

AirCard[®] 510 User Guide

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Table of Contents

| | |
|---|-----------|
| 1. AirCard™ 510 Basics | 1 |
| • Modem Components | 2 |
| • CDMA Coverage and Roaming | 2 |
| • AirCard Software | 2 |
| • Account Activation | 3 |
| • Care and Maintenance | 3 |
| Software Installation | |
| 2. Software Installation — Notebooks | 5 |
| • System Requirements | 6 |
| • Software Installation Procedures | 7 |
| • Card Insertion and Removal | 9 |
| 3. Software Installation — Handhelds | 11 |
| • System Requirements | 12 |
| • Software Installation Procedures | 12 |
| • Card Insertion and Removal | 15 |
| 4. Software Installation — Pocket PCs | 17 |
| • System Requirements | 18 |
| • Software Installation Procedures | 18 |
| • Card Insertion and Removal | 21 |
| All About Watcher | |
| 5. Watcher For Notebooks | 23 |
| • Starting Watcher and Understanding the Screen | 24 |
| • Establishing and Terminating Connections | 30 |
| • SMS Messaging | 34 |
| • Configuring Options and Advanced Settings | 36 |
| • Advanced Tools | 40 |

| | |
|---|-----------|
| • Using the Activation Wizard | 41 |
| • Displaying Help | 42 |
| • Viewing Version and Modem Information | 42 |
| 6. Watcher For Handhelds | 43 |
| • Starting Watcher and Understanding the Screen | 44 |
| • Understanding Watcher Modes | 47 |
| • Establishing and Terminating Connections | 48 |
| • SMS Messaging | 51 |
| • Configuring Options | 53 |
| • Using the Activation Wizard | 56 |
| • Displaying Help | 58 |
| • Viewing Version and Modem Information | 58 |
| • Closing Watcher | 58 |
| 7. Watcher For Pocket PCs | 59 |
| • Starting Watcher and Understanding the Screen | 60 |
| • Understanding Watcher Modes | 63 |
| • Establishing and Terminating Connections | 64 |
| • SMS Messaging | 67 |
| • Configuring Options | 69 |
| • Using the Activation Wizard | 72 |
| • Displaying Help | 74 |
| • Viewing Version and Modem Information | 74 |
| • Closing Watcher | 75 |

Troubleshooting Tips

| | |
|--|-----------|
| 8. Troubleshooting Tips — Notebooks | 77 |
| 9. Troubleshooting Tips — Handheld/Pocket PCs | 81 |

Technical & Regulatory Information

| | |
|--|------------|
| 10. Product Specifications | 83 |
| • Patents and Trademarks | 84 |
| • Technical Specifications | 84 |
| 11. Safety and Regulatory Information | 87 |
| • Important Notice | 87 |
| • Safety and Hazards | 88 |
| • Regulatory Information | 89 |
| 12. Appendix A: Windows 95/98 Procedures | 93 |
| • Checking your Windows 95 Version | 94 |
| • Verifying that Dial-Up Networking and the TCP/IP Protocol are Installed in Windows 95 | 96 |
| • Verifying that the Correct Modem Driver is Installed | 98 |
| • Checking for Resource Conflicts in Windows 95/98 | 100 |
| 13. Appendix B: Windows NT Procedures | 103 |
| • Checking your Windows NT Version | 104 |
| • Installing a Modem Profile and Remote Access Services with CardWizard | 105 |
| 14. Appendix C: Windows 2000 Procedures | 105 |
| • Verifying that the Correct AirCard Device Driver is Installed | 111 |
| • Checking for Resource Conflicts | 112 |
| 15. Index | 115 |

>>| AirCard 510 Basics

- Modem Components
- CDMA Coverage & Roaming
- AirCard Software
- Account Activation
- Care & Maintenance

The AirCard 510 is a wireless modem that operates on CDMA networks. The modem offers data transmission at 14.4 kilobits per second (kbps) and all the benefits of CDMA technology. With the modem installed in your PC, you can send and receive email messages, explore the Internet, access your corporate network, or use various software applications remotely.

The AirCard 510 works in any notebook, handheld, or pocket PC running Windows 95, 98, 2000, or CE that has a standard Type II PC Card slot. (If you are running Windows NT, you require third-party card management software, described in the System Requirements section of this manual.)

This section provides an overview of the AirCard 510 modem, the software that comes with it, and the steps you need to take before you can begin using your modem.

CAUTION: Do not insert the AirCard 510 in to a PC Card slot until you have installed the software.

Modem Components

All modem packages include the following components:

- AirCard® 510 with retractable antenna
- Activation Card
- Quick Reference Guide
- CD ROM containing the Watcher software
- This User Guide
- Leather Carrying Case

CDMA Coverage & Roaming

The AirCard operates on CDMA networks and can only be used where CDMA coverage is available. The companies that offer service on these networks are called wireless service providers. Every wireless service provider has a different coverage area and most wireless service providers post coverage maps on their web sites. You require an account with a CDMA wireless service provider to use the AirCard 510 modem.

Most CDMA service providers have roaming agreements that allow you to use your modem on other wireless service provider's networks. When you use your modem on a network other than the one operated by your wireless service provider, you are "roaming" and you may be billed at a higher rate.

AirCard Software

The AirCard 510 comes with an application called Watcher, as well as modem drivers for each of the supported operating systems. (A driver is the software that forms the interface between your operating system and the modem.) Before you can use your modem, you must install the software from the product CD.

Watcher Software

Watcher manages the modem's connections. Any time you use the AirCard 510, you must run Watcher, which performs these functions:

- Connecting to the CDMA network
- Providing information about your connection status, such as signal strength
- Notifying you when you receive SMS messages

Account Activation

In order to use your AirCard 510, it must be activated. Activation is the process of configuring your modem to use your account. Depending on how you purchased your modem, it may have been pre-activated. If the modem has not been pre-activated, when you insert the modem for the first time, the Activation Wizard will launch automatically. The wizard will guide you through the activation process. Details on using the Activation Wizard appear in the section "All About Watcher". The Activation Card included in your package provides contact information for your wireless service provider.

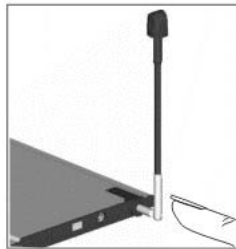
Care and Maintenance of your AirCard 510 Modem

As with any electronic device, the AirCard 510 must be handled with care to ensure reliable operation. Follow these guidelines in using and storing your modem:

- Do not apply adhesive labels to the modem. This may cause the modem to become jammed inside the card slot.
- Extend the antenna by pulling gently on the knob at the end. The antenna clicks into place with the hinge about 0.4 inches (1 cm) from the end of the card.

CAUTION:
Do not insert the modem into a PC Card slot until you have installed the Watcher software.

- 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 the modem is not in use, retract the antenna. To retract the antenna, while the antenna is perpendicular to the modem, push the hinge to insert the bottom section of the antenna into the card. Then straighten the antenna and push the remainder of the antenna into the card.



- The modem should fit easily into your PC card slot. Do NOT force the card into the slot as this may damage connector pins.
- Protect the card from liquids, dust, and excessive heat.
- When not installed in your computer, store the modem in a safe place.

>>| Software Installation — Notebooks

- System Requirements
- Software Installation Procedures
- Card Insertion & Removal

This section provides all the information you need to install Watcher on a notebook computer. You must install the Watcher software before inserting the modem for the first time.

Before installing the software, ensure that your computer is running a supported operating system and meets the AirCard 510 hardware requirements.

System Requirements

Watcher is supported on:

- Windows 95 OSR2
- Windows 98 and 98 SE
- Windows 2000
- Windows Me

See Appendix A for instructions on determining your Windows 95 version.

If you are using Windows NT, you require Service Pack 5 or 6a and third party card management software. The AirCard 510 has been tested and found to work with CardWizard™ version 5.2 and higher. CardWizard is sold by SystemSoft. Ensure that your model of laptop is supported before installing CardWizard. A listing is available on the SystemSoft web site (www.systemsoft.com). See Appendix B for instructions on determining whether you have Service Pack 6a installed.

To install the Watcher software, you require these system resources:

| | |
|----------------------------|----------------------------|
| Card Slots | 1 Type II PCMCIA Card Slot |
| Communication Ports | 2 Available |
| Disk Drive | CD ROM |
| I/O Resources | 1 IRQ, 16 Bytes I/O space |
| Memory | 16 Mb |
| Disk Space | 2 Mb |

NOTE: The modem requires two AVAILABLE communication ports. If you have an internal modem or IR (infrared) port, you may have to turn it off, or disable it, to ensure that two ports are available to the AirCard 510.

Software Installation Procedures

If you are using Windows 2000, you must be logged on as the administrator to install the software.

If you are using Windows 95, you should ensure that Windows Dial-Up Networking and the TCP/IP protocol are installed. Instructions on doing so are provided in Appendix A.

If you are using Windows NT, ensure that CardWizard version 5.2, or other card management software, is installed before you attempt to install the modem software. You must install a modem profile and ensure that Remote Access Services is installed before you install the modem software. Instructions on installing these components (with CardWizard) are provided in Appendix B.

Follow these steps to install Watcher:

1. Close any Windows programs that are running and insert the CD that came with the AirCard into your CD-ROM drive. The CD should start automatically displaying a menu.
2. If the CD does not start automatically, launch it by selecting **Start > Run ...** from the task bar and entering **d:\Launch.exe**, where **d** is the drive letter for your CD-ROM drive. The installation wizard checks that Windows components required by Watcher are installed. If not, the wizard displays a message telling you what components are missing. If this window appears, click **OK** to exit the window and terminate the installation. Install the necessary components before re-trying the installation.
3. Select **notebook installation (version...)** from the first menu, and **notebook software installation** from the next menu to launch the installation wizard.

4. The installation wizard guides you through the Watcher installation. Use the **Next >** and **< Back** buttons to proceed through the wizard, noting the following:
 - To install Watcher, you must indicate that you accept the terms of the software license agreement by clicking the **Yes** button on the Software License Agreement window.
 - Watcher is installed in the folder \Program Files\Sierra Wireless Inc\AirCard 510\SWI unless you use the **Browse...** button on the Choose Destination Location window to specify a different path.
 - The name specified on the Select Program Folder window (Sierra Wireless AirCard 510 unless you change it) is the name assigned to the modem software in the Windows Control Panel. (This is the name that appears in the Add/Remove Programs Properties window of the Control Panel.)
 - The check boxes on the final screen give you the option of viewing the release notes (that describe known issues with the software) and having a shortcut (that allows you to launch Watcher by double clicking an icon on your desktop). Use the check boxes to indicate your preferences and click the **Finish** button.
5. Click **exit** twice (in the lower left corner) to close the CD menu.
6. Extend the modem antenna. (See the Care and Maintenance section for guidelines on extending the antenna and inserting the modem.)
7. With the logo facing up, gently insert the modem into an unused PC card slot. (Do not force the modem into the slot as this may damage the connector pins.) Insertion of the card triggers Windows to search for and load a device driver for the modem.

8. If you are running Windows 2000, the Digital Signature Not Found screen is displayed twice. Click the **Yes** button each time it appears.

On completion of this step, the Watcher software is installed. If the modem has not yet been activated, the activation wizard will launch as soon as you launch Watcher. See the next section for important information on inserting and removing your modem from the card slot.

Card Insertion and Removal

When you insert the modem into the card slot, the following should occur:

- The PC should beep (unless sound effects are disabled)
- The PC Card icon should appear in the system tray (if it is not already displayed).



Windows 95 and 98



Windows NT (with CardWizard)



Windows 2000

The AirCard 510 turns on as soon as you insert it.

CAUTION: Never eject the modem while you have an active connection, as this may cause software corruption.

Users of Windows NT (with CardWizard installed)

CardWizard displays this screen whenever you insert the modem:



This message can be disabled (under Options > Notify). See the CardWizard documentation for details.

Removing the AirCard 510

To properly remove the modem:

Users of Windows 95, 98 and 2000

1. Close Watcher, if it is open.
2. Click the PC Card icon in the system tray. A message bar appears.
3. Click the message bar. A dialog box then notifies you that it is safe to remove the device.
4. Click OK and eject the modem.

Users of Windows NT
(with CardWizard installed)

1. Eject the AirCard. CardWizard displays a message indicating the card has been removed. (The message is displayed twice.) Click OK.

>>| Software Installation — Handhelds

- System Requirements
- Software Installation Procedures
- Card Insertion & Removal

This section provides all the information you need to install Watcher on a handheld computer. You must install the Watcher software before inserting the modem for the first time.

Before installing the software, ensure that your computer is running a supported operating system and meets the AirCard 510 hardware requirements. The installation process involves:

- Installing the software to a host computer (desktop or notebook)
- Connecting the handheld to the host
- Downloading the software from the host to the handheld

NOTE:

CE Services is software that came with Windows CE 2.11. ActiveSync is software that came with Windows CE 3.0. The serial cable required in the installation process should have come with your handheld.

System Requirements

The AirCard software is supported on:

- Windows CE 2.11 (Handheld PC Pro version)
- Windows CE 3.0 (Handheld PC 2000 version)

Your handheld PC must have:

- 500 kb of storage memory and 700 kb of program memory
 - A PCMCIA (PC card) slot
 - A serial cable to link to a host
- For the installation you require a computer to act as the host. This computer must:
- Be a desktop or notebook computer with a serial connector and a CD ROM drive
 - Be running Windows 95, 98, NT, or 2000
 - Have CE Services or ActiveSync installed on it

Software Installation Procedures

To install the software, you can either:

- Connect the handheld PC to the host prior to installing the software on the host. (In this case, the software is downloaded to the handheld PC as the software is being installed on the host.)
- Install the software to the host, and then connect the handheld PC as described here.

To install the software on the host:

1. Close any Windows programs that are running and insert the product CD if it is not already in your CD ROM drive. The CD should auto-start and display a menu. If the CD does not auto-start, select **Start > Run** and enter **D:\Launch.exe**, where **D** is the drive letter of your CD ROM drive.

2. Click the menu option appropriate to your version of Windows CE:
 - **handheld pc pro/Win CE 2.11 (version...)**
 - **handheld pc 2000/Win CE 3.0 (version...)**
 This launches the InstallShield Wizard.

3. Click the **software installation** option on the next menu. This launches the InstallShield Wizard.

4. Click **Next**. The Software License Agreement is displayed.

5. Click **Yes** if you accept the terms of the agreement. The wizard displays the Destination Location.

6. Click **Next** to install to the default folder or use the Browse... button to select a different Destination Location and then click Next. The Program Folder is displayed. (This is the name assigned to the software in Add/Change Programs in the Control Panel.)

7. Click **Next** to use the default name or enter a new name and click **Next**. Windows displays the message, "On the next mobile device connection the installed applications will be downloaded to the device."

8. Click **OK**. The final screen of the InstallShield Wizard is displayed.

9. Click **Finish**.

10. Click **exit**, in the lower left corner of the CD start-up window, twice.

On completion of this step, the software is stored on the drive of the host computer. CE Services / ActiveSync keeps track of the fact that the software has yet to be downloaded to the handheld PC.

To download the software from the host to the handheld PC:

1. Use the serial cable that comes with the handheld PC to connect it to the host.
2. If you are using CE Services, the Mobile Device Detected window is displayed. Click the **Browse** button. (It is not necessary to synchronize the devices to install the software.)
3. If you are using ActiveSync, depending on how it is configured, when you connect the two computers, the New Partnership window might be displayed on the host. If so, the prompt, "Would you like to set up a partnership?" is displayed. For the purpose of downloading the software, it does not matter whether or not you set up a partnership. Select Yes or No and click **Next**.
4. Windows displays a dialog box on the host asking whether you want to "Install the 'Sierra Wireless AirCard 510 ...' using the default application install directory". (If this does not occur, refer to the Troubleshooting Tips for Handheld and Pocket PCs section.)
5. Click **Yes** to install the modem software in the default directory. When the download is complete, Windows displays the message, "Please check your mobile device screen to see if additional steps are necessary to complete this installation."
6. Click **OK** on the host.
7. Disconnect the handheld PC from the host.

You can then insert the modem using the instructions that follow.

Card Insertion and Removal

To insert the AirCard 510 Modem:

1. With the label facing up, insert the modem into the PC Card slot. DO NOT FORCE.
2. If the modem antenna is not already extended, gently pull the knob on the top of the antenna until it clicks into place.

To remove the AirCard 510 modem:

1. Close any applications that have an active connection.
2. Use the ejector on the handheld to release the modem, and then remove it from the slot.

CAUTION:
Never eject the modem while you have an active connection, as this may cause software corruption.

Software Installation
Handhelds
3

>>| Software Installation — Pocket PCs

- System Requirements
- Software Installation Procedures
- Card Insertion & Removal

This section provides all the information you need to install Watcher on a pocket PC. You must install Watcher software before inserting the modem for the first time.

Before installing the software, ensure that your computer is running a supported operating system and meets the AirCard 510 hardware requirements. The installation process involves:

- Installing the software to a host computer (desktop or notebook)
- Connecting the handheld to the host
- Downloading the software from the host to the handheld

System Requirements

The AirCard software is supported on:

- Windows CE 3.0 (Pocket PC version)

Your pocket PC must have:

- 500 kb of storage memory and 700 kb of program memory
- A PCMCIA jacket accessory
- A serial cable to link to a host

For the installation you require a computer to act as the host. This computer must:

- Be a desktop or notebook computer with a serial connector and a CD ROM drive
- Be running Windows 95, 98, NT, or 2000
- Have ActiveSync installed on it

Software Installation Procedures

To install the software, you can either:

- Connect the pocket PC to the host prior to installing the software on the host. (In this case, the software is downloaded to the pocket PC as the software is being installed on the host.)
- Install the software to the host, and then connect the pocket PC as described here.

To install the software on the host:

1. Close any Windows programs that are running and insert the product CD if it is not already in your CD ROM drive. The CD should auto-start and display a menu.
2. If the CD does not auto-start, select **Start > Run** and enter **D:\Launch.exe**, where **D** is the drive letter of your CD ROM drive.

3. Click **pocket pc installation (version ...)**, then **pocket pc software installation** on the menu to launch the InstallShield wizard.

4. Click **Next**. The License Agreement is displayed.

5. Click **Yes** if you accept the terms of the agreement. (You cannot proceed without accepting the terms.) The Destination Location is then displayed.

6. If you want to install the software in a directory on the host, other than the default (\Program Files\Microsoft ActiveSync\AirCard510 for Pocket PC), click the Browse... button to specify the path. Otherwise, click **Next** to continue. The Program Folder is displayed. (This is the name assigned to the modem in the Control Panel, under Add/Remove Programs.)

7. If you want to use the default name (AirCard 510 for Pocket PC), click **Next**. Otherwise, enter a new name in the Program Folders field before clicking Next. Windows displays the message, "On the next mobile device connection the installed applications will be downloaded to the device."

8. Click **OK**. A window labelled "InstallShield Wizard complete" is displayed.

9. Click **Finish**.

10. Click **exit** (in the lower left corner) twice to close the CD start-up window.

On completion of this step, the software is stored on the drive of the host computer. ActiveSync keeps track of the fact that the software has yet to be downloaded to the pocket PC.

To download the software from the host to the pocket PC:

1. Use the serial cable that comes with the pocket PC to connect it to the host. Depending on how ActiveSync is configured, when you connect the two computers, the New Partnership window might be displayed on the host. If so, the prompt, “Would you like to set up a partnership?” is displayed.
2. For the purpose of downloading the software, it does not matter whether or not you set up a partnership. Select Yes or No and click **Next**. Windows displays a dialog box on the host asking whether you want to “Install the ‘Sierra Wireless AirCard 510 for Pocket PC’ using the default application install directory”. (If this does not occur, refer to the Troubleshooting Tips for Handheld and Pocket PCs section.)
3. Click **Yes** to install the modem software in the default directory. When the download is complete, Windows displays the message, “Please check your mobile device screen to see if additional steps are necessary to complete this installation.”
4. Click **OK** on the host.
5. Disconnect the pocket PC from the host.

You can then insert the modem using the instructions that follow.

Card Insertion and Removal

To insert the AirCard 510 Modem:

1. If the PCMCIA jacket is not already attached, slide the pocket PC, bottom first, into the jacket. It should click into place.
2. With the label facing towards the front of the pocket PC, insert the modem into the slot at the top of the jacket. DO NOT FORCE.
3. If the modem antenna is not already extended, gently pull the knob on the top of the antenna until it clicks into place.

To remove the AirCard 510 Modem:

1. Close any applications that have an active connection.
2. Use the ejector on the pocket PC to release the modem, and then remove it from the slot.

CAUTION:

Never eject the modem while you have an active connection, as this may cause software corruption.

>>| Watcher for Notebooks

- Starting Watcher and Understanding the Screen
- Establishing and Terminating Connections
- Viewing SMS Messages
- Configuring Options and Advanced Settings
- Advanced Tools
- Using the Activation Wizard
- Displaying Help
- Viewing Version and Modem Information
- Closing Watcher

This section describes Watcher, the software you must run anytime you use the AirCard 510.


Watcher performs these functions:

- Allowing you to establish and terminate connections
- Displaying connection status information
- Setting preferences
- Allowing you to assign a lock code to your modem so that it cannot be used by others
- Notifying you when SMS messages are received, and allowing you to display and delete the messages.

This section provides instructions on using Watcher to establish, monitor and terminate connections with a CDMA Network and on how to configure Watcher to your preferences. It also provides instructions on viewing SMS messages.

Starting Watcher and Understanding the Screen

To start Watcher:





- Select **Start > Programs > Sierra Wireless > AirCard 510 > Watcher for AirCard 510**, or
- Double click the Watcher icon on your desktop. 

A splash screen is displayed as Watcher launches.



The Watcher Screen

The buttons at the top of the screen are:

-  Connection Manager
-  SMS Messaging
-  Options and Advanced Settings
-  Help and About AirCard 510

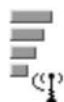
The Watcher window and system tray icons provide useful information about your connection, including:

- Your signal strength
- Your connection and transmission status
- Your call duration
- The amount of data received and sent during the connection

NOTE: Help is available in any Watcher screen by pressing <F1>.

NOTE: You must insert the AirCard 510 before launching Watcher.

Signal Strength

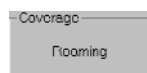


The antenna icon on the left side of the screen indicates signal strength. The number of bars beside the antenna increases as signal strength increases, with five bars being the maximum. If there are no bars, it is unlikely that the signal is strong enough to establish and maintain a connection.

There are three main reasons why you might experience inadequate signal strength.

- You may be outside of the network coverage area. (See your wireless service provider for coverage maps.)
- Your antenna is not completely extended or is pointed in the wrong direction. You may be able to improve the signal strength by reorienting the antenna.
- You may be inside a building or near a structure that is blocking the signal. If this is the case, you may be able to improve the signal strength by changing the position or location of your computer.

Coverage Status



When the word “carrier” is displayed in the center of the Watcher screen, you are in service on the network belonging to your service provider. Otherwise, the AirCard is roaming outside your local coverage area. (You may be billed roaming charges if you are not within your local coverage area.)

Connection Status

The modem is “in service” when communication is occurring between the modem and a CDMA network. The modem is “connected” when a call is in progress between the AirCard 510 and another modem or similar device.

The AirCard logo on the right side of the screen is blue when the AirCard is in service and green when the AirCard is connected. During the connection process, the logo flashes blue and green.

The Watcher icon in the system tray (usually located in the lower right corner of the screen) indicates connection and transmission status as follows:



Not In Service (blue with red x)



In Service (blue)



Connected (green)

When data transmission is occurring, the system tray icon flashes light and dark green. The LED light on the end of the modem begins blinking as soon as a connection is made to the CDMA network. (This is usually within seconds of launching Watcher.)

If the LED light comes on but does not blink, this indicates that the modem is unable to connect to the network. An inability to connect might be due to being outside of CDMA coverage areas, or having insufficient signal strength.

The button on the Watcher window toggles between “Connect” (when you are disconnected), “Cancel” (when a connection is being established), and “Disconnect” (when you are connected).

Call Duration

Time: 00:00:44

During connections, Watcher displays the duration of the current call under the AirCard logo.

Bytes Received and Bytes Sent

Bytes In: 350
Bytes Out: 1816

The amount of data received and transmitted during the current call is displayed below the call duration.

Status Bar

Connected to QNC

As a connection is being established, each step in the process is displayed in the status bar. When you are connected, the status bar shows the connection name.


SMS Message Notification


The envelope icon at the bottom of the Watcher window indicates whether you have SMS messages.

 No Unread Messages

 New Messages

Minimize and Close Boxes

 The minimize box allows you to run Watcher in the background. When Watcher is running in the background you can use the system tray icon to monitor your connection status. To restore the Watcher window, click the system tray Watcher icon.

 The close box in the upper right corner of the window is used to close and exit Watcher.

Establishing and Terminating Connections

The Connection Manager is the component of Watcher used to establish and terminate connections with the AirCard 510.

Establishing Connections

To connect to a corporate network, computer system, or other device (such as a fax machine), you require the phone number of that system or device.

Establishing a connection involves:

- Adding the phone number to the Connection Manager
- Selecting the number and clicking the Connect button

To add a number:

1. Click the **Connection Manager...** button and select **Add...** to display the Connection Properties screen.
2. Assign a name to the connection and complete the fields in the Connection Properties screen.

- If the phone number must be preceded with the area code, click the **Use area code** checkbox, and enter the area code. Click the **Use 1** checkbox for phone numbers where the phone number must be prefixed with a 1.
 - If dialing into a system that requires you to log-in, enter your User Name and Password. Click the **Save Password** checkbox if you prefer not to enter your password each time you make this connection.
3. Click **OK**

To set the connection as the default connection:

1. In the Connection Manager screen, select the connection and click the **Set As Default** button.

NOTE: You can receive faxes any time the modem is in service and not connected, if the AirCard 510 is set to receive faxes. See the Options section.

NOTE:

Watcher is unable to save your password if you do not log-in at Windows start-up. That is, if when you started Windows, you clicked the Cancel button rather than logging in, you cannot access the section of the screen that allows you to enter and save your password.

To dial the default connection:

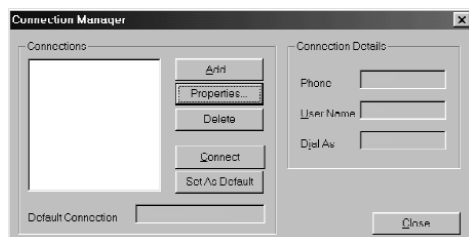
1. Click the **Connect** button on the main Watcher window.

Watcher then dials the phone number and attempts to establish a connection. The status of the attempt is displayed in the message bar on the bottom of the main window.

Once connected, you can use your network and communications applications.

To dial a number that is not the default connection:

1. Click the **Connection Manager** button.
2. In the Connection Manager screen, select the desired connection.



3. Click **Connect**.

To change a phone number:

1. From the Connection Manager window, select the connection and click the **Properties...** button.
2. Enter the new information in the appropriate fields. (Note that the Connection Name cannot be changed.)
3. Click **OK**.

To delete a phone number:

1. From the Connection Manager window, click the Connection Name and click the **Delete** button.
2. Confirm that you want to delete the connection by clicking **Yes**.

Terminating a Connection

To end a call:

1. Click the **Disconnect** button on the main Watcher window.

By default, Watcher is set to terminate any connection that is inactive for five minutes. You can change the period of inactivity in the Options screen.

Connecting to the Internet

Some service providers offer a quick Internet connection service called QNC. To use this service you need to find out from your service provider the phone number, user name and password needed to make the connection.

Set up the connection, like any other connection. When you dial the number and the connection is established (and the AirCard logo is green), you can launch your browser (e.g. Netscape Navigator or Internet Explorer) and browse.

SMS Messaging

SMS (Short Messaging Service) is a feature that some wireless service providers offer, that allows you to receive short messages through the CDMA network. Some wireless service providers have web pages on which anyone can enter a message and direct it to your phone number. Some providers use email addresses. Check with your service provider for information about availability and use.

This section explains how to read and delete SMS messages, assuming this service is available to you.

When you are not in service on a CDMA network, any messages sent to you are stored until the next time you are in service. As soon as you are in service, the AirCard 510 retrieves the messages from the network and changes the envelope icon.

Note that you do not need to have an active connection to receive SMS messages. You need only be in service, which occurs as soon as you insert the modem and run Watcher (provided you are in the network coverage area and have adequate signal strength). The envelope icon at the bottom of the screen turns white when messages are received.

The ToolTip (displayed when you position the pointer on top of the envelope button) tells you the number of new messages. In the Options window, you can also configure Watcher to play a sound whenever a new message arrives.



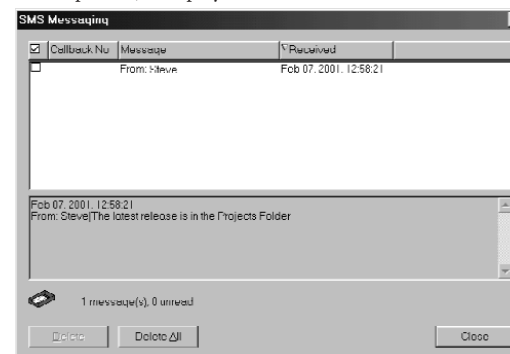
1 new message(s)...

pointer on top of the envelope button) tells you the number of new

Displaying SMS Messages

To display SMS messages:

1. Click the SMS Message button, or double click the envelope icon, to display the SMS window.



2. In the top portion of the screen, click the line that corresponds to the message you want to view. The message is displayed in the lower portion of the screen.

To delete individual messages:

1. Indicate what messages you want to delete by selecting the check boxes next to the messages you want to delete.
2. Click the **Delete** button. All checked messages are then deleted.

If you want to configure Watcher to automatically delete old messages, see the Configuring Options section.

To delete all messages:

1. Click the **Delete All** button.
2. Confirm that you want to delete all messages by clicking **Yes**.

To exit from the SMS messaging screen:

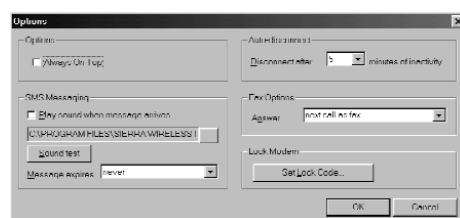
1. Click the **Close** button.

Configuring Options and Advanced Settings

You can configure several options in Watcher. These options include:

- Enabling and disabling the Always On Top feature that determines whether the Watcher window remains in front of other application windows
- Selecting a sound that is played when SMS messages are received
- Selecting an expiration period for your SMS messages
- Setting the Auto-disconnect feature that terminates connections that are inactive for a specified period
- Setting Watcher to receive faxes
- Setting a lock code to prevent others from using the modem and your account

To display the Options window, click the **Options and Advanced Settings** button and select **Options**.



Always On Top

When the “Always On Top” option is enabled, the Watcher window always appears in front of any other application windows. This allows you to view your connection status and other parameters (such as your signal strength, and the SMS message indicator) while you are using other applications.

To enable or disable the Always On Top option:

1. In the Options window, select the **Always On Top** check box. A check mark appears next to the “Always On Top” option when enabled.

SMS Messaging Options

Watcher allows you to choose whether a sound is played (and what sound is played) when new SMS messages are received. You also have the option of setting an expiration date for messages so that they are deleted automatically after a specified amount of time elapses.

To set the sound that is played when SMS messages are received:

1. In the Options window, use the check box to enable or disable the sound feature. The feature is enabled when the box is checked.
2. If the feature is enabled, you can use the ... button to choose another sound file (of the type .wav).
3. Use the **Sound Test** button to sample the sound.

To set the expiration date on messages:

1. In the Options window, use the drop-down menu to select an expiration period. Any messages that reside in your mailbox for the number of days specified here, are then automatically deleted. This does not apply to unread messages.

Setting Auto-disconnect

Watcher terminates any connection for which there is no activity for a specified time. You have the option of setting the period of inactivity to 1, 2, 5, 10, 20 or 30 minutes.

To set the period:

1. Use the **Disconnect after** drop-down menu to specify the period of inactivity that is allowed to elapse before a connection is automatically terminated.

Setting Fax Options

The AirCard 510 cannot receive fax transmissions unless it is in the correct mode. This means that you need to be informed when someone is sending a fax to you over an AirCard 510 connection so that you can set the modem appropriately.

To set the modem to receive a fax:

1. In the Preferences window, use the drop-down menu to specify:
 - Answer **all calls as fax** to set the modem to treat all incoming calls as faxes until you reset this option.

- Answer **next call as fax** to set the modem to treat the next incoming call as a fax and treat subsequent calls as data.
- Answer **all calls as data** to set the modem to treat all incoming calls as data.

Setting a Lock Code

The lock code feature prevents unauthorized use of your AirCard 510. When the feature is enabled, Watcher prompts you for a code when launched. If the wrong code is entered, Watcher closes. The lock code is attached to the modem itself (rather than the software). This means that should your modem be lost or misplaced, no one would be able to use it (or the account assigned to it) without entering your lock code.

To enable the lock code feature:

1. In the Options window, click the **Set Lock Code...** button.
2. You are then prompted for the existing code. If you have not yet set a code, this is the last four digits of your phone number. Enter your existing code (or the last four digits of your phone number) and click **OK**.
3. Select the **Enable Modem Lock** check box. (The feature is enabled when checked.)
 - To set a lock code, click the **Change Lock Code...** button.
 - Enter a new four digit lock code in both fields on the Set New Lock Code window and click **OK**.
 - Click **OK** in the dialog box that appears.

Note:

When Windows is restarted, The Fax Options always reset to answer "all calls as data"

4. Click **OK** to exit the Lock Modem Settings window.
5. You will be prompted to confirm the changes. Click **OK**.

To disable the lock code feature:

1. In the Options window, click the **Set Lock Code...** button.
2. Enter the lock code (last four digits of your phone number if it was not changed) and click **OK**.
3. Select **Enable Modem Lock** so that it is no longer checked and click **OK**.

Exiting the Options Window

Click **OK** to exit and save any changes you made to your settings, or **Cancel** to exit without saving your changes.

Advanced Tools

The Advanced Tools window provides diagnostic information for authorized Technical Support Representatives and Network Technicians. A security code is required to access the window.

Using the Activation Wizard

The Activation Wizard option in the Tools menu is used to set the modem to use your account, when it has not been pre-activated.

When you launch Watcher, the wizard automatically launches when a modem that is not activated is inserted. The following window displays:

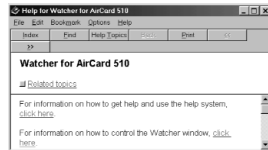
To activate your AirCard:

1. Ensure you have the information listed on the screen (i.e. your billing address, Social Security number, etc.) and call a CDMA wireless service provider. Click **Next**.
2. When a representative answers, explain that you are activating an AirCard 510 and provide the ESN (electronic serial number) displayed on the second screen. Enter the activation code provided by the representative and click **Next**.
3. On the third screen of the activation wizard, enter and verify the phone number given to you by the representative and click **Next**.
4. On the final screen of the activation wizard, click **Finish**.

NOTE: The Cancel button does not reset your lock code.

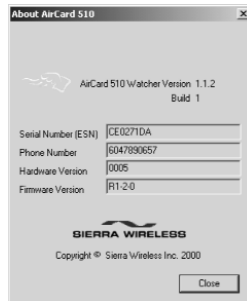
Displaying Help

The Help menu option displays Watcher's on-line help system. Help is also available in any screen by



pressing <F1>.

Viewing Version and Modem Information



The About menu option displays information about Watcher and the AirCard 510.

The information displayed includes:

- Your electronic serial number (ESN)
- Your phone number
- The hardware version of your modem
- The firmware version of your modem

>>| Watcher for Handhelds

- Starting Watcher and Understanding the Screen
- Understanding Watcher Modes
- Establishing and Terminating Connections
- Viewing SMS Messages
- Configuring Options
- Using the Activation Wizard
- Displaying Help
- Viewing Version and Modem Information
- Closing Watcher

This section describes Watcher for handheld computers. You must run Watcher anytime you use the AirCard 510 modem. Watcher performs these functions on a handheld:

- Allowing you to establish and terminate connections
- Displaying connection status information
- Setting preferences
- Allowing you to assign a lock code to your modem so that it cannot be used by others
- Notifying you when SMS messages are received, and allowing you to display and delete the messages

This section provides instructions on using Watcher to establish, monitor and terminate connections with the CDMA network and on how to configure Watcher to your preferences. It also provides instructions on viewing SMS messages.

Starting Watcher and Understanding the Screen

To display Watcher:

- Select the **Start > Programs > Watcher for AirCard 510**

The Watcher screen appears.



The Watcher Screen

The Watcher screen provides useful information about your connection, including:

- Your connection and transmission status
- Your signal strength
- Your call duration
- Your message status

Signal Strength

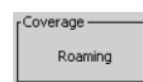


The antenna icon on the left side of the screen indicates signal strength. The number of bars beside the antenna increases as the signal strength increases, with five bars being the maximum. If there are no bars, it is unlikely that the signal strength is strong enough to establish and maintain a connection.

There are three main reasons why you might experience inadequate signal strength.

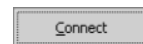
- You may be outside of the CDMA network coverage area. (See your wireless service provider for coverage maps.)
- Your antenna is not completely extended or is pointed in the wrong direction. You may be able to improve the signal strength by reorienting the antenna.
- You may be inside a building or near a structure that is blocking the signal. If this is the case, you may be able to improve the signal strength by changing the position or location of your PC.

Coverage



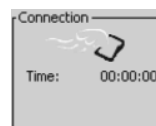
When the word “Carrier” is displayed on the Watcher window, you are connected to your wireless service provider’s CDMA network. When the word “Roaming” is displayed, you are outside your local coverage area. (Roaming is explained in the AirCard 510 Basics section.)

Connect Button



The button at the bottom of the screen switches between “Connect” (when you are disconnected), “Cancel” (when a connection is being established), and “Disconnect” (when you are connected).

Connection



The modem is “in service” when communication is occurring between the modem and the CDMA network. The modem is “connected” when a call is in progress between the AirCard 510 and another modem or similar device.

The AirCard logo on the right side of the screen is blue when the AirCard is in service and green when the AirCard is connected. During the connection process, the logo flashes blue and green.

Note: Status information on the main Watcher window is only updated when you are in status mode, described later.

The LED light on the end of the modem begins blinking as soon as service is acquired. (This is usually within seconds of launching Watcher.)

If the LED light comes on but does not blink, this indicates that the modem is unable to connect to the network. An inability to connect might be due to being outside of the coverage area, or having insufficient signal strength.

The Connection Status area on the screen also shows the duration of the current call.

SMS Message Notification

The envelope icon indicates whether you have messages:



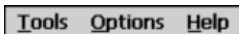
No Unread Messages



New Messages

SMS Messaging is explained later in this section.

Watcher Menus



Watcher has three menus that are described in detail in the sections that follow:

- **Tools** — allows you to setup your connections, to send and receive SMS messages, and to exit.
- **Options** — allows you to configure Watcher to your preferences and to activate modems that have not been pre-activated.
- **Help** — allows you to display on-line help and version information.

Understanding Watcher Modes

Watcher operates in two modes: connected mode and status mode.

Status Mode

In status mode, the modem is in communication with the CDMA network but there is no Internet, Intranet, corporate network, fax, or other type of connection. In this mode, Watcher constantly updates these indicators in the Watcher window:

- Signal strength
- Coverage
- SMS message indicator
- Connection status indicator

When you first launch Watcher, it is in status mode, and it remains in status mode until you use the Connect button. As soon as you use the Connect button, and Watcher attempts to make a connection, the mode switches to connected mode.

In status mode one of two messages appears in the status bar:

- Ready to dial ... or,
- No default connection.

Connected Mode

Anytime Watcher has a connection, or is attempting to make a connection, it is in connected mode. In this mode, indicators (like signal strength) are not updated and are displaying the status as at the moment you tapped the Connect button.

When you are in connected mode, the Connect button has switched to Cancel or Disconnect, and the AirCard logo is green.

Establishing and Terminating Connections

The Connection Manager is the component of Watcher used to establish and terminate connections with the AirCard modem.

Establishing Connections

To connect to a corporate network, computer system or other device, you require the phone number of that system or device.

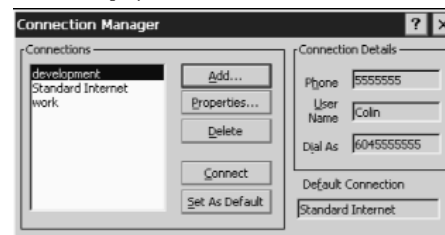
Establishing a connection involves:

- Adding the phone number to the Connection Manager
- Selecting the number and clicking the Connect button

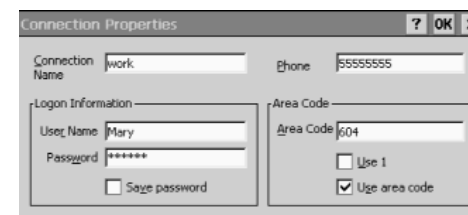
To add a number:

1. Tap the **Tools** menu.

2. Tap **Connection Manager...** The Connection Manager screen is displayed.



3. Tap the **Add...** button. The Connection Properties screen is displayed.



4. Assign a name to the connection and complete the fields in the Connection Properties screen. To proceed from one field to the next, tap the field, or use the <tab> key. Note the following:
 - If the phone number must be preceded with the area code, tap the **Use area code** checkbox, and enter the area code. Tap the **Use 1** checkbox for phone numbers where the phone number must be prefixed with a 1.
 - If dialing into a system that requires you to log-in, enter your User Name and Password. Tap the **Save Password** checkbox if you prefer not to enter your password each time you make this connection.
5. When you have completed the fields in this screen, tap **OK** (in the upper right corner of the screen).

NOTE: If you want to exit the Connection Properties screen without adding a new connection, tap the Close button in the upper right corner of the window.

Watcher for Handhelds
6

To set the connection as the default connection:

1. In the Connection Manager screen, tap the connection and tap the **Set As Default** button.

To dial the default connection:

1. Tap the **Connect** button on the main Watcher screen.

Watcher then dials the phone number and attempts to establish a connection. The status of the attempt is displayed in the Status section of the main screen.

Once connected, you can use your network and communications applications.

To dial a number that is not the default connection:

1. Proceed to the Connection Manager screen (by selecting **Tools > Connection Manager...**).
2. In the Connection Manager Screen, select the desired connection.
3. Tap **Connect**.

To change a phone number:

1. From the Connection Manager screen, tap the connection and tap the **Properties...** button.
2. Enter the new information in the appropriate fields. (Note that the Connection Name cannot be changed.)
3. Tap **OK**.

To delete a phone number:

1. From the Connection Manager screen, tap the Connection Name and tap the **Delete** button.
2. Confirm that you want to delete the connection by tapping **Yes**.

Terminating a Connection

To end a call:

1. Tap the **Disconnect** button on the main Watcher screen.

Connecting to the Internet

Some wireless service providers offer a quick Internet connection service called QNC. To use this service you need to find out from your service provider the phone number, user name and password needed to make the connection.

Set up the connection, like any other connection. When you dial the number and the connection is established (and the AirCard logo is green), you can launch your browser (e.g. Internet Explorer) and browse.

Viewing SMS Messages

SMS (Short Messaging Service) is a feature, that some wireless service providers offer, that allows you to receive short messages through the CDMA network. Some wireless service providers have web pages on which anyone can enter a message and direct it to your phone number. Some wireless service providers use email addresses. Check with your wireless service provider for information about availability and use.

This section explains how to read and delete SMS messages, assuming the service is available to you.

When you are not in service on the CDMA network, any

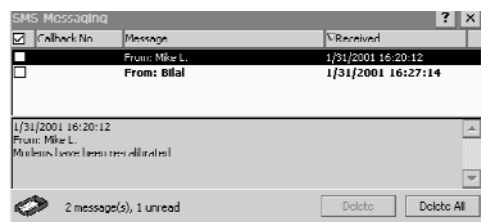
messages sent to you are stored until the next time you are in service. As soon as you are in service, the AirCard retrieves the messages from the network and changes the envelope icon.

You do not need to have an active connection to receive SMS messages. You need only be in service, which occurs as soon as you insert the modem (provided you are in the CDMA coverage area and have adequate signal strength). The envelope icon at the bottom of the screen turns white when messages are received. In the Options window, you can also configure Watcher to play a sound when new messages arrive.

Displaying SMS Messages

To display SMS messages:

1. Double tap the envelope icon, or from the **Tools** menu tap **SMS Messaging...** to display the SMS Messaging screen.



2. In the top portion of the screen, tap the line corresponding to the message you want to view. The message is displayed below.

To delete individual messages:

1. Tap the check boxes corresponding to the messages you want to delete.
2. Tap the **Delete** button. All checked messages are then deleted.

If you want to configure Watcher to automatically delete old messages, see the Configuring Options section.

To delete all messages:

1. Tap the **Delete All** button.
2. Confirm that you want to delete all messages by tapping **Yes**.

To exit from this screen:

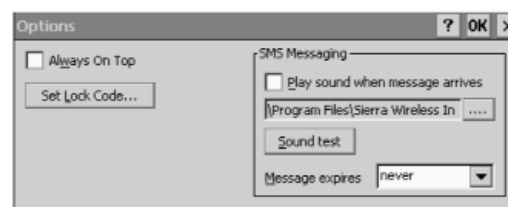
1. Tap the close box in the upper right corner of the screen.

Configuring Options

There are several options that you can configure in Watcher. These options include:

- Enabling and disabling the Always On Top feature that determines whether the Watcher window remains in front of other application windows
- Selecting a sound that is played when SMS Messages are received
- Selecting an expiration period for your SMS Messages
- Setting a lock code to prevent others from using the modem and your account.

To display the Options window, tap the **Options** menu button and tap **Options...**



Always On Top

When the Always On Top option is enabled, the Watcher window always appears in front of any other application windows. The purpose of this is to allow you to view your connection status and other parameters (such as your signal strength, and the SMS message indicator) while you are using other applications.

To enable or disable the Always On Top option:

1. In the Options window, select the **Always On Top** checkbox. A check mark appears next to the **Always On Top** option when enabled.

SMS Messaging Options

Watcher allows you to choose whether a sound is played (and what sound is played) when new SMS messages are received. You also have the option of setting an expiration date for messages so that they are deleted automatically after a specified amount of time elapses.

To set the sound that is played when SMS messages are received:

1. In the Options window, use the checkbox to enable or disable the sound feature. The feature is enabled when the box is checked.
2. If the feature is enabled, you can use the ... button to choose a sound file (of the type .wav).
3. Use the **Sound Test** button to sample the sound.

To set the expiration date on messages:

1. In the Options window, use the **Message expires** drop-down menu to select an expiration period. Any messages that reside in your mailbox for the number of days specified here, are then automatically deleted. This does not apply to unread messages.

Setting a Lock Code

The lock code feature prevents unauthorized use of your AirCard 510 modem. When the feature is enabled, Watcher prompts you for a code whenever it is launched. If the wrong code is entered, Watcher closes. The lock code is attached to the modem itself (rather than the software). This means that should your modem be lost or misplaced, no one would be able to use it (or the account assigned to it) without entering your lock code.

To enable the lock code feature:

1. In the Options window, tap **Set Lock Code...**
2. In the window that appears, in the field **Please enter modem lock code**, enter your existing lock code (the last four digits of your phone number if you haven't entered a code before) and tap **OK**.
3. Ensure the **Enable Modem Lock** checkbox is checked and tap **Change Lock Code...**
4. In the next window enter a four digit code in **Enter New Lock Code** and **Confirm New Lock Code**.
5. Tap **OK**.
6. Tap **OK**.
7. In the window where you are asked to confirm your new lock code settings, tap **OK**.

You must then enter this lock code anytime you run Watcher.

To disable the lock code feature (after it has been enabled):

1. In the Options window, tap the **Set Lock Code...** button.
2. In the window that appears, in the field **Please enter modem lock code**, enter the existing code and tap **OK**.
3. Tap the **Enable Modem Lock** checkbox so that it is unchecked and tap **OK**.
4. In the window where you are asked to confirm your new lock code settings, tap **OK**.

You will then no longer be required to enter a lock code when you launch Watcher.

Exiting the Options Window

Tap **OK** to exit and save any changes you made to your settings, or **Cancel** to exit without saving your changes.

Using the Activation Wizard

The Activation Wizard option in the Tools menu is used to set the modem to use your account. If your modem has not been pre-activated, the Activation Wizard launches automatically when Watcher is launched.

To activate your AirCard:

1. On the first screen of the wizard, tap **Next**.



2. Ensure you have the information listed on the second screen (i.e. your billing address, Social Security number, etc.) and contact a wireless service provider. Tap **Next**.
3. When the service representative answers, explain that you are activating an AirCard 510 Modem and provide the ESN (electronic serial number) displayed on the third screen. Enter the activation code provided by the representative and tap **Next**.
4. On the fourth screen of the activation wizard, enter and verify the phone number given you by the representative and tap **Next**.
5. On the final screen, tap the **Finish** button.

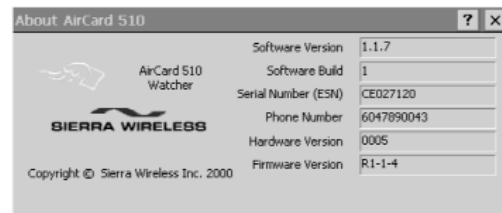
Displaying Help

To display help in Watcher:

1. Tap the **Help** menu.
2. Tap the **Help...** menu selection.

Viewing Version and Modem Information

The About AirCard 510 menu option displays information about Watcher and the AirCard 510 modem. The information includes:



- The Watcher software version
- Your electronic serial number (ESN)
- Your phone number
- The hardware version of your modem
- The firmware version of your modem (Firmware is software that resides in read-only memory or ROM.)

Closing Watcher

To close Watcher:

1. From the **Tools** menu, select **Exit**.

>>| Watcher for Pocket PCs

- Starting Watcher and Understanding the Screen
- Understanding Watcher Modes
- Establishing and Terminating Connections
- Viewing SMS Messages
- Configuring Options
- Using the Activation Wizard
- Displaying Help
- Viewing Version and Modem Information
- Closing Watcher

This section describes Watcher for pocket PCs. You must run Watcher anytime you use the AirCard 510 modem. Watcher performs these functions on a pocket PC:

- Allowing you to establish and terminate connections
- Displaying connection status information
- Setting preferences
- Allowing you to assign a lock code to your modem so that it cannot be used by others
- Notifying you when SMS messages are received, and allowing you to display and delete the messages

This section provides instructions on using Watcher to establish, monitor and terminate connections with the CDMA network and on how to configure Watcher to your preferences. It also provides instructions on viewing SMS messages.

Starting Watcher and Understanding the Screen

To display Watcher:

- Select the **Start > Programs > Watcher for AirCard 510**



If Watcher is currently running, or is one of the last five programs run, the Watcher icon appears in the task switcher under the Start menu. You can then display Watcher by tapping the icon in the task switcher.

The Watcher screen appears.

The Watcher Screen

The Watcher screen provides useful information about your connection, including:

- Your connection and transmission status
- Your signal strength
- Your call duration
- Your message status

Signal Strength



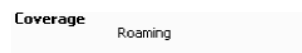
The antenna icon on the left side of the screen indicates signal strength. The number of bars beside the antenna increases as the signal strength increases, with five bars being the maximum. If there are no bars, it is unlikely that the signal strength is strong enough to establish and maintain a connection.

There are three main reasons why you might experience inadequate signal strength.

- You may be outside of the CDMA network coverage area. (See your wireless service provider for coverage maps.)

- Your antenna is not completely extended or is pointed in the wrong direction. You may be able to improve the signal strength by reorienting the antenna.
- You may be inside a building or near a structure that is blocking the signal. If this is the case, you may be able to improve the signal strength by changing the position or location of your PC.

Coverage



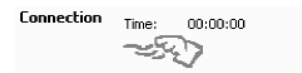
When the word “Carrier” is displayed on the Watcher window, you are connected to your wireless service provider’s CDMA network. When the word “Roaming” is displayed, you are outside the local coverage area. (Roaming is explained in the AirCard 510 Basics section.)

Connect Button



The button at the top of the screen switches between “Connect” (when you are disconnected), “Cancel” (when a connection is being established), and “Disconnect” (when you are connected).

Connection



The modem is “in service” when communication is occurring between the modem and the CDMA network. The modem is “connected” when a call is in progress between the AirCard 510 and another modem or similar device.

The AirCard logo on the bottom of the screen is blue when the AirCard is in service and green when the AirCard is connected. During the connection process, the logo flashes

Note: Status information on the main Watcher window is only updated when you are in status mode, described later.

Watcher for
 Pocket PCs
7

blue and green.



The LED light on the end of the modem begins blinking as soon as service is acquired. (This is usually within seconds of launching Watcher.)

If the LED light comes on but does not blink, this indicates that the modem is unable to connect to the network. An inability to connect might be due to being outside of the coverage area, or having insufficient signal strength.

The Connection Status area on the screen also shows the duration of the current call.

SMS Message Notification

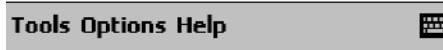
The envelope icon indicates whether you have messages:

-  No Unread Messages
-  New Messages

Watcher Menus

Watcher has three menus that are described in detail in the sections that follow:

- **Tools** — allows you to setup your connections, to send and receive SMS messages, and to exit.
- **Options** — allows you to configure Watcher to your preferences and to activate modems that have not been pre-activated.
- **Help** — allows you to display on-line help and version information.



NOTE:

Activation is the process of configuring your modem to use your account.

Understanding Watcher Modes

Watcher operates in two modes: connected mode and status mode.

Status Mode

In status mode, the modem is in communication with the CDMA network but there is no Internet, Intranet, corporate network, fax, or other type of connection. In this mode, Watcher constantly updates these indicators in the Watcher window:

- Signal strength
- Coverage
- SMS message indicator
- Connection status indicator

When you first launch Watcher, it is in status mode, and it remains in status mode until you use the Connect button. As soon as you use the Connect button, and Watcher attempts to make a connection, the mode switches to connected mode. In status mode one of two messages appears in the status bar:

- Ready to dial ... or,
- No default connection.

Connected Mode

Anytime Watcher has a connection, or is attempting to make a connection, it is in connected mode. In this mode, indicators (like signal strength) are not updated and are displaying the status as at the moment you tapped the Connect button.

When you are in connected mode, the Connect button has switched to Cancel or Disconnect, and the AirCard logo is green.

Establishing and Terminating Connections

The Connection Manager is the component of Watcher used to establish and terminate connections with the AirCard Modem.

Establishing Connections

To connect to a corporate network, computer system or other device, you require the phone number of that system or device.

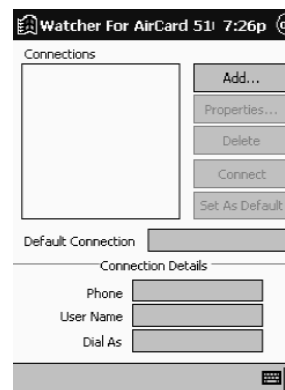
Establishing a connection involves:

- Adding the phone number to the Connection Manager
- Selecting the number and clicking the Connect button

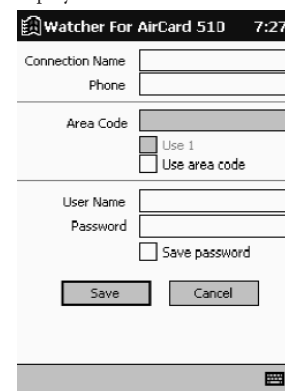
To add a number:

1. Tap the **Tools** menu.

2. Tap **Connection Manager...** The Connection Manager screen is displayed.



3. Tap the **Add...** button. The Connection Properties screen is displayed.



4. Use the keyboard or character recognizer to assign a name to the connection and complete the fields in the Connection Properties screen. To proceed from one field to the next, tap the field. Note the following:
 - If the phone number must be preceded with the area code, tap the **Use area code** check box, and enter the area code. Tap the **Use 1** check box for phone numbers where the phone number must be prefixed with a 1.

NOTE: Tap OK in the upper right corner of the screen to exit from the Connection Manager screen.

NOTE: If you want to exit the Connection Properties screen without adding a new connection, tap the Cancel button at the bottom of the screen. If the Cancel button is hidden by the keyboard, tap the keyboard icon in the bottom right corner of the screen.

Watcher for
 Pocket PCs
7

NOTE: To close the keyboard display, tap the keyboard icon in the lower right corner of your screen. This enables you to see the Save button.

- If dialing into a system that requires you to log-in, enter your User Name and Password. Tap the **Save Password** check box if you prefer not to enter your password each time you make this connection.

5. When you have completed the fields in this screen, tap **Save**.

To set the connection as the default connection:

1. In the Connection Manager screen, tap the connection and tap the **Set As Default** button.

To dial the default connection:

1. Tap the **Connect** button on the main Watcher screen.

Watcher then dials the phone number and attempts to establish a connection. The status of the attempt is displayed in the Status section of the main screen.

Once connected, you can use your network and communications applications.

To dial a number that is not the default connection:

1. Proceed to the Connection Manager screen (by selecting **Tools > Connection Manager...**).
2. In the Connection Manager Screen, select the desired connection.
3. Tap **Connect**.

To change a phone number:

1. From the Connection Manager screen, tap the connection and tap the **Properties...** button.
2. Enter the new information in the appropriate fields. (Note that the Connection Name cannot be changed.)
3. Tap **Save**.

To delete a phone number:

1. From the Connection Manager screen, tap the Connection Name and tap the **Delete** button.
2. Confirm that you want to delete the connection by tapping **Yes**.

Terminating a Connection

To end a call:

1. Tap the **Disconnect** button on the main Watcher screen.

Connecting to the Internet

Some wireless service providers offer a quick Internet connection service called QNC. To use this service you need to find out from your wireless service provider the phone number, user name and password needed to make the connection.

Set up the connection, like any other connection. When you dial the number and the connection is established (and the AirCard logo is green), you can launch your browser (e.g. Internet Explorer) and browse.

SMS Messaging

SMS (Short Messaging Service) is a feature, that some wireless service providers offer, that allows you to receive short messages through the CDMA network. Some wireless service providers have web pages on which anyone can enter a message and direct it to your phone number. Some providers use email addresses. Check with your wireless service provider for information about availability and use.

This section explains how to read and delete SMS messages.

When you are not in service on the CDMA network, any messages sent to you are stored until the next time you are in

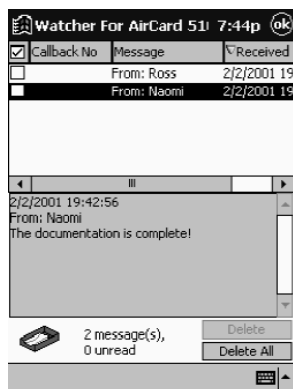
service. As soon as you are in service, the AirCard retrieves the messages from the network and changes the envelope icon.

You do not need to have an active connection to receive SMS messages. You need only be in service, which occurs as soon as you insert the modem (provided you are in the CDMA coverage area and have adequate signal strength). The envelope icon at the bottom of the screen turns white when messages are received. In the Options window, you can also configure Watcher to play a sound when new messages arrive.

Displaying SMS Messages

To display SMS messages:

1. Tap the envelope icon, or from the **Tools** menu tap **SMS Messaging...** to display the SMS Messaging screen.



2. In the top portion of the screen, tap the line corresponding to the message you want to view. The message is displayed below.

To delete individual messages:

1. Tap the check boxes corresponding to the messages you want to delete.
2. Tap the **Delete** button. All checked messages are then deleted.

If you want to configure Watcher to automatically delete old messages, see the Configuring Options section.

To delete all messages:

1. Tap the **Delete All** button.
2. Confirm that you want to delete all messages by tapping **Yes**.

To exit from this screen:

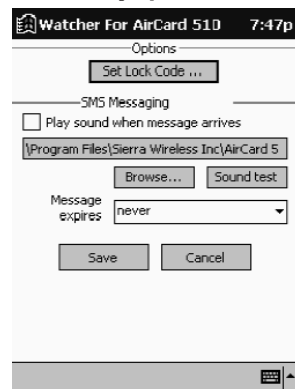
1. Tap the **ok** in the upper right corner of the screen.

Configuring Options

There are several options that you can configure in Watcher. These options include:

- Selecting a sound that is played when SMS messages are received
- Selecting an expiration period for your SMS messages
- Setting a lock code to prevent others from using the modem and your account.

To display the Options window, tap the **Options** menu button and tap **Options...**



SMS Messaging Options

Watcher allows you to choose whether a sound is played (and what sound is played) when new SMS messages are received. You also have the option of setting an expiration date for messages so that they are deleted automatically after a specified amount of time elapses.

To set the sound that is played when SMS messages are received:

1. In the Options window, use the checkbox to enable or disable the sound feature. The feature is enabled when the box is checked.
2. If the feature is enabled, you can use the **Browse...** button to choose a sound file (of the type .wav).
3. Use the **Sound Test** button to sample the sound.

To set the expiration date on messages:

1. In the Options window, use the **Message expires** drop-down menu to select an expiration period. Any messages that reside in your mailbox for the number of days specified here, are then automatically deleted. This does not apply to unread messages.

Setting a Lock Code

The lock code feature prevents unauthorized use of your AirCard 510 modem. When the feature is enabled, Watcher prompts you for a code whenever it is launched. If the wrong code is entered, Watcher closes. The lock code is attached to the modem itself (rather than the software). This means that should your modem be lost or misplaced, no one would be able to use it (or the account assigned to it) without entering your lock code.

To enable the lock code feature:

1. In the Options window, tap **Set Lock Code...**
2. In the window that appears, in the field **Please enter modem lock code**, enter your existing lock code (the last four digits of your phone number if you haven't entered a code before) and tap **OK**.
3. Ensure the **Enable Modem Lock** checkbox is checked and tap **Change Lock Code...**
4. In the next window enter a four digit code in **Enter New Lock Code** and **Confirm New Lock Code**.
5. Tap **Save**.
6. Tap **Save**.
7. In the window where you are asked to confirm your new lock code settings, tap **OK**.

You must then enter this lock code anytime you run Watcher.

To disable the lock code feature (after it has been enabled):

1. In the Options window, tap the **Set Lock Code...** button.
2. In the window that appears, in the field **Please enter modem lock code**, enter the existing code and tap **OK**.
3. Tap the **Enable Modem Lock** checkbox so that it is unchecked and tap **Save**.
4. In the window where you are asked to confirm your new lock code settings, tap **OK**.

You will then no longer be required to enter a lock code when you launch Watcher.

Exiting the Options Window

Tap **Save** to exit and save any changes you made to your settings, or **Cancel** to exit without saving your changes.

Using the Activation Wizard

The Activation Wizard option in the Tools menu is used to set the modem to use your account. If your modem has not been pre-activated, the Activation Wizard launches automatically when Watcher is launched.

To activate your AirCard:

1. On the first screen of the wizard, tap **Next**.



2. Ensure you have the information listed on the second screen (i.e. your billing address, Social Security number, etc.) and contact a wireless service provider. Tap **Next**.
3. When a service representative answers, explain that you are activating an AirCard 510 Modem and provide the ESN (electronic serial number) displayed on the third screen. Enter the activation code provided by the representative and tap **Next**.
4. On the fourth screen of the activation wizard, enter and verify the phone number given you by the representative and tap **Next**.
5. On the final screen, tap the **Finish** button.

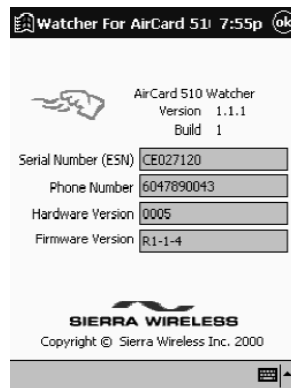
Displaying Help

To display help in Watcher:

1. Tap the **Help** menu.
2. Tap the **Help...** menu selection.

Viewing Version and Modem Information

The About AirCard 510 menu option displays information about Watcher and the AirCard 510 Modem. The information includes:



- The Watcher software version
- Your electronic serial number (ESN)
- Your phone number
- The hardware version of your modem
- The firmware version of your modem (Firmware is software that resides in read-only memory or ROM.)

Closing Watcher

To close Watcher:

1. From the **Tools** menu, select **Exit**.

>>| Troubleshooting Tips — Notebooks

For the most up-to-date and detailed troubleshooting tips, visit the Sierra Wireless AirCard 510 web site, www.sierrawireless.com.

Problem

When you launch Watcher the error, “Modem Sierra Wireless AirCard 510 Modem is not properly configured, error -9” occurs.

Suggestion

This error occurs if you launch Watcher when the AirCard is not inserted in the PC card slot. Ensure the AirCard is fully inserted. If the error persists, this may indicate that the wrong driver for the modem is installed, possibly the result of inserting the modem prior to installing the Watcher software, or picking the wrong driver.

For instructions on verifying that the correct driver is installed, see Appendix A (Windows 95/98) or Appendix C (Windows 2000).

Problem

When you launch Watcher the error, “Communication with modem cannot be established at this time” occurs.

Suggestion

Make sure the modem is properly inserted.

Double click the PC Card icon in the system tray to verify the AirCard 510 was properly recognized by the system. It should appear as “Sierra Wireless AirCard 510 PC Card Parent”. To make the slot active on a Windows 95/98 or 2000 platform, eject the PC Card and re-insert it into the slot.

Check for resource conflicts. (The AirCard requires 1 IRQ and 16 bytes of I/O Space that are not in use by another device.) Instructions on checking for resource conflicts appear in Appendix A (Windows 95/98) and Appendix C (Windows 2000).

>>| Troubleshooting Tips — Handheld/Pocket PCs

For the most up-to-date and detailed troubleshooting tips, visit the Sierra Wireless AirCard 510 web site, www.sierrawireless.com.

Problem

You have installed the software on the host and connected your handheld or pocket PC to the host. ActiveSync launches but does NOT prompt you that there is software to download so you are unable to download the software from the host to the handheld or pocket PC.

Suggestion

In this case, it is best to remove the software from the host and start the installation process again. Follow these steps:

1. If your handheld or pocket PC is connected to the host, disconnect it.
2. On the host, open the control panel by selecting **Start > Settings > Control Panel**.
3. Double click the **Add/Remove Programs** icon. The Add/Remove Programs window appears.
4. Click to select **AirCard 510 for Handheld PC 2000** (handhelds) or **AirCard 510 Pocket PC Watcher** (pocket PCs).
5. Click the **Add/Remove...** button. Windows prompts you to confirm deletion.
6. Click **OK**. A window labelled “Maintenance complete” is displayed.
7. Click **Finish**.

On completion of this step, you can re-attempt installation. Follow the instructions in the appropriate section: Software Installation for Handhelds or Software Installation for Pocket PCs.

>>| Product Specifications

- Patents and Trademarks
- Technical Specifications

Patents and Trademarks

Portions of this product are covered by some or all of the following US patents: 5682602, 5617106, 5748449, 5515013, 5629960, 5845216, 58475553, 5890057, 5878234, 5929815, and other patents pending.

Licensed by QUALCOMM Incorporated under one or more of the following United States Patents and/or their counterparts in other nations: 4,901,307, 5,490,165, 5,056,109, 5,504,773, 5,101,501, 5,506,865, 5,109,390, 5,511,073, 5,228,054, 5,535,239, 5,267,261, 5,544,196, 5,267,262, 5,568,483, 5,337,338, 5,600,754, 5,414,796, 5,657,420, 5,416,797, 5,659,569, 5,710,784, and 5,778,338.

Technical Specifications

AirCard 510 PC Card

| | |
|--------------------|---|
| Approvals: | IS-95A, IS-98C, IS-707A CDMA developer standard FCC Parts 15 and 24. Industry Canada |
| Voltage: | +5 Vdc from PCMCIA Slot |
| Current: | 680 mA max. |
| Transmitter Power: | 200 mW (Class II) full duplex. |
| Transmit: | 1850 to 1910 MHz |
| Receive: | 1930 to 1990 MHz |
| Channel Spacing: | 1.25 MHz |
| Freq. Stability: | ± 1.0 ppm |

Environmental Specifications

These specifications apply to the AirCard 510 PCS radio modem only, not to the accessory components.

| | |
|-----------------|--|
| Operating Temp: | -30 to +60 °C (ambient, outside PCMCIA enclosure) |
| Storage Temp: | -30 to +85 °C |
| Humidity: | 95%, non-condensing |
| Vibration: | 15G peak 10-2000 Hz (not operating) |
| Drop: | 30" (76.2 cm) onto vinyl covered concrete |

>>| Safety and Regulatory Information

- Important Notice
- Safety and Hazard
- Regulatory Information

Important Notice

Because of the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the AirCard 510 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 harm of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sierra Wireless, Inc. accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the AirCard 510 CDMA modem, or for failure of the AirCard 510 modem to transmit or receive such data.

Safety and Hazards

Do not operate the AirCard modem in areas where blasting is in progress, where explosive atmospheres may be present, near medical equipment, near life support equipment, or any equipment which may be susceptible to any form of radio interference. In such areas the AirCard 510 PC Card **MUST BE TURNED OFF**. It can transmit signals that could interfere with this equipment.

Do not operate the AirCard PC Card in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the AirCard modem **MUST BE TURNED OFF**. When operating, it can transmit signals that could interfere with various onboard systems.

The driver or operator of any vehicle should not operate the AirCard 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.

Regulatory Information

This device complies with Part 15 of the FCC Rules. Operation of this device is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesirable operations. FCC guidelines stipulate that the antenna should be more than 1.5 cm (0.6") from all persons.

FCC ID: N7NACRD510

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

CAUTION Unauthorized modifications or changes not expressly approved by Sierra Wireless, Inc. could void compliance with regulatory rules, and thereby your authority to use this equipment.

WARNING (EMI) – United States FCC Information – This equipment has been tested and found to comply with the limits pursuant to Part 15 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 (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.

>>| Appendix A: Windows 95/98 Procedures

- Checking your Windows 95 Version
 - Verifying that Dial-Up Networking and the TCP/IP Protocol are Installed in Windows 95
 - Verifying that the Correct AirCard Device Driver is Installed in Windows 95
 - Checking for Resource Conflicts in Windows 95/98
-

Checking your Windows 95 Version

To identify your version of Windows 95:

1. Select **Start > Settings > Control Panel** from the task bar.



2. Double click the System icon. The version and build of Windows are displayed on the **General** tab. The following are supported:

- 4.00.950B or
- 4.00.950C

Versions without the trailing letter or with the letter A are earlier editions of Windows 95 and must be upgraded to use the Watcher software.

Verifying that Dial-Up Networking and the TCP/IP Protocol are Installed in Windows 95

The software installation may require Windows system files that have not yet been installed. These files are located on the Windows 95 CD, and may also be stored on your hard drive in .CAB files. It is recommended that you ensure that the Windows CD is readily available, or that the files are stored on your hard drive, before beginning the installation.

It is also recommended that you:

- A** Verify that the PC Card slots are enabled.
(See directions following)
- B** Verify that Dial-Up Networking is installed.

(See directions following)

- C** Verify that TCP/IP protocol is installed
(See directions following)

A: Verifying That the PC Card (PCMCIA) Slots are Enabled

1. Select **Start > Settings > Control Panel** from the task bar.



2. Double-click the PC Card icon.

PC Card
(PCMCIA)

- If a window titled PC Card (PCMCIA) Properties is displayed, the slots are already enabled. You can therefore, close this window, and the Control Panel window, and proceed to section B.
- If the PC Card (PCMCIA) Wizard is displayed, the slots are not yet enabled, and the wizard will guide you through the enabling process. (Generally it is sufficient to click Next at each prompt.) The final screen prompts you to click **Finish** and restart the computer. Click **Yes** and allow the computer to shut down. You must manually restart the computer.

B: Verifying That Dial-Up Networking is Installed


1. Select **Start > Settings > Control Panel**. Double click **Add/Remove Programs**.



2. In the Add/Remove Programs Properties window, click the **Windows Setup** tab.
3. Select the **Communications** component so that it is highlighted, and click the **Details...** button.

4. The Communications window appears. If Dial-Up Networking is checked, proceed to section C. Otherwise, click the box for Dial-Up Networking so that it is checked, and click **OK** to exit the Communications window.
5. Click **OK** to exit the Add/Remove Programs Properties window. You will be prompted for the location of the files. Insert the Windows CD and enter the path **d:** where **d** is your CD ROM drive (or provide the path to the *.CAB files if they are on your hard drive). Leave the Control Panel window open.

C Verifying That the TCP/IP Protocol is Installed

1. In the Control Panel, double click the **Network** icon.  Network
2. On the Configuration tab of the Network screen, look for a TCP/IP protocol entry. This can be associated with any device.
 - If one is present, then you may close the Network and Control Panel windows and proceed to install the software.
 - If there is no TCP/IP entry then continue with step 3.
3. Click **Add...** This will open a window to Select Network Component Type.
4. Select Protocol, and click **Add...** This will open a window to Select Network Protocol.
5. Under Manufacturers: select **Microsoft**.
6. Under Network Protocols: select **TCP/IP**.

8. Click **OK**. The Network window Configuration tab should now show a TCP/IP entry.
9. Click **OK**. The Windows CD may be required.
10. The computer must be restarted to attach the new network settings to Windows .

On completion of these steps, you can proceed to install the software.

Verifying that the Correct Modem Driver is Installed

To verify that the correct driver is installed for the AirCard:

1. With the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the **System** icon to display the System Properties window.
3. Click the **Device Manager** tab.
4. Expand the **Multi-function adapters** listing (by clicking the + sign to the left of it).

You should see this listing:

- Sierra Wireless AirCard 510 PC Card Parent

If this listing does not appear, it is recommended that you uninstall and reinstall the driver. Ensure the CD containing the Watcher software is available and follow these steps:

1. With the modem installed, proceed to the **Device Manager** tab of the System Properties window (described above).
2. Locate the driver that is attached to the modem. (If you are unsure, eject the card and reinsert it, and see which multi-function adapter is affected).
3. Select the driver, and click the **Remove** button.
4. Click **OK** to confirm that you want to remove the driver.
5. Close all windows.

6. Eject the modem.
7. Re-insert the modem. The insertion of the card should trigger a feature of Windows called “Plug and Play” which launches a wizard, called either Update Device Driver (Windows 95) or Add New Hardware (Windows 98). Click **Next**.
8. The wizard will guide you through the process of installing the drivers. Windows displays a message listing the drives it will search (Windows 95) or, it gives you the option to **Search for the best driver** (Windows 98). In Windows 98, select  **Search for the best driver for your device**. Click **Next**.
9. Insert the AirCard CD in your CD ROM drive. If it auto-starts, click **Exit**.
10. Depending on your operating system, the wizard does one of the following:

- In Windows 95, the wizard checks all drives for the driver software. If it fails to find the driver, it displays the message “Windows was unable to locate a driver for this device.” If this occurs click the button **Other Locations...** You will then be prompted to, “Type the name of the folder that contains the name of the driver you want.” Use the Browse button, or enter the path to: **d:**, where **d** is your CD ROM drive. Click **OK**.
- In Windows 98, the wizard displays the message “Windows will search for new drivers in its driver database on your hard drive, and in any of the following selected locations.” Select **Specify a location**. Use the **Browse** button, or enter the path to: **d:**, where **d** is your CD ROM drive. Click **OK**.

When the wizard is complete, the correct driver should be installed.

Checking for Resource Conflicts

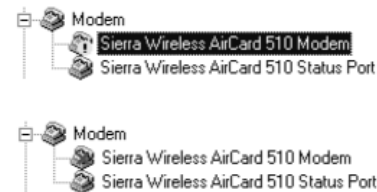
To check for resource conflicts:

1. With the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the System icon to display the System Properties window.
3. Click the **Device Manager** tab.

4. Expand the **Modem** listing (by clicking the + sign to the left of it). You should see two listings:

- Sierra Wireless AirCard 510 Modem
- Sierra Wireless AirCard 510 Status Port

5. If a yellow exclamation mark or red X is displayed (as in the following diagram), call Technical Support for assistance in resolving the resource conflict.



>>| Appendix B: Windows NT Procedures

- Checking your Windows NT Version
 - Installing a Modem Profile and Remote Access Services with CardWizard
-

Checking your Windows NT Version

To identify whether Service Pack 5 or 6a is installed:

1. Select **Start > Run** and enter **winver**.
If Service Pack 5 or 6a is installed, a window identifying the Service Pack appears.



If you do not have Service Pack 5 or 6a, you can download 6a from the Microsoft web site at www.microsoft.com/NTServer/nts/downloads/recommended/SP6/allsp6.asp

Installing a Modem Profile and Remote Access Services with CardWizard

In Windows NT, you must install the AirCard modem profile and ensure that Remote Access Services (a Windows component) is installed, before you install Watcher. This section provides instructions on installing the modem profile and Remote Access Services using CardWizard as the card management software.

CardWizard is made by SystemSoft and is available on their web site (www.systemsoft.com).

Enabling AutoCorrection

The Enable AutoCorrection feature in CardWizard should be enabled before installing the modem profile.

To ensure this feature is enabled:

1. Launch CardWizard (by selecting **Start > Programs > CardWizard for Windows NT > CardWizard for Windows NT**).
2. Click the **Wizard** button to display the Wizard window. If **Enable AutoCorrection** is not already checked, select the check box.

NOTE:
CardWizard must be installed before you begin.

Installing a Modem Profile

CAUTION – Ensure that your Windows NT CD ROM is available before proceeding.

Depending on your system configuration, the windows and prompts in this process may appear in a different order than described here.

If the AirCard CD is not already in your CD ROM drive, insert it. When the CD auto-starts, click **Exit** on the main screen and the final screen to close the window. Click **OK** and on the next screen click the **Cancel** button to exit from the InstallShield Wizard. When prompted, “Are you sure you want to quit the setup?” click **OK**. Follow these steps:

1. Insert the AirCard 510 into a PC Card slot. Depending on how CardWizard was installed, it may display a warning that the “Sierra Wireless AC510 modem could not use its assigned resources”. If **Enable AutoCorrection checkbox** is not already checked, select it. Click **Exit**. Insertion notification messages may also be displayed. Click **OK** on these screens.
2. Launch CardWizard if it is not already running.
3. From the **Options** menu, select **Card Management**. Select the **Sierra Wireless, AC510 Modem**.
4. Note the value under “Preferred COM Port”. The COM port is required in a later step.
5. Click the **Modem** button to launch the Install New Modem wizard.
6. Select **Don't detect my modem; I will select it from a list** and click **Next**.

7. On the next screen, click **Have Disk...**

8. At **Copy Manufacturer's files from**, enter **d:\WinNT** where **d** is the drive letter for your CD ROM. (If you prefer to use the Browse button, the file that must be located on the CD is **ac510nt.inf**.) Click **OK** and click **Next**.

9. The Install New Modem wizard should then detect the AirCard as **Sierra Wireless AirCard 510 Modem**. Select it and click **Next**.

10. From the list of ports, select the port that was listed as the “Preferred COM Port” in step 4.

11. The wizard displays a message indicating that the modem has been set up successfully. Click **Finish**.

12. The Modem Properties window is displayed showing Sierra Wireless AirCard 510 Modem. Click **Close**.

13. Close all the CardWizard windows.

Ensuring Remote Access Services is Installed

1. Open the Control Panel by selecting **Start > Settings > Control Panel**.

2. Double click the **Network** icon.



3. If networking is **not** installed, a dialog box appears, asking if you want to install it. Proceed to the next section, Installing Windows Networking.

If networking is installed, the Network window is displayed. Click the **Service** tab.

4. If Remote Access Services is listed as a Network Service, click **OK**. All necessary components are installed and you can proceed to install the modem software.

If Remote Access Services is **not** listed, click the **Add...** button.

5. On the next screen, select **Remote Access Services** and click **OK**.
6. You are then prompted for the location of Windows files. Insert the Windows CD and enter **d:**where **d** is the drive letter for your CD ROM drive. (These files may also be stored as CAB files in the directory \Windows\i386 on your hard drive.) Click **Continue**.

Once the necessary files are copied, remove the Windows CD. Otherwise, when you restart your computer, it may boot off the Windows CD.

7. On the screen labeled Add RAS Device, select **Sierra Wireless AirCard 510 Modem** from the drop-down menu and click **OK**.
8. On the Remote Access Setup screen, click **Continue**.
9. The Network window is then re-displayed and Remote Access Services should be listed. Click **Close**.
10. You are then prompted to restart your computer. Click **Yes**.

Once your computer is restarted, you can proceed to install the modem software. If you were able to complete the Remote Access Services installation,

it is not necessary for you to read the next section (Installing Windows Networking).

Installing Windows Networking

1. Click **Yes** at the prompt asking if you want to install Windows Networking.
2. The Network Setup Wizard is displayed. Select **Remote access to the network** and click **Next**.
3. On the next screen, click the **Select from list** button.
4. A list of adapters is then displayed. Select any adapter and click **OK**.
5. The adapter is then displayed under Network Adapters. Click **Next**.
6. On the next screen, a list of Network Protocols is displayed. Click **Next**.
7. On the next screen, a list of Network Services is displayed. Ensure **Remote Access Services** is checked and click **Next**.
8. On the next screen, click **Next** to install the selected components.
9. You will be prompted to insert the Windows CD. Insert the CD and enter the drive letter for the CD (e.g. **d:**). Note that if you do not have the Windows CD, the files required are commonly stored as CAB files in c:\windows\i386 where c is the drive letter for your hard drive.

10. You are prompted to choose whether to use a DHCP server. Click **Yes**.
11. A screen labeled Add RAS Device appears. Under RAS Capable Devices, Sierra Wireless AirCard 510 Modem should be listed. Click **OK**.
12. A screen labeled Remote Access Setup is displayed. Click **Continue**.
13. The next screen allows you to display bindings for network services. Click **Next**.
14. The next screen prompts you to click Next to start the network. Click **Next**.
15. You are then prompted to provide a Computer Name and Workgroup or Domain. Make the entries appropriate to your network environment and click **Next**.
16. The next screen should then indicate that networking has been installed. Click **Finish**.
17. You are then prompted to restart your computer. Click **Yes**.

Once the computer restarts, you can proceed to install the modem software.

>>| Appendix C: Windows 2000 Procedures

- Verifying that the Correct AirCard Device Driver is Installed
- Checking for Resource Conflicts

Verifying that the Correct Driver is Installed

To verify that the correct driver is installed for the modem:

1. With the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the **System** icon to display the System Properties window.
3. Click the **Hardware** tab and the **Device Manager...** button to display the Device Manager window.
4. Expand the Multifunction PCMCIA Device Driver (by clicking the + sign to the left of it). You should see this listing:
 - Sierra Wireless AirCard 510 PC Card Parent
5. Expand Modems (by clicking the + sign to the left of it). You should see these listings:
 - Sierra Wireless AirCard 510 Modem
 - Sierra Wireless AirCard 510 Status Port

If the listings in steps 4 and 5 do not appear, it is recommended that you uninstall and reinstall the driver. Follow these steps:

1. With the modem inserted, proceed to the Device Manager window (described above).
2. Locate the driver that is attached to the modem. (It may be under Multifunction PCMCIA Device Driver. If you are unsure, eject the card and reinsert it, and see which listing is affected.)

3. Select the driver, and press the **<Delete>** key.
4. Click **OK** to confirm that you want to remove the driver.
5. Close all windows.
6. Eject the modem.
7. Re-insert the modem. If Watcher is correctly installed, when you insert the modem again, Windows should detect that there is no installed driver for it and install the correct one.
8. The Digital Signature Not Found screen is displayed twice. Click the **Yes** button each time it appears.

On completion of this step, the correct driver should be installed.

Checking for Resource Conflicts

To check for resource conflicts:

1. With the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the **System** icon to display the System Properties window.
3. Click the **Hardware** tab and the **Device Manager...** button to display the Device Manager window.

4. Expand the Modem listing (by clicking the + sign to the left of it). You should see two listings:
 - Sierra Wireless AirCard 510 Modem
 - Sierra Wireless AirCard 510 Status Port
5. Select the first listing and from the **Action** menu select **Properties** to display the Properties window for it.
6. Click the **Resources** tab. In the Resource settings, select the **Input/Output Range** and in the Conflicting device list: check to see if there is a conflict. (If there are no conflicts, the text “No conflicts” appears.)
7. If another device is using this resource, ensure the Use automatic settings is disabled, click the **Change Setting...** button and assign a Memory Range to the modem that is not in use by another device.
8. Repeat this process for the Interrupt Request.
9. Repeat this process for the second modem listing. (Each listing should have its own Input/Output Range, but they share an Interrupt Request.)

>>| Index

A

- Activation 3
 - Notebooks 41
 - Handhelds 56-57
 - Pocket PCs 72-73
- Always On Top
 - Notebooks 36-37
 - Handhelds 53-54
- Antenna Care 3-4
- Area Code
 - Notebooks 31
 - Handhelds 49
 - Pocket PCs 65
- Auto Disconnect 36, 38

B

- Background (Running Watcher In) 27

C

- Call Duration
 - Notebooks 28
 - Handhelds 45-46
 - Pocket PCs 61-62

Card Insertion & Removal

- Notebooks 9
- Handhelds 15
- Pocket PCs 21

Card Slots

- Notebooks 6, 95
- Handhelds 12

Care and Maintenance 3-4

Communication Ports 6

Components 2, 7

Connect Button

- Notebooks 28, 32, 33
- Handhelds 45, 50-51
- Pocket PCs 61, 66-67

Connection Manager

- Notebooks 30-33
- Handhelds 48-51
- Pocket PCs 64-67

Connection Status

- Notebooks 27
- Handhelds 45-46
- Pocket PCs 61-62

Coverage Area 2

- Notebooks 26
- Handhelds 45
- Pocket PCs 61

Current 84

D

- Data Received
 - Notebooks 28

Data Sent

- Notebooks 28

Dialing

- Notebooks 31
- Handhelds 49
- Pocket PCs 65-66

Dial-Up Networking 7, 94

F

- Faxes 30, 38-39

H

Help

- Notebooks 25, 42
- Handhelds 58
- Pocket PCs 74

Humidity 85

I

- I/O Resources 6, 100-101

L

LED Light

- Notebooks 27
- Handhelds 46
- Pocket PCs 62

Lock Code

Notebooks 39-40

Handhelds 55-56

Pocket PCs 71-72

O

Options

Notebooks 36-40

Handhelds 53-57

Pocket PCs 71-72

P

PCMCIA Jacket 18

Power 84

SService (In Service on the
CDMA network)

Notebooks 27

Handhelds 45

Pocket PCs 61

Software 2

Notebooks 5-10

Handhelds 11-15

Pocket PCs 17-21

Storage Memory

Handhelds 12

Pocket PCs 18

System Requirements

Notebooks 6

Handhelds 12

Pocket PCs 18

System Tray 27, 29

T

Temperature 85

Trademarks 84

Troubleshooting

Notebooks 77-79

Handhelds 81-82

Pocket PCs 81-82

V

Version (of AirCard and Watcher)

Notebooks 42

Handhelds 58

Pocket PCs 74

Vibration 85

Voltage 84

W

Watcher 3

Notebooks 7-9, 23-42

Handhelds 12-14, 43-57

Pocket PCs 18-20, 59-75

Windows (Versions Supported)

Notebooks 6

Handhelds 12

Pocket PCs 18