Sprint PCS

•

The clear alternative to cellular.

SM

2130000 Rev. 4.0.

Table of Contents

All About CC-Wiz

FCC RF EXPOSURE INFORMATION

WARNING! Read this information before using your phone

In August 1996 the Federal Communications Commission (FCC) of the United States with its action in Report and Order FCC 96-326 adopted an updated safety standard for human exposure to radio frequency electromagnetic energy emitted by FCC regulated transmitters. Those guidelines are consistent with the safety standard previously set by both U.S. and international standards bodies. The design of this phone complies with the FCC guidelines and these international standards.

⚠ CAUTION

Operating Requirements

This device has been tested for FCC RF exposure compliance only with Panasonic model CF-28 notebook computer. In order to comply with FCC RF exposure requirements this device must be operated with Panasonic model CF-28 notebook computer. The use of this device in any other host configuration that has not been tested for RF exposure compliance may not comply with FCC RF exposure requirements and is not allowed. Also, this device is not authorized to operate while collocated with any other RF transmitting device.

Welcome to Sprint PCS

Sprint PCS built the only all-digital, all-PCS nationwide network from the ground up for clearer calls, serving more than 330 major metropolitan areas. We built our network to give you what we believe you really want from a wireless phone: clear sound, private conversations and time-saving features.

The Sprint PCS CC-Phone Modem – CF-2301,YM-2031U by Yiso Telecom Co., Ltd. allows you to make wireless connections without the need for a Sprint PCS CC-Phone. Whatever you've done with your modem before, you can now do with your Sprint PCS CC-Phone Modem. With an ordinary "wireline" modem, you're connected only when and where you can find an available wall jack. With the Sprint PCS CC-Phone Modem, your computer can connect over the Sprint PCS Network, giving you the freedom to access information when and where you choose virtually anywhere on our network. This guide will introduce you to our technology and your new Sprint PCS CC-Phone Modem. Since you're probably anxious to start using your new modem, we encourage you to immediately flip to Section One — Sprint PCS CC-Phone Modem Basics.

Thank you for choosing Sprint PCS.

The Sprint PCS CC-Phone Modem

- **Sprint PCS CC-Phone Modem Components**
- **Sprint PCS Coverage**
- **Sprint PCS Customer Care**

The Sprint PCS CC-Phone Modem is the digital Phone and modem that operate on the Sprint PCS network. The CC-Phone modem offers voice call, data transmission at 144 kilobits per second (kbps) and all the benefits of CDMA technology. With the CC-Phone installed in your pocket PC and PC, you can call, send and receive email messages, explore the Internet.

The CC-Phone Modem works in any pocket PC that has a standard Type II Compact Flash Card slot. If the CC-Phone is worked at Notebook running Windows 98, ME, 2000 that has a standard Type II PCMCIA Card slot,

If you are running Windows NT, you require third-party card management software, described in the System Requirements section of this manual.

Sprint PCS CC-Phone Modem Components

All CC-Phone Modem packages include the following components:

- CC-Phone Modem Case
- Quick Reference Guide
- CD ROM containing the CC-Wiz, Driver and User's Guide
- Warranty Card
- AC Adapter
- This User Guide

Sprint PCS Coverage

The Sprint PCS CC-Phone Modem operates on the Sprint PCS Nationwide Network which serves more than 330 major metropolitan areas. For coverage information, see the Sprint PCS web site, www.sprintpcs.com

Sprint PCS Customer Care

For questions about using your Sprint PCS CC-Phone Modem, call Sprint PCS Customer Care at 1-888-211-4PCS (4727) or see us at www.sprintpcs.com

CC-Phone Modem Basics

- **Software Included with CC-Phone Modem**
- **Account Activation**
- **Care and Maintenance**

This section provides a brief description of the software that comes with the Sprint PCS CC-Phone Modem and explains account activation. It also tells you how to care for your CC-Phone modem to ensure reliable operation.

Before you can use the CC-Phone modem, you must:

1. Install the software
2. Insert the CC-Phone modem
3. Activate the modem, if it has not been pre-activated

CAUTION: Do not insert the modem into a PC Card slot before installing the software.

Software Included with your CC-Phone Modem

The Sprint PCS CC-Phone Modem comes with CC-Wiz, 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 CC-Phone modem.) Before you can use your CC-Phone modem, you must install the software from the product CD.

CC-Wiz Software

CC-Wiz is the application that manages the CC-Phone modem's connections. There are different versions of CC-Wiz for Notebooks and pocket PCs.

Any time you use the Sprint PCS CC-Phone Modem, you must run CC-Wiz which performs these functions:

- Connecting to the Sprint PCS Network
- Providing information about your connection status, such as signal strength
- Notifying you when you receive Sprint PCS Wireless Web Messages (???)

Account Activation

In order to use your Sprint PCS Account, you will need to ensure your CC-Phone modem is activated. Activation is the process of configuring your CC-Phone modem to use your Sprint PCS account. If you received your CC-Phone modem in the mail, it was probably pre-activated. If the CC-Phone modem has not been pre-activated, when you insert the CC-Phone 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:

- CC-Wiz for Notebooks
- CC-Wiz for Pocket PCs

Refer to the section that corresponds to the type of PC you are using.

Care and Maintenance of your Sprint PCS CC-Phone Modem

As with any electronic device, the Sprint PCS CC-Phone Modem must be handled with care to ensure reliable operation. Follow these guidelines in using and storing your CC-Phone modem:

- Do not apply adhesive labels to the bottom or top of the CC-Phone modem. This may cause the CC-Phone 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.

- 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 slot or pocket PC 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 CC-Phone modem in a CC-Phone modem case.

Software Installation on

Panasonic CF-28 Notebook

- **System Requirements**
- **Software Installation Procedures**
- **Card Insertion and Removal**

This section provides all the information you need to install the CC-Wiz software on notebook computers. You must install the CC-Wiz 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 Sprint PCS CC-Phone modem hardware requirements.

System Requirements CC-Wiz System Requirements

CC-Wiz is supported on:

- Windows 98 and 98 SE
- Windows 2000
- Windows Me

See Appendix A for instructions on determining your Windows 98 version.

If you are using Windows NT, you require Service Pack 5 or 6a and third party card management software. The Sprint PCS CC-Phone Modem 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 CC-Wiz Software, you require these system resources:

- **Card Slots** 1 Type II Compact Flash Card Slot
- **Communications Ports** 1 Available
- **Disk Drive** CD ROM
- **I/O Resources** 1 IRQ, 16 bit I/O space
- **Memory** 16 Mb
- **Disk Space** 2 Mb

Software Installation Procedures

If you are using Windows 98, 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 2000, you must be logged on as the administrator to install the software.

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 CC-Wiz on any Windows notebook:

1. Close any Windows programs that are running.
2. If the CD that came with the Sprint PCS CC-Phone Modem is not already in the CD-ROM drive, insert it. The CD should start automatically, displaying a menu. Select notebook installation version....
3. 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 CC-Wiz is 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.

4. A message is displayed indicating that CC-Wiz will be installed. Click **OK**.
5. The installation wizard guides you through the CC-Wiz installation. Use the **Next >** and **< Back** buttons to proceed through the wizard, noting the following:

To install CC-Wiz, you must indicate that you accept the terms of the software license agreement by clicking the **Yes** button on the Software License Agreement window.

The ReadMe file displayed in the wizard describes any known issues with the CC-Wiz software.

CC-Wiz is installed in the folder \Program Files\Sierra Wireless Inc\AirCard 510\Sprint\ 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.)

6. On the final screen, click the **Finish** button.

7. Extend the modem antenna. (See the Care and Maintenance section for guidelines on extending the antenna and inserting the modem.)
8. 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.
9. 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, CC-Wiz software is installed. If the CC-Phone modem has not yet been activated, the activation wizard will launch as soon as you launch CC-Wiz. 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 98

Windows NT (with CardWizard)

Windows 2000

Users of Windows NT (with CardWizard installed)

CardWizard displays this screen whenever you insert the modem:

This message can be disabled in CardWizard (under **Options > Notify**).

See the CardWizard documentation for details.

The Sprint PCS CC-Phone Modem turns on as soon as you insert it.

Removing the Sprint PCS CC-Phone Modem

To properly remove the modem:

Users of Windows 98 and 2000

1. Close CC-Wiz, if it is open.
2. Click the PC Card icon in the system tray.
3. A message bar appears.

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.

CC-Wiz For Notebooks

- **Starting CC-Wiz and Understanding the Screen**
- **Establishing and Terminating Connections**
- **Viewing Sprint PCS Wireless Web Messages**
- **Configuring Options and Advanced Settings**
- **Advanced Tools**
- **Using the Activation Wizard**
- **Displaying Help**
- **Viewing Version and Modem Information**

This section describes CC-Wiz, the software you must run anytime you use the Sprint PCS Wireless Web Modem. CC-Wiz performs the same functions on notebooks, handhelds, and pocket PCs, but with slight differences in "look and feel". This □□. Thi s section de s -Wiz for notebook computers.

CC-Wiz 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 Sprint PCS Wireless Web Messages are received, and allowing you to display and delete the messages.

This section provides instructions on using CC-Wiz to establish, monitor and terminate connections with the Sprint PCS Nationwide Network and on how to configure CC-Wiz to your preferences. It also provides instructions on viewing Sprint PCS Wireless Web Messages.

Starting CC-Wiz and Understanding the Screen

To display CC-Wiz:

Select **Start > Programs > Sierra Wireless> AirCard 510 > CC-Wiz for Sprint PCS,** or,

Double click the CC-Wiz icon.

A splash screen is displayed as CC-Wiz launches.

The CC-Wiz Screen

The buttons at the top of the screen are:

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

The CC-Wiz window and system tray icons provide useful information about your connection, including:

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

The amount of data received and sent during the connection

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 the Sprint PCS web site 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 Sprint logo is displayed in the center of the CC-Wiz screen, you are in service on the Sprint PCS Network.

Connection Status

The modem is "in service" □□i n ser v i ce□cation is occurring between the modem and the Sprint PCS Network. The modem is "connected" when a call is in progress between the Sprint PCS Wireless Web Modem 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 CC-Wiz 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 service is acquired on the Sprint PCS Network. (This is usually within seconds of launching CC-Wiz.)

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 Sprint PCS Service Area, or having insufficient signal strength.

The button on the CC-Wiz window toggles between "Connect□□o nnec

you are disconnected),
"Cancel" (when a connection is being established), and "Disconnect" (when you are connected).

Call Duration

Time 00:00:44

During connections, CC-Wiz displays the duration of the current call under the AirCard logo.

Bytes Received and Bytes Sent

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

Status Bar

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.

Sprint PCS Wireless Web Notification

The envelope icon at the bottom of the CC-Wiz window indicates whether you have Sprint PCS Wireless Web Messages.

No Unread Messages

New Messages

Minimize and Close Boxes

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

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

Establishing and Terminating Connections

The Connection Manager is the component of CC-Wiz used to establish and terminate connections with the Sprint PCS Wireless Web Modem. There are three types of modem connections:

- Standard dial-up connections where a call is created between the Sprint PCS Wireless Web Modem and another modem or similar device. These connections are similar to the type of connection you would make with a standard wireline modem. To make this type of connection, you must add and store the

phone number you want to dial.

- Standard Internet Connection allows for quicker connection to the Internet. (This is already set up for you.)

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.

To dial the default connection:

1. Click the **Connect** button on the main CC-Wiz window.

CC-Wiz 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 on 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 CC-Wiz window.

By default, CC-Wiz 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 using the Standard Internet Connection

The Standard Internet Connection is set as the default connection when CC-Wiz is installed. Unless you set a different default,clicking the Connect button on the main CC-Wiz window establishes a Standard Internet Connection.

Otherwise, to make a Standard Internet Connection:

1. In the Connection Manager window, select **Standard Internet** and click the **Connect** button.

Once the connection is established (and the AirCard logo is green), you can launch your web browser (i.e. Internet Explorer or Netscape Navigator) and browse.(No browser configuration is required.).

Viewing Sprint PCS Wireless Web Messages

Sprint PCS Wireless Web Messaging is a feature that allows you to receive text messages (no longer than 100 characters). Anyone with Internet access can send you messages. All a person needs to send you a message is access to the Internet, and your phone number (which you can lookup in the About AirCard 510... window).

When you are not in service on the Sprint PCS Nationwide Network, any messages sent to you are stored until the next time you are in service. As soon as you are in service, the Sprint PCS Wireless Web Modem retrieves the messages from the network and changes the envelope icon.

Note that you do not need to have an active connection to receive Sprint PCS Wireless Web Messages. You need only be in service, which occurs as soon as you insert the modem and run CC-Wiz (provided you are in the Sprint PCS 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 CC-Wiz to play a sound whenever a new message arrives.

Displaying Sprint PCS Wireless Web Messages

To display Sprint PCS Wireless Web Messages:

1. Click the Sprint PCS Wireless Web Message button, or double click the envelope icon, to display the Sprint PCS Wireless Web Messaging 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. Click the check boxes corresponding to the messages you want to delete.
2. Click the **Delete** button. All checked messages are then deleted.

If you want to configure CC-Wiz to automatically delete old messages, see the 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 Sprint PCS Wireless Web Messaging screen:

1. Click the **Close** button.

Configuring Options and Advanced Settings

There are several options that you can configure in CC-Wiz. These options include: Enabling and disabling the Always On Top feature that determines whether the CC-Wiz window remains in front of other application windows

Selecting a sound that is played when Sprint PCS Wireless Web Messages are received Selecting an expiration period for your Sprint PCS Wireless Web Messages Setting the Auto-disconnect feature that terminates connections that are inactive for a specified period Setting CC-Wiz to receive faxes Setting a lock code to prevent others from using the modem and your Sprint PCS 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 CC-Wiz 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 Sprint PCS Wireless Web 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.

Sprint PCS Wireless Web Messaging Options

CC-Wiz allows you to choose whether a sound is played (and what sound is played) when new Sprint PCS Wireless Web 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 Sprint PCS Wireless Web 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 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

CC-Wiz 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 a Lock Code

The lock code feature prevents unauthorized use of your Sprint PCS Wireless Web Modem. When the feature is enabled, CC-Wiz prompts you for a code when launched. If the wrong code is entered, CC-Wiz 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 Sprint PCS Account assigned to it) without entering your lock code. It also means that if you set a lock code for your modem when it is installed on your notebook, you will have to enter that code when you use the modem on a handheld or pocket PC.

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** checkbox.

(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.

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 Sprint PCS Account, when it has not been pre-activated.

When you launch CC-Wiz, 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 the number at the top of the screen. Click **Next**.

2. When the Customer Care Advocate answers, explain that you are activating a Sprint PCS Wireless Web Modem and provide the ESN (electronic serial number) displayed on the second screen:

Enter the activation code provided by the advocate and click **Next**.

3. On the third screen of the activation wizard, enter and verify the phone number given you by the representative and click **Next**:

4. On the final screen of the activation wizard, click the **Finish** button.

Displaying Help

The Help menu option displays CC-Wiz's on-line help system.

Help is also available in any screen by pressing

<F1>.

Troubleshooting Tips for

Panasonic CF-28 Notebook

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

Problem

You inserted the modem before installing the software and the **Add New Hardware Wizard**, **Found New Hardware Wizard**, or **Update Device Driver Wizard** is displayed.

Suggestion

The wizard appears because Windows cannot locate the driver. To resolve the problem:

1. Click **Cancel** as many times as required to close the wizard.
2. Install the software as described in Section 3.
3. Refer to the section called "Verifying that the Correct Driver is Installed" in Appendix A (Windows 95/98) or Appendix C (Windows 2000) for instructions on removing the driver and reinstalling it.

Problem

In Windows 2000, when you insert the AirCard for the first time, the Found New Hardware window displays the text "Generic Multifunction Adapter", and the Found New Hardware Wizard is launched

Suggestion

Use the Next and Back buttons to navigate through the wizard. When prompted for the location of a driver, specify your CD-ROM drive (usually d:\). The wizard will not install the correct driver so you must

then update the driver through the Control Panel.

Follow the instructions in Appendix C "Verifying that the Correct is Installed" to update the driver.

Problem

During the software installation, the InstallShield Wizard displays one of these messages:

"You must install Dial-Up Networking (DUN) version 1.2 or later..."

"Setup has detected an older version of Dial-Up Networking (DUN)..."

Suggestion

Dial-Up Networking (DUN) is a Windows component required by the Sprint PCS Wireless Web Modem. The InstallShield Wizard checks that DUN is installed and, if installed, checks that the version in use meets the modem requirements. This is most likely to be an issue in Windows 95. See Appendix A for instructions on installing DUN and on checking that the DUN version you are using is 1.2 or higher.

Problem

The message "Not In Service" is displayed in the status bar of CC-Wiz, or the signal strength indicator is displaying only 1 or 2 bars.

Suggestion

Low or inadequate signal strength may occur for these reasons:

You are outside the network coverage area. For coverage information, see the Sprint PCS web site, www.sprintpcs.com.

Your antenna is not completely extended or is pointed in the wrong direction.

You are inside a building or near a structure that is blocking the signal, or near a device that is causing radio interference.

Verify that you are in the network coverage area and that your antenna is fully extended. (It should click into place.) You may be able to improve signal strength by re-orienting your antenna or changing the location of your notebook.

Problem

When you launch CC-Wiz, the splash screen displays "Initializing..." for a long time (greater than two minutes) and CC-Wiz appears to be frozen, or, this message occurs: "Sierra Wireless AirCard 510 Modem is not properly configured, error -9".

Suggestion

Ensure the AirCard is fully inserted into the PC card slot. 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 CC-Wiz 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).

This may also be the result of a resource conflict or a lack of available communications ports. See the sections on resource conflicts and disabling other devices to free a communications port in Appendix A (Windows 95/98) and Appendix C (Windows 2000).

Problem

When you launch CC-Wiz 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 Sprint PCS Wireless Web Modem 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. If possible, try a different PC card slot.

This error may be due to a resource conflict or lack of available communication ports. (The modem requires 1 IRQ, 16 bytes of I/O Space, and two communications ports 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).

If another PC card is inserted in a PC card slot, you may be able to free a communications port by ejecting it. Otherwise, you may need to disable another device such as an internal modem, infrared device, or network interface card to free a port. Instructions on disabling devices appear in Appendix A (Windows 95/98) and Appendix C (Windows 2000).

Problem

When you click the Connect button in CC-Wiz, the message "Internal Authentication Error" is displayed in the status bar.

Suggestion

This error may result if you logged into Windows using a different username and/or password than was used to create the connection. If this is the case, you may be able to resolve the problem by re-creating the connection in the Connection Manager.

This error may also indicate that TCP/IP (Transfer Control Protocol/Internet Protocol) is not bound to the modem. See Appendix A

(Windows 95/98) or Appendix C (Windows 2000) for instructions on verifying that TCP/IP is bound to the modem.

Problem

When you click the Connect button to establish a connection to a number already set up in the Connection Manager, the message "There is no answer" is displayed in the status bar.

Suggestion

This may indicate that the number is not set up properly in the Connection Manager. To verify that the connection is set up properly:

1. Open the Connection Manager (by clicking the **Connection Manager** button on the main CC-Wiz window).
2. Select the connection that is not working and click the **Properties** button to display the Connection Properties window.
3. Verify that the information in the Connection Properties window is correct. If the number is a long distance number, verify that **Use area code** is checked and that the area code is correctly entered in the **Area Code** field.

If the data in the Connection Properties window is accurate, call Sprint PCS Customer Care. (See Section 1.)

Problem

The Connect button on the CC-Wiz window is "grayed-out" and unavailable.

Suggestion

This may indicate an activation problem or a problem with the communications ports. To check which is the problem:

1. Open the About AirCard 510 window by clicking the **Help and About** button and selecting About AirCard 510... from the menu.
2. Check whether the ESN and Phone Number fields are blank.

If the fields are blank, then the problem is probably related to activation. Call Sprint PCS Customer Care. (See Section 1.)

Otherwise, the problem is probably due to a lack of available communications ports. The modem requires two communications ports. You may need to disable an internal modem or other device to free a port. See Appendix A (Windows 95/98) or Appendix C (Windows 2000) for instructions on disabling an internal modem.

Problem

When you click the Connect button in CC-Wiz, one of these messages is displayed in the status bar:

"Access denied because username and/or password is invalid"

"Unknown error"

Suggestion

These errors indicate that the username and/or password assigned to a connection are invalid. To correct this:

1. Open the Connection Manager by clicking the **Connection Manager** button on the main CC-Wiz window.
2. Click the connection name that is causing the error and click the **Properties** button.
3. Verify that the username is correct.
4. Re-enter the password to verify that it is correct.

Problem

When attempting to create a connection in the Connection Manager, CC-Wiz displays one of these messages:

"Please enter a unique name"

"You already have a connection with the name...".

Suggestion

CC-Wiz interfaces with a Windows component called Dial-Up Networking so that when you create a connection in CC-Wiz, the connection is concurrently created in Dial-Up Networking. All connections in Dial-Up Networking must have a unique name regardless of whether the connection was created directly in Dial-Up Networking or through another application such as CC-Wiz. The above messages occur if you use a name that has already been assigned to another connection, either in CC-Wiz or Dial-Up Networking. The solution is to choose a different name. To determine whether a name has been used in Dial-Up Networking:

1. Double click **My Computer** on your desktop.
2. Double click the **Dial-Up Networking** icon (Windows 95/98) or the **Network and Dial-Up Connections** link (Windows 2000).

All connections are displayed in this window. Note that you can create a connection with the same phone number and other variables as an existing connection, provided you give it a different name.

Product Specifications

Technical Specifications.

Technical Specifications CC-Phone Modem

Approvals: 1x RTT

FCC Parts 15 and 24.

Voltage: +5 Vdc from PCMCIA Slot

Current: 740 mA max.

Transmitter Power: 23.4dBm 0.473 EIRP

Transmit: 1850 to 1910 MHz

Receive: 1930 to 1990 MHz

Channel Spacing: 50 kHz

Freq. Stability: ±1.0 ppm.

Environmental Specifications

These specifications apply to the CC-Phone Modem 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) on to 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 2.0 cm (0.8")from all persons.

FCC ID:PC6CF2031

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 numerique respecte les limites de bruits radioelectriques applicables aux appareils numeriques de Classe B prescrites dans la norme sur le materiel brouilleur: "Appareils Numeriques", NMB-003 edictee 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 98 Procedures

- Checking your Windows 95 Version
- Verifying that Dial-Up Networking and the TCP/IP Protocol are
- Installed in Windows 95
- Checking your Dial-Up Networking (DUN) Version in Windows 98
- Verifying that the Correct Driver is Installed
- Checking for Resource Conflicts
- Disabling Other Devices to Free a Communications Port
- Verifying that TCP/IP is bound to the Modem
- Disabling an Internal Modem to Free a Communications Port

Checking your Windows 98 Version

To identify your version of Windows 98:

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 98 and must be upgraded to use the CC-Wiz software.

Verifying that Dial-Up Networking and the TCP/IP Protocol are Installed in Windows 98

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.

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 **Details...**.

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.

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.

Checking your Dial-Up Networking (DUN) Version in Windows 98

BlueKite requires version 1.2 or greater of the Windows Dial-Up Networking component. This version was not shipped with Windows 95 so you may need to upgrade DUN to use BlueKite and the Enhanced Internet Connection.

To determine if you have DUN 1.2 or higher installed:

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

2. Double click the **Add/Remove Programs** icon to display the Add/Remove Programs Properties screen.

3. If Dial-Up Networking has been upgraded, it will be included in the list of software on the Install/Uninstall tab. It will be listed as:

Dial-Up Networking Upgrade 1.2

or **Dial-Up Networking Upgrade 1.3**

If you do not see this listing, you must upgrade DUN before you can install and use BlueKite. You can download DUN from the Microsoft web site at:

http://www.microsoft.com/windows95/downloads/contents/WURecommended/S_WUNetworking/dun13win95/default.asp.

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 **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. If CC-Wiz is not yet installed, follow the instructions in Section 3 to install it. If CC-Wiz is already installed, follow these instructions to remove and reinstall the driver:

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. If CC-Wiz 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.

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 is displayed there is a resource conflict. You may be able to resolve the conflict by disabling another device. (See the next section.)

Disabling Other Devices to Free a Communications Port

The Sprint PCS Wireless Web Modem requires two available communications ports. In some cases, you may need to disable a device that you are not using, such as an internal modem, infrared device, or network interface card, to free a port. To disable a device:

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 listing that includes the device you want to disable.

To disable an internal modem, open the **Mode**mtree (by clicking the + sign to the left of it).

To disable an infrared device, open the **Infrared Devices** tree (by clicking the + sign to the left of it).

To disable a network interface card, open the **Network Adapters** tree (by clicking the + sign to the left of it).

5. Within the expanded listing, double click the internal modem, infrared device, or network interface card you want to disable. The Properties window for that device is displayed.
6. Click the **Disable in this hardware profile** check box so that it is checked and click **OK** to close the window.
7. If prompted to restart your computer, click **No.**
8. On the Device Manager tab of the System Properties window expand the **Multi-function adapters** listing (by clicking the + sign to the left of it).
9. Select the Sierra Wireless AirCard 510 PC Card Parent, and click the **Remove** button.
10. Click **OK** to confirm that you want to remove the driver.
11. Close all windows.
12. Eject the modem.
13. Re-insert the modem. If CC-Wiz 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.

Verifying that TCP/IP is Bound to the Modem

To verify that TCP/IP is bound to the modem:

1. Close any Windows programs that are open and with the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the **Network** icon to display the Network window.
3. On the Configuration tab, check if there is a listing for **TCP/IP -> Dial-Up Adapter**
4. If this listing does not appear, click the **Add...** button to display the Select Network Component Type window.

5. Select **Protocol** and click the **Add...** button to display the Select Network Protocol window.

6. Under Manufacturers, select **Microsoft** and under Network Protocols, select **TCP/IP**, and click **OK**.

7. If you are prompted to restart your computer, click **Yes**.

On completion of this step, TCP/IP is bound to the modem.

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 Microstoft 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 CC-Wiz. This section provides instructions on installing the modem profile and Remote Access Services using CardWizard as the card management software.

Versions of CardWizard are available on the SystemSoft 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 checkbox.

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, a message is displayed indicating that CC-Wiz and BlueKite will be installed. 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 **Mode**mbutton 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 fro**m, enter **d:\WinNT** where dis 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 Mode**m. Select it and click **Nex**t.

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 **Finis**h.

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

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 AccessServices** and click **OK.**

6. You are then prompted for the location of Windows files. Insert the Windows CD and enter **d:** where dis 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 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 **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 called "Generic Multifunction Adapter" under Multifunction PCMCIA Device Driver. If you are unsure, eject the card and reinsert it,

and see which listing is affected.).**3.** Right click the driver and select **Uninstall** from the pop-up menu.

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 CC-Wiz 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. If this does NOT occur, see the note below concerning your BIOS version.

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 correct driver should be installed.

BIOS Version

BIOS (Basic Input Output System) is a set of routines stored on a chip in your computer. When you start your computer, BIOS tests the system, loads, and then passes control to, Windows. BIOS is specific to the make and model of your computer.

Some makes and models of computer have a version of BIOS installed that does not support Windows 2000.

If the Found New Hardware Wizard launches when you insert the modem, even though CC-Wiz is already installed on your computer, it may be because your are using a version of BIOS that is not Windows 2000 compliant. The method of checking the BIOS version varies from one manufacturer to another, but generally if you boot your computer and press <F1> or <F2> during the initial startup, BIOS setup is displayed, showing your BIOS version.

Check with your manufacturer to determine which BIOS versions are Windows 2000 compliant. Many manufacturers post this information on their web sites.

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 that **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.)

Disabling Other Devices to Free a Communications Port

The Sprint PCS Wireless Web Modem requires two available communications ports. In some cases, you may need to disable a device that you are not using, such as an internal modem, infrared device, or network interface card, to free a port. To disable a device:

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.

4. Click the **Device Manager** button.

5. Expand the listing that includes the device you want to disable.

To disable an internal modem, open the **Modem** tree (by clicking the + sign to the left of it).

To disable an infrared device, open the **Infrared devices** tree (by clicking the + sign to the left of it).

To disable anetwork interface card, open the **Network adapters** tree (by clicking the + sign to the left of it).

6. Within the expanded listing, right click the internal modem, infrared device, or network interface card you want to disable, and select **Disable** from the pop up menu that appears.

7. When prompted to confirm that you want to disable the device, click **OK.**

8. In the Device Manager window expand the **Multi-function adapters** listing (by clicking the + sign to the left of it).

9. Right click the Sierra Wireless AirCard 510 PC Card Parent, and click **Uninstall.**

10. Click **OK** to confirm that you want to remove the driver.

11. Eject the modem and restart your computer.

12. Re-insert the modem. If CC-Wiz 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.

Verifying that TCP/IP is Bound to the Modem

To verify that TCP/IP is bound to the modem:

1. Close all Windows programs and with the modem installed, open the Control Panel window (by selecting **Start > Settings > Control Panel**).
2. Double click the **Network and Dial-up Connections** icon to display all your connections.
3. Right click any connection that was created in CC-Wiz, and select **Properties** to display the Properties window for that connection.
4. Click the **Networking** tab.
5. Check whether **Internet Protocol TCP/IP** is displayed in the components list.
6. If TCP/IP is not displayed, click the **Install...** button to display the Select Network Component Type window.
7. Select **Protocol** from the Component Types and click the **Add...** button to display the Select Network Protocol window.
8. Select **Internet Protocol TCP/IP** and click **OK**.
9. Click the **Close** button.

On completion of this step, TCP/IP is bound to the modem.