

Troubleshooting Sprint Mobile Broadband ExpressCard by Sierra Wireless™ (AirCard® 597E)

If you are unable to resolve your issue using the Troubleshooting steps below, then please contact Sprint Customer Service at 1-888-788-4727 (Business users) or 1-888-2114727 (Personal users) for assistance.

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

1. The Sprint Mobile Broadband Connection Manager does not detect the Sierra Wireless AirCard 597E ExpressCard.

There are several reasons why this behavior may occur:


- **The AirCard 597E ExpressCard is not fully inserted into the PCI ExpressCard slot.**

The AirCard 597E ExpressCard must be fully inserted into the ExpressCard slot in order for the drivers to be installed and the Connection Manager to recognize the card. Please verify that your laptop has a PCI ExpressCard slot and not a PCMCIA Card (PC Card) slot. If it has an ExpressCard slot, then proceed with the following.

- If necessary, remove and then reinsert the AirCard 597E ExpressCard into the ExpressCard slot.
- If the card still is not recognized, remove the AirCard 597E ExpressCard and reboot the PC. Once the PC is booted up, insert the AirCard 597E ExpressCard again.

- **The AirCard 597E ExpressCard drivers are not installed or are incorrectly installed.**

The Connection Manager must be installed before the AirCard 597E ExpressCard is inserted into the ExpressCard slot. If you inserted the AirCard 597E ExpressCard first, follow the steps below to resolve:

- Safely remove the AirCard 597E ExpressCard from the ExpressCard slot.
 - To safely remove the AirCard 597E ExpressCard, click the **Safely Remove Hardware** (Windows XP or Windows Vista) or **Unplug or Eject Hardware** (Windows 2000) icon in the System Tray (i.e., the icon with a green arrow  that is located by the clock on the Windows taskbar).
 - Click the entry for **NEC PCI to USB Open Host Controller** (Windows XP or Windows Vista) or **Standard Enhanced PCI to USB Host Controller** (Windows 2000) and click **Stop**.
 - Remove the AirCard 597E ExpressCard from the ExpressCard slot.
- Uninstall the Connection Manager using **Add/Remove Programs**.
 - On the PC, click **Start, Settings** and then **Control Panel**.
 - Double click the **Add/Remove Programs** icon.
 - Click to select **Sprint Mobile Broadband (Sierra)** from the list of installed programs.

- Click **Remove or Change**.
- Once the installer window appears, click **Next** if no options appear.
- From the option screen, click to select Remove from the list and then click **Next**.
- If prompted to Confirm Uninstall, click **OK**.
- If necessary, click **Remove** and then **Finish**.
- Once the uninstall is complete, click **Restart** or select **Yes** on the prompt to restart.
- Reinstall the Connection Manager software.
- Insert the AirCard 597E ExpressCard into the ExpressCard slot of the laptop.
- The drivers should now be correctly installed. To validate this, check the Device Manager to make sure there are no exclamation marks ("!") showing up. If there are, there is a problem with the driver.
- Open the Sprint Connection Manager and click **Go** to verify that you can connect.
- You may be prompted to update your AirCard 597E ExpressCard software. This is done via an automatic update downloaded from the Sprint server. Before proceeding, please ensure:
 - You are connected to the Internet, either via your AirCard 597E ExpressCard or using a fixed line broadband connection.
 - Your laptop has good battery life, or is connected to a power outlet.
- **The installation of Windows is not up-to-date.**
Browse to Windows Update using an alternate Internet connection to ensure that all of the latest Service Packs and updates are installed.
- **Another application is conflicting with the Connection Manager.**
Ensure that applications such as ActiveSync, HotSync, WinFax and/or other connection managers are not running in the System Tray (i.e., the icons located by the clock on the Windows taskbar) while using the Sprint Connection Manager.

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

2. I am attempting to perform an "Auto Install" to a laptop/PC and receive the following error "The system cannot open the device or file specified" while using my AirCard 597E ExpressCard that has the TRU-Install feature.

In order to install the Sprint Connection Manager software on your desktop via TRU-Install, please complete the following steps:

- Insert card into your PC laptop
- Cancel Auto install
- Go to "My Computer"
- Select the TRU-Install drive
- Right click and select explore
- Once the TRU-Install CD drive is open run the SWISCMDO.msi file
- After installation is complete eject/remove card from PC laptop
- Reinsert the card and allow the new drivers to be installed

- Launch Connection Manager and confirm device is working

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

3. I am having trouble activating my AC597E Device

If your device is not activated when you receive it, you will need to use the automatic One Touch Activation process. For details, see the user guide (section 2D for Windows; section 2E for Mac). If One Touch Activation is not successful, use the Activation Wizard to activate your device.

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

4. I receive an error when I try to connect to the Internet.

Although there are a variety of error messages that you may encounter, most of them can be resolved by following the steps below:

- **There is not sufficient signal strength to connect.**
If low signal strength is displayed in the Connection Manager window, move to a location with better coverage. For a map of coverage in your area, browse to the Sprint Coverage search tool, enter your zip code and click **Go**.
- **The Connection Manager has encountered a problem.**
The Connection Manager and/or the Dial-Up Networking connection associated with it may have been corrupted. The easiest way to rule this out as a potential problem is to reinstall the software using the Windows Add/Remove Programs feature.
- **There is a provisioning problem with your Sprint account.**
To troubleshoot provisioning problems, you must contact Sprint Customer Service at one of the numbers below for assistance.

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

5. I'm unable to connect while roaming.

From the Sprint Mobile Broadband option in the Settings window, ensure Roam Mode is set to "Automatic" or "Roam Only". (If Roam Mode is set to "Sprint", you will be able to connect only when you are in the network coverage area – that is, when you're not roaming).

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

6. I am able to connect, but not able to browse any web pages.

Below are some resolutions:

- **The internet browser is incorrectly configured.**
Check the Connection Settings of your browser to ensure that no conflicting settings exist.
 - For Internet Explorer, click **Tools > Internet Options** and select the Connections tab. Ensure that either **Never dial a connection** is selected, or that the Sprint PCS connection is set as the default. Also ensure that no proxy information is specified by clicking on the **Settings** button and ensuring that the **Use a proxy server for this connection checkbox** is unselected.
 - For Mozilla Firefox, click **Tools > Options** and select the General tab. Click the **Connection Settings** button and ensure that **Direct connection to the Internet** is selected.
 - For other browsers, consult the manufacturer for assistance.

- **The firewall or Internet security application is interfering with the browsing.**
Try to disable any applications that may be restricting your access to the Internet, such as Windows Firewall, Anti-Virus software, etc. If the problem is resolved by this action, contact the software manufacturer for assistance configuring the software to allow for the desired connection.

- **Disconnect all other Internet connections.**
While using the Sprint Connection Manager, disconnect all other Internet connections such as WiFi or local LAN connections before you access the Sprint Mobile Broadband network.

If the steps above do not resolve the issue, then please contact Sprint Customer service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

7. How do I run a diagnostics check for my Sierra Wireless AirCard 597E ExpressCard?

[Visit this link](#), or search the Sprint website for "diagnostics check".

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