

## Troubleshooting Sprint Mobile Broadband Connection Card by Novatel Wireless™ Merlin™ EX720 (Refresh)

*If you are unable to resolve your issue using the Troubleshooting steps below, please contact Sprint Customer Service at 1-800-927-2199 then press 2 (Business users) or 1-888-715-4588 (Personal users) for assistance.*

### 1. The Sprint SmartView<sup>SM</sup> software does not detect the Novatel Wireless Merlin EX720 ExpressCard.

There are several reasons why this behavior may occur:

- **The Merlin EX720 is not fully inserted into the Express Card slot.**

The Merlin EX720 must be fully inserted into the Express Card slot in order for the drivers to be installed and the Connection Manager to recognize the card. Please verify that your laptop has an Express Card slot and not a PCMCIA Card slot. If it has an Express Card slot, then proceed with the following.

- If necessary, remove and the reinsert the Merlin EX720 into the Express Card slot.
- If the card still is not recognized, remove the Merlin EX720 and reboot the PC. Once the PC is booted up, insert the Merlin EX720 again.

- **The Merlin EX720 drivers are not installed or are incorrectly installed.**

Sprint SmartView SW must be installed before the Merlin EX720 is inserted into the Express Card slot. If you inserted the Merlin EX720 first, follow the steps below to resolve:

- Safely remove the Merlin EX720 from the Express Card slot.
  - To safely remove the Merlin EX720, click on the **Safely Remove Hardware** (Windows XP) 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 on Safely remove **NEC PCI to USB Open Host Controller** (Windows XP) or **Stop NEC PCI to USB Open Host Controller** (Windows 2000).
  - Remove the Merlin EX720 from the Express Card slot.
- If Sprint SmartView and/or Connection Manager software is present uninstall all connection managers on the system. If you're running Windows:
  - Click **Start, Settings** and then **Control Panel**.
  - Double click the **Add/Remove Programs** icon.
  - Click to select **Sprint Connection Manager** or **Sprint Mobile Broadband (Novatel Wireless)** from the list of installed programs.
  - Click **Remove**. Remove both programs if they are present.
- Reboot PC
- Install Sprint SmartView SW
- Insert the Merlin EX720 into the Express Card slot of the laptop 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. 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 Sprint SmartView software.**  
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.

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## **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 Connection Manager window, move to a location with better coverage. For a map of coverage in your area, visit [sprint.com/coverage](http://sprint.com/coverage).
- **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 and reinsert the modem, to reinstall the software and drivers.
- **There is a provisioning problem with your Sprint account.**  
In order 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, please contact Sprint Customer Service at 1-800-927-2199 then press 2 (Business users) or 1-888-715-4588 (Personal users) for assistance.*

## **3. I am unable to connect while roaming.**

From the Mobile tab in the Settings window of Sprint SmartView, ensure Roaming Selection is set to "Auto" or "Roam Only". (If "Sprint Only" is selected, you will be able to connect only when you are in the network coverage area – that is, when you're not roaming).

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

Below are some 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 local LAN connections before you access the Sprint Mobile Broadband network.

#### 5. I am having trouble activating my Merlin EX720 ExpressCard.

If your EX720 is not activated when you receive it, you will need to use the automatic One Touch Activation process. For more information, see the SmartView User Guide, section "Device Activation".

*If the steps above do not resolve the issue, please contact Sprint Customer Service at 1-888-211-4727 for assistance.*

#### 6. My Novatel Connection Manager becomes unusable with other Novatel connection devices.

There is an incompatibility issue with Sprint SmartView and the Novatel Sprint Connection Manager. If the user has a previous version of the Sprint SmartView and Novatel Sprint Connection Manager loaded on a PC and then installs a newer version of Sprint SmartView client, the previous Novatel CM will become non functional. Novatel Sprint Connection Manager will be in this state:



This will also be seen if Sprint SmartView alone is uninstalled and both Connection Managers are present on a PC. Once in this state if a user then attempts to uninstall the Novatel CM and SSV is still present, this may impact the SSV client functionality.

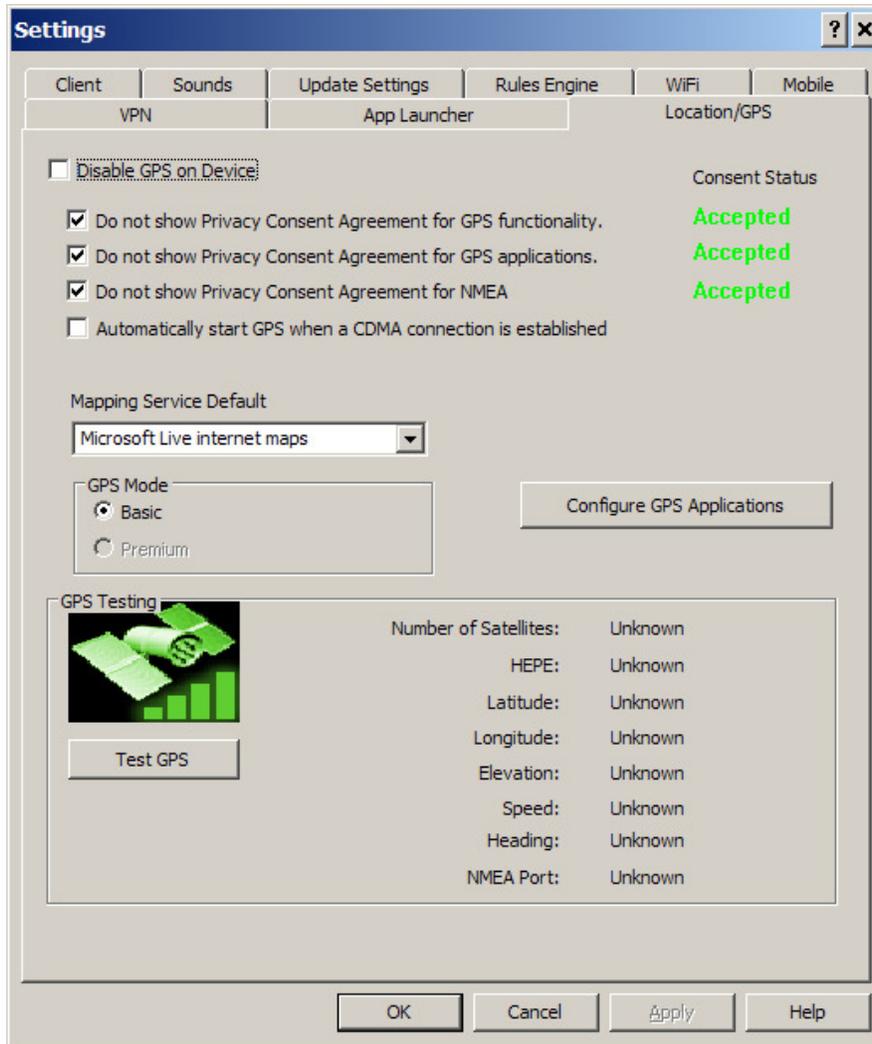
If a user runs into this problem they should uninstall all current CM versions and reboot. Once this has completed they can again plug in the Compass 597 and proceed with the TRU-Install of Sprint SmartView<sup>SM</sup>.

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## **7. How to verify that GPS is working on the device in that location?**

- **The Sprint SmartView software includes a test utility.**  
Open the **Sprint SmartView client** and select **Tools** menu.
  - Select the **Location/GPS** tab
  - Make sure that '**Disable GPS on Device**' is not selected.
  - Make sure that all three consents have been '**accepted**'.
  - Click on '**Test GPS**' button

If GPS is working on device your GPS coordinates are displayed.



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