

AirCard® 580 Wireless Modem

User Guide



2130374 v2.1

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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Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Sierra Wireless modems may be used at this time.

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5,845,216	5,847,553	5,878,234	5,890,057	5,929,815
6,169,884	6,191,741	6,199,168	6,327,154	6,339,405
6,359,591	6,400,336	6,643,501	6,516,204	6,561,851
6,653,979	6,712,627	6,697,030	D367,062	D372,248
D372,701	D416,857	D442,170	D452,495	D452,496
D453,733	D459,303			

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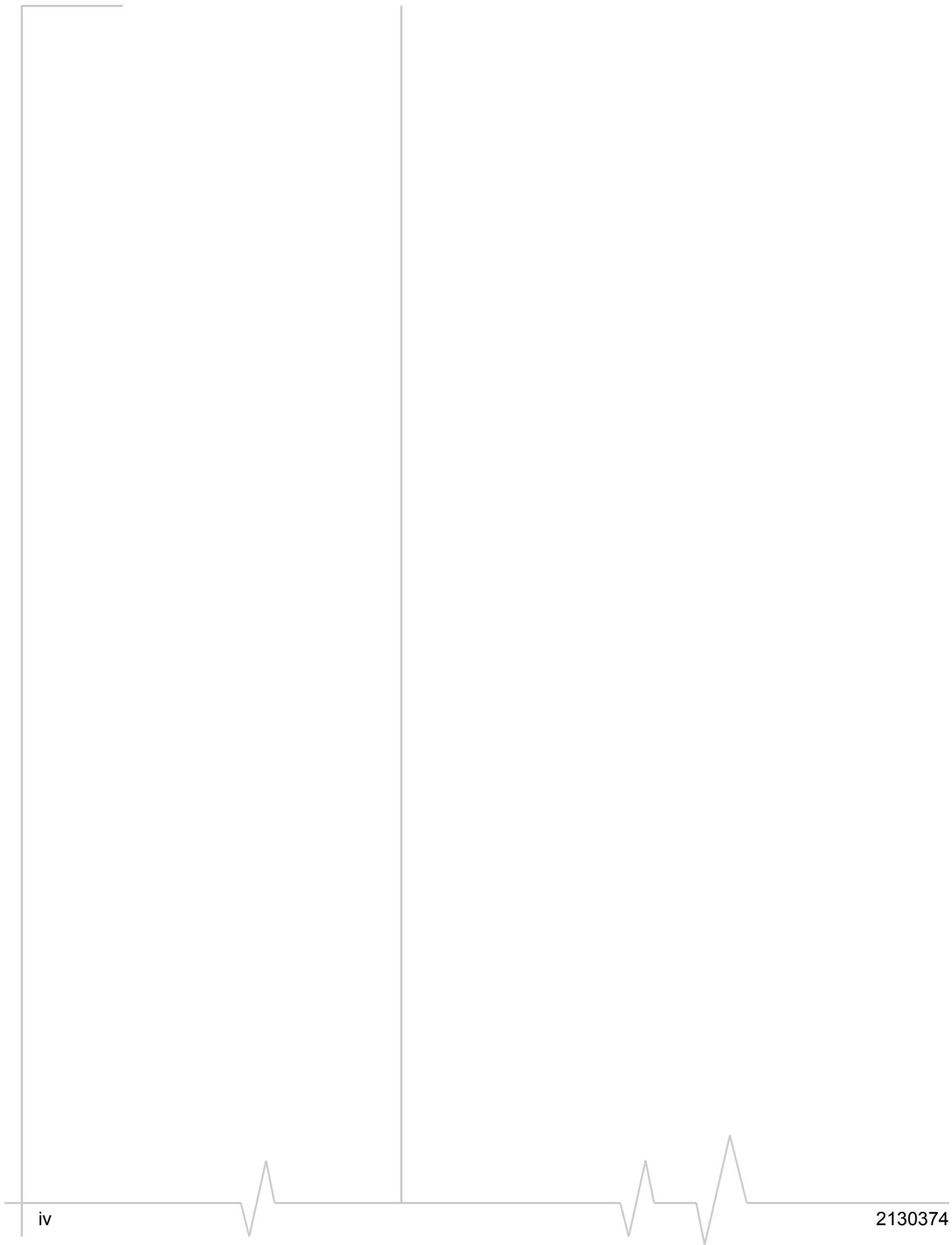
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Your comments and suggestions on improving this documentation are welcome and appreciated. Please e-mail your feedback to documentation@sierrawireless.com. Thank you.

Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases:

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>> Table of Contents

1: Introducing the AirCard 580 Wireless Modem	1
Welcome	1
Package contents	1
Feature summary	1
Verizon Wireless BroadbandAccess/NationalAccess	2
System components	3
Care and maintenance	5
2: Getting Started	7
The AirCard 580 software	7
Your account and coverage area	7
3: Installation Procedures	9
Overview	9
System requirements	9
Part 1: AirCard 580 software installation	10
Part 2: Inserting and removing the AirCard 580 and driver installation	12
Inserting the AirCard 580	12
Removing the AirCard 580	12
Part 3: Activating the AirCard 580	14
4: Watcher™ Basics	17
Launching and exiting Watcher	17
Connect and disconnect	19
Components of the Watcher window (Full Mode View)	20
System tray mode	27
5: Understanding Alert Windows	31
3G service alert	31

Auto-connect alert	31
Auto-connection failure alert.....	31
Call lost alert	31
Card eject warning	31
Connection in progress alert.....	32
Premium service alert	32
Power on card alert.....	32
Reset call log information	32
Security lock enabled alert	33
Security enter lock code.....	33
Security incorrect lock code	33
Software mismatch alert	33
Tray mode alert	33
6: Troubleshooting Tips	35
7: Technical Specifications	39
8: Regulatory and Safety Information	41
Glossary.....	45
Index.....	51

1: Introducing the AirCard® 580 Wireless Modem

- Welcome
- Package contents
- Feature summary
- System components
- Care and maintenance

Note: Do not insert the AirCard into your PC Card slot prior to installing the software. It is important to install the software and driver in the correct order. (See Chapter 3: "Installation Procedures", beginning on page 9).

Note: For step by step instructions to access features of the AirCard 580, consult the online help available with Watcher.

Welcome

The AirCard® 580 wireless modem is a dual-band wireless PC Card that provides true wireless Internet access leveraging Verizon Wireless' premier high-speed data networks, BroadbandAccessSM and NationalAccessSM. It enhances the functionality of your notebook PC by adding access to high-speed wireless data.

The AirCard 580 functions as a wireless modem with WWAN (Wireless Wide Area Network) connectivity. This card allows you to connect to the Internet, send and receive e-mail, and connect to a corporate network (VPN) without the need of a network cable or phone line.

Package contents

Your AirCard 580 package contains the following components:

- AirCard 580 wireless modem
- Card case for portable storage
- Installation CD containing the AirCard software and this User Guide
- Quick Start Guide
- Warranty Card

Feature summary

The AirCard® 580 wireless modem is designed to provide a wide range of capabilities using CDMA network technology. Implementation of these features will depend on network coverage availability and account features you have chosen.

Contact Verizon Wireless Customer Service for details of the services and accounts available at **1-800-2-JOIN-IN**.

A Type II PC card wireless modem

The AirCard fits into the standard (Type II) PC Card slot available on most notebook PCs. Once installed and configured, the AirCard 580 connects to the high-speed third generation (3G) CDMA wireless network. You just insert the AirCard 580, allow Watcher to autolaunch, click connect, then launch your Internet browser—you're on-line!

Verizon Wireless NationalAccess/BroadbandAccessSM

The AirCard 580 operates on Verizon Wireless NationalAccess/BroadbandAccess networks which leverage a 3G wireless cellular technology called CDMA (Code Division Multiple Access).

3G CDMA technology provides a variety of connectivity features, depending on network coverage availability and account features:

- **BroadbandAccess** is Verizon Wireless' premier high-speed wireless data network and is one of the fastest, fully mobile wireless Internet data solutions available. Leveraging 3G CDMA 1xEVDO, the AirCard quickly downloads complex files and views email attachments at typical speeds of 300-500 kbps, capable of reaching speeds up to 2 Mbps.
- **NationalAccess** is Verizon Wireless' national wireless Internet service that operates on 3G CDMA 1xRTT technology. NationalAccess enables users to access the Internet, corporate email, attachments, and business applications with a laptop at typical speeds of 40-60 kbps and bursts up to 144 kbps. NationalAccess is available in thousands of cities and towns across America.

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 and your corporate VPN).

Additional AirCard 580 features

Beyond the features of high-speed wireless connectivity, the AirCard 580 provides additional software and hardware features:

- PIN security code to protect your AirCard and account from unauthorized use.

- A 32-bit Cardbus electrical interface that extends battery life.
- An Activation Wizard (page 14) to assist with configuring your CDMA accounts.
- Customized settings for alerts, auto-connection, and more.
- Supports Venturi Wireless™ network optimization software to boost performance while surfing the web.

System components

Your AirCard 580 wireless 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 PC hosts the AirCard hardware and runs the communication software: your web browser and e-mail application, and Watcher—the AirCard enabling software.

You may also have other software on your computer that can be used wirelessly with the AirCard 580, such as: file transfer protocol (FTP), chat or instant messaging, and VPN (Virtual Private Network) client software for a corporate server.

The AirCard 580 wireless modem

The AirCard fits into a standard Type II PC Card slot available on most notebook PCs.

As a dual-band product, the AirCard 580 provides all the advantages of BroadbandAccess where it is available while allowing you to use the widely available NationalAccess network where BroadbandAccess has not yet been implemented. The benefits to you are that you can use the AirCard in any area that has coverage (assuming there are no account restrictions) and you will be able to take advantage of the fastest possible data transmission speed.

AirCard software and driver

Required to control, monitor, and manage your wireless connections is the Sierra Wireless Watcher™ software. The driver enables the AirCard to work with your computer's operating system.

Note: You can use the Lock Code feature to prevent others from using your account should your AirCard be stolen. (See Chapter 4: “Watcher Basics”, page 25 for more information on this security feature).

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

Note: To review coverage maps and roaming options, visit: www.verizonwireless.com.

The AirCard comes with a CD containing this software:

- The Watcher application required to manage the AirCard and monitor your connections. (This User Guide outlines the details of Watcher).
- The driver software that enables communication between the AirCard and your Windows® operating system.

The driver and application software *must* be installed before you insert the AirCard 580 for the first time. Detailed instructions are provided in Chapter 3: “Installation Procedures”, beginning on page 9.

A Verizon Wireless account

In order to begin using the AirCard 580, you must have an account with Verizon Wireless.

Each AirCard 580 has been provisioned at the factory for use with Verizon Wireless. The process of configuring your account is called *activation*. Review the various account options available at verizonwireless.com, or call Verizon Wireless Customer Service at: **1-800-2-JOIN-IN**.

Procedures to activate your AirCard are covered in Chapter 3.

The 3G 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 provider companies.

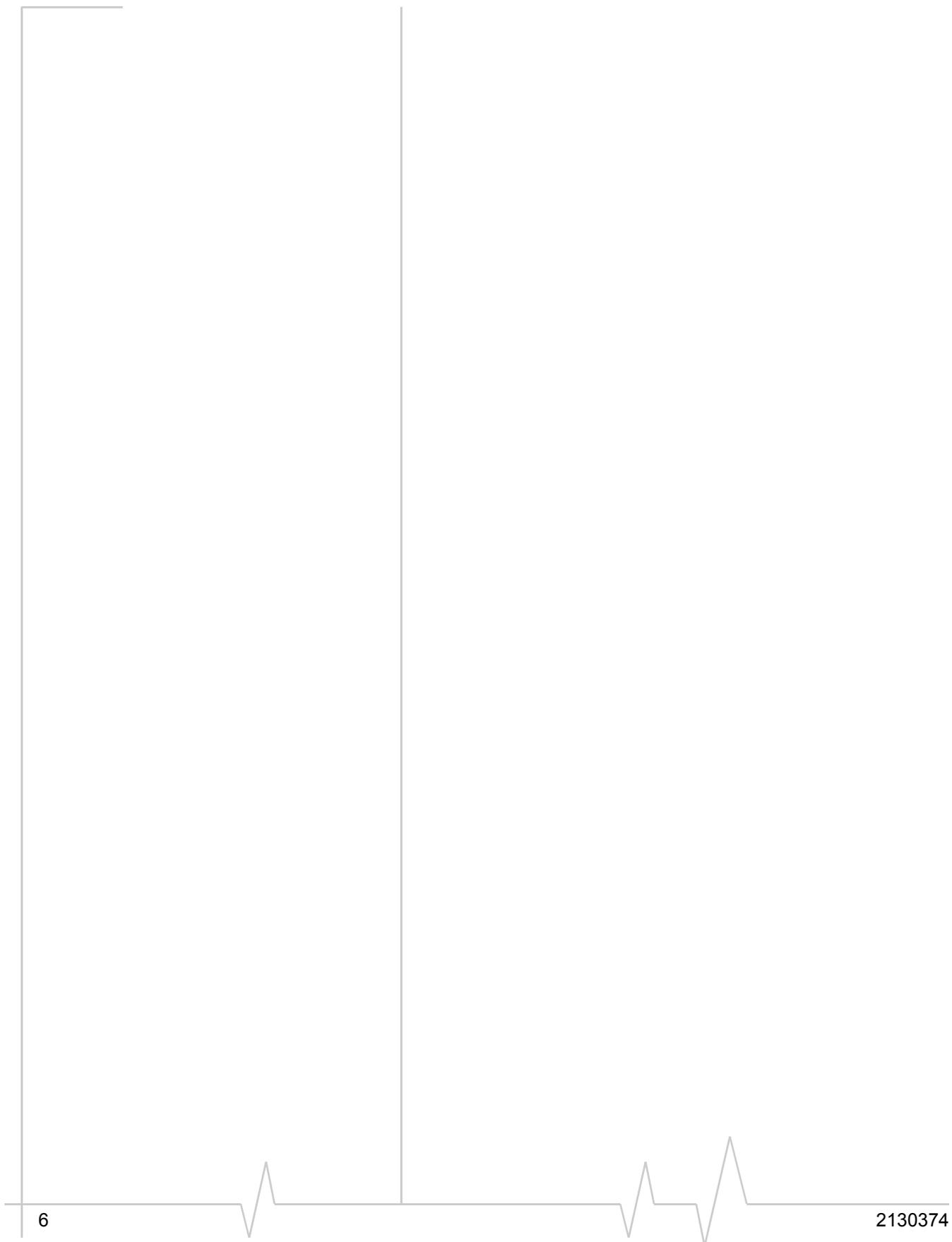
There are CDMA networks, that operate in the frequency bands supported by the AirCard 580 throughout North America and parts of Latin America, Asia, New Zealand, and Australia. However, each service provider operates a network that covers a limited geographical area within the overall CDMA coverage area.

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 Seattle, Washington and travel frequently to Vancouver, Canada, you can obtain an account with a service provider in Seattle that has a roaming agreement with a service provider in Vancouver. You would then have local service in Seattle, and roaming service in Vancouver.

Care and maintenance

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

- Do not apply adhesive labels to the AirCard. This may cause the AirCard to become jammed inside the card slot.
- Optimal signal strength is usually obtained when the antenna is perpendicular to the modem. The antenna should bend easily at the hinge. Do not forcefully bend the antenna.
- When storing or transporting your PC in a case (such as a notebook case), remove the AirCard antenna and store it in a compartment where it cannot be crushed or broken.
- The AirCard should fit easily into your PC Card slot. Forcing the AirCard into a slot may damage connector pins.
- Protect the card from liquids, dust, and excessive heat. When not installed in your computer, store the AirCard in a safe place.



>> 2: Getting Started

- The AirCard 580 software
- Your account and coverage area

Note: Do not insert the AirCard 580 into your notebook's PC card slot until you are prompted to do so by Watcher.

Before you can begin using the AirCard 580 wireless modem, you must:

1. Install the Watcher software and the AirCard drivers.
2. Obtain a CDMA account (if this wasn't done when you purchased the card).
3. Activate an account and configure the AirCard to use your account (unless the AirCard has been pre-activated).

This section provides an overview of this process.

The AirCard 580 software

The AirCard comes with this software:

- An application called Watcher™ that you use to manage the AirCard and monitor your connections.
- The driver software that forms the interface between the network card and your Windows operating system.

The Watcher software should be installed before you insert the AirCard 580 for the first time. Detailed instructions are provided in Chapter 3: "Installation Procedures".

Your account and coverage area

You must have an account with Verizon Wireless to use the AirCard 580. The process of setting up an account is called *activation*.

Before you can use the AirCard, you must install the AirCard software and ensure that your AirCard is configured to use your account. Instructions on completing these steps are provided in the chapters that follow.

Once installed and configured, you can connect to the Internet with the AirCard in any area in which you may obtain Verizon Wireless BroadbandAccess and/or NationalAccess service.

Your ability to obtain service depends on these factors:

- **Proximity to a CDMA network** - You must be within the coverage area of a CDMA network on which 1x-EV-DO and 1xRTT has been implemented, in order to use the AirCard.

Note: Additional fees may apply when roaming.

- **Roaming agreement** - If you are within the coverage area of a network that is not operated by Verizon Wireless, you can only obtain service if your plan includes roaming.
- **Account provisions** - Your account may restrict your usage to certain networks or limit the amount of time you can use the network.

Visit the Verizon Wireless website for coverage maps and detailed roaming information.

Unless your AirCard has been pre-activated, Watcher automatically detects that no account has been configured when you run it for the first time. Watcher then runs the Activation Wizard to guide you through the activation and configuration process. (See Chapter 3 for complete steps on Activation).

3: Installation Procedures

- Overview
- Part 1: AirCard 580 software installation
- Part 2: Inserting and removing the AirCard 580 and driver installation
- Part 3: Activating the AirCard 580 with a service provider

Note: Do not insert the AirCard 580 into your PC Card slot before installing the software.

Note: The AirCard 580 is not designed to function in Handhelds and Pocket PCs, nor does it support SMS or voice services.

Overview

This chapter is separated into three parts that guide you through the steps necessary to install and to begin using the AirCard 580.

The basic steps are:

1. Insert the AirCard 580 installation CD into your CD-ROM drive to install Watcher.
2. Insert the AirCard 580 into the PC Card slot to install the AirCard 580 driver.
3. If the AirCard 580 has not been pre-activated, use the Activation Wizard to configure the AirCard 580 (as described in Part 3 of this chapter: "Activating the AirCard 580 with a service provider," beginning on page 14).

Before you begin the installation process, ensure your PC meets the hardware requirements described below.

System requirements

The AirCard 580 wireless modem is supported on notebook PCs equipped with the following Windows® operating systems:

- Windows 98 SE
- Windows Me
- Windows 2000 (with Service Pack 3 for optimal performance)
- Windows XP

To install the AirCard 580, you require these system resources

Table 3-1: System Resource Requirements

Card Slots	1 Type II PCMCIA (PC Card) Slot
Disk Drive	CD-ROM (for installation only)

Table 3-1: System Resource Requirements (cont.)

Processor	Pentium 150 MHz or higher
Memory	at least 32 MB
Disk Space	at least 14 MB
Dial-up Networking	DUN bound to TCP/IP

Part 1: AirCard 580 software installation

Windows 98 SE, Me, 2000, and XP installation procedures

To install Watcher and the AirCard 580 drivers:

Windows 2000 & XP: You may require administrative privileges to install the AirCard 580.

1. The Installation CD launches automatically. Select Install Watcher and a welcome window appears.
2. Click **Next** on the Watcher Setup Welcome window.
3. Use the **Next** and **Back** buttons to navigate through the wizard noting the following:
 - You must click **Yes** to indicate your acceptance of the terms of the license agreement to proceed with the installation.
 - Use the default settings for the Destination Location and Program Folder unless you have special requirements and an advanced understanding of PC configuration. (The Destination Location dictates where the software is installed. The Program Folder dictates the name assigned to the software in Add/Remove Programs in the Control Panel.)
 - To customize Watcher to launch automatically each time your notebook PC starts up, select the Run Watcher at Start up check box. To add the Watcher shortcut to your desktop, providing you with the option of launching Watcher by double clicking an icon on your desktop (as well as from the Start menu), select the Desktop Shortcut check box. (You may select both).
 - Click **Finish** to close the last screen of the wizard.

Windows Me: It is recommended that you restart your PC at this time before proceeding with the insertion of the AirCard 580 and driver installation.

Windows 98 SE: Allow your notebook PC to fully restart before proceeding with the insertion of the AirCard 580 and driver installation.

4. Skip to step 5 if you did *not* check the option Run Watcher at Start up from the Setup window (refer to step 3).

Skip to step 6 if you *did* check the option Run Watcher at Start up from the Setup window (refer to step 3).

5. If you selected the Desktop Shortcut option *only* from the Watcher Setup window (refer to step 3) in order to manually launch Watcher, double-click the Watcher icon located on your desktop or access Watcher from the Windows Start menu: **Start > Programs > Watcher**.



Figure 3-1: AirCard 580 Watcher desktop icon

6. Watcher launches and the system tray icon appears:



System Tray Icon

Figure 3-2: Watcher System tray icon

7. Watcher instructs you to insert the AirCard 580. Continue to Part 2: Inserting the AirCard 580 and driver installation.



Figure 3-3: Watcher Full Mode view - Please Insert Card

Part 2: Inserting and removing the AirCard 580 and driver installation

This section outlines proper insertion and removal of the AirCard 580 into your notebook PC and explains the steps of driver installation.

Inserting the AirCard 580

To insert the AirCard 580 into your notebook PC:

1. Insert the AirCard 580 into the PC Card slot with the label facing up. Then, raise the antenna so that it is fully extended and pointed up at a 90 degree angle. Use in any other configuration may exceed FCC RF Exposure Limits. When you insert the AirCard, the following should occur:
 - If sound effects are enabled, the PC beeps.
 - The PC Card icon appears in the status area, if it is not already displayed for another card, (and unless the feature has been disabled).
 - Watcher launches (unless the auto launch feature has been disabled).
 - The AirCard 580 is powered as soon as you insert it.

WARNING: Once the card is inserted, DO NOT physically remove the AirCard 580 until you have reviewed instructions for proper removal on page 12. Removing the AirCard 580 improperly may damage your notebook PC.

Removing the AirCard 580

To remove the AirCard 580 (Windows 98 SE, 2000, Me, or XP):

1. Verify that Watcher is disconnected and that a connection is no longer active. (See Chapter 4: Watcher Basics, beginning on page 17 for more information).
2. Right or left-click on the Watcher icon found in the system tray and select **Exit** from the menu.
3. Double-click the Unplug/Eject Hardware PC Card icon in the system tray to display the option to stop the card.



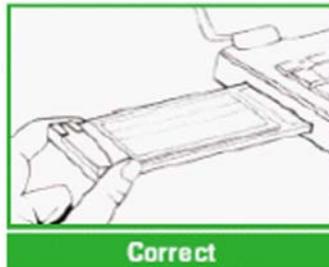
Figure 3-4: Unplug/Eject hardware icons

Note: Before inserting the AirCard 580 into your PC Card slot, it is recommended that you remove the Installation CD from your CD-ROM drive.

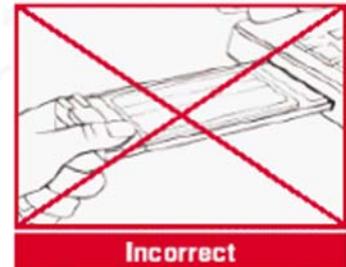
Note: If your AirCard 580 has not been activated, you will need to follow the steps required for activation to begin using the AirCard 580. (See Part 3: "Activating the AirCard 580" in this Chapter, beginning on page 14.)

Tip: Windows shortcut for Unplug/Eject and Stop Hardware steps: Left-click on the "Unplug and Eject Hardware" icon found in the system tray. A menu appears. Select the appropriate selection for your operating system (see step 5) and click OK when the Safe to Remove Hardware window appears.

4. Select the following menu selection from the "Unplug or Eject Hardware" window for your operating system and click **Stop** to proceed:
 - Windows 98 SE and Me ONLY: Select "Wireless PC Card USB Open Host Controller"
 - Windows 2000 ONLY: Select "Standard OpenHCD USB Host Controller"
 - Windows XP ONLY: Select "Lucent USB OpenHost Controller"
5. Select the appropriate menu selection for your operating system from the "Stop a Hardware Device" window. (Refer to step 4)
6. Once the "Safe to Remove Hardware" message appears, click **OK**.
7. You may now remove the AirCard 580 from your notebook. Use the ejector button on your notebook to eject the AirCard 580 from the slot. Do not pull the AirCard 580 out by the antenna.



When inserting and removing the PC Card, grip both sides



Do not handle or remove the PC Card by pulling on the antenna

Figure 3-5: Proper PC card insertion and removal

Driver installation

driver:

A driver is software that provides the interface between a device (such as the AirCard 580) and the operating system on your PC (such as Windows Me).

1. Once the card is properly inserted, your Windows operating system will notify you that new hardware has been detected. Please review the following notes :

Windows 98 SE/2000/Me: Once you have inserted the card properly your Windows operating system will notify you that new hardware has been detected. Please wait for the “Found New Hardware” function to complete the automated tasks. (Multiple windows will appear briefly. Once complete you will be prompted to begin activation).

Windows XP: Once you have inserted the card properly, your Windows operating system will notify you that new hardware has been detected. Please wait for the “Found New Hardware” function to complete the automated tasks. (Multiple ToolTips will appear briefly in the system tray. Once complete you will be prompted to begin activation).

If you previously installed drivers for your AirCard 580, a message will appear:

- If you have installed an *earlier* version of the drivers, click **Yes** to upgrade to the current version. (Recommended).
- If you have already installed the *current* version of the drivers onto your PC, click **Yes** to keep the current drivers.
- In the event that you have installed a *later* version of the drivers, click **Yes** to keep the latest version of drivers on your PC.

Part 3: Activating the AirCard with Verizon Wireless

Once the AirCard 580 is properly installed into the Type II PC Card slot of your notebook PC, the Activation Wizard will automatically appear. (In order to use your AirCard 580, you must have an account set up with Verizon Wireless). The process of setting up an account is called *activation*.

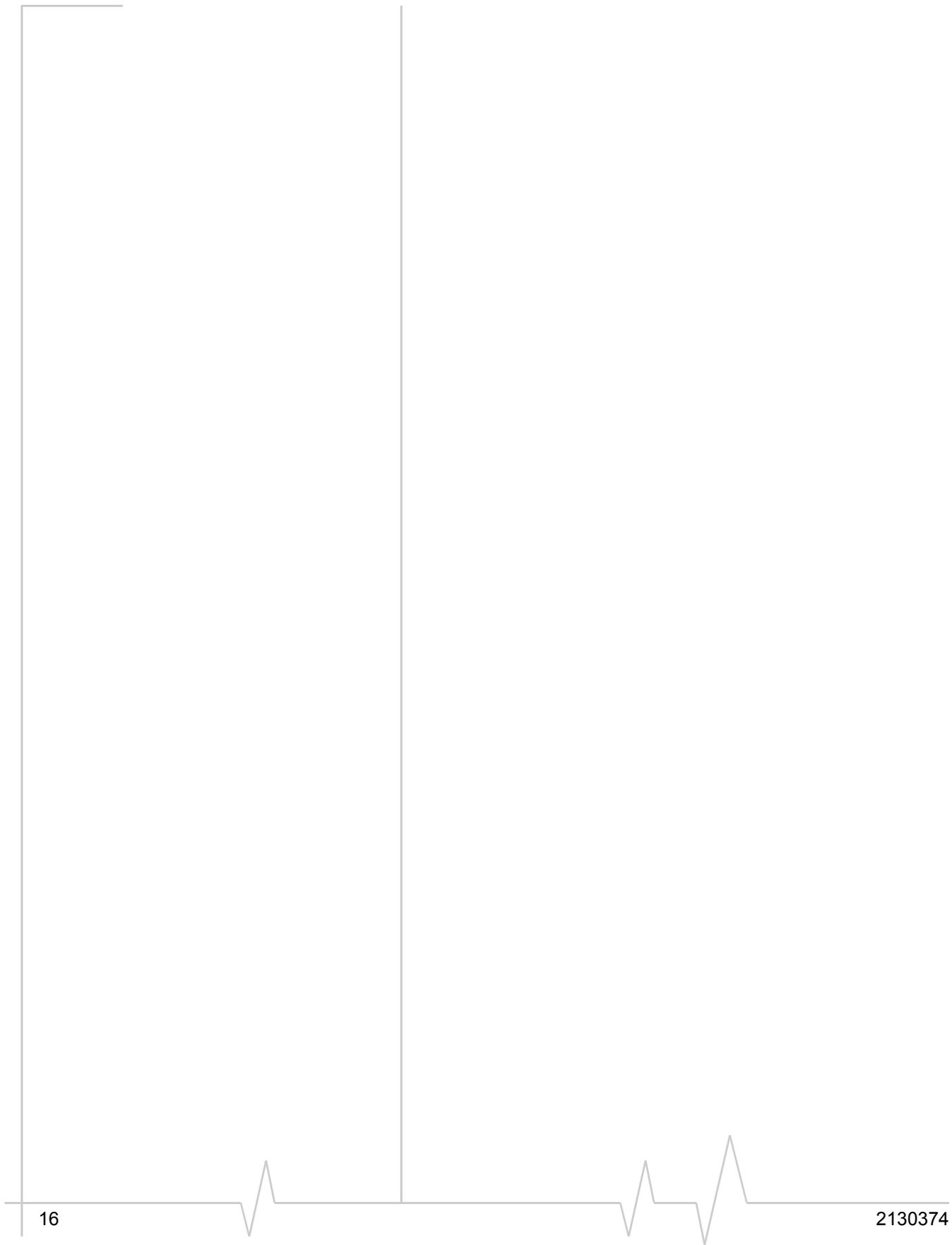
Follow these steps for activation:

1. The Activation Wizard ‘Welcome’ window provides automated activation in two simple steps. A window will automatically appear and activation will begin immediately. This process will last about one minute. Please do not power off or eject the card during activation.
2. The Automated Activation will complete quickly (about one minute). Click **Finish** to complete Activation. Wait a few moments for the AirCard 580 to automatically reset.

Note: If you cancel the Activation Wizard before Activation is complete, an Activation Alert Notification will be displayed explaining that you must activate your card in order to connect to the Internet or other Internet dependent function, such as email.

Note: If you receive a message explaining that "Activation Failed" check to ensure that you are in a strong signal area.

You are now ready to use the Sierra Wireless AirCard 580!
For further assistance, contact Verizon Wireless, toll-free,
1-(800) 2-JOIN-IN (256-4646).



4: Watcher™ Basics

- Launching and exiting Watcher
- Connect and disconnect
- Components of the Watcher window
- System tray mode

Launching and exiting Watcher

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Exiting Watcher

1.

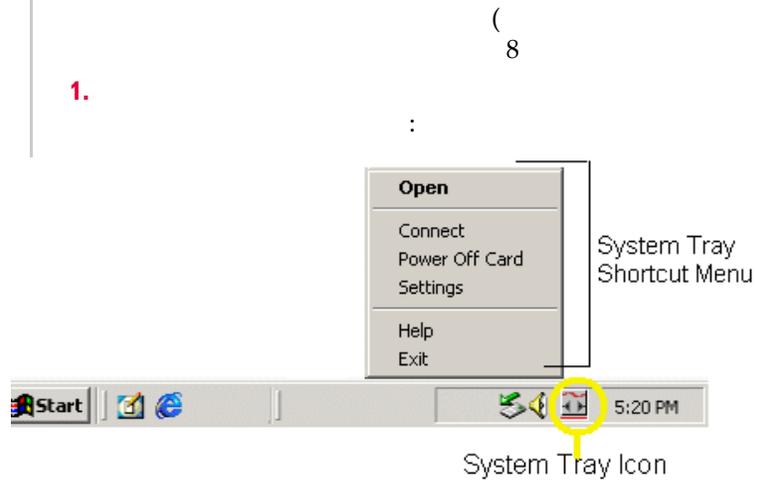


Figure 4-1: System tray shortcut menu

2.

Powering the AirCard 580 (On/Off)

1.

2.

Note: Powering Off the AirCard 580 does not mean that you have exited Watcher.

WARNING: Do not eject the AirCard 580 from your notebook PC until you have followed the Unplug/Eject Hardware instructions for proper removal [See Chapter 3, page 12]. Removing the card improperly may damage your computer.

Note: If you have not activated your AirCard 580, an Activation Alert Notification displays once an attempt to connect is made. The dialog explains that you must activate your card in order to establish a connection.

Connect and disconnect

Connect

Note: A "No Service" message appears when the AirCard 580 cannot locate the network.

1.



Figure 4-2: Watcher in Full Mode view - Connect action button

2.

Disconnect

1.



Figure 4-3: Watcher in Full Mode view - Disconnect action button

2.

Components of the Watcher window

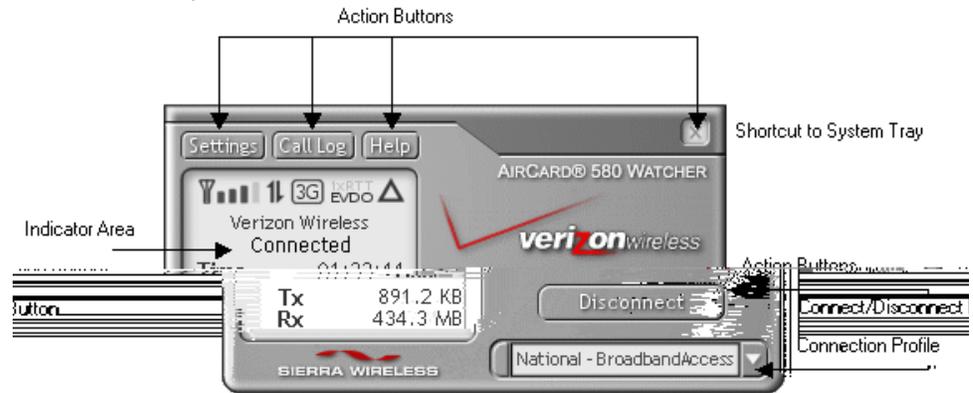


Figure 4-4: Full Mode view of Watcher



Indicator area and icons

Table 4-1: Indicator Area Icons

Icon	Meaning
	<p>The Signal Strength icon displays when Watcher is turned on. The bars indicate the strength of the radio signal. Four bars signify that the signal strength is at its maximum peak. The strength will change depending on where you are.</p>
	<p>This displays when no signal is available or when the AirCard 580 is powered off. The antenna symbol is red and the bars are dimmed. When this occurs, no connection is possible for one of the following reasons:</p> <ul style="list-style-type: none"> • No antenna is attached • You are outside the CDMA network coverage area • The signal strength is too weak • A network or account problem is preventing the AirCard 580 from obtaining service
	<p>The Service Indicator icons display which network service is currently available at your location (3G - 1xEV-DO and 1xRTT or 2G)</p> <p>1xEV-DO service is the default connection. This icon displays “3G 1x EVDO” and communicates that the 1xEV-DO network is available. Watcher defaults to the best available network connection once connected. (For example: if all three connection types are available, Watcher selects the 1xEV-DO connection first, by default, because it is the premier service).</p> <p>The “3G 1xRTT” icon signifies that because the 1xEV-DO network is currently unavailable, Watcher establishes a session with the next best network connection available (1xRTT).</p> <p>The “2G” icon signifies that only the 2G network is available. The “3G 1xEVDO” icon becomes dimmed and 3G changes to read 2G.</p> <p>The icon is “off” (dimmed) when no service is available.</p>

Icon	Meaning
 	<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> <hr/> <p><i>Note: 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.</i></p> <hr/>
 	<p>The Connection Indicator icon signifies that a connection is established. The icon flashes while you are in the process of connecting and remains static once you are connected.</p> <p>If the Connection Indicator icon is dimmed, there is no connection, nor is a connection attempt in progress.</p>

Service status area and counters

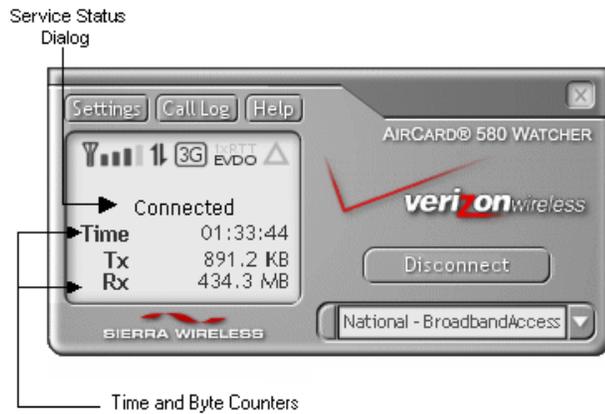


Figure 4-5: Full Mode view - service status and counters

Service status dialog

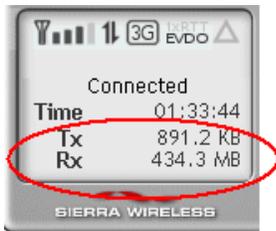
Table 4-2: Service Status Dialog and Associated Icon

Service Status Dialog	Description	Associated System Tray Icon
Please Insert Card	No card is detected	
Card is Off	AirCard 580 is powered off	
Ready	Service is available	
No Service	No service is available	
Connecting	Attempting to make a connection	
Connected 1xEV-DO or Connected 1xRTT	A connection is established (1xEV-DO or 1xRTT - active or dormant)	
Dormant / Connected	A connection is established but no data transfer is in progress	
Disconnecting	Disconnecting the current call	
Call Lost	Call is dropped; transient state returning to Ready	
Card is Locked	The modem security feature has been enabled	



Connection timer

: :



Byte counter

(€ € :
(€ :



Note: Clicking on the System Tray shortcut does not close the Watcher application.



Tip: In order to change the default settings on any of the options, simply place or remove a check mark in the designated check box for each option. You may do so by clicking the mouse on the check box.

Action buttons

Connect / disconnect

System tray shortcut

" "

Tip: Once you are in System Tray Mode, you may easily return to the Full Mode view. Simply click the system tray icon and select Open from the menu.

Settings

:

General tab

Table 4-3: Settings Menu - General Tab Options

Option	Choices	Description
Start in System Tray Mode	On Off (default to Full Mode at launch)	When this option is enabled, Watcher will launch from the system tray. (See System Tray Mode on page 26). This feature is turned off by default (it is unchecked) and Watcher launches in Full Mode. (See Full Mode on page 20).
Run AirCard 580 Watcher at Startup	On (default) Off	When this option is enabled, Watcher automatically launches when your notebook PC is powered on. Turning this feature “off” disables autolaunch and Watcher may only be opened through the desktop shortcut or from the start menu (See page 17 in this chapter “Launching Watcher”).
Enable Auto-Connect	On Off (Default)	When this option is enabled, Watcher automatically establishes a connection at startup, and reestablishes a connection if the connection is dropped. If you prefer to manually establish a connection, turn the feature off (default).
Call Lost Alert	On (default) Off	When enabled, a pop-up window and warning sound notify you when a connection is dropped.
Card Eject Warning	On (default) Off	When enabled, a message regarding proper card removal is displayed when you exit Watcher.
Premium Service Alert	On (default) Off	When enabled, a notification appears each time an a connection attempt the high-speed 3G CDMA 1xEVDO BroadbandAccess network is made.
Tray Mode Alert	On (default) Off	When enabled, you are prompted to indicate whether you want to close Watcher or minimize Watcher when you select the system tray shortcut action button.
System Select	Automatic Automatic A Automatic B Home Only	<p>The System Select menu displays the current selection when the Settings tool is launched while the modem is connected and powered on. If the modem is not connected or powered on, the menu will be grayed out. These settings cannot be changed during an active data call.</p> <hr/> <p><i>Note: Do not change the default System Select option, unless instructed to do so by a Verizon Wireless Customer Service Representative</i></p> <hr/>

Option	Choices	Description
Security Lock	On Off (default)	For security purposes, you have the option to lock the AirCard 580 when not in use. Place a checkmark in the check box entitled, "Lock Card" to enable this feature. By enabling this feature, the AirCard 580 locks, disabling any connection attempts, even if Watcher is set to "Auto Connect". Each time you use the AirCard 580, you are asked to enter a four-digit passcode. The default lock code is the last four digits of your Directory Number. To change your code, select "Change Lock Code" and follow the on-screen instructions. <hr/> <i>Tip: Access the About tab to locate your Directory Number or contact Verizon Wireless Customer Service.</i> <hr/>
Run Activation Wizard	--	You may manually launch the Activation Wizard from the general tab. Select " " and follow the on-screen instructions.

About tab

Call log



Tip: You are able to sort/organize the view (ascending and descending by any of the above columns).

Table 4-4: Call Log Column Descriptions

Column Header	Format	Descriptions
Call Type	3G 2G	Indicates the type of call initiated. Click on the column header to sort by " ".
Phone Number	15 digits	Destination data phone number, if available.
Date and Time	YYYY MMM DD hh:mm am (or pm)	Date and time when the data call was made.
Duration	hh:mm:ss OR mm:ss	Duration of the data call.

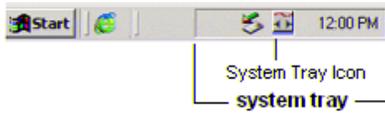
Column Header	Format	Descriptions
Bytes In	Examples: 7 KB, 68 KB, 768 KB, 3.2 MB, 343.3 MB, 1.3GB	Indicates the total amount of data received during a session.
Bytes Out	Examples: 7 KB, 68 KB, 768 KB, 3.2 MB, 343.3 MB, 1.3GB.	Indicates the total amount of data transmitted during a session.

- 1.
2. Last Reset Time

Help

System Tray Mode

Figure 4-6: System tray area

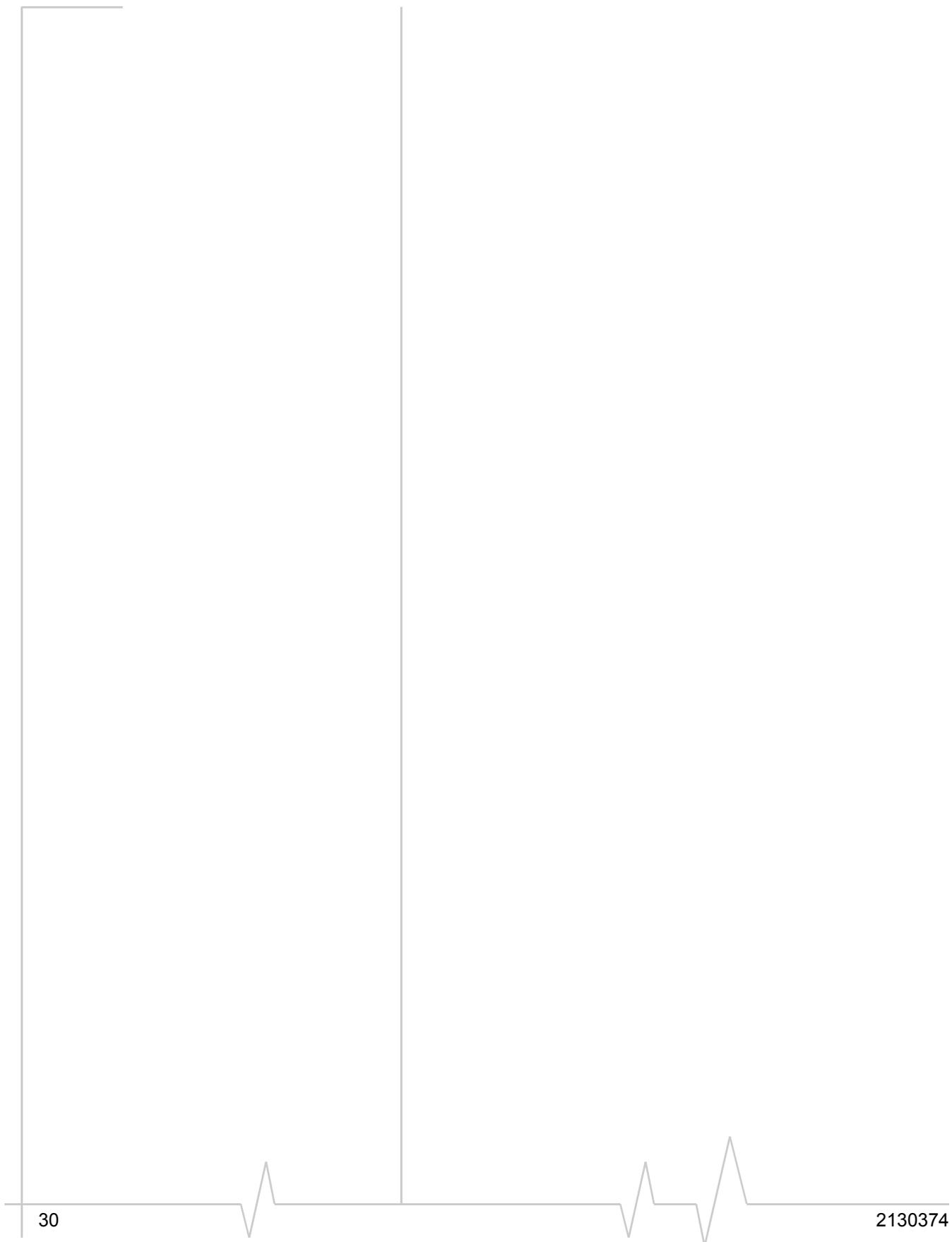


system tray:

System Tray Icon

ToolTip:

Menu Item	Action
Help	Open the About tab in the Settings window. The About tab displays a direct link to the digital Watcher Help guide.
Exit	Close the Watcher application. Once you have exited Watcher, the System Tray Icon disappears.



>> 5: Alert Windows

- Understanding alert windows

Understanding alert windows

Alerts are windows generated by Watcher in response to your selections. Close an alert window by selecting **Yes**, **No**, or **OK**. You also have the option to “turn off” an alert so that it never appears again either from the alert window itself, or by manually shutting it off. To manually shut off an alert, access the **Settings** menu in Full Mode view or click the System Tray Icon in the system tray of your notebook PC to access the shortcut menu. (See Chapter 4, pages 20-26).

Following are different alerts that may appear during use:

3G service alert

If 3G service is currently unavailable at your location, an alert appears explaining that you need to try to reconnect again.

Auto-connect alert

Watcher includes a convenient auto-connect feature. When a call is lost due to poor signal strength, Watcher automatically attempts to reconnect to the Verizon Wireless network. The auto-connect alert appears whenever this instance occurs.

Auto-connection failure alert

The auto-connect feature attempts to reconnect to the Verizon Wireless network if a call has been lost. If, after three times, the auto-connect feature is unsuccessful, the auto-connection failure alert appears. Click **Yes** to resume auto-connection attempts.

Call lost alert

A visual and audible alert occurs whenever a connection has been inadvertently lost, due to poor signal strength or being outside a local coverage area. Select **OK** to acknowledge the notice and close the window.

Card eject warning

This warning appears when you exit Watcher. Follow the instructions displayed for proper removal of the AirCard 580.

WARNING: Removing the AirCard 580 improperly may damage your notebook PC. See page 12 for complete instructions on proper removal of the AirCard 580 from your notebook PC.

Connection in progress alert

A “Connection in Progress” or “Connection is still Active” alert occurs if you attempt to your select **Exit** or **Power Off** the AirCard 580 from the system tray shortcut menu prior to terminating your connection.

When a connection is in progress, you cannot exit or power off the AirCard 580 without first terminating the connection. Select **Disconnect** from Full Mode view or the system tray icon shortcut menu.

Click **No** to dismiss the alert message and keep Watcher power on and the connection active.

Power on card alert

If the AirCard 580 has been “powered off,” an attempt to connect by clicking the **Connect** or **Settings** buttons causes this alert to appear. Click **Yes** to close the alert window and power on the AirCard 580.

Note: You must turn the AirCard 580 power on before making a connection. Access the shortcut menu by clicking the system tray icon and selecting “Power On Card”.

Premium service alert

When attempting to connect to the Verizon Wireless NationalAccess/BroadbandAccessSM networks, a pop-up window appears advising you of your connection choice.

Reset call log confirmation

When you reset the Call Log, a confirmation message appears. Select **Yes** to confirm the deletion of the current entries and to reset the Last Reset Time to the current time.

Security lock enabled alert

A connection cannot be made while the security lock feature is enabled. If a connection attempt is made while the security lock is on, an alert appears explaining that the card is locked.

You may disable the feature from the **Settings** menu.

Security enter lock code

For security purposes, you have the option to lock the AirCard 580 when not in use. Each time you use the AirCard 580, you will be asked for a four-digit passcode. The default lock code is the last four digits of your Directory number. Access the About tab from the Settings menu or contact Verizon Wireless Customer Service if you cannot remember your Directory number. You may change your lock code by accessing the **Settings** menu.

Security incorrect lock code

An alert appears if the security lock code entered is incorrect. Click **OK** to dismiss the dialog and re-enter the correct lock code.

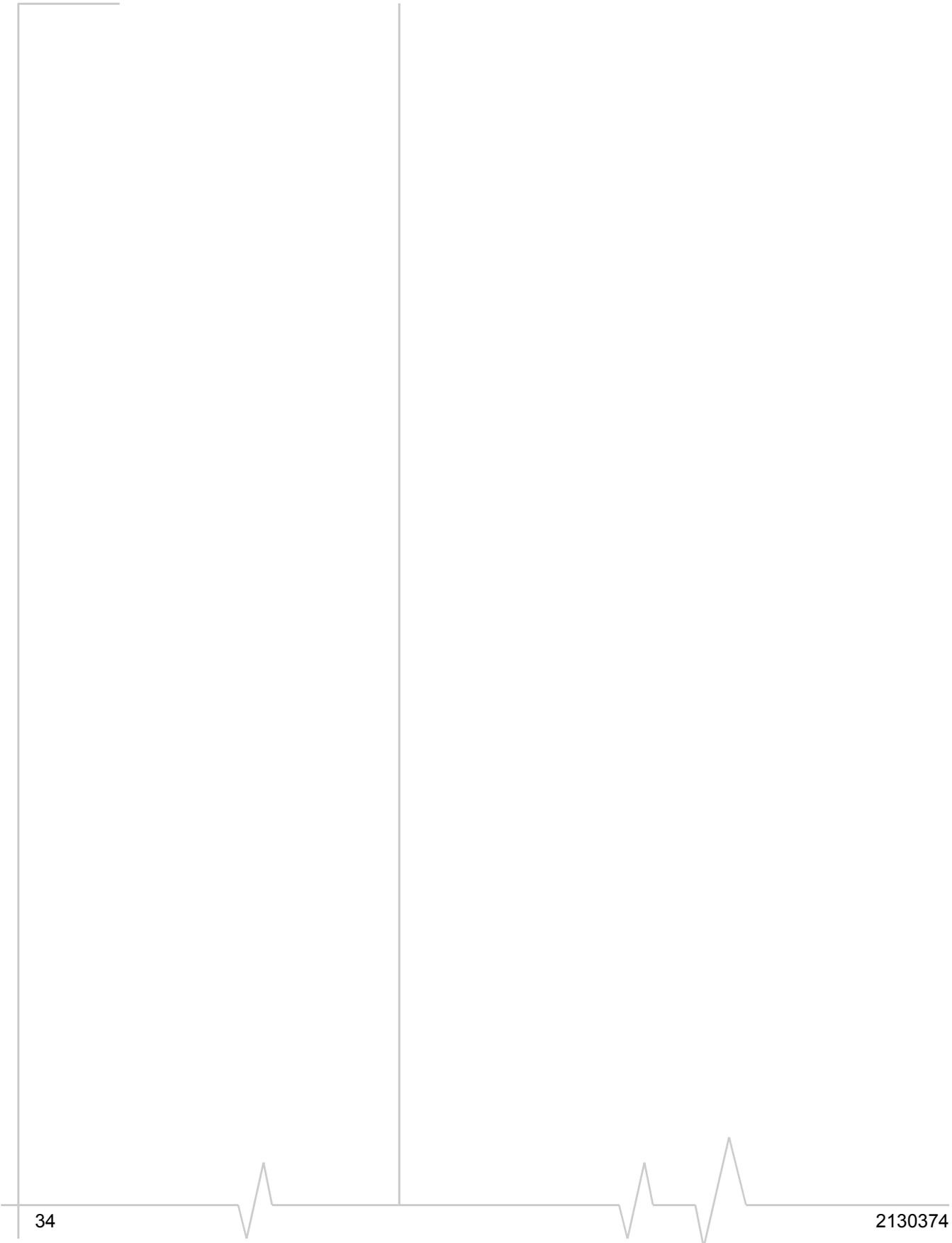
Software mismatch alert

This alert appears if the Watcher software version you are installing is older than the modem software. Click **OK** to dismiss the dialog.

Note: You may continue to use the AirCard 580 after closing the alert window, even with the software mismatch. Please contact your service provider to check when the latest software upgrades are available.

Tray mode alert

In order to run Watcher System Tray Mode rather than Full Mode, you must click the System Tray Icon. When this action occurs, an alert appears explaining that you have switched modes. In order to turn off the alert in the future, place a check mark in the check box next to "Do not show this Alert in the future."





6: Troubleshooting Tips

6

The Watcher Help file includes descriptions of most common error messages and troubleshooting tips, including answers to frequently asked questions. Look in the table of contents under Frequently Asked Questions and Troubleshooting.

For help with other problems:

- Consult the Sierra Wireless website at www.sierrawireless.com. There is a troubleshooting wizard and an extensive knowledge base that can be searched to address most problems.
- Contact Verizon Wireless Customer Service at: **1-800-2-JOIN-IN**.

My AirCard 580 becomes noticeably hot after using it for a while, is this normal?

Like all wireless network cards, the AirCard 580 generates heat in its normal operation and is also heated by the host computer. For this reason it is recommended that you allow the AirCard 580 to cool down after extensive operation so that it may become cool to the touch before you remove it from your notebook PC.

How do I log in to my Virtual Private Network (VPN)?

Once you establish a connection to the Internet with the AirCard 580 and Watcher, open the VPN application and sign in as you normally do.

How do I un-install Watcher?

Before you attempt to un-install the software, ensure that you have powered off the card and exited Watcher.

1. Access the Add/Remove Programs utility in the Control Panel.

Start > Settings > Control Panel > Add/Remove Programs

2. Select Sierra Wireless AirCard® 580 Watcher to un-install and click **Change/Remove**.
3. Follow the on-screen instructions.

(For further information on specific operating systems, consult Windows® Help (**Start > Help**)).

A “Location Information” window has popped up asking for dialing information. Do I need to put any information in this window?

Windows 98 SE & Windows Me ONLY: During Watcher software loading, if the computer has never had any modem configuration performed, the Location Information screen may pop up. This window has nothing to do with Watcher software. Windows just thinks a modem is being loaded and is asking for dialing information. Simply put in the area code of the computer's location. The remaining requested information can be left blank or dummy information can be put in. Information in this window will not affect the AirCard 580. After entering the information click **Close**. (This only applies if the computer also uses a dialup modem).

I use Windows 98 SE and I've noticed that my computer is performing slower than usual, why?

On the second attempt by Windows 98 SE to go into Standby Mode, the system may become sluggish and unusable. The computer must be rebooted at this point in order to recover and restore normal operating speed.

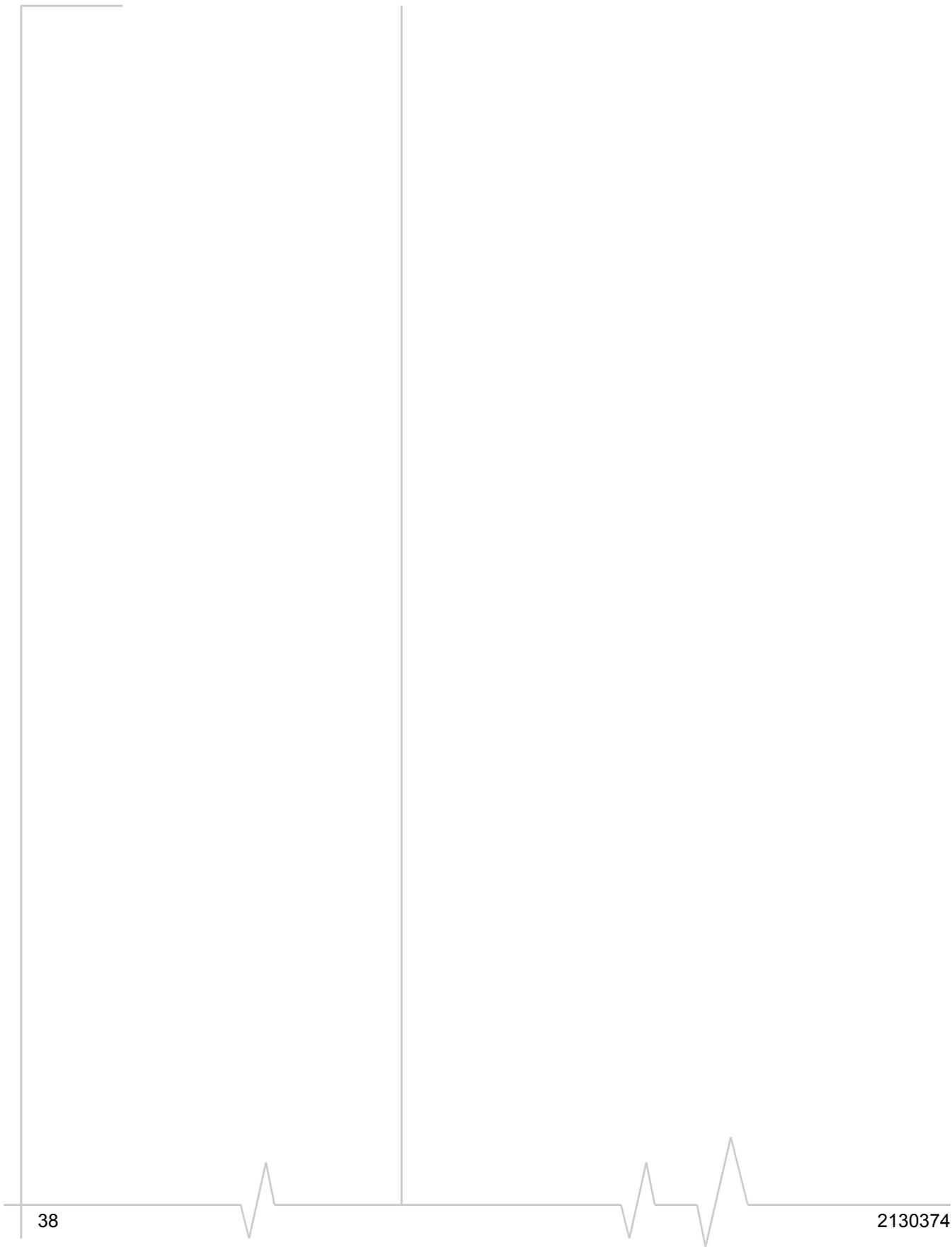
It is recommended to inhibit Standby Mode by selecting **Standby “Never”** option under the ‘Power Manager’ menu options in the Control Panel. It is also recommended not to use **Start >Shutdown > Standby**.

What do I do with the message window: “The feature you are trying to use is on a CD-ROM or other removable disk that is not available. Insert the 'Watcher' Disk and click OK”?

If Watcher is being loaded on a computer that has a fresh Windows 2000 operating system load and has not had any other software loaded to this point, you may see the following message: “The feature you are trying to use is on a CD-ROM or other removable disk that is not available. Insert the ' Watcher ' Disk and click OK”. Dismiss the message by clicking **Cancel**. This is a one time event and should not happen again.

Why won't my laptop hibernate or go into standby since I loaded Watcher software?

Due to power control issues with Windows 2000 SP2 (Service Pack 2) and earlier regarding USB device management, a standby / hibernate blocker has been written into Watcher software. If the laptop is upgraded to Windows 2000 SP3, the software will see this and restore the standby and hibernate functionality.





7: Technical Specifications

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

This chapter describes the function of the LED, and provides technical product data for the AirCard 580 wireless modem.

LED operation

The AirCard 580 has a single red/green LED on the antenna end of the card. The LED operates as follows:

Table 7-1: LED operation

LED Behavior	Indicates
Slow flashing green	A signal has been acquired.
Fast flashing green	The AirCard has established a connection and is transferring data.
Blinking red	There is no signal.
Solid red	An error has occurred.

Radio frequency and electrical specifications

Table 7-2: Radio frequency and electrical specifications

Approvals	Compliant with: IS-95A, IS-96B, IS2000, Release 1.0 (CDMA 1XRTT) IS-707-A Data, IS-856 (CDMA 1xEV-DO) IS-866, IS-878, IS-890 CDMA Developers Group FCC (ID: PNF-PC3220P)
Voltage	+3.3Vdc from PCMCIA slot
Current	Maximum: 950 mA Typical: 370 mA (1xRTT) 470 mA (1xEV-DO)
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
Freq. Stability	±150 Hz

Environmental specifications

Table 7-3: Environmental specifications

Operating Temp.	-20 to +60°C (ambient, outside PCMCIA enclosure)
Storage Temp.	-30 to +65°C
Humidity	95%, non-condensing
Vibration	15 g peak 10 to 2000 Hz (non-operating)
Drop	30" (76.2 cm) on to vinyl covered concrete

8: Regulatory and Safety Information

- Regulatory notices
- Safety hazards

United States of America



FCC

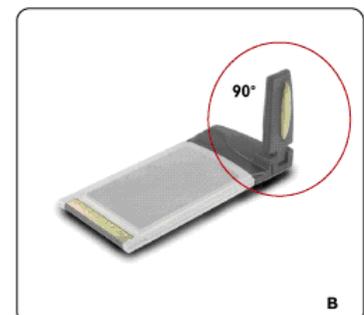
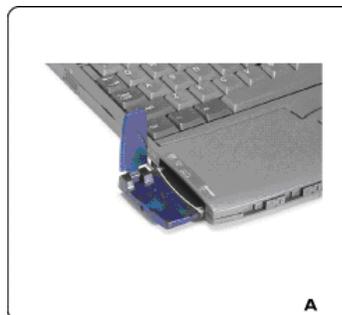
This Section outlines important regulatory notices concerning your new AirCard.

Regulatory Notices

This device complies with Parts 15, 22, and 24 of the FCC rules. This PC card has been tested with the typical laptop computer with the side loading PCMCIA bay. This PC card 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. Operation of this device is subject to the following two conditions:

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

Sierra Wireless stipulates that the antenna should be more than 1.5 cm (0.60") from by-standers and 1.0 cm (0.39") from the user. When in use, the antenna should be fully extended upward at a 90-degree angle.



FCC ID: PNF-PC3220P

CAUTION: Unauthorized modification or changes not expressly approved could void compliance with RF exposure guidelines.

WARNING: This equipment has been tested and found to comply with the limits pursuant to Part 15, 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 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

WARNING: 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.

WARNING: 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 de 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.

Safety Information

This section outlines important liability and safety guidelines concerning your new PC Card.

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 totally be lost. Although significant delays or losses of data are rare when wireless devices such as the PC Card-Model AirCard 580 CDMA modem are used in a normal manner with a well constructed 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 another party, including but not limited to personal injury, death or loss of personal property. No responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the PC Card-Model AirCard 580 CDMA modem, or for failure of the PC Card-Model AirCard 580 to transmit or receive such data.

Safety and Hazards

Blasting Areas and Hospitals

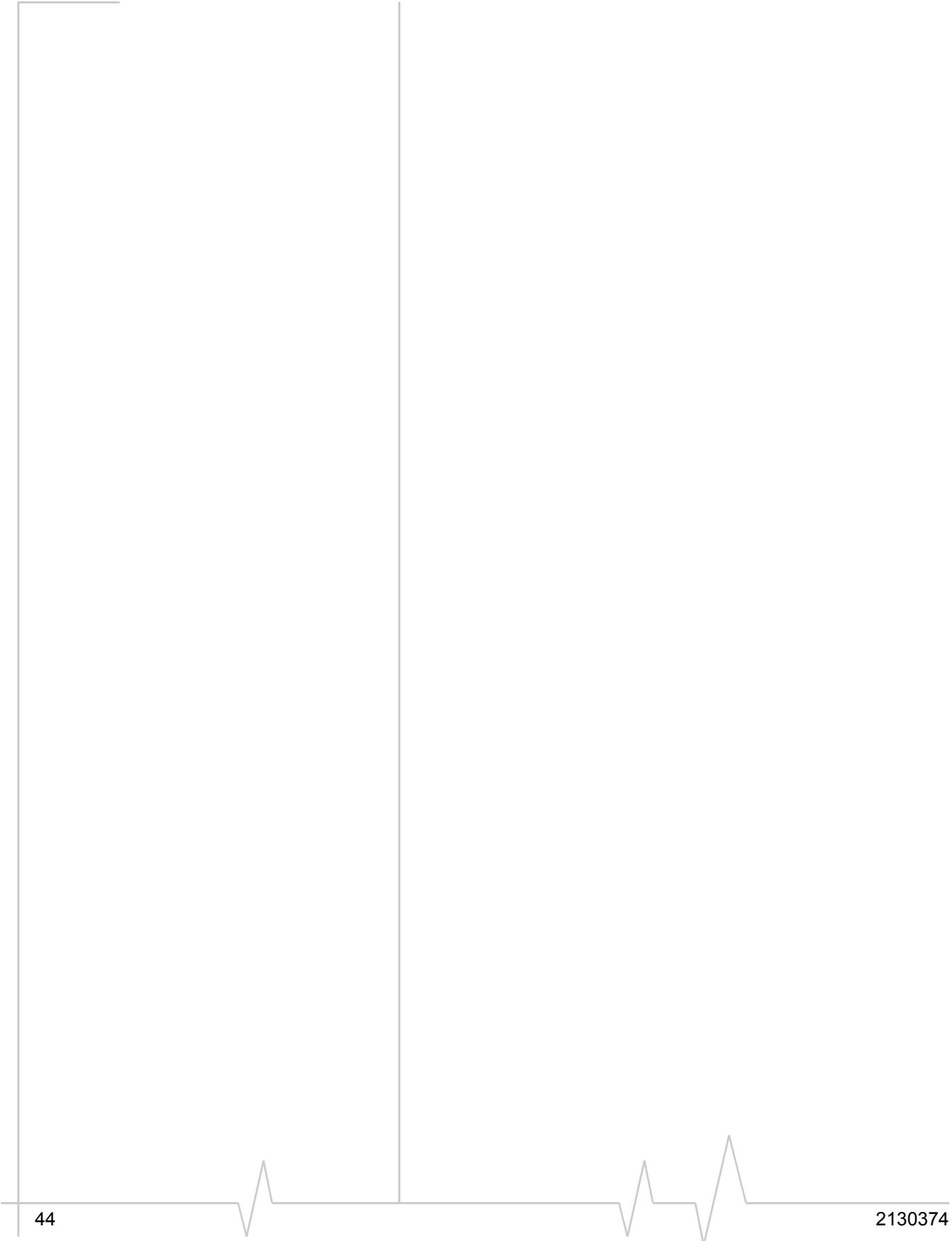
Do not operate the Sierra Wireless AirCard® 580 wireless modem in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas the Sierra Wireless AirCard® 580 wireless modem **MUST BE POWERED OFF**. It can transmit signals that could interfere with this equipment.

Aircraft

Do not operate the Sierra Wireless AirCard® 580 wireless modem in any aircraft whether the aircraft is on the ground or in flight. In aircraft, the Sierra Wireless AirCard® 580 wireless modem **MUST BE POWERED OFF**. When operating it can transmit signals that could interfere with various onboard systems.

Driving

The driver or operator of any vehicle should not operate the Sierra Wireless AirCard® 580 wireless modem 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.



44

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>> Appendix A: Glossary

A

1xEV-DO	Evolution Data Optimized -- An evolution of cdma2000® 1x technology and is an 3G standard. 1xEV-DO provides peak data rates of up to 2.4 Mbps. Also known as high data rate, or HDR, providing high-speed, high-capacity wireless Internet connectivity, and is optimized for packet data services. EV-DO only addresses data - not voice. It requires a dedicated slice of spectrum, separate from voice networks using standards such as 1xRTT.
1xRTT	One Times Radio Transmission Technology (the "one times" refers to the frequency spectrum), a 3G standard technology that supports speeds up to 144 kbps.
2G	Second generation - 2G data transfer uses as much network capacity as any other call, and uses that capacity for the duration of the connection, regardless of whether data is being transmitted at any one moment. In contrast, the newer 3G standard is much faster for data, and only uses network capacity when data is actively being transmitted.
3G	Third generation —A new generation of wireless systems, including cdma2000 1xRTT and 1xEV-DO, that provides high-speed data transmission (144 kbps and higher) and Internet Protocol (IP) based services in fixed, portable and mobile environments.
bps	bits per second —The actual data speed over the transmission medium. See also baud.
carrier	A wireless network service provider, licensed to use radio frequencies in particular regions.
CDG	CDMA Development Group . Consult www.cdg.org . Also a series of three test suites required to certify a device for use on a CDMA network.
CDMA	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.
CDMA2000 1X	Also known as 1xRTT, this is a high-speed standard for CDMA cellular communications.

CnS	Control and Status —A proprietary protocol for managing Sierra Wireless devices.
COM	The serial communications port of a computer.
directory number	See MIN
DNS	Domain Name Server —Internet server that supplies the mapping of domain names to IP addresses.
dormancy	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.
DSRDUN	Dial-Up Networking—A Windows [®] protocol for connecting a computer to a server via the telephone network.
E911	Emergency call mode.
ERP	Effective Radiated Power —A measure of the RF energy radiated from an antenna.
ESD	Electro-Static Discharge
ESN	Electronic Serial Number —The unique serial number assigned to the modem for cellular network use.
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 .
FER	Frame Error Rate - Ratio of data transmitted with errors, to total data transmitted. Used to determine the quality of a signal. If the FER is too high, (too many errors,) the connection may be dropped.
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.
FSN	Factory Serial Number —A tracking number applied by and for the manufacturer, distinct from the ESN.
GUI	Graphical User Interface - Elements of a GUI include such things as: windows, pull-down menus, buttons, scroll bars, iconic images, wizards, the mouse, and no doubt many things that haven't been invented yet.
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.

	<ol style="list-style-type: none"> 3. A computer that contains data or files to be accessed by client computers. Also known as a server.
HTTP	Hypertext Transfer Protocol - A set of rules for transferring files (text, graphic images, sound, video, and other multimedia files) on the World Wide Web.
IC	<ol style="list-style-type: none"> 1. Industry Canada 2. Integrated Circuit
IMSI	International Mobile Station Identity
Internet address	A 32-bit source or destination address that is given an IP number and is assigned to hosts using IP.
IOTA	Internet Over-The-Air —A mechanism to activate an account over the wireless network using standard Internet (http) protocols.
IP	Internet Protocol —The basic Internet transport mechanism. In CDPD it operates above the MDLP layer. Also, an OSI layer 3 network layer protocol.
IP address	A unique address on the Internet. Each modem must have one, to operate on a packet network. The IP address is a unique number consisting of four parts separated by dots. See also DNS.
IS	Interim Standard —After receiving industry consensus, the TIA forwards the standard to ANSI for approval.
IS-95	The standard for CDMA.
ISO	International Standards Organization —A standards setting group. Consult www.iso.ch .
ITU	International Telecommunications Union . Consult www.itu.int .
kbps	kilobits per second —Actually 1000, not 1024, as used in computer memory size measurements of kilobytes.
MHz	Mega-Hertz —One million cycles per second.
MIN	Mobile Identification Number —A number that identifies a specific mobile unit within a wireless carrier's network.
mobile IP	A software method of managing IP addresses through mobile and home "agents" such that a mobile normally assigned dynamic IP addresses (during handoffs by each network serving station) can appear to keep a static IP address for the duration of a session. See also Simple IP.
MSL	Master Subsidy Lock —A password that allows a user to configure parameters that are normally not accessible. See also OTSL.

OEM	Original Equipment Manufacturer —A company that manufactures a product and sells it to a reseller.
originate	The origin of a connection or message. Mobile originated means the connection of message starts from the mobile and goes to the network for termination at the destination. Contrast with terminate.
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 Personal Computer Memory Card International Association (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.
PRI	Product Release Instructions
PRL	Preferred Roaming List. See also roaming.
protocol	A defined procedure for determining the proper way of exchanging information on a network.
terminate	The destination of a connection or message. Mobile terminated means the connection of message arrived at the mobile from the network. Contrast with originate.
reverse channel	A connection channel for moving data from the mobile to the network. Contrast with Forward Channel.
RF	Radio Frequency
roaming	A cellular subscriber is in an area where service is obtained from a cellular service provider that is not the subscriber's provider.
SAR	Specific Absorption Rate —A test metric for RF exposure.
simple IP	The standard method of allocating IP addresses to mobile units as they register with network serving stations (handoff). This is typically a dynamic IP addressing mechanism managed through DHCP. See also Mobile IP.
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).
TCP	Transmission Control Protocol —The common underlying communication protocol used on the Internet. A connection handshake establishes a point to point logical connection. In

contrast to UDP, TCP ensures both ends of the connection are present and active on the network. TCP ensures delivery of datagrams.

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.

WAN

Wide Area Network—A computer network that uses high-speed packet switched lines to serve a large geographic area. Contrast with LAN.

Watcher™

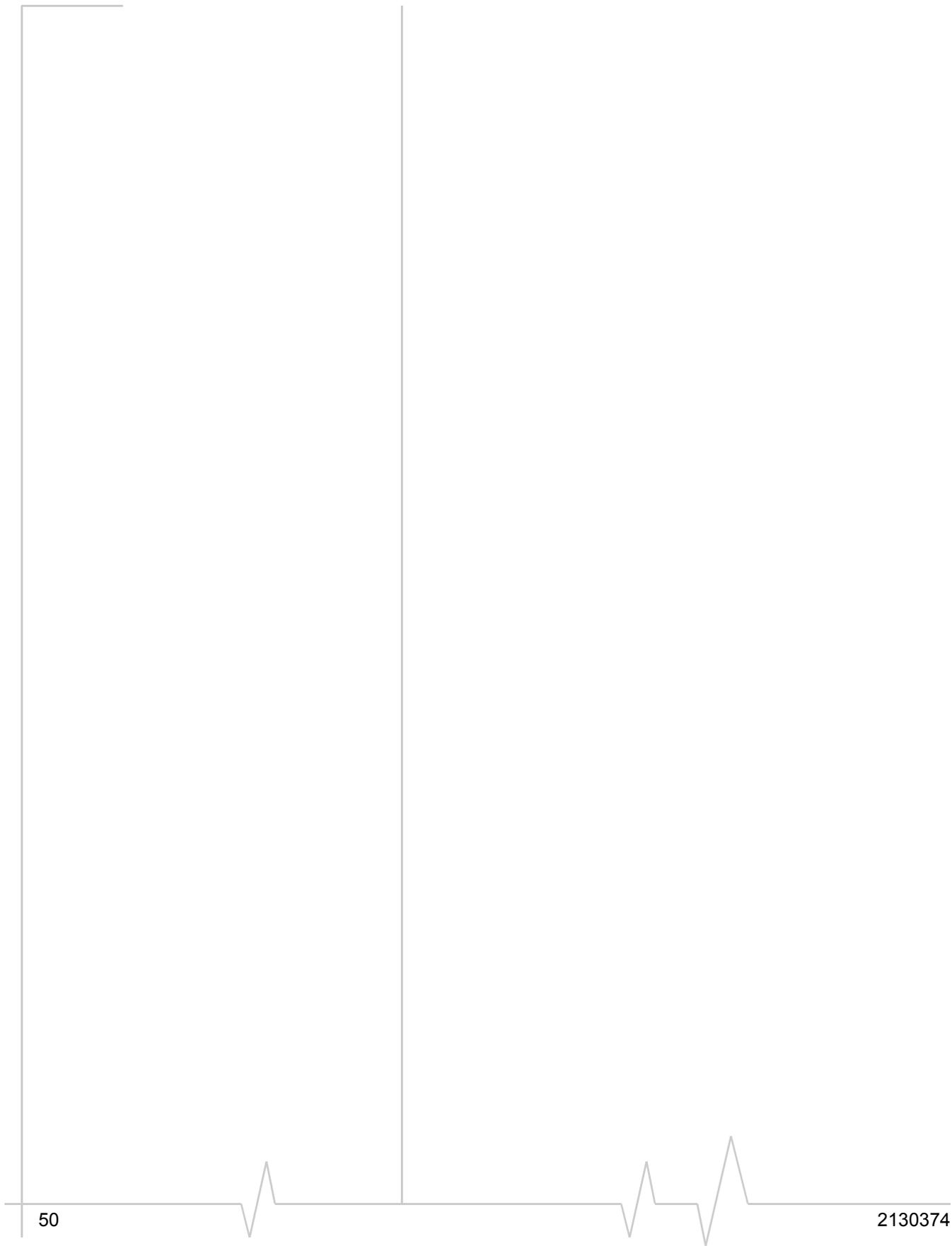
A suite of programs that run on a Windows-based computer. This program allows the user to configure the Sierra Wireless modem for communications, and monitor various modem parameters. It is not compatible with other vendors' modems.

WWAN

Wireless Wide Area Network— A wireless computer data network that may extend over a large geographical area.

WWW

World Wide Web—An Internet-based, hypertext, graphical network created by CERN researchers in Switzerland. For more information about CERN, visit their site at www.w3.org.



>> | Index

A

account, 7, 14

See also activation

action buttons, 24

See also

settings

call log

help

connect

disconnect

activation, 4, 7-9, 14, 26

Activation Code, 14

Activation Wizard, 14, 26

administrative privileges, 10

aircraft, using the AirCard in, (i), 43

alerts, 31

3G service, 31

auto-connect, 31

auto-connection failure, 31

call lost, 31

card eject, 31

connection in progress, 32

power on card, 32

indicator area, 20-22
indicators
 connection indicator, 22
 roaming indicator, 22
 service indicator, 21
 signal strength indicator, 21
inserting the AirCard 580, 12, 41
installation
 software (Watcher), 10
 driver, 12
interface
 See views; Full Mode view; system tray view

L

lock
 See security lock

M

minimize
 See system tray shortcut
MIN (Mobile Identification Number), 47
 See also Directory Number

N

NationalAccess, 2

O

operating limit, 40

P

passcode, 25, 33
PC Card slot, 9, 12-13

R

removing the card, 12
roaming, 4, 25
 indicator, 22

S

security lock, 23, 25, 27, 30-31
service status dialog, 22-23
settings, 24
signal strength, 21
system requirements, 9
System Tray Mode, 24, 26, 31
system tray icon, 11, 23, 27
system tray menu, 28
system tray shortcut, 18, 20, 24

T

troubleshooting, 33

W

Watcher, 3, 17

