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

If you are unable to resolve your issue using the Troubleshooting steps below, please contact Sprint Customer Service at 1-888-211-4727 for assistance.

1. **The Sprint SmartView^{SM} software does not detect the Sierra Wireless Compass 597 USB modem.**

   There are several reasons why this behavior may occur:

   - **The Compass 597 USB modem is not fully inserted into the USB port on your PC.**
     The Compass 597 USB modem must be fully inserted into the USB port of your computer (either directly, or through the optional 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 Compass 597 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 Compass 597 USB modem and reboot the computer. Once the computer is booted up, plug in the Compass 597 USB modem again.

   - **You're using a USB extension cable other than the supplied USB extension cable.**
     Use only the supplied USB extension cable; other cables may not work with the USB modem.

   - **The Compass 597 drivers are not installed or are incorrectly installed.**
       - ➢ Remove the Compass 597 USB modem from the USB port.
       - ➢ Uninstall the Sprint SmartView software. If you're running Windows:
           - o Click **Start, Settings** and then **Control Panel**.
           - o Double click the **Add/Remove Programs** icon.
           - o Click to select **Sprint Connection Manager** from the list of installed programs.
           - o Click **Remove**.
       - ➢ Insert the Compass 597 USB modem into the computer's USB port 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.

     Please note this device/software does not support Windows 2000 currently. If this is your Operating System, then you will need to return and replace this device with another Sprint Mobile Broadband connection device that does support this OS.

- **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 (that is, the icons located by the clock on the Windows taskbar) while using the Sprint SmartView software.

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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 Sprint SmartView 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**.

   - **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.**
     To troubleshoot provisioning problems, contact Sprint Customer Service at the number below for assistance.

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

3. **I'm 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).

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

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.

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

5. **I am having trouble activating my Compass 597 USB modem.**
   If your modem 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 Sierra Connection Manager becomes unusable with other Sierra connection devices.**
   There is an incompatibility issue with Sprint SmartView and the Sierra Sprint Connection Manager. If the user has a previous version of the Sprint SmartView and Sierra Sprint Connection Manager loaded on a PC and then installs a newer version of Sprint SmartView client, either via TRU-Install or Standalone, the previous Sierra CM will become non functional. Sierra 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 Sierra 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^{SM}.

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

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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