

## **Sprint Mobile Broadband 2-in-1 Card by Novatel Wireless™ Merlin C777 Troubleshooting Guide**

***If you are experiencing any issues with your Merlin C777 card, please complete or validate the following before reviewing the rest of this guide:***

1. A user must have **administrative rights** to their laptop. If this is your personal laptop, you should not experience a problem. 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.
2. Make sure you are using the **latest version** of your Windows® or Macintosh **Operating System**.
3. If you are sure this **device has been set-up on your Sprint account**, then you are ready to begin the installation process. If not sure, please follow these steps to validate:
  - Log on to you account at [www.sprint.com](http://www.sprint.com) by entering your username and password.
  - Confirm that the Merlin C777 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).

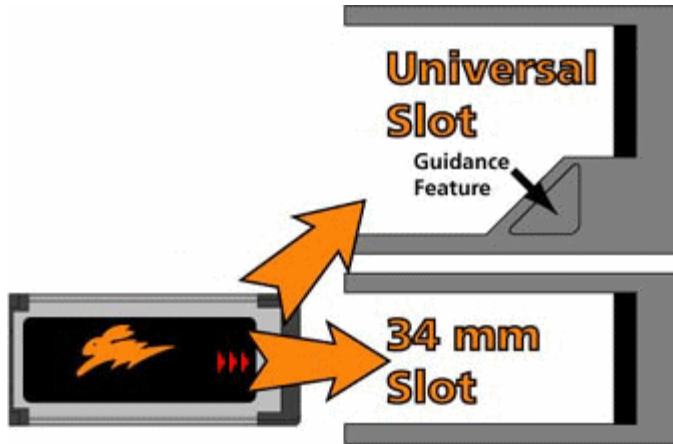
***If you are unable to resolve your issue using the Troubleshooting steps below, then please contact Sprint Customer Service at 1-888-788-4727(Business users) or 1-888-211-4727 (Personal users) for assistance.***

### **1. The Sprint SmartView<sup>SM</sup> does not detect the Novatel Wireless Merlin C777.**

There are several reasons why this behavior may occur:

- **The Merlin C777 is not fully inserted into the card slot of your notebook.**

The Merlin C777 card must be fully inserted into the slot in order for the drivers to be installed and the Sprint SmartView software to recognize the card. Please verify which card slot your laptop has - either a PCI slots (ExpressCard) or a PCMCIA Card (PC Card) slot. If you have a PCMCIA card slot, then the Merlin C777 should slide all the way in to where just the black top 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.



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. Then proceed with the following.

- If necessary, remove and then reinsert the Merlin C777 card into the card slot.
- If the card still is not recognized, remove the Merlin C777 card and reboot your computer. Once your computer is booted up, insert the Merlin C777 card again.

- **The Merlin C777 drivers are not installed or are incorrectly installed.**

- Remove the Merlin C777 card from the card slot.
- Uninstall the Sprint SmartView software. If you're running Windows:
  - Click **Start, Settings** and then **Control Panel**.
  - Double click the **Add/Remove Programs** icon.
  - Click to select **Sprint SmartView** from the list of installed programs.
  - Click **Remove**.
- Reboot PC.
- Install Sprint SmartView software from the CD that came with the device.
- Insert the Merlin C777 card into the computer's card slot and wait for the installation process to complete.
- The drivers and software should now be correctly installed. In Windows, you can validate this by checking the Device Manager to make sure there are no exclamation marks ("!") showing up next to the entries for the Merlin C777 card. If this icon appears, there is a problem with the driver.
- Open the Sprint SmartView software and, on the Mobile Broadband tab, click **Connect** to verify that you can connect.

- **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 SmartView.**  
Ensure that applications such as ActiveSync, HotSync, WinFax and/or other SmartViews are not running in the System Tray (i.e., the icons located by the clock on the Windows taskbar) while using the Sprint SmartView.

## 2. 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 SmartView 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**.
- **Sprint SmartView 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, reboot PC, install Sprint SmartView software from the CD to reinstall the software and drivers and reinsert the card.
- **There is a provisioning problem with your Sprint account.**  
To troubleshoot provisioning problems, you must contact Sprint Customer Service at 1-888-788-4727 (Business users) or 1-888-211-4727 (Personal users) for assistance.

## 3. 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 not selected.
  - 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 SmartView software, disconnect all other Internet connections such as Wi-Fi or local LAN connections before you access the Sprint Mobile Broadband network.

**4. I am able to connect, but data isn't being transferred.**

Below are some resolutions:

- **Reboot your computer**

1. Shut down Sprint SmartView and remove the Merlin C777
2. Shut down the computer, reboot, insert your device, click on the Sprint SmartView icon and connect to the Sprint Mobile Broadband Network
3. Retry to launch the application

- **Update the data profile**

1. Go to the Sprint SmartView Menu>Device Info and Diagnostics
2. Click on Update Data Profile that can be found in the lower left hand corner
3. Wait for it to disconnect
4. Click to connect again

**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". 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.

When you are roaming (connected to a network other than Sprint), the fee for service may be higher; 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.