



AirCard® 595U USB modem

User Guide



2130750
Rev 1.0

Important Notice

Due to 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 Sierra Wireless modem are used in a normal manner with a well-constructed network, the Sierra Wireless modem 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. Sierra Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sierra Wireless modem, or for failure of the Sierra Wireless modem to transmit or receive such data.

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- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference. In such areas, the Sierra Wireless modem **MUST BE POWERED OFF**. The Sierra Wireless modem can transmit signals that could interfere with this equipment.

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6,339,405	6,359,591	6,400,336	6,516,204	6,561,851
6,643,501	6,653,979	6,697,030	6,785,830	6,845,249
6,847,830	6,876,697	6,879,585	6,886,049	6,968,171
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Comments

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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.sierrawireless.com.

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1: Introducing the AirCard® 595U USB modem

1

- [Welcome](#)
- [Feature summary](#)
- [Package contents](#)

Note: Do not insert the AirCard USB modem into your USB slot prior to installing the software. It is important to install the software and driver in the correct order. For detailed procedures, see [page 15](#).

Note: For step-by-step instructions to access features of the AirCard USB modem, consult the [online help](#) available with Watcher™ ([page 30](#)).

Note: This document applies to you, only if your wireless device is the AirCard 595 USB modem from Sierra Wireless. This document does not apply, if you are using an AirCard 595 PC Card or a wireless device that is built into your computer.

Welcome

The Sierra Wireless AirCard 595 USB modem is a dual-band wireless USB modem for cellular and [PCS](#) networks. It enhances the functionality of your mobile computing device by adding wireless data and 2-way messaging.

This USB modem allows you to do the following (subject to feature availability), without using a wireline phone or network:

- Connect to the Internet, [VPN](#) and corporate networks
- Send and receive e-mail
- Send and receive [SMS](#) messages

Note: You can view this guide online or print it to keep on hand. If you're viewing it online, simply click a topic in the Table of Contents, or a page number in the Index, or any page reference or section reference. (Most text that is blue is a clickable link.) The PDF automatically displays the appropriate page.

Feature summary

The AirCard USB modem is designed to provide a wide range of capabilities using [CDMA](#) network technology. Implementation of these features depends on the particular service provider and account features you have chosen.

Some features described in this manual may not be supported by your service provider or may not be available with your network account. For details of the services and accounts available, contact your service provider.

Wireless USB modem

Once installed and configured, the AirCard USB modem can connect to the [CDMA](#) network automatically. You just insert the AirCard USB modem, allow Watcher to autolaunch and authenticate your account on the network, then launch your Internet browser (which you can also configure in Watcher to launch automatically)—you're online!

Alternatively, you can make a high-speed data connection without running Watcher—simply by launching whatever application you want to use (such as your web browser or e-mail application). **Prerequisites:** you must have previously selected, in Watcher, “**Always-on**” for the high-speed connection and (subject to feature availability) “**Enable NIC for data connections**”.

The AirCard USB modem also allows you to dial up a modem (such as a corporate server).

CDMA 3G services

The AirCard USB modem operates over a type of wireless network called [CDMA](#) (Code Division Multiple Access).

CDMA 3G technology provides a variety of connectivity features, depending on your service provider and account:

- [1x-EVDO Rev. A](#) supports Internet connections with data rates up to 3.1 [Mbps](#) (downlink from the network) and 1.8 [Mbps](#) (uplink to the network). Average data rates are roughly 600–1300 [Kbps](#) (downlink from the network) and 300–400 [Kbps](#) (uplink to the network). Actual speed depends on the network conditions.
- [1x-EVDO Rev. 0](#) supports Internet connections with data rates up to 2.4 [Mbps](#) (downlink from the network) and 153 [Kbps](#) (uplink to the network). Average data rates are roughly 400–700 [Kbps](#) (downlink from the network) and 40–80 [Kbps](#) (uplink to the network). Actual speed depends on the network conditions.
- [1X](#) supports Internet connections with data rates up to 153 [Kbps](#). Actual speed depends on the network conditions.

Once the connection is established, you can open your browser and connect to any web site that is accessible through the Internet, or access other Internet services (such as e-mail).

The connection is “active” when data transmission is occurring. If data transmission stops for a period of time (determined by the network), the connection becomes “dormant”; see [page 28](#).

- **Circuit switched (dial-up) data**, using the earlier [CDMA IS-95](#) specification, supports data connections to any dial-in service at rates up to 14.4 [Kbps](#).
- **QNC (Quick Net Connect)**, provides a simplified way to dial into an Internet connection (using circuit switched data) where 3G (1xEV-DO or 1X) high-speed [packet](#) service is not available.
- **SMS (Short Message Service)**, allows you to send and receive short text messages using the AirCard USB modem.

Additional AirCard USB modem features

Beyond the features of the [CDMA](#) network, the AirCard USB modem provides additional software features:

- PIN security code to protect your AirCard USB modem and account from unauthorized use.
- An Activation Wizard ([page 20](#)) to assist with configuring your CDMA account.
- Sound options to customize ringtones for SMS messages.
- A Call Log to track outgoing calls and determine the amount of data transferred.

Package contents

Your AirCard USB modem package contains the following components:

- AirCard 595 USB modem
- Rechargeable battery
- Docking station with cable
- Installation CD containing the AirCard USB modem software, and this user guide
- Quick Start Guide
- Warranty Card

System components

Your AirCard 595 USB modem is just one part of a system designed to provide you with a wide range of communication features. Every component of the system is needed to enable these capabilities.

Your host computing device

Your notebook or desktop computer hosts the AirCard USB modem hardware and runs the communication software: your web browser or e-mail application, and Watcher—the AirCard USB modem enabling software.

You may also have other software on your computer that can be used wirelessly with the AirCard USB modem, such as: file transfer applications (FTP), chat or instant messaging, a [VPN](#) (Virtual Private Network) client, client software for a corporate server application.

The AirCard 595 USB modem

The AirCard USB modem provides your computer with a connection to the CDMA wireless network.

The AirCard USB modem fits into a USB slot available on most notebook and desktop PCs.

Every [CDMA](#) network operates on one of three radio frequency bands. As a dual-band product, the AirCard USB modem operates on two of these bands (see [page 32](#)), providing a wide coverage area.

The AirCard USB modem drivers and enabling software

Required to control, monitor, and manage your wireless connections, this includes the Watcher application.

The AirCard USB modem comes with a CD containing this software:

- Watcher application that you use to manage the AirCard USB modem and monitor your connections. For step-by-step instructions to access features of Watcher, use the application's [online help](#).
- The device driver software that enables the AirCard USB modem to work with your computer's operating system.

The driver and application software *must* be installed before you insert the AirCard USB modem for the first time. Detailed instructions are provided in the following chapters.

A CDMA service provider account

Companies that operate [CDMA](#) networks and provide access to these networks are called *service providers*. To use the AirCard USB modem, you must have an account with a CDMA service provider.

Each service provider has its own pricing options. There may be flat rate accounts, which provide you a maximum number of minutes of network usage for a fixed monthly fee. There may be accounts for which you are charged for network usage by the minute or by the amount of data transmitted.

Your account may include a variety of other services such as SMS messaging.

Each AirCard USB modem has been provisioned at the factory for use with a particular service provider. This sets the AirCard USB modem to use particular radio channels and enables services specific for that provider.

The process of setting up your account is called *activation*. Activation involves action by the service provider and configuration of the AirCard USB modem.

The procedure to configure (activate) your AirCard USB modem is covered in "[Activation](#)" on page 20.

The CDMA wireless network

This is the worldwide infrastructure providing the radio coverage that allows you to stay connected. Made up of radio towers and a variety of network switches, routers, and servers, the network is an interconnection of many service providers.

There are [CDMA](#) networks that operate in the frequency bands supported by the AirCard USB modem throughout North America and parts of Latin America, Asia, and New Zealand. However, each service provider operates a network that covers a limited geographical area within the overall CDMA coverage area.

Most service providers have "[roaming](#)" agreements with other service providers, so that they can offer service outside of the coverage area of their own networks. For example, assuming you live in Vancouver and travel frequently to Seattle, you can obtain an account with a Vancouver service provider that has a roaming agreement with a service provider in Seattle. You would then have local service in Vancouver, and roaming service in Seattle.

Note: You can use the Lock Code feature to prevent others from using your account should your AirCard USB modem be stolen. For information on this feature, see the [online help](#).

Note: More information about [CDMA](#) networks is available on the CDMA Development Group web site, www.cdg.org.

Note: Most service providers have coverage maps on their web sites.

Note: The fee for service is usually higher when you are roaming (connecting to a network other than the one belonging to your service provider).

2: Getting Started

- The AirCard 595U software
- Account activation and configuration

Before you can begin using the AirCard USB modem, you must:

1. Install the AirCard USB modem enabling software and driver.
2. Activate an account and configure the AirCard USB modem to use your account (unless the AirCard USB modem has been pre-activated).

This section provides an overview of this process.

The AirCard 595U software

The AirCard USB modem comes with this software:

- Watcher application that you use to manage the AirCard USB modem and monitor your connections
- The driver software that provides the interface between the AirCard USB modem and your Windows operating system

The Watcher software must be installed before you insert the AirCard USB modem for the first time. Detailed instructions are provided in “[Installation](#)” on page 15.

Account activation and configuration

To use the AirCard USB modem, you must have an account with a [CDMA](#) service provider. The process of setting up an account is called *activation*.

If you purchased the AirCard USB modem directly from a service provider, you may already have an account; your AirCard USB modem may be pre-activated.

Otherwise, run Watcher and the Activation Wizard, which guides you through the activation and configuration process. (Depending on your configuration, Watcher and the Activation Wizard may start automatically.)

Configuring the AirCard USB modem involves setting the phone number assigned by your service provider and may involve entering other network parameters and settings such as a user name and password to access services.

Your service provider needs to know:

- The billing information to use to collect payment for your network usage.
- The [ESN](#) (Electronic Serial Number) or [MEID](#) (Mobile Equipment Identifier) assigned to your AirCard USB modem during the manufacturing process. (The ESN or MEID is printed on a label on the AirCard USB modem and can be displayed in Watcher.) This number is used to help authenticate your account when you connect for service.

You require from your service provider:

- An activation code that gives you access to configure the account.
- A phone number for your AirCard USB modem.
- Additional information specific to your service provider such as:
 - A user ID (username) and password to authenticate your network connection.
 - A SID (System Identifier) that identifies your home network area and is used together with your phone number to determine if you are “home” or “[roaming](#)”.

3: Installation

- System requirements
- Installation
- Inserting the AirCard USB modem
- Removing the AirCard USB modem

This chapter guides you through the steps necessary to install the AirCard USB modem on a notebook or desktop computer.

Note: Do not insert the AirCard USB modem into your USB slot before installing the software.

The basic steps are:

1. Insert the removable battery into the modem, and charge the battery.
2. Insert the AirCard 595U installation CD into your CD-ROM drive and install Watcher.
3. Insert the AirCard USB modem into the USB slot ([page 18](#)) to install the AirCard USB modem drivers.
4. If the AirCard USB modem has not been pre-activated, use the Activation Wizard to configure the AirCard USB modem (as described in ["Activation"](#) on page 20).

Before you begin the installation process, ensure your PC is running a supported operating system and meets the hardware requirements described below.

System requirements

The AirCard USB modem is supported on notebook and desktop PCs running:

- Windows Vista (for the final commercial releases scheduled for early 2007)
- Windows 2000 with Service Pack 1 or later (Service Pack 4 is recommended)
- Windows XP (Home and Professional versions)
- Mac OS X (supported through third-party software solutions)

To install the AirCard USB modem, you require these system resources:

Table 3-1: System resource requirements

USB slots	1 USB slot
Disk drive	CD-ROM (for installation only)
I/O resources	1 IRQ, 40 bytes I/O space
Memory	10 MB
Disk space	10 MB

Inserting the removable battery into the modem

Before you use the AirCard USB modem for the first time, you must insert the battery into the modem, and charge the battery.

To insert the battery into the AirCard USB modem:

1. Slide the front panel off the AirCard USB modem.
2. Holding the battery so that the side that has two white arrows faces you, insert the battery into the AirCard USB modem.
3. Slide the front panel onto the AirCard USB modem, until the panel clicks in place.

Charging the battery

Before you use the AirCard USB modem for the first time, you must charge the modem's battery:

1. Ensure you have inserted the battery into the AirCard USB modem (described [above](#)).
2. Insert the AirCard USB modem into your computer's USB slot. Alternatively, you can attach the docking station to your computer's USB slot, and insert the AirCard USB modem into the docking station.
[DVN Should we add something like this? "When the modem is properly inserted, the PWR LED is lit."]
3. Charge the battery, until the PWR LED is green. (This should take less than 3 hours.)

AirCard USB modem software installation procedures

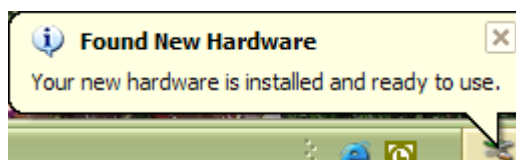
To install Watcher and the AirCard USB modem driver:


Note: Users of Windows Vista and 2000 must be logged in with administrative privileges to install the AirCard USB modem software. Users of Windows XP may require administrative privileges, depending on the XP installation.

1. If the installation CD is not already in your CD-ROM drive, insert it. The CD should autostart and display a menu.
If the CD does not autostart, select **Start > Run** and enter **d:\launch.exe** where **d** is the drive letter of your CD-ROM drive.
2. From the CD startup window, select **Install Watcher software** to launch the InstallShield® Wizard.
3. If the Open With... window appears, cancel the installation (your computer is missing some files required for the installation). Search for `Instmsiw.exe` (if you're running Windows 2000) among the downloads at www.microsoft.com. Install the file on your computer, then rerun the AirCard USB modem software installation.
4. If the Ikernel Application Error window appears:
 - a) Cancel the installation.
 - b) Download the file:
<http://support.installshield.com/kb/files/Q108312/ikernelupdate.exe>
 - c) Install the file on your computer, then rerun the software installation.
5. Use the **Next** and **Back** buttons to navigate through the wizard noting the following:
 - To proceed with the installation, you must click **I accept the terms in the license agreement** to indicate your acceptance of the terms of the license agreement.
 - Use the default settings for the Destination Folder unless you have special requirements and an advanced understanding of PC configuration. (The Destination Folder dictates where the software is installed.)
6. When you are notified that the installation is complete, click **Finish**.
7. Insert the AirCard USB modem into your USB slot (described in the following section). This installs the drivers for the USB modem.

Note: Do not forcefully insert the AirCard USB modem. This may damage the connector pins.

When the drivers have been installed, the [system tray](#) displays the message “Your new hardware is installed and ready to use”:



8. If Watcher has not started automatically, start it: double-click the Watcher icon  on your desktop.

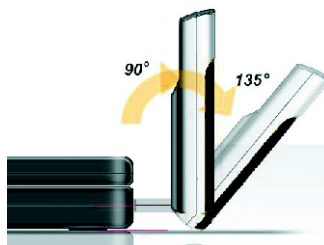
Proceed to configure the AirCard USB modem to use your account (if it was not pre-activated). See “[Activation](#)” on page 20.

USB modem insertion and removal

Inserting the AirCard USB modem

To insert the AirCard USB modem into a computer:

1. Slide the lever on the bottom of the modem, in the direction indicated by the triangle, to release the modem's USB connector.
2. Adjust the USB connector to the desired angle.
The USB connector is adjustable to a 90, 135, or 180-degree angle.



3. Gently insert the modem into the USB slot. Alternatively, you can attach the docking station to your computer's USB slot, and insert the AirCard USB modem into the docking station.

When you insert the AirCard USB modem, the following should occur:

- If sound effects are enabled, the PC beeps.
- The PC Card icon appears in the [system tray](#), if it is not already displayed for another card, (and unless the feature has been disabled).

Windows Vista



Windows XP



Windows 2000



- Watcher launches (unless the autolaunch feature has been disabled).

The AirCard USB modem is powered as soon as you insert it.

Removing the AirCard USB modem

To remove the AirCard USB modem:

1. [Close](#) Watcher if it is open.
2. Click the PC Card icon in the [system tray](#) to display the option to stop the device.

Windows Vista



Windows XP



Windows 2000



3. Click the entry for "NEC PCI to USB Open Host Controller" or "Standard Enhanced PCI to USB Host Controller".
4. If a dialog box appears notifying you that it is safe to remove the card, click **OK**.
5. Pull the modem out of the slot by gripping both sides of the modem and pulling the modem straight out.

4: Activation

- Account configuration procedures
- Manual activation
- Automated activation

Account configuration procedures

The final step to making the AirCard USB modem operational is configuring it to use your [CDMA](#) service provider account. The process of activation configures your AirCard USB modem with the required account parameters (phone number, username, password, etc.).

If you purchased a pre-activated AirCard USB modem, this step is not necessary. Once the application software and driver are installed, the AirCard USB modem is ready for use.

Otherwise, you must use the Activation Wizard to activate and configure your account.


Activation Wizard

The Activation Wizard walks you through the process of configuring an account. The process and options vary based on the service provider.

This section is a guide only. Consult the Quick Start Guide, and follow the directions on screen and instructions given by your service provider representative.

To activate an account and configure your AirCard USB modem for use:

If your AirCard USB modem does not have an activated account, and Watcher has started automatically, then the Activation Wizard should start automatically. If this does not happen:

1. Ensure Watcher is running. If it is not, double-click the Watcher icon  on your desktop.
2. Start the Activation Wizard: select **TOOLS > Activation Wizard**.

To begin activation of the AirCard USB modem, click **Next**.

Manual activation

Activation involves phoning your service provider, exchanging information, and entering your account information into the appropriate fields in the wizard. (To use this method, you require a phone.)

To use manual activation, use the **Next** and **Back** buttons to navigate through the wizard, noting the following:

- Obtain the billing information listed on the second window of the wizard before phoning the service provider or proceeding to the next window.
- Contact your service provider. Inform your service provider that you are activating your Sierra Wireless AirCard 595U. The representative will request your **ESN** (Electronic Serial Number) or **MEID**. This is displayed in the Activation Wizard (and is printed on the AirCard USB modem box and on the label on the back of the AirCard USB modem).
- As prompted by the wizard, enter the information provided by the service representative.
- Select **Finish** in the final window of the wizard.

On completion of the Activation Wizard, the AirCard USB modem is ready for use. The following chapters explain how to use Watcher to manage and monitor your connections.

Automated activation

To use automated activation:

1. Select the **Automated Activation** radio button and click **Next**.
2. The wizard advises that it will make a network connection, dialing the displayed number. Leave the number unchanged unless told by a technical service representative to enter a different value. Click **Next**.
3. Follow any instructions or prompts provided to activate the USB modem.

Watcher displays the activation progress in the [Call Status Area](#). When the process is complete you should see the message "Ready to Connect".

Note: If you do not get the "Ready to Connect" message, retry the process. If the process continues to fail, use [manual activation](#) (page 21) or contact your service provider.

At this point your AirCard USB modem is ready to use.

5: Care and Maintenance of Your AirCard USB modem

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

- The AirCard USB modem should fit easily into your USB slot. Forcing the AirCard USB modem into a slot may damage connector pins.
- Protect the card from liquids, dust, and excessive heat..

>> 6: Watcher Basics

- Starting and Closing Watcher
- Components of the Watcher Window
- Interpreting Icons
- Online Help
- Troubleshooting
- Using an external antenna


Watcher is the application that allows you to manage and monitor the connection between the AirCard USB modem and the CDMA network. You use Watcher to:

- Determine your signal strength, **roaming** status, 3G high-speed data availability, and other network connection parameters
- Initiate data calls
- View call statistics
- Receive and send SMS messages
- Customize features and options

Depending on Watcher settings, you may be able to connect to the CDMA network without starting Watcher—simply by launching whatever application you want to use (such as your web browser or e-mail application). However, Watcher and its icon in the system tray won't be available for you to monitor the status of the connection.

Starting and closing Watcher

Depending on your settings in the Options window, Watcher launches automatically anytime you insert the AirCard USB modem. You can also launch Watcher by:

- Double-clicking the Watcher icon  on your desktop
- Selecting:
 - In Windows XP: **Start > All Programs > Sierra Wireless > 3G Wireless Module > EVDO Watcher**
 - In Windows 2000: **Start > Programs > Sierra Wireless > 3G Wireless Module > EVDO Watcher**

The standard Windows control buttons in the upper right corner of the window are used to minimize or close Watcher. When minimized, Watcher does not appear as a taskbar

button. Instead, an icon is shown in the [system tray](#), usually at the right end of the taskbar. (See “[Minimized icons](#)” on page 29.)

Components of the Watcher window

The window has three areas that display messages and icons: the Connection Status Area ([page 27](#)), Call Status Area ([page 28](#)), and Indicator Area ([page 29](#)). These areas are shown in [Figure 6-1](#) that follows.

A menu bar is located on the upper left side of the window.

Windows control buttons are in the top right corner.

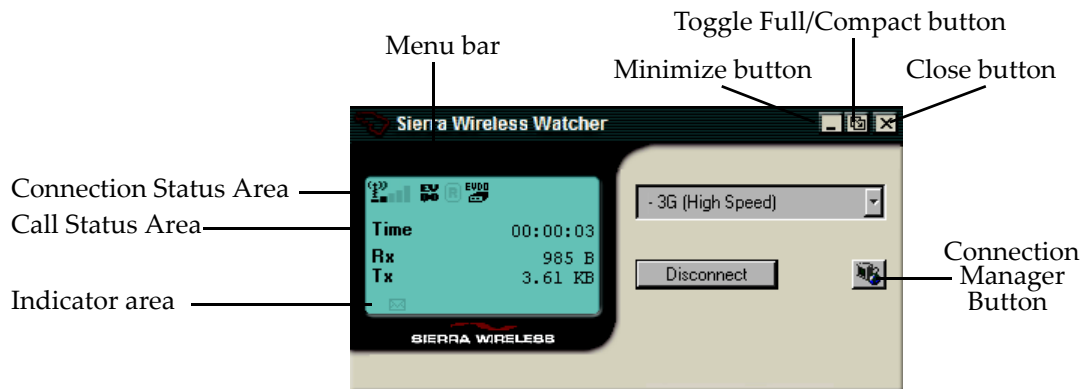



Figure 6-1: Watcher window

For a detailed description of each option in the menus, see the [online help](#).

Window controls

- The **Minimize** button closes the Watcher window but leaves the application running. When Watcher is minimized, you can use the Watcher icon in the [system tray](#) to determine the AirCard USB modem status. (See [page 29](#).) This icon replaces a taskbar button for Watcher.

Once minimized, you can redisplay the Watcher window by selecting the Watcher icon in the system tray. You can also restore the window by double-clicking the desktop shortcut or launching Watcher from the Start menu.

- The **Toggle Full/Compact** button  is used to switch between the full Watcher window and the compact view:



The compact view allows you to see connection status and indicators while using less space on the desktop.

To make data connections, disconnect, or access Watcher features, you must use full view. To return to full view, select the view toggle button in the top right.

- The **Close** button  is used to exit Watcher.

Docking

You can set the Watcher window to “jump” to the edge of your screen when you move the window close to an edge. This lets you easily position Watcher in a corner of the screen.

- Select **VIEW > Docking**

Always On Top

You can set Watcher to always display in front of other windows. This allows you to monitor connection status while using another maximized application, such as your web browser.

- Select **VIEW > Always On Top**

Interpreting icons

Watcher makes extensive use of icons to indicate status and events. The various icons are described in the following sections on the display areas of Watcher.

Connection Status Area







The Connection Status Area uses the icons shown in the following table.

Table 6-1: Connection Status Area icons

Icon	Meaning
	AirCard USB modem not detected (displayed in the left part of the Connection Status Area).
	The Signal Strength indicator (displayed in the left part of the Connection Status Area) uses bars to show the intensity of the radio signal. The number of bars increases as signal strength increases to a maximum of five bars.
	When the bars are dimmed and the antenna icon is crossed out, no connection is possible for one of these reasons: <ul style="list-style-type: none"> You are outside the CDMA network coverage area The signal strength is too weak A network or account problem is preventing the AirCard USB modem from obtaining service
	Indicates whether 1xEV-DO Rev. A is available in this area.
	Indicates whether 1xEV-DO Rev. 0 is available in this area.
	Indicates whether 1X is available in this area. (Not displayed if 1xEV-DO is available).
	<p>The Roaming Status indicator shows whether you are roaming onto the network of a service provider other than your own.</p> <p>When the indicator is off (gray), you are within the local coverage area of your service provider. When the indicator is on (solid black), you are in a “preferred” roaming area. When the indicator is blinking, you are within the coverage area of a CDMA network but not in a “preferred” roaming area.</p> <p>Your coverage area and account charges depend upon your service provider and the type of account you have. There may be surcharges for roaming service that vary based on whether you are in a preferred or non-preferred roaming area. If there is no roaming agreement between your service provider and the local carrier, you may be unable to complete calls.</p>
The In Use indicator shows whether a call is in progress. No icon is displayed when the AirCard USB modem is idle. Otherwise, one of these icons is displayed:	
	A high-speed (1xEV-DO Rev. A) packet data call is in progress.
	A high-speed (1xEV-DO Rev. 0) packet data call is in progress.

Table 6-1: Connection Status Area icons (continued)

Icon	Meaning
	A high-speed (1X) packet data call is in progress.
	A circuit switched data call is in progress.
	A high-speed (1X or 1xEV-DO) packet data connection is dormant ; the radio channel has been released allowing you to make and receive voice calls. You can resume data transmission without the need of re-establishing the connection. Some applications may not be able to function on a dormant connection.
	A fatal error has occurred and the AirCard USB modem is inoperable. 1. Close Watcher. 2. Safely eject and remove your AirCard USB modem. 3. Re-insert your AirCard USB modem. 4. Restart Watcher. 5. If this icon is still displayed, restart your computer.

Call Status Area

The Call Status Area displays messages related to the status or progress of a connection.


Where a duration timer is shown, timing begins when the call is initiated—not from the time the call is fully connected. This is a measure of the time the AirCard USB modem has been using the radio channel (a wireless network resource).

“Click this display to exit PowerSave mode” indicates that the AirCard USB modem could not find a system within a 15 minute interval. To conserve power, the AirCard USB modem reduces channel scanning to once every three minutes. To force the AirCard USB modem out of PowerSave mode, click in the Call Status Area. The AirCard USB modem performs a channel scan and, if no network is detected, returns to PowerSave mode.

Indicator area

The Indicator area displays an icon that notifies you when you receive SMS messages. The icon is black when “on” and gray when “off”.

Table 6-2: Indicator Area icons





Icon	Meaning
	<p>The SMS message indicator shows whether you have unread messages. A blinking icon indicates that there are one or more urgent or important unread messages.</p> <p>To display the SMS Express window (in which the messages are displayed) select TOOLS > SMS Express... or double-click the icon.</p>

Minimized icons

Watcher displays an icon in the Windows system tray (which is usually located in the lower right corner of your screen). The system tray icon indicates your connection status or notifies you when you have SMS messages.



Table 6-3: System tray icons

Icon	Meaning
	<p>You are in service on the network but have no active data connection.</p> <p>The number of red bars indicates the signal strength.</p>
	<p>You have an active data connection.</p> <p>The number of green bars indicates the signal strength.</p>
	<p>You are not in service on the CDMA network.</p>
	<p>You have a new SMS message.</p>

Only one icon can be displayed at a time. The priority of icons, from highest to lowest, is:

- SMS message(s)
- Active or inactive connection.

For example, if you have unread SMS messages, and then establish a data connection, the icon still displays as an unread SMS message.

Online Help

Watcher includes extensive online help to provide operating hints and step-by-step instructions for getting the most from your AirCard USB modem.

You can access online help in several ways:

- Press <F1> in any window.
- Click the **Hints** button available in many windows.
- Use Windows Explorer to navigate to **Program Files > Sierra Wireless > 3G Wireless Module > Generic > Watcher.chm**. Double-click to open the help file.

The help file has a table of contents, an index, and search capabilities.

Troubleshooting

The [online help](#) includes descriptions of most common error messages. Look in the table of contents under Troubleshooting.

For help with other problems:

- Consult the Sierra Wireless web site at www.sierrawireless.com, where you will find an extensive knowledge base that can be searched to address most problems, and the Installation Troubleshooting wizard (in the Support section).
- Contact your service provider.

Using an external antenna

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

To attach the external antenna:

1. [Remove the USB modem](#) from your computer.
2. Flip open the rubber tab (on the side of the modem).
3. Holding the antenna cable by the connector (end) part, carefully push the connector part of the cable into the corresponding connector on the AirCard USB modem.
4. Carefully [insert the USB modem](#) into your computer's USB slot.

7: Technical Specifications

- LED operation
- Radio frequency and electrical specifications
- Environmental specifications

This chapter describes the function of the LEDs, and provides technical product data for the AirCard USB modem.

LED operation

The AirCard USB modem has two LED lights. The LEDs operate as follows:

Table 7-1: LED operation

LED	State	Indicates
Data	Off	The modem has no power. You have powered off the modem (TOOLS > Power Off Modem), or the modem is not completely inserted into the USB slot, or the computer is in suspend mode (which powers down the modem).
	Solid green	The modem has power, has found a signal, and is ready to connect.
	Green, blinking slowly	The modem is powering up, or no service is available. See the online Help ("Not in Service").
	Green, blinking rapidly	The modem is sending or receiving data.
PWR	Off	The modem has no power. You have powered off the modem (TOOLS > Power Off Modem), or the modem is not completely inserted into the USB slot, or the computer is in suspend mode (which powers down the modem).
	Red	The modem has power; the battery is low. Charge the modem: Insert the modem into the docking station, and attach the docking station to your computer.
	Green	The modem has power; the battery is charged.

Radio frequency and electrical specifications

Table 7-2: Radio frequency and electrical specifications

Approvals	Compliant with: IS-2000 Release 1.0 (CDMA 1X) IS-707-A Data, IS-856 (CDMA 1x-EVDO), IS-866, IS-878, IS-890, CDMA Developers Group FCC (ID: N7NAC595U) Industry Canada (ID: DVN_TBD)
Voltage	+5.0 Vdc from USB slot
Current	Maximum: 500 mA (from USB port) Typical data call current (talk mode [DVN Should this be "CDG urban profile" instead of "talk mode"?]), at 3.3 V: 285 mA (1X) 295 mA (1xEV-DO) Standby: 2.75 mA (1xEV-DO/IS2000 hybrid mode), at 3.3 V
Transmitter power	200 mW (+23 dBm)
Transmit	PCS: 1805 to 1870 MHz Cellular: 824 to 849 MHz
Receive	PCS: 1715 to 1780 MHz Cellular: 868 to 894 MHz
Channel spacing	1.25 MHz
Frequency stability	±150 Hz

Environmental specifications

Table 7-3: Environmental specifications

Operating temperature	-10 to +60°C
Storage temperature	-20 to +85°C
Humidity	85%, non-condensing
Vibration	Random vibration, 10 to 1000 Hz, nominal 6G RMS in each of 3 mutually perpendicular axes. Test duration of 60 minutes for each axis, for a total test time of 3 hours (non-operating)
Drop	1 m on concrete on each of 6 faces, 2 times

8: Regulatory Information

- Important safety/compliance information
- Information pertaining to OEM customers

Important safety/compliance information

The design of the AirCard 595U complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of radio frequency (RF) exposure for portable devices, which in turn are consistent with the following safety standards previously set by Canadian, U.S. and international standards bodies:

- ANSI / IEEE C95.1-1999, *IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz*
- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, *Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields*
- Health Canada, Safety Code 6, 1999, *Limits of Human Exposure to Radio frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz*
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, *Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)*

FCC ID: N7NAC595U

CAUTION: The AirCard 595U has been tested for compliance with FCC / IC RF exposure limits in the laptop computer(s) configurations with a horizontal USB slot and can be used in laptop computers with substantially similar physical dimensions, construction, and electrical and RF characteristics. This USB modem must not be co-located or operated in conjunction with any other antenna or transmitter. Use of this device in any other configuration may exceed the FCC RF Exposure compliance limit. **Note:** If this USB modem is intended for use in any other portable device, you are responsible for separate approval to satisfy the SAR requirements of Part 2.1093 of FCC rules.

Where appropriate, the use of the equipment is subject to the following conditions:

WARNING (EMI) - United States FCC Information - This equipment has been tested and found to comply with the limits for a Class B computing device peripheral, pursuant to Part 15, 22, and 24 of the [FCC](#) rules. These limits are designed to provide reasonable protection against harmful interference in a residential 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 communications. 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 receiving antenna.
- 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.

This device complies with Part 15 of the [FCC](#) Rules. Operation 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 operation.

FCC guidelines stipulate that the antenna should be more than 1.7 cm from the user.

The highest reported SAR values of the AirCard 595U by Sierra Wireless are:

1. Separation distance of 1.7 cm to nearby persons (TBD W/kg).
2. Lap held position, with AirCard 595 USB modem inserted into the horizontal USB slot of the laptop computer (TBD W/kg).

CAUTION: Any changes or modifications not expressly approved by Sierra Wireless could void the user's authority to operate the equipment.

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.

Information pertaining to OEM customers

The AirCard 595 USB modem has been granted modular approval for mobile applications. Integrators may use the AirCard 595 USB modem in their final products without additional FCC / IC certification if they meet the following conditions. Otherwise, additional FCC / IC approvals must be obtained.

1. At least 20 cm separation distance between the antenna and the user's body must be maintained at all times.
2. To comply with FCC / IC regulations limiting both maximum RF output power and human exposure to RF radiation, the maximum antenna gain must not exceed **TBD** dBi in the Cellular band and **TBD** dBi in the PCS band.
3. The AirCard 595 USB modem and its antenna must not be colocated with any other transmitter or antenna within a host device.
4. A label must be affixed to the outside of the end product into which the AirCard 595U is embedded, with a statement similar to the following:
This device contains TX FCC ID: N7NAC595U.
This equipment contains equipment certified under IC: DVN_TBD.
5. A user manual with the end product must clearly indicate the operating requirements and conditions that must be

observed to ensure compliance with current FCC / IC RF exposure guidelines.

The end product with an embedded AirCard 595 USB modem must pass the unintentional emission testing and properly authorized per FCC Part 15 requirements.

Note: If this USB modem is intended for use in a portable device, you are responsible for separate approval to satisfy the SAR requirements of FCC Part 2.1093 and IC RSS-102.

Appendix A: Glossary

A

1X	<p>One Times Radio Transmission Technology (the "one times" refers to the frequency spectrum). Supports Internet connections with data rates up to 153 Kbps. Actual speed depends on the network conditions. Compare to 1x-EVDO.</p>
1x-EVDO	<p>A high-speed standard for cellular packet data communications.</p> <p>Rev. A supports Internet connections with data rates up to 3.1 Mbps (downlink from the network) and 1.8 Mbps (uplink to the network).</p> <p>Rev. 0 supports Internet connections with data rates up to 2.4 Mbps (downlink from the network) and 153 Kbps (uplink to the network).</p> <p>Average data rates are roughly: for Rev. A: 600–1300 Kbps (downlink from the network) and 300–400 Kbps (uplink to the network); for Rev. 0: 400-700 Kbps (downlink from the network) and 40-80 Kbps (uplink to the network).</p> <p>Actual speed depends on the network conditions. Compare to 1X.</p>
bps	<p>bits per second—The actual data speed over the transmission medium.</p>
CDMA	<p>Code Division Multiple Access—A wideband spread spectrum technique used in digital cellular, personal communications services, and other wireless networks. Wide channels (1.25 MHz) are obtained through spread spectrum transmissions, thus allowing many active users to share the same channel. Each user is assigned a unique digital code, which differentiates the individual conversations on the same channel.</p>
CDMA 1X	<p>Also known as 1X, this is a high-speed standard for CDMA cellular communications.</p>
circuit switched cellular	<p>V.xx modem communications over a cellular network. It uses a dedicated connection circuit, in contrast to packet-switched. The user is charged by the carrier for the duration of the connection.</p>
dormant	<p>The packet data connection has the logical PPP session left open while the underlying physical link (the radio channel) is released. When traffic is to resume, a radio channel is re-acquired and the original PPP session resumes.</p>

ESN	Electronic Serial Number —The unique first-generation serial number assigned to the AirCard USB modem for cellular network use. Compare to MEID .
FCC	Federal Communications Commission —The U.S. federal agency that is responsible for interstate and foreign communications. The FCC regulates commercial and private radio spectrum management, sets rates for communications services, determines standards for equipment, and controls broadcast licensing. Consult www.fcc.gov .
firmware	Software stored in ROM or EEPROM; essential programs that remain even when the system is turned off. Firmware is easier to change than hardware but more permanent than software stored on disk.
host	<ol style="list-style-type: none"> 1. A computer that uses a modem or a similar device to answer a calling computer. 2. A source or destination in the communication network. 3. A computer that contains data or files to be accessed by client computers. Also known as a server.
IS	Interim Standard —After receiving industry consensus, the TIA forwards the standard to ANSI for approval.
IS-95	The standard for CDMA .
Kbps	Kilobits per second —Actually 1000, not 1024, as used in computer memory size measurements of kilobytes.
LAN	Local Area Network
LED	Light Emitting Diode —A semiconductor diode that emits visible or infrared light.
MEID	Mobile Equipment Identifier —The unique second-generation serial number assigned to the AirCard USB modem for cellular network use. Compare to ESN .
MHz	Mega-Hertz —One million cycles per second.
Mbps	Megabits per second
packet	A short fixed-length block of data including a header that is transmitted as a unit in a communications network.
PC Card™	Add-in memory and communications cards for portable computers. PC Card is a trademark of the PCMCIA .
PCMCIA	Personal Computer Memory Card International Association —The organization that standardizes PC Cards.
PCS	Personal Communications Services —A cellular communication infrastructure that uses a different frequency range than AMPS.

QNC	Quick Net Connect —A CDMA connection method that reduces call setup time for circuit switched connections to the Internet.
roaming	A cellular subscriber is in an area where service is obtained from a cellular service provider that is not the subscriber's provider.
SMS	Short message services —A feature that allows users of a wireless device on a wireless network to receive or transmit short electronic alphanumeric messages (up to 160 characters, depending on the service provider).
system tray	Usually located in the lower right corner of your screen
TIA	Telecommunications Industry Association —A standards-setting trade organization, whose members provide communications and information technology products, systems, distribution services and professional services in the United States and around the world. Consult www.tiaonline.org .
VPN	Virtual Private Network

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