

FAQ Sprint Mobile Broadband USB Modem by Sierra Wireless™ (Compass™ 597)

Q: What is the Compass 597 USB modem by Sierra Wireless?

A: The Compass 597 USB modem is a Mobile Broadband Rev A capable USB modem device that plugs into the USB port of a Windows or Mac computer.

Q: What networks does the Compass 597 USB modem operate on?

A: The Compass 597 USB modem operates on Sprint's Mobile Broadband network.

Q: Which Operating Systems are supported for use with the Compass 597 USB modem?

A: The Compass 597 USB modem supports:

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

The following Operating Systems are not supported: Windows 2000, Palm, Pocket PC

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

Q: What is TRU-Install™ and how does it work?

A: TRU-Install technology from Sierra Wireless 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: Does the Compass 597 USB modem support voice calls, fax and/or text messaging?

A: Voice calls, text messaging and fax are not supported.

Q: Which applications are well suited for using with the Compass 597 USB modem and the improved upload speeds?

A: See the following table

Consumer	Business	Applications
√	√	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"

Q: Is it possible to use an external antenna with the Compass 597 USB modem?

A: In areas of weak coverage, an external antenna (sold separately) can boost signal strength. The antenna connects directly into the Compass 597 USB



modem via the robust antenna connector located on the side of the modem. To purchase an external antenna, visit the online store at www.sierrawireless.com.

Q: How will the use of a Virtual Private Network (VPN) connection affect the data transfer speed of the Compass 597 USB modem?

A: Since a Virtual Private Network (VPN) connection increases the amount of data being transferred for security purposes, the average data transfer speed will 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: What do the LED lights on the Compass 597 USB modem indicate?

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

LED	LED Behavior	Indicates
	Off	The modem has no power. The modem is not completely inserted into the USB slot, or the computer is in suspend mode.
	Blue, not blinking	The modem has power and is working properly.
	Blue, blinking	The modem's firmware is being updated.
	Amber, blinking	The modem is searching for service.
	Amber, not blinking	An error has occurred.
	Off	No service is available.
	Amber, blinking	Sprint Vision (1X) coverage is detected. Ready to connect to the network.
	Amber, not blinking	The modem is connected to the Sprint Vision (1X) network, and can send or receive data.
	Blue, blinking	Sprint Mobile Broadband (1xEV-DO) coverage is detected. Ready to connect to the network.
	Blue, not blinking	The modem is connected to the Sprint Mobile Broadband (1xEV-DO) network, and can send or receive data.

Q: How do I activate my Compass 597 USB modem for use?

A: The Sprint SmartViewSM software (for Windows and Mac) includes an automatic one-touch activation feature. The activation feature occurs during installation of the software. Refer to your Quick Start Guide for details on installation and activation. It is important to remember that you must set up an account with Sprint before you are able to activate the device. Contact Sprint Customer Solutions at 1-888-211-4727. Ensure that the following information is available for the Customer Solutions representative:

- Current billing address

- Social Security or Tax ID number
- Driver's license number
- Electronic Serial Number (ESN) of the device

Install the Sprint SmartView software and follow the prompts to activate the device.

Q: Where can I get the latest version of the Sprint SmartView software for my Compass 597 USB modem?

A: Users can initiate an update to the latest version from within Sprint SmartView installed on their computer. Just select "Tools>Check for Application Updates Now..." or

Visit www.sprint.com/downloads. Select the correct Operating System from the drop down list and then click the **Submit** button. Locate the latest version of the Sprint SmartView software for the Sierra Wireless Compass 597 USB modem and then click the corresponding **Download** link.

Q: Will the Sierra Wireless Compass 597 USB modem work with the Sprint Mobile Broadband Connection ManagerSM software installed for the Sierra Wireless AirCard 597E ExpressCard, AirCard 595U USB modem, and AirCard PC Card?

A: No, it will not. The Compass 597 USB modem works only with the Sprint SmartView software.

Q: What is "GPS Receiver Enabled" capability that is stated on the packaging of the Sierra Wireless Compass 597 USB modem and can I use this capability now?

A: Yes, the GPS feature is now available with the latest version of Sprint Mobile Broadband device, allowing the device to be used with desktop GPS Applications and/or Location Services access to "locate and search" capabilities such as the nearest bank, restaurant, gas station, etc. In order to use the GPS feature you must launch the Sprint SmartView software. Please note it does not cost extra to use this GPS feature.

Q: What is GPS mode 'Basic'?

A: GPS Basic mode is regular GPS capability that uses GPS satellite to determine your location coordinates, thus for outdoor use GPS satellite line of site is required, just like other GPS devices. Please note that environmental factors may limit GPS location information.

Q: How do I enable GPS mode 'Premium'?

A: GPS Premium is not available at this time.

Q: Does GPS work while roaming?

A: GPS does not work in certain roaming areas at this time. The Sprint teams are working on a solution to extend GPS capability to work everywhere Sprint Mobile Broadband services are available.

Q: Can I use the GPS capability with my GPS Application?

A: Yes, in order to use GPS with a desktop GPS application such as Microsoft "Street and Trips", you must first enable GPS on the device, find the configured GPS com port (also referred to as NMEA port) on your desktop (Note port will differ in each desktop) and configure the GPS application to use the GPS com port. The GPS application must be NMEA compliant.

Note – The device GPS capability was tested for compliance with GPS standards. However the device was not tested with all possible GPS applications available in the market, for question or issues related to your GPS application please use your GPS application guide or contact your GPS application provider.

Q: How do I find the GPS com port (NMEA port) configured for use on my desktop?

A: To determine which port your device is using, open the Sprint SmartView client and click "GPS" to display the GPS bar. The COM port information ("GPS Port") for your device is displayed.

Q: What is "Mapping Service" that is available with the new Sprint SmartView?

A: The Mapping Service also known as "locate and search", is a free utility in the Sprint SmartView client that leverages the device GPS capability and free internet mapping search engines to 'Find the nearest ...' (example Bank, Restaurant, Gas station, etc). This utility is only available with your Sprint SmartView software.

Q: How do I use a different internet site for the "Mapping Service" queries?

A: The Mapping Service default site can be changed via the Sprint SmartView client under Tool, Setting, Location/GPS options select from list of available mapping search engines configured for use with the Sprint SmartView software.

Q: Why does the 'Mapping Service' work while indoors but not my GPS application?

A: The 'Mapping Services' uses the network to determine your approximate location to obtain coordinates for the internet query. The GPS application uses GPS satellites that for the most part are not accessible while you are indoors due to building structure blocking the satellite GPS signal.

Q: How and when do I use the extension cable?

A: The extension cable provides an alternative to directly connecting your modem to your computer.

The extension cable can be used to connect to your home computer for a "fixed" solution in your home office. Using the cable gives you easier access to the USB port, which may be difficult to reach on the back of the CPU.

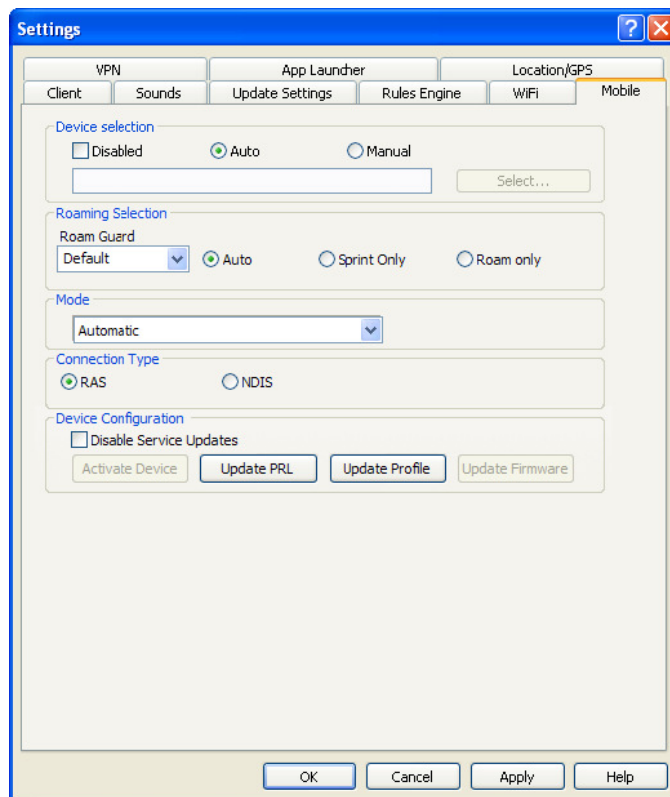
In addition, some laptops have vertical, side-by-side, USB ports. When plugged in directly, the Compass 597 USB modem will block both USB ports. By using the cable, you can use the device and still access the second USB port for other peripherals.

The USB extension cable is flexible, and retains its shape.

Note: Use only the supplied USB extension cable; other cables may not work with the USB modem.

Q: Do you offer an “auto-connect” feature for the Compass 597 USB modem?

A: Yes, the Sprint SmartView software feature “NDIS” (Windows only) which improves interfacing with Windows for increased battery life, the ability to auto connect when the device is inserted, and a faster connection after Windows “Resumes” from “Standby” or “Hibernate” states. This feature can be enabled in Sprint SmartView by selecting “NDIS” (under “Connection Type”, in the Settings window). When you select **NDIS**, Windows uses NDIS to connect and acts like a virtual Network card just as Ethernet does on your local LAN connections.



Q: If I lose coverage or remove the Compass 597 USB modem during a file download, will the download resume when the modem 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 lost connection.

Q: How can I improve overall performance when using my Compass 597 USB modem?

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

- If not using GPS we recommend that you select the 'Disable GPS on Device' under Location/GPS setting options.

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

Note: If NDIS has been enabled (Windows only), after exiting Sprint SmartView you are still connected to the network (data may still be transferred). To manage the connection, use the Windows network connection icon in the system tray.