Break Free with Mobile Broadband

Installation Guide

iPass Mobile Broadband Service – US, Network A

iPass®

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Preparation

Welcome to your iPass Mobile Broadband Service. Through the iPassConnect interface, this iPass Mobile Broadband card will provide you with reliable, high-speed wireless connectivity on the move.

This guide provides all the information you will need to successfully install your iPass Mobile Broadband card and configure it for use with iPassConnect.

! Warning: Please do not insert your iPass Mobile Broadband card into your computer until you are instructed to do so

INSTALLATION REQUIREMENTS
  • Notebook PC with CD-ROM drive and Type II PC Card slot (CardBus)
  • iPassConnect software version 3.41 or later
  • Windows Vista, Windows 2000 or Windows XP
  • Administrative permissions for installing new software
  • Sierra Wireless AirCard 595 PC card
  • The Sierra Wireless Watcher installation CD

Installation

To install your card, you first need to install and configure the Watcher software that comes with your iPass Mobile Broadband card.

> **PRE-INSTALLATION**
>
> Before starting the installation, please ensure that:
> - The card is not inserted in your computer
> - iPassConnect is not running. If it is running, right-click the iPassConnect mobility manager system tray icon and select **Disconnect & Exit**

INSTALLING WATCHER SOFTWARE

1. Close all Windows programs and insert the installation CD into your CD/DVD drive. The Setup wizard launches automatically and a Welcome window is displayed

> **Note:** If the CD does not autorun and display a menu, select **Start**, then **Run** and enter D:\Launch.exe where D is your CD-ROM drive
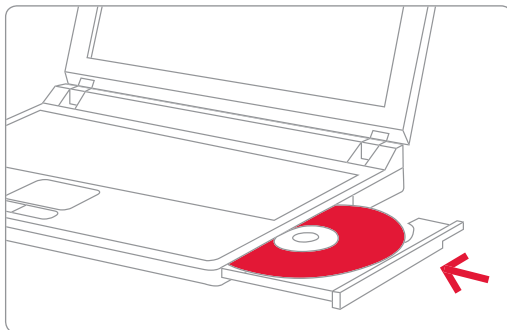
Insert the CD and install the Watcher Software

! **Warning: Do not insert your iPass Mobile Broadband card into your computer until you are instructed to do so**

2. From the initial options, select **Install Watcher Software**
3. Click **Next** in the Watcher Installation window
   (You can use the **Next** and **Back** buttons to navigate through the wizard)
4. Please read the Licensing Agreement carefully and click **Yes** to agree to the terms. (In order to continue with the installation of Watcher, you must agree to the terms. If you select **No**, the setup and installation will terminate)
5. Enter the Destination Folder where you wish to install Watcher
6. Click **Finish** in the Installation Completed window

> **Note:** While you must have the card installed in order to perform this operation, it is not necessary to be in a signal coverage area
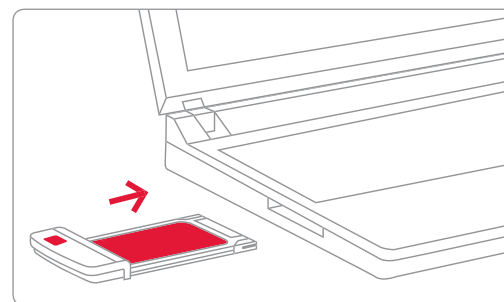
Insert the card as shown into the PCMCIA card slot on your computer

You can now use the iPassConnect mobility manager for all your Mobile Broadband connections. Insert your iPass Mobile Broadband card into your computer and launch iPassConnect.

> **Note:** Your iPass Mobile Broadband card was activated before it was shipped. However, if you are asked to perform the process manually, please refer to the Troubleshooting section of this guide.

Using iPassConnect

iPass gives you one simple global service for secure remote and mobile connectivity in over 160 countries around the world.

So whether you're connecting via your iPass Mobile Broadband card, from your local café via Wi-Fi, or from a hotel on the other side of the world, iPass makes it easy for you to get online from virtually anywhere.

CONNECT WITH IPASS AT MORE THAN 100,000 WI-FI-HOTSPOT LOCATIONS WORLDWIDE!

As well as providing you with Mobile Broadband connectivity in the United States, iPass offers seamless Wi-Fi connectivity at **100,000** wireless broadband locations around the world, including more than **550** airports and **23,000** hotels and conference facilities.

For details about how and where to connect via Wi-Fi, visit our online end-user resource centre at **http://connect.ipass.com**.

And to find your closest hotspot, try using our Online Hotspot Finder at **www.ipass.com/hotspot**

CONNECTING TO MOBILE BROADBAND NETWORKS

iPassConnect will automatically detect the Mobile Broadband network available to you and display it under **Available Networks**, as shown here:

1. To connect, click on the network listing
2. Enter any required credentials
3. Click **Connect** and you will be connected

Note: If you insert your iPass Mobile Broadband card after iPassConnect has been launched, it may take up to 20 seconds to recognize the card. If the card is not detected, you can take either of the following actions to force iPassConnect to search for your card:

1. Exit and restart iPassConnect

or

2. Go to **Settings**, select **Connection Settings**, then select the **Mobile Data** tab, and click the **Refresh** button

Troubleshooting

If you experience any problems during the installation process, these useful tips may help. If you require further assistance, please contact your IT Help Desk.

CONFIGURING WATCHER TO WORK WITH iPASSCONNECT

The default configuration settings in Watcher are compatible with iPassConnect. However, if you wish to ensure that Watcher is configured to work with iPassConnect (i.e. not automatically launch when your iPass Mobile Broadband card is inserted into your computer), please follow the steps below.

Note: You must have your Mobile Broadband card inserted in your computer to modify this configuration, but it is not necessary to be in a signal coverage area

1. Insert your iPass Mobile Broadband card into your computer
2. Double-click the EVDO Watcher icon on your desktop. Watcher will detect the card as shown
3. From the Tools menu, select **Options**
4. On the General tab, clear the **Launch Watcher Automatically** check box
5. Click **OK**
6. Exit Watcher
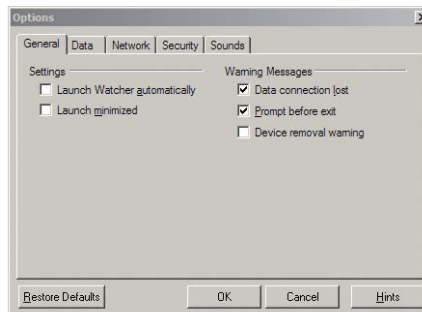
VERIFYING THAT THE CARD CAN CONNECT TO THE NETWORK

You can confirm that your iPass Mobile Broadband card is able to connect to the network by following the steps below:

1. Insert the card into your computer
2. Double-click the EVDO Watcher icon on your desktop. Watcher will detect the card as shown
3. Click **Connect**. Watcher should connect to the network
4. Click **Disconnect** to disconnect from the network
5. Exit Watcher

iPASSCONNECT DOES NOT RECOGNIZE YOUR iPASS MOBILE BROADBAND CARD

Tip 1: Ensure that the Watcher program is not running

iPassConnect and Watcher both use the same system resources to access your iPass Mobile Broadband card. As a result, Watcher must be closed for iPassConnect to recognize the card:

1. If Watcher is running, close it
2. Ensure that Watcher is not running in the System Tray. If it is, click the System Tray icon and choose **Exit**
3. Ensure that the option to **Launch Watcher Automatically** is disabled (see "Configuring Watcher to work with iPassConnect" for more information)

Troubleshooting

Tip 2: Ensure that iPassConnect has been enabled to recognize Mobile Broadband cards:

1. Ensure that the Watcher program is not running

2. Launch iPassConnect

3. Go to **Settings**, then **Update iPassConnect**, then select **Phonebook**. (Allow the Phonebook update to complete)

4. Go to **Settings**, then **Connection Settings** and confirm that there is a tab labelled **Mobile Data** (see image):

   • If the tab is not available, contact your IT Help Desk

   • If the Mobile Data tab is available, your iPassConnect software is appropriately enabled

5. In the **Mobile Data** tab, click **Refresh**. This should populate the information in the screen as shown. If the information is not populated, or if it reports errors in the fields, your card may not be installed correctly. You may have to reinstall the card:

   a. Go to **Start**, select **Control Panel**, then use the **Add or Remove Programs** function to remove the program 'Sierra Wireless EVDO Watcher'

   b. Reinstall your iPass Mobile Broadband card

Note: If you insert your iPass Mobile Broadband card after iPassConnect has been launched, it may take up to 20 seconds to recognize the card. If the card is not detected, you can take either of these actions to force iPassConnect to search for your card:

• Exit and restart iPassConnect. To exit, right click the iPassConnect system tray icon and choose **Disconnect & Exit**

or

• Go to **Settings**, then **Connection Settings**, select the **Mobile Data** tab and click the **Refresh** button

Tip 3: Ensure that Watcher can recognize your iPass Mobile Broadband card

1. If iPassConnect is running, close it. Also, ensure it is not running in the System Tray. If it is, click the System Tray icon and choose **Disconnect & Exit**

2. Ensure that Watcher is not running in the System Tray. If it is, click the System Tray icon and choose **Exit**

3. Launch EVDO Watcher and check the status message:

   • *Searching for Modem:* your iPass Mobile Broadband card is not being recognized by Watcher. Un-install Watcher and attempt to re-install your card

   • *Ready to connect:* the card is recognized by Watcher and a signal is available

   • *Not in service:* the card is recognized by Watcher, but signal is not available. Try changing location until a signal is available

Troubleshooting

ACTIVATING YOUR iPASS MOBILE BROADBAND CARD

Your iPass Mobile Broadband card is automatically activated before it is shipped to you. However, in some cases, you may be asked to perform the activation procedure manually.

▌ **Note:** To perform the activation, you must be in a network coverage area

To activate the card:

1. Exit iPassConnect (to exit, right click the iPassConnect system tray icon and choose **Disconnect & Exit**)

2. Ensure the card is inserted into your computer

3. Start the Watcher program by double clicking the EVDO Watcher icon on your desktop

4. Go to **Tools**, then **Activation Wizard**

5. Select **Automated Activation** (the default selection) and click **Next**

6. Enter *22899 as the number to be dialed (the default selection) and click **Next**

7. The activation will proceed. The activation is finished when Watcher reports *Commit OK! Programming OK!* (See image below)

8. You can confirm the successful activation by clicking the **Connect** button to see that the card can connect to the network

Care and Maintenance

REMOVING YOUR iPASS MOBILE BROADBAND CARD FROM YOUR COMPUTER

❗ **Warning:** Always use the procedure outlined here to remove your iPass Mobile Broadband card from your computer. Removing the card improperly may cause serious damage to the card or the integrity of the software on your computer.

To remove your iPass Mobile Broadband card:

1. Exit iPassConnect. To exit, right click the iPassConnect system tray icon and choose **Disconnect & Exit**

2. In the System Tray, double click the **Safely Remove Hardware** icon

3. In the **Safely Remove Hardware** dialog, select **NEC PCI to USB Open Host Controller** and click **Stop**

4. In the **Stop a Hardware Device** dialog, select the device again and click **OK**

5. When the **Safe to Remove Hardware** dialog is displayed, you may remove the card from your computer. Grip the card by both sides firmly when removing it from the PC card slot

USING AND STORING YOUR iPASS MOBILE BROADBAND CARD

As with any electronic device, your iPass Mobile Broadband card must be handled with care to ensure reliable operation. Follow these guidelines while using and storing your iPass Mobile Broadband card:

- The card should fit easily into your PCMCIA card slot. Forcing the card into a slot may damage the card or the computer

- Do not apply adhesive labels to the portion of the card that fits into the computer. They can cause the card to become jammed inside the card slot

- Protect the card from liquids, dust and excessive heat

- When not inserted in your computer, store the card in a safe place

Technical Specification

■ The Sierra Wireless AirCard® 595 card

KEY FEATURES:
- **1xEV-DO revision A next generation high-speed wireless data**
- **Durable high performance antenna design**
- **Up to 3.1 Mbps download, 1.8 Mbps upload for large file transfer**
- **Dual-band, diversity operation; 800 MHz and 1900 MHz**
- **Simple installation and a user-friendly experience**

HIGH-PERFORMANCE ANTENNA DESIGN
Sierra Wireless has developed a new patent pending design for your card antenna. With the new highly-efficient and receptive antenna, the iPass Mobile Broadband card provides end users with the fastest, most reliable connections with improved speeds and extended coverage through better network signal acquisition in medium to low signal strength areas.

TECHNOLOGY:
PC Card (Type II PCMCIA)
MSM 6800 Chipset
CDMA 1xEV-DO (Revision A)
CDMA 1xEV-DO (Release 0)
CDMA 1xRTT

BANDS:
Cellular / 800 MHz
Transmit 824-849 MHz
Receive 868-894 MHz
PCS / 1900 MHz
Transmit 1850 to 1910 MHz
Receive 1930 to 1990 MHz

RECEIVE DIVERSITY (BOTH BANDS) OPERATING SYSTEM SUPPORT:
Windows® Vista
Windows® XP
Windows® 2000

ENVIRONMENTAL:
Operating Temperature:
-30 to 60° Celsius
Storage Temperature:
-40 to 85° Celsius

POWER CONSUMPTION :
Voltage: 3.3 V
Max Transmit: 1000 mA

STANDARDS/APPROVALS:
FCC Part 2, 15, 22, 24
CDG Stages 1, 2, 3
IS-2000, IS-98D/E
IS-127, IS-134
IS-637B, IS-683A
IS-707A, IS-718, IS-733
IS-835A, IS-856, IS-866
JESD22-A114-B, JESD22-C101
Microsoft WHQL

SYSTEM REQUIREMENTS:
Card slot: 1 Type II PCMCIA slot (CardBus)
System: Pentium 150 Mhz or higher
Memory: 32 MB
Disk Space: 32 MB
Disk Drive: CD-ROM

DIMENSIONS :
130mm (L) x 58mm (W) x 13mm (H)
Weight: 54.0 grams

SIERRA WIRELESS

AirCard®595

iPass