

Troubleshooting Sprint 3G/4G USB Modem U300

If you are unable to resolve your issue using the Troubleshooting steps below, please contact Sprint Customer Service at 1-866-639-9565 for assistance.

1. The Sprint SmartView™ software does not detect the U300 USB modem.

Please be sure that you install the Sprint SmartView software from the CD in the box before inserting the U300 device.

If you've installed the Sprint SmartView software onto your desktop and your computer is not detecting the U300, here are several reasons why this behavior may occur:

- **The U300 USB modem is not fully inserted into the USB port on your PC.**
The U300 USB modem must be fully inserted into the USB port of your computer (either directly or using the provided extension cable) in order for the drivers to be installed and the Sprint SmartView software to recognize the USB modem.
 - If necessary, remove and reinsert the U300 USB modem into the USB port on the computer.
 - If this does not resolve the problem, try using another USB port (if available).
 - If the modem is still not recognized, remove the U300 USB modem and reboot the computer. Once the computer is booted up, plug in the U300 USB modem again.
- **If you are using the supplied USB "Y" extension cable.**
Please make sure you have both ends inserted into a USB port. If you can not plug in both ends of the Y cable to your computer, then make sure you are using the larger of the 2 ends.

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

- **The U300 drivers are not installed or are incorrectly installed.**
Please be sure that you install the Sprint SmartView software from the CD in the box before inserting the U300 device.
 - Verify that you have Administration Rights to your computer by:
 - Right click on the "**My Computer**" icon and look for "**Manage**" in the menu
 - Check the device manager
 - Click **Start, Settings** and then **Control Panel**
 - Click on **System**, then **Hardware tab** and then **Device Manager**
 - Remove all the devices with a yellow "!"
 - Insert the CD and install the Sprint SmartView software
- **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. The following are supported:
 - Windows Vista (32 and 64 bit)
 - Windows XP with Service Pack 2 or later
 - Windows 2000 with Service Pack 4 or later

Note: No Macintosh or Linux supported today. Mac support coming in 1H'09.

- **Another application is conflicting with the U300 Sprint SmartView software.**
Ensure that applications such as ActiveSync, HotSync, WinFax and/or other connection managers and other WiMAX software are not running in the System Tray (that is, the icons located by the clock on the Windows taskbar) while using the Sprint SmartView software.

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2. I am having trouble activating my U300 USB modem.

- Please ensure your device has been set-up on your Sprint account.
- Make sure you are within Sprint coverage area.
- Remove the device, close all applications, reboot your computer and try activating again.

If the steps above do not resolve the issue, please contact Sprint Customer Service at 1-866-639-9565 for assistance.

3. 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, using an alternate Internet connection browse to the Sprint Coverage Tool at <http://www.sprint.com/coverage>, enter your zip code and click **Go**.

Also, please try the USB Y extension cable that came with the U300 ensuring both ends are plugged into your computer's USB ports to enhance signal strength.

- **U300 Sprint SmartView software has encountered a problem.**
The Sprint SmartView software 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 uninstall the software using the Windows Add/Remove Programs feature and reinstall the software and drivers from the CD-ROM.
- **You encounter a problem with your data services.**
 - Go to Sprint SmartView
 - On menu bar - select tools, settings, hardware, mobile devices/modify
 - Select update profile.

If the steps above do not resolve the issue, please contact Sprint Customer Service at 1-866-639-9565 for assistance.

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

Suggest begin with clearing browser cookies, history, and cache typically found in your browser tools/Internet options. Below are some other potential 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 software 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. 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 SmartView software, disconnect all other Internet connections such as WiFi or LAN connections before you access the Sprint Mobile Broadband network.

If the steps above do not resolve the issue, please contact Sprint Customer Service at 1-866-639-9565 for assistance.

5. How do I enable or verify that GPS is working on the device in that location?

First make sure you are using "Mobile" (Broadband) and not "WiMAX" access via Sprint SmartView. For best results, go to an outdoor location where buildings and terrain obstructions are minimal. Insert the U300 into an USB port of a laptop PC to perform the GPS test:

- From the menu, click **Tools > Settings > Location/GPS**
 - Make sure "Disable GPS on device" is not checked and "Accept Privacy Consent Agreement"
 - Make sure all other GPS boxes are checked except for "Automatically start GPS when a CDMA connection is established"
 - Click **Test GPS** button, if the GPS is working, the number of satellites, Horizontal 3D Estimated Position Error (HEPE), latitude, longitude, and elevation will be displayed.
- If the GPS does not work or if the service is not available at the location, a dialog box will be displayed indicating: GPS Services are not available, please try again later.
- If the U300 is roaming in a network other than Sprint, a dialog box will be displayed indicating: Location Services not Available while Roaming.

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