

CLIENT: SPRINT
 ITEM: NOVATEL EX720 QUICK START GUIDE

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NOTE: 4" X6" Drawn by DDW, NO DIE LINE PROVIDED:

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***Sprint Mobile Broadband Express Card Modem
by Novatel Wireless
Merlin™ EX720***



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Welcome to Sprint

Sprint is committed to bringing you the best wireless technology available. We built our network right from the start to give you what we believe you really want from a wireless service provider—clear connections, private communications, and time-saving features.

This guide will familiarize you with your new Sprint Mobile Broadband Express Card Modem through simple, easy-to-follow instructions.

Welcome and thank you for choosing Sprint.

Your Sprint Mobile Broadband Express Card Modem

Thank you for purchasing a Sprint Mobile Broadband Express Card Modem. This Express Card Modem offers more freedom than ever before. No wires, no cables—just access to your data when you need it. The power of the Internet is truly at your fingertips.

Add Product image

How to Use This Guide

The advantages of Sprint are as clear as each wireless connection you make. With Sprint service, we give you what you really want from a wireless service provider—clear connections, easy-to-understand service plans, and self-servicing options for managing your account. All this is designed to make your life easier and worry-free.

We know you're eager to start using your Express Card Modem right away, and the sections of this guide are designed to help you do just that.

1 The first section (page 1) gives an overview of the Express Card Modem package contents.

2 The second section (page 5) guides you through the steps required to install your Sprint Mobile Broadband Express Card Modem and the Windows® or Mac® software, describes how to

3 start the software once it is installed, and how to use the optional PC Card Adapter with your Express Card Modem.

The third section (page 21) lists the technical specifications, regulatory and important safety information for your Sprint Mobile Broadband Express Card Modem.

Getting More Information About the Express Card Modem and Service

This guide describes how to install and start the software. To learn how to use all the features of your Express Card Modem and software, consult the user guide (see page 14 of this document) or online help.

Section 1

***Introducing the Sprint Mobile
Broadband Express Card Modem***



Introducing the Sprint Mobile Broadband Express Card Modem

- ◆ *Your Sprint Mobile Broadband Express Card Modem (page 2)*
- ◆ *Package Contents (page 3)*
- ◆ *Care and Maintenance (page 4)*

This section introduces your Sprint Mobile Broadband Express Card Modem, and describes what is included with your Express Card Modem.

Your Sprint Mobile Broadband Express Card Modem

The Novatel Wireless Merlin™ EX720 Express Card Modem is a dual-band wireless Express Card Modem. It enhances the functionality of your mobile computing devices by adding wireless connectivity to the Internet.

Your Sprint Mobile Broadband Express Card fits into an Express Card or PC Card slot (with a PC Card Adapter) available on most notebook and desktop computers.

Package Contents

Your Sprint Mobile Broadband Express Card Modem package contains the following components:

- Sprint Mobile Broadband Express Card Modem by Novatel Wireless (Merlin™ EX720)
- Getting Started guide (this document)
- PC Card Adapter

Care and Maintenance

As with any electronic device, the Express Card Modem must be handled with care to ensure reliable operation. Follow these guidelines in using and storing the Express Card Modem:

- The Express Card Modem should fit easily into your Express Card or PC Card slot (with a PC Card Adapter). Forcing the Express Card Modem into a slot may damage the connector pins.
- Protect the Express Card Modem from liquids, dust, and excessive heat.
- When not installed in your computer, store the Express Card Modem in a safe place.
- Remove the Express Card Modem before storing or transporting your computer.
- When inserting or removing the Express Card Modem, always grip it by the sides rather than the end, as this prevents damage to the Express Card Modem antenna and connector.
- Do not use the Express Card Modem with a handheld computer; it is designed only for notebook or desktop computers running Windows Vista, Windows XP, or Mac OS X.
- Do not handle or operate the Express Card Modem while driving or operating a vehicle. Doing so may distract you from properly operating the vehicle. In some jurisdictions, operating communication devices while in control of a vehicle is a criminal offense.

Section 2

***Installing and Using the
Express Card Modem***



Installing the Software

- ◆ *Installing the Software on a Windows Computer (page 7)*
- ◆ *Installing the Software on a Mac Computer (page 8)*

Important

Do not insert your card until you have installed Sprint SmartViewSM onto your computer or until instructed to do so by Sprint SmartView.

The installation process has two stages:

- **Installing the Software and Drivers** — Insert the Sprint SmartView Installation CD to install the drivers and the software (for Windows, see below; for Mac, see page 8).

Activating Your Express Card Modem — Start the software, activate your account, and configure the Express Card Modem to use your account. For complete instructions, consult the user guide, located on the Installation CD and also available online at www.sprint.com/downloads.

Installing the Software on a Windows Computer

System Requirements

The Sprint Mobile Broadband Express Card Modem is supported on:

- Windows Vista
- Windows XP with Service Pack 2 or later

To install and run the Express Card Modem and accompanying Sprint SmartView software on a Windows computer, you will need an Express Card slot or a PC Card* slot.

* To use the Express Card Modem in a PC Card slot, you must use the PC Card Adapter. See page X.

Note

This Sprint device is designed to be activated on the Sprint network and has a software programming lock that, in part, protects many of the device's features and functions against tampering and unauthorized reprogramming. This device will work with Sprint services - service plans and other services/options must be purchased separately. Operates within the Sprint CDMA frequency band of 800 MHz/1.9 GHz. This device will not operate on any iDEN network. Coverage is not available everywhere. Product meets current FCC Radio Frequency Emission Exposure Guidelines. FCC Equipment Authorization ID number: PKRNWWMX720.

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Installing the Software and Drivers

Note

*Windows Vista users: You must log in with administrative privileges to install the software and drivers.
Windows XP users: You may need to log in with administrative privileges, depending on your Windows configuration.*

As part of the installation process you may be prompted to restart your computer; save any open documents.

1. If your Express Card Modem has not yet been activated, ensure you are in the network coverage area (not roaming).
2. Gripping both sides of the Express Card Modem, insert it into your computer's Express Card slot.


Note

If your computer does not have an Express Card slot and if you must use a PC Card slot, you may use the PC Card Adapter that was included in the box. See page X for instructions on use.

Installing the Software on a Mac Computer

System Requirements

The Sprint Mobile Broadband Express Card Modem is supported on Mac OS® X, version 1.4 or newer, computers equipped with an Express Card or PC Card slot.

To check your version, from the Apple menu () choose **About This Mac**. If your version is earlier, then:

- ▶ Visit www.apple.com/downloads/macosx/apple for upgrading instructions.
 - or –
- 1. In Finder™, choose **Go > Applications > System Preferences**.
- 2. Double-click the System Preferences icon.
- 3. Double-click **Software Update**.
- 4. Click **Check Now**.

To install and run the Express Card Modem and accompanying Sprint SmartView software on a Mac computer, you will need one Express Card slot or PC Card slot (for use with the PC Card Adapter).

Installing the Software and Drivers

Note As part of the installation process you will be prompted to restart your computer; save any open documents.

Important Do not insert your Express Card Modem until you have installed Sprint SmartView onto your computer or until instructed to do so by Sprint SmartView.

1. Insert the installation CD for Sprint SmartView, into your PC's CD-ROM or DVD-ROM drive. The installer should run automatically. If the setup program does not start, go to Finder and open the contents of the CD drive. Click to open Sprint SmartView Installer.mpkg.

Note The Sprint SmartView software can also be downloaded from www.sprint.com/downloads.

2. Follow the on-screen instructions, using the **Continue** and **Go Back** buttons to navigate through the installation wizard, noting the following:
 - In order to continue with the installation, you must accept the terms of the License Agreement.
 - Click **Install** to load the software. You may be prompted to restart your computer to after the installation completes, if so, click **Continue Installation**.
 - Click **Restart** to complete the installation once the Finish Up screen appears.


Using Your Express Card Modem

- ◆ *Starting the Windows Software (page 11)*
- ◆ *Starting the Mac Software (page 11)*
- ◆ *Activating Your Express Card Modem (page 12)*
- ◆ *Using the PC Card Adapter (page 13)*
- ◆ *Viewing the User Guide (page 13)*
- ◆ *Removing the Express Card Modem (page 13)*
- ◆ *Attaching an External Antenna (page 14)*
- ◆ *Contacting Sprint Customer Service (page 14)*
- ◆ *Troubleshooting (page 15)*

Starting the Windows Software

Important

Do not insert the Express Card Modem into your computer's Express Card or PC Card Slot (with PC Adapter) until instructed to do so.

1. Double-click the program's icon [– or –
Select *Start > All Programs > Sprint > Sprint SmartView*.
2. Sprint SmartView launches and the "No Wireless Device Detected" dialog appears.
3. Insert the Express Card Modem with the Sprint label facing up into your computer's Express Card slot or PC Card slot with the PC Card Adapter (see page XX). (Do not forcefully insert the card, as this may damage it.)
4. Please wait a few moments while Windows automatically installs the necessary drivers for this device. A series of "Found New Hardware" messages appear. Once the driver installation is complete, the Sprint SmartView dialog changes to read "Ready: Sprint Mobile Broadband".

Proceed to "Activating Your Express Card Modem" on page 12.

Starting the Mac Software

If the Sprint SmartView software has not started automatically:

- ▶ In Finder, choose *Go > Applications*, and then double-click *Sprint SmartView*.

Activating Your Express Card Modem

If your Express Card Modem has not been preactivated or you have not activated it at the time of purchase, you must activate your account and configure the Express Card Modem to use your account.

If the “One Touch Activation” window appears, click Yes to indicate that you’d like to have the network autoprogram your Express Card Modem. Sprint SmartView will display “Preparing services, Please wait.”

If One Touch Activation is successful, Sprint SmartView will then display “Sprint is ready to Connect,” after which you are ready to connect to the network. Proceed to “Viewing the User Guide” on page 14.

Note

One Touch Activation may also be accessed from the Tools menu. Go to Tools > Activate Device.

If One Touch Activation was not successful, a message window is displayed. For instructions on activating your Express Card Modem, see the user guide (see “Viewing the User Guide” on page 14). Use the spaces below to write down important information related to the activation process and your account. ESN/MEID Activation code Sprint Phone number MSID Account password Sprint User Name.

ESN/MEID

Activation code

Sprint Phone number

MSID

Account password

Sprint User Name

Using the PC Card Adapter

1. Insert the Express Card Modem, label facing up, through the PC Card Adapter opening, with the Express Card to PCMCIA Adapter label facing up.
[DO NOT force the Express Card into the PC Card Adapter].
2. Ensure that the Express Card connects or locks with the connector pins on the adapter.
3. Properly insert into your computer's PC Card (PCMCIA) slot.

ADD IMAGE: EX720
PC Card Adapter

Viewing the User Guide

The user guide provides detailed information on the Windows and Mac versions of the Sprint SmartView software.

- ▶ In Windows, select **Start > All Programs > Sprint > Sprint SmartView User Guide**.

– or –

On your Mac desktop, double-click **Sprint SmartView User Guide.PDF**.

Removing the Express Card Modem

1. Exit the Sprint SmartView software if it is open.
2. Remove the Express Card Modem from your computer's Express Card or PC Card slot by gripping both sides of the Express Card Modem and pulling straight out

WARNING

When inserting or removing your Express Card Modem, always grip it by its sides, as this prevents damage to the Express Card Modem.

Attaching an External Antenna

You can improve the signal strength by attaching an external antenna with an SMK connector (sold separately).

1. If the Express Card Modem is connected to your computer, remove it.
2. Gently flip open the unlabelled tab on the side of the Express Card Modem.
3. Hold the antenna cable by the connector (end) part, and carefully insert the connector part of the cable into the corresponding connector on the Express Card Modem.
4. Reinsert the Express Card Modem into your computer.

Contacting Sprint Customer Service

You can reach Sprint Customer Service by:

- Logging on to your account at www.sprint.com.
- Calling us toll-free at **1-800-SPRINT1** (personal use) or **1-800-927-2199** (business use).
- Writing to us at Sprint Customer Service, P.O. Box 8077, London, KY 40742.

Troubleshooting

For a more complete listing of errors and possible solutions, please see the user guide or online Help. You may also visit www.sprint.com or contact Sprint Customer Service (see page 14).

Problem/error	Solution
The Express Card Modem has no power. (The LED indicator is off.)	Ensure the following: <ul style="list-style-type: none">● The Express Card Modem is properly inserted.● The computer is turned on and not in suspend mode (Windows) or sleep mode (Mac).
No service is available. (The LED indicator is off.)	Try the following: <ul style="list-style-type: none">■ Reorient your computer.■ If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer.■ Check with Sprint – a network or account problem may be preventing the Express Card Modem from obtaining service.

Section 3

***Technical Specifications,
Regulatory and Safety Information***



Technical Specifications

- ◆ *LED Overview (page 19)*
- ◆ *Environmental Specifications (page 20)*
- ◆ *Mechanical Specifications (page 21)*
- ◆ *Software Specifications (page 21)*
- ◆ *Transmitter Specifications (page 22)*
- ◆ *Receiver Specifications (page 23)*
- ◆ *Hardware Specifications (page 24)*
- ◆ *Miscellaneous (page 24)*

This section describes the LED indicators and various specifications of your Sprint Mobile Broadband Express Card Modem.

LED Overview

Your device, has an LED light located near the antenna of the device. The light operates as follows:

<i>LED Status</i>	<i>Indicates</i>
Off (no light)	The device has no power. The device may not be completely inserted into the computer.
Red	No Service.
Amber	Error; Reset Modem.
Green (solid)	The device is powered but is not transmitting or receiving data.
Green (blinking slowly)	The device is powered and is searching for the network.
Green (intermittent blinking)	The device is powered, connected, and is sending or receiving data.

Environmental Specifications

Operating temperature	0° C to +55° C (32°F to 131° F)
Storage temperature	-20° C to +65° C (-4° F to 149° F)
Humidity	5% to 90% over operating temperature
Vibration Stability	5 Hz to 500 Hz, 0.1 octave/second
Drop	1 meter drop, no damage – fully operational

Mechanical Specifications

Dimensions (W x D x H)	34 mm x 5 mm x 112 mm
Weight	43 g (1.4 oz.)
Battery Pack	N/A
LED	Yes
Antenna	External Flip-Up and Intern

Software Specifications

CDMA specification	EVDO Rev A
Data service	Support
SMS (IS-637)	Currently not supported
IOTA	Support
OTAPA (IS-683A)	Support
PRL (preferred roaming list)	Support
Authentication	Support
NAM	1
Mobile IP	Support

Transmitter Specifications

Type of multiplexing	EVDO and 1xRTT
Normal output power	7-10 dBm
TX Max power	23 dBm
Frequency range	1850 MHz to 1919 MHz
Frequency stability	Compliant with CDG1
Bandwidth	1.25 MHz
Occupied bandwidth	1.25 MHz
Modulation method	O-QPSK/HPSK
Waveform quality	.944
Conducted spurious emission	Complies with Title 47, Part 24 of the FCC Rules
Common RF impedance	50 ohms

Receiver Specifications

Type of receiving	EVDO and 1xRTT
Frequency range	1930 MHz to 1990 MHz
Bandwidth	1.25 MHz
Occupied bandwidth	1.25 MHz
Modulation method	O-QPSK/HPSK
Receiver sensitivity	-104 dBm
Inter-modulation spurious response attenuation	Complies with CDG stage 1
Common RF impedance	50 ohms

Hardware Specifications

Interface type	USB; Express Card 34/54/card bay (requires card caddy accessory)
Common air interface	1xEVDO Rev A
Channel spacing	50 kHz
Chipset	QUALCOMM™ MSM6800
Transmitting (max. data rate)	Forward link: 3.1 Mbps Reverse link: 1.8 Mbps
Supply voltage	500 mA
Battery	N/A
Charger (charging time)	N/A
Current consumption Sleep/idle Average in-use Max. (peak)	60 mA 400 mA 700 mA
Communication ports	USB
Voice capability	No support
GPS capability	Support

Miscellaneous

Certification & Approval	FCC (parts 2, 22, & 24, SAR), UL, CDG, etc.
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Regulatory Information

- ◆ *Regulatory Notices (page 25)*
- ◆ *Trademarks (page 27)*
- ◆ *Copyright (page 27)*
- ◆ *Additional Information and Updates (page 28)*
- ◆ *Additional Information and Updates (page 28)*

This section contains important regulatory notices about your Sprint Mobile Broadband USB modem, and also patent and other information.

Regulatory Notices

This device is compliant with Parts 2, 22, and 24 of the FCC Rules. Operation of this device is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesirable operations.

In order to comply with FCC RF Exposure requirements, this device must be installed so that a minimum separation distance of 8.5mm (0.33") is maintained between the antenna and all persons during ordinary operating conditions contingent upon the following:

1. The laptop or PC is placed on a desktop, table or flat surface
2. The device is placed on a flat surface

In accordance with FCC rules and regulations, the combination of the MX720/V740 ExpressCard Transmitter with the XUA-1 ExpressCard Adapter results in a FCC Class B computer peripheral approved under Declaration of Conformity: tested to comply with FCC Standards.

FCC ID: PKRNVWMX720

CAUTION: Unauthorized modifications or changes not expressly approved by Sprint Communications Company L.P. could void

compliance with regulatory rules and thereby your authority to use this equipment.

WARNING (EMI) – United States FCC Information

This equipment has been tested and found to comply with the limits pursuant to Parts 2, 22, and 24 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in an appropriate installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communication. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the notebook PC.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING (EMI) – Canada

This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference causing equipment standard entitled “Digital Apparatus,” ICES-003 of the Department of Communications.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: “Appareils Numériques,” NMB-003 édictée par le ministre des Communications.

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions

Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

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Additional Information and Updates

For up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases, visit www.sprint.com.

Important Safety Information

- ◆ *Important Notice (page 30)*
- ◆ *Safety and Hazards (page 30)*

Important Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors), or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Sprint Mobile Broadband Express Card are used in a normal manner with a wellconstructed network, they should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. SPRINT SPECTRUM L.P. accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sprint Mobile Broadband Express Card, or for failure of the Sprint Mobile Broadband Express Card to transmit or receive such data.

Safety and Hazards

Do not operate the Sprint Mobile Broadband Express Card in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas, the Sprint Mobile Broadband Express Card **MUST BE POWERED OFF**. It can transmit signals that could interfere with this equipment.

Do not operate the Sprint Mobile Broadband Express Card in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Sprint Mobile Broadband Express Card **MUST BE POWERED OFF**. When operating, it can transmit signals that could interfere with various onboard systems.

The driver or operator of any vehicle should not operate the Sprint Mobile Broadband Express Card while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some jurisdictions, operating such communications devices while in control of a vehicle is an offense.

Novatel Wireless Limited Warranty and Liability

Novatel Wireless warrants for the 12 month period immediately following receipt of the Product by Purchaser that the Product will be free from defects in material and workmanship under normal use. THESE WARRANTIES ARE EXPRESSLY IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING, WITHOUT LIMITATION, ALL IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

The exclusive remedy for a claim under this warranty shall be limited to the repair or replacement, at Novatel Wireless' option, of defective or non-conforming materials, parts or components. The foregoing warranties do not extend to (I) non conformities, defects or errors in the Products due to accident, abuse, misuse or negligent use of the Products or use in other than a normal and customary manner, environmental conditions not conforming to Novatel Wireless' specification, of failure to follow prescribed installation, operating and maintenance procedures, (II) defects, errors or nonconformity's in the Product due to modifications, alterations, additions or changes not made in accordance with Novatel Wireless' specifications or authorized by Novatel Wireless, (III) normal wear and tear, (IV) damage caused by force of nature or act of any third person, (V) shipping damage, (VI) service or repair of Product by the purchaser without prior written consent from Novatel Wireless' (VII) products designated by Novatel Wireless as beta site test samples, experimental, developmental, reproduction, sample, incomplete or out of specification Products, or (VIII) returned products if the original identification marks have been removed or altered.

Notes

Notes