

FAQ Sprint Mobile Broadband USB Modem 598U By Sierra Wireless™

Q: What is the 598U USB modem by Sierra Wireless?

A: The 598U provides broadband access via Sprint's 3G network when plugged into USB port on a PC laptop or desktop with compatible Operating Systems.

Q: What networks does the 598U USB modem operate on?

A: The 598U USB modem operates on the nationwide Sprint Mobile Broadband Network (3G network).

Q: Which Operating Systems are supported for use with the 598U USB modem?

A: The 598U 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: Palm, Pocket PC.

Note: for more general information 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 598U USB modem support voice calls, fax and/or text messaging?

A: Voice calls and fax are not supported. Text messaging can be done only through the Internet; you may be charged for this. To learn how to send a text message to a Sprint or a Nextel customer, go to [How do I text from a computer to a Nextel or Sprint customer?](#)

Q: Which applications are well suited for using with the 598U 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 598U USB modem?



A: In areas of weak coverage, an external antenna (sold separately) can boost signal strength. The antenna connects directly into the 598U 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 598U 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 598U USB modem indicate?

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

LED	State of LED	Indicates
	Off	The modem has no power. The modem is not completely inserted into the USB slot, or the computer is in suspend mode, or you have disabled the modem (through the Sprint SmartView software).
	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 Power Vision (1xEV-DO) coverage is detected. Ready to connect to the network.
	Blue, not blinking	The modem is connected to the Sprint Power Vision (1xEV-DO) network, and can send or receive data.

Q: How do I activate my 598U USB modem for use?

A: The Sprint SmartView 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 598U USB modem?

A: Visit www.sprint.com/downloads. Select **Mobile Broadband Devices**, then select **598U by Sierra Wireless**. Select your Operating System and then click **More details**. Click **Download**.

Q: Will the Sierra Wireless 598U 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 won't. The 598U 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 598U USB modem and can I use this capability now?

A: The GPS feature is now available with the latest version of Sprint Mobile Broadband, allowing access to "locate and search" capabilities such as the nearest bank, restaurant, gas station, etc. To use the GPS feature you must launch the Sprint SmartView software.

Q: Is the GPS feature compatible with my navigation software?

A: To use applications such as Microsoft "Street and Trips", you must first find which GPS comport (also referred to as NMEA port) the device and Sprint SmartView are using and configure your application to use the same port.

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

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

A: The extension cable and laptop clip provide an alternative to directly connecting your modem to your computer. The laptop clip fits on top of your laptop screen and holds your USB modem.

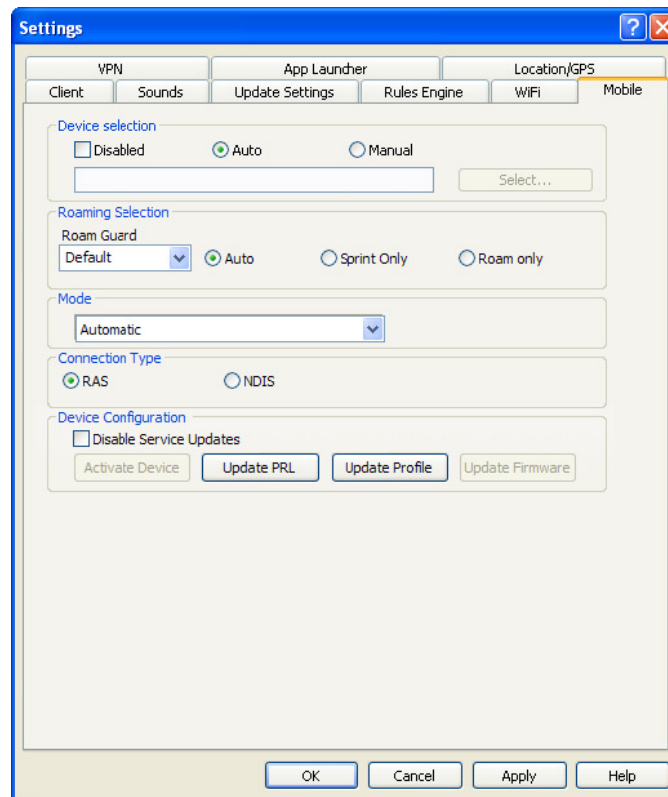
The extension cable and laptop clip can be used to connect to your home computer for a "fixed" solution in your home office. Using the cable and laptop clip gives you easier access to the USB port, which may be difficult to reach on the back of the CPU.

In addition, some laptops have vertical, side-by-side, USB ports. When plugged in directly, the 598U USB modem will block both USB ports. By using the cable and laptop clip, you can use the device and still access the second USB port for other peripherals.

Note: To meet FCC (regulatory) requirements, use only the supplied USB extension cable and laptop clip; other cables and laptop clips should not be used.

Q: Do you offer an "auto-connect" feature for the 598U USB modem?

A: Yes, the Sprint SmartView software feature "NDIS" (Windows only) 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 598U 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 598U 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

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.