Real-time Media Streaming
√		Online Gaming
	√	Corporate Server (using VPN) Access
	√	Online Field Service Systems
	√	Healthcare/Insurance, sending images
√	√	GPS enablement for “locate & search”

**Getting Started**

**Q: Can anyone that purchases a Mobile Broadband device download and install the necessary software to use the AirCard 402 card?**

A: A user must have the latest version of the Operating Systems that were stated above and a notebook with administrative rights. If this is your personal laptop, you should not experience a problem with admin rights. If this is your company laptop and you experience a problem downloading and installing software, please contact your IT department to validate you have administrative rights to your laptop.

**Q: Does the user of the AirCard 402 card need to do anything before they insert the device into their laptop and begin the installation and activation process?**

A: If the user is sure this device has been set-up on your Sprint account, then no. If not sure, please follow these steps to validate:

1. Log on to your account at [www.sprint.com](http://www.sprint.com) by entering your username and password.
2. Confirm that the AirCard 402 card device is on your account with a Mobile Broadband connection plan.

If you don't see your device listed, you will need to contact Sprint Customer Service to complete setting up the device on your account. Have the following available before calling:

- Your Sprint account information.
- The ESN number of your device (displayed on the back of the device and on the packaging).

**Q: If Sprint SmartView<sup>SM</sup> is already installed on my Windows computer, should I remove it before I insert the device to begin software installation and activation?**

A: Sprint recommends you remove the Sprint SmartView software from your computer before inserting the AirCard 402 device the first time. Follow these steps:



1. On your Windows computer, go to **Start > Settings > Control Panel > Add/Remove Programs > Sprint Mobile Broadband (Sierra)**.
2. Click **Remove**.
3. Reboot your computer.

**Q: What is Sierra's TRU-Install<sup>TM</sup> and how does it work?**

A: Sierra's TRU-Install technology simplifies the installation process by placing all the necessary drivers and software on the modem – no CD is required. The software installation wizard begins automatically after you insert the modem into a Windows or Mac computer.

**Q: What do the LED indicators on the AirCard 402 card device indicate?**

A: There are two light indicators, which operate as follows:

<b>LED</b>	<b>State of LED</b>	<b>Indicates</b>
	Off	The device has no power. The device is not completely inserted into the computer, or the computer is turned off or in suspend mode, or you have disabled the device (through the Sprint SmartView software).
	Blue, not blinking	The device has power and is working properly.
	Blue, blinking	The firmware is updating.
	Amber, blinking	The device is searching for service.
	Amber, not blinking	An error has occurred.
	Off	No service is available.
	Amber, blinking	1xRTT coverage is detected. Ready to connect to the network.
	Amber, not blinking	The device is connected to a 1xRTT network, and can send or receive data.
	Blue, blinking	1xEV-DO coverage is detected. Ready to connect to the network.
	Blue, not blinking	The device is connected to a 1xEV-DO network, and can send or receive data.

**Q: How will the user know if software installation and activation was successful?**

A: After you have successfully installed Sprint SmartView and while your device is connected to your computer, Sprint SmartView will inform you that hands-free activation has started and will periodically give you updates about activation status. No intervention is required on your part. If activation is successful, Sprint SmartView will display "Hands Free Activation Complete," after which you are ready to connect to the network.

**Q: Where can I get the latest version of the connectivity software, Sprint SmartView, for my Sierra Wireless AirCard 402 Card?**

A: Browse to [www.sprint.com/downloads](http://www.sprint.com/downloads). Select the **Mobile Broadband Devices** category and select your device on the following page. Then select the version of Sprint SmartView that will work with your operating system.

**Q: When and how should I use the locking tab on the adapter?**

A: If your computer doesn't have a PC Card slot, but has an ExpressCard slot then use the locking tab to remove the AirCard 402 card from the card adapter.

1. Slide and hold the locking tab in the direction indicated by the graphic on the adapter.
2. Holding the locking tab, use the other hand to free the AirCard 402 card from the adapter.

The AirCard 402 card can now be inserted into your ExpressCard slot. For detailed instructions, including illustrations see the printed Get Started guide included in your package.

## **Features/Capabilities**

**Q: How will the use of a Virtual Private Network (VPN) connection affect the data transfer speed of the Sierra Wireless AirCard 402 Card?**

A: Since a Virtual Private Network (VPN) connection increases the amount of data being transferred for security purposes, the average data transfer speed can be reduced by its use. The amount of degradation in the data transfer speed will depend upon the level of security/encryption in place and may be reduced by consulting the IT administrator in charge of your VPN.

**Q: Is it possible to use an external antenna with the AirCard 402 Card?**

A: In areas of weak coverage, an external antenna can boost signal strength. The external antenna connects directly into the AirCard 402 card via the antenna connector located on the end of the device. To purchase an external antenna, visit the online store at [www.sierrawireless.com](http://www.sierrawireless.com). The antenna is a 6-band blade antenna with TS9 connector.

**Q: What is "GPS Navigation Capable" feature that is stated on the packaging of the Sierra Wireless AirCard 402 card and can I use this capability now?**

A: The GPS feature is now available with the latest version of Sprint SmartView, allowing access to "locate and search" capabilities such as the nearest bank, restaurant, gas station, etc. To use the GPS feature you must launch the Sprint SmartView software.

**Q: Is the GPS feature compatible with my navigation software?**

A: To use applications such as Microsoft "Street and Trips", you must first find which GPS com port (also referred to as NMEA port) the device is using and configure your application to use the same port as the GPS Receiver for your device on Sprint SmartView.

To determine which port your device is using: Open Sprint SmartView and enable Sprint Location Services from the Main Menu.

**Q: Do you offer an “auto-connect” feature for the AirCard 402 Card?**

A: You can configure Sprint SmartView to automatically establish a connection whenever you attach your Mobile Broadband device to your computer.

1. Open the **Hardware** tab of the settings window.
2. Click the **Modify** button next to the Mobile Devices heading. The CDMA version of the Device Properties window appears (see Device Properties Window: CDMA Version).
3. Check the Auto Connect Mode box in the "**Connection Type**" section.

**Note:** This feature will behave slightly differently depending on whether RAS or NDIS is selected in this section. If RAS is selected, auto connection will occur only if the Sprint SmartView software is running. If NDIS is selected, auto connection will occur even if Sprint SmartView is not running.

4. Click **OK** to exit the settings window.

Your Mobile Broadband device should now automatically establish a connection each time you connect it to your computer.

Note: This is one of two auto-connect features provided by the Sprint SmartView software. This feature automatically establishes a connection when you attach a particular Mobile Broadband device to your computer. It will automatically connect to the highest priority network regardless of whether the profile for that network specifies auto connection.

The other feature automatically establishes connections to individual networks based on the configuration of the corresponding network profiles. This is controlled by the Connection Options setting on the General page of the profile properties window. The feature is enabled each time you start Sprint SmartView, but can be disabled by establishing a connection manually. If you are using the new interface, the feature can be re-enabled by clicking the Auto button in the main window.

**Q: If I lose coverage or remove the AirCard 402 Card during a file download, will the download resume when the card is inserted and within CDMA coverage again?**

A: No. You will need to re-establish a connection to the network and restart the file download. Some third party applications provide the capability of continuing a file transfer after a call drop. Note: Even if you have NDIS turned on, which means the card will auto connect the next time it's plugged in, the data transfer will not resume.

**Q: How can I improve overall performance when using my AirCard 402 Card?**

A: When accessing your corporate network:

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

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

To ensure the best data performance of your card, it's recommended that you not activate the NMEA stream (by clicking “**GO**” in the GPS Receiver window) unless you are going to use it.

**Q: What should I know about data roaming?**

A: When you are roaming (connected to a network other than Sprint), the fee for service may be higher; certain features such as Sprint Location Services may not be available.

To enable roaming, from the Sprint SmartView software, click on the Settings window set Roam Mode to "Automatic". To disable roaming, set Roam Mode to "Sprint" (you will be able to connect only when you are in the Sprint network coverage area).

Note: Use the Roam Guard menu to specify whether you would like Sprint SmartView to display a warning message when you are about to connect to a roaming network for which there may be additional roaming charges.

- Always Ask — Sprint SmartView will always display the warning message when connecting to roaming networks.
- Never Ask — Sprint SmartView will never display the warning message.
- Default — Sprint SmartView will display the warning message only when connecting to an international roaming network.