≫ AT&T USBConnect Lightning Online Help for Mac OS X

Thank you for purchasing an AT&T USBConnect Lightning device. This document will help you begin using your device on a computer with Mac OS X.

Requirements

- A SIM card with a valid account
- A Mac computer running Mac OS X 10.4.11 or later

Set up your equipment

1. Insert the SIM card in the modem. (For instructions, refer to the User Guide, installed in the **Applications > Sierra Wireless** folder.)

Install the software

To install the software:

1. If you are installing the software directly from the modem[1], insert the modem into a USB slot on your computer.
2. Double-click the installer package and follow the on-screen instructions.
3. When instructed to do so, restart your computer.
4. When your computer detects the modem, the message "New network interfaces have been detected" appears. Click the **Network Preferences...** button.

   If you do not see this message, open **System Preferences** and select **Network**.
5. In the Network window, click **Apply**.

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1. You can also download the software from www.sierrawireless.com/support and follow the instructions on the website to install it.

Menu bar icon

Once the software is installed, an icon appears on the right-hand side of the menu bar. The icon and the drop-down menu that appears when you click the icon are dynamic. The appearance of the icon and the options on the menu vary, depending on the status of the modem and the connection to the network.

	No device detected.
	Not attached. The modem has found a network, but is unable to connect to it. The network may have a frequency band that is not supported by the modem, or your modem may not have permission to connect to this network. Contact your carrier for more information.
	The modem has found a network, but is not connected.
	The modem is connected to a network. The number of black bars indicates the strength of the signal.
	No SIM card. Ensure that you are using the correct SIM card and that it is inserted properly. Refer to the Quickstart guide that came with the modem for instructions on inserting the SIM card.

Connect to the Internet

1. Insert your modem into the computer.

2. It takes a few moments for the modem to locate a network.

   Once the modem finds a network, the power icon 🔵 on the modem turns blue and the icon in the menu bar changes from 📵 to 📶.

3. Click the icon and from the drop-down menu, select **Connect to USBConnect Lightning**.

   When you are connected to the network, the data icon 🔄 on the modem turns blue and the bars on the signal strength icon turn black 📶.

You can now browse the Internet, download files, send email, and so on.

To disconnect, click the signal strength icon in the menu bar and from the drop-down menu, select **Disconnect**.

Set the modem to automatically connect

You can set the USBConnect Lightning to connect to the network whenever you insert the modem into the computer.

With your modem disconnected from the network or removed from the computer:

1. Click the icon in the menu bar and from the drop-down menu, select **Connection Settings...**.

2. In the pop-up window, select the check box beside **Automatically Connect**.
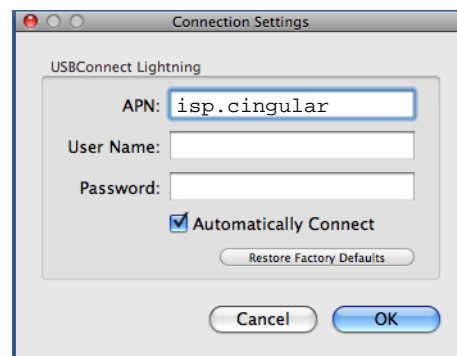
3. Click **OK**.

Check the network type and signal strength

The drop-down menu shows you the type of network you are connected to, for example, 3G or 2G and the signal strength (RSSI — received signal strength indication) in dBm.

If asked to do so by your service provider, you can select the type of network to connect to.

1. Hold the **Option** key and click the icon in the menu bar.

2. Select the network type from the list.

Note: This option should only be changed if your service provider or technical support advises you to change it.

Troubleshooting

I want to set the modem to connect automatically when I insert the modem, but the Connection Settings option is grayed out.

Make sure your modem is disconnected. (Click the icon in the menu bar, and select **Disconnect**) or remove the modem from the computer. The Connection Settings options should now be available. If it's not, contact technical support. Follow the instructions on to set the modem to connect automatically.

The icon no longer appears in the menu bar.

You may have inadvertently Quit the application. The option to Quit appears if you hold down the Option key and click the icon. (See .)

- Log out from your computer, and log in again. The icon should re-appear.

  Or,

- Go to the **Applications > Sierra Wireless** folder and double-click the application to launch it from there.

I need to uninstall this application.

To uninstall the application:

1. Hold down the **Option** key and click the icon in the menu bar. (See .)

2. Select **Uninstall** and follow the on-screen instructions.

Technical Support

For technical support, go to www.sierrawireless.com/support/.

Finding information technical support may ask for

Technical support may ask you for information about the version of the software or the device. To find this information:

1. Click the icon in the menu bar and select **About...**.

Checking Network Preferences

If technical support asks you to check the network preferences:

1. Click the icon in the menu bar and select **Open Network Preferences**.

Note: Do not change any of the settings in this window unless you are advised to do so by technical support or your service provider.

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