

Frequently Asked Questions (FAQs) Sprint 3G/4G USB 250U by Sierra Wireless

Q: What is the Sprint 3G/4G USB 250U?

A: The USB 250U provides broadband access via the Sprint 3G and 4G networks when plugged into a USB port on a laptop or desktop computer that supports Windows® 7/Vista/XP, or Mac OS 10.5 or 10.6 (with an Intel platform) operating systems.

Q: What networks does the USB 250U operate on?

A: The USB 250U operates on the Sprint 3G network and the Sprint 4G network where available.

Q: How do I install the Sprint SmartViewSM software?

A: You will need to install the software and drivers from the CD provided with the device.

Note: Please do not plug your USB 250U into a USB port until you've installed the Sprint SmartView software version that came with your device. Any older version that you may have loaded on your desktop will not support this device.

Q: Where can I get the latest version of the Sprint SmartView software for my USB 250U?

A: You can initiate an update to the latest version from within Sprint SmartView. Just select **Tools > Check for Application Updates Now...** or visit www.sprint.com/downloads. Click **Mobile Broadband Devices**. Select your device and then click **More Details** under your Operating System. Then click the corresponding Download link.

Q: How do I activate my USB 250U for use?

A: The Sprint SmartView software includes an automatic hands-free activation feature. Activation occurs during initial launch of the software. Refer to your USB 250U's Get Started Guide for details on installation and activation.

Important: You must set up an account with Sprint before you are able to activate the device. Contact Sprint Customer Solutions at 1-866-639-9565.

Ensure that the following information is available for the Customer Solutions representative:

- Current billing address
- Social Security or Tax ID number
- Driver's license number
- Electronic Serial Number (ESN) of the device

Q: Which Operating Systems are supported for use with the 250U USB?

A: The USB 250U supports:

- Microsoft Windows® 7, Windows Vista or Windows XP
- Macintosh 10.5 and 10.6 with an Intel platform
- Linux (targeted to be supported post launch via www.sprint.com/downloads site)

Note: The following Operating Systems are not supported: Windows 2000, Macintosh 10.4, Palm, Pocket PC.

Note: For more general information as well as installation instructions and software downloads, visit www.sprint.com/downloads.

Q: Which applications are well suited for use with the USB 250U?

A: See the following table

Consumer	Business	Applications
√	√	Email – Send large files faster
√	√	Internet/Intranet Access
√	√	Video Conferencing and Surveillance
√		Real-time Media Streaming
√		Online Gaming
	√	Corporate Server (using VPN) Access
	√	Online Field Service Systems
	√	Healthcare/Insurance, sending images
√	√	GPS enablement for “locate & search”

Q: What do the LED lights on the USB 250U indicate?

A: The USB 250U has both a 3G and 4G light indicator, which operate as follows:

Color	3G LED (Left)	4G LED (Right)
Off	No power or connected to 4G.	No power or connected to 2G or 3G.
Solid Blue	Found a 3G network and is ready to connect or connected to a 3G network and is able to send and receive data. Data session is connected.	Found a 4G network and is ready to connect or connected to a 4G network and is able to send and receive data. Data session is connected.
Blinking Blue	Searching for a 2G or 3G network.	Searching for a valid 4G network.
Solid Amber	Found a 2G network and is ready to connect or connected to a 2G network and is able to send and receive data. Data session is connected.	Modem error.
Blinking Amber	Maintenance mode (firmware is being updated).	Maintenance mode (firmware is being updated).

Q: Why is the 4G LED not lit when I plug my device into the computer’s USB port?

A: The connection software controls how the device connects to the 3G and 4G networks. Ensure that you have started your Sprint SmartView software to allow your device to search for service on both 3G and 4G.

Q: Does the USB 250U support external antenna use and if so when should it be used?

A: Yes. External antennas can increase speeds, extend coverage areas and boost signals by up to 50 percent in areas with weak or noisy signal conditions.

An external antenna may help when signal strength is:

- 3G Service: -81 dBm to -100 dBm
- 4G Service: -75 dBm to -95 dBm

Q: Will the same external antenna that I use with my USB 598U work with the USB 250U?

A: Only the specific dual-connector antenna designed and certified for the USB 250U can be used. Using another antenna can actually degrade performance.

Q: How will the use of a Virtual Private Network (VPN) connection affect the data transfer speed of the USB 250U?

A: Since a Virtual Private Network (VPN) connection increases the amount of data being transferred for security purposes, the average data transfer speed will be reduced by its use. The amount of degradation in the data transfer speed will depend upon the level of security/encryption in place and may be reduced by consulting the IT administrator in charge of your VPN.

Q: Will I lose VPN connectivity when switching between 3G & 4G?

A: When switching networks the WAN IP of the device may change, which can result in the disruption of active data connections (such as VPNs).

Q: When can I use GPS services?

A: GPS services are only available if:

- You are connected to a 3G network
- You are currently outdoors

Q: What do I need to access GPS services?

A: You will need the following to access GPS services with Sprint SmartView software:

- Valid Sprint Mobile Broadband subscription.
- You must agree to the privacy agreements for GPS functions.
GPS must be enabled.
- Some additional configuration may be required in order to use third-party GPS software. Please note that GPS varies based on environment.

Q: Does GPS work while roaming?

A: GPS does not work in certain 3G roaming areas at this time. The Sprint teams are working on a solution to extend GPS capability to work everywhere Sprint Mobile Broadband services are available.

Q: How do I connect to the Sprint 3G or 4G network via Sprint SmartView software?

A: Follow these steps to connect to a Network:

- If you have not already done so, connect the USB 250U. Sprint SmartView will begin searching for an available network.
- If you want to switch from 3G to 4G (or vice versa), click the Switch to 3G (or 4G) button. You can also select **Change Device Mode** from the Tools menu. There may be a few seconds delay while the device switches between 3G and 4G modes.
- When Sprint SmartView is ready, the Connection Status Text on the Mobile Control Panel will display "Ready:" followed by the name of the network that has been selected. Click the Connect button to establish a connection.

Note: If you are using the USB 250U for international roaming, clicking the arrow on the right side of the Connection Status Indicator produces a menu listing all CDMA network profiles. You can establish a connection using any profile listed simply by selecting it from the menu. The default ("Sprint") profile, however, should be used when connecting to any of Sprint's roaming partners.

Q: If I lose coverage or remove the USB 250U during a file download, will the download resume when the device is inserted and within 3G or 4G coverage again?

A: No. You will need to re-establish a connection to the network and restart the file download. Some third party applications provide the capability of continuing a file transfer after a lost connection.

Q: If I want to connect automatically versus manually via Sprint SmartView software, how is that accomplished?

A: By default, Automatic Mode is Off. You must click the Auto mode button in order to set Sprint SmartView to automatically select an available network and establish a connection based on the priorities specified in the Network Profiles window. Manually connecting to a network will disable automatic connection. The Auto button will dim to indicate that automatic connection has been disabled and Sprint SmartView will no longer establish connections automatically. However, you can return to automatic mode by clicking the Auto button.

Q: Are any of the hinge positions better than others?

A: The positions were designed to allow you to use the USB 250U in as many situations as possible; the device works well in all positions. The vertical position is recommended.