# Troubleshooting Guide
## Sprint 3G/4G USB 250U by Sierra Wireless

*If you are unable to resolve your issue using the Troubleshooting steps below,
please contact Sprint Customer Service at 1-866-639-9565 for assistance.*

1. **The Sprint SmartView™ software does not detect the USB 250U.**
   Please be sure that you install the Sprint SmartView software from the CD in the box before inserting the 250U device.

   If you've installed the Sprint SmartView software onto your desktop and your computer is not detecting the USB 250U, here are several reasons why this behavior may occur:

   - **If the device is plugged in at boot up sometimes the device is not recognized. You will need to:**
     - ➢ Validate that you are running Sprint SmartView version 2.40 (which comes with the USB 250U on the CD) or above
     - ➢ Remove the device from your computer
     - ➢ Close Sprint SmartView and re-start it
     - ➢ Re-insert the device

   - **The USB 250U is not fully inserted into the USB port on your PC.**
     The USB 250U must be fully inserted into the USB port of your computer in order for the drivers to be installed and the Sprint SmartView software to recognize the USB 250U.
     - ➢ If necessary, remove and reinsert the USB 250U into the USB port on the computer.
     - ➢ If this does not resolve the problem, try using another USB port (if available).
     - ➢ If the USB 250U is still not recognized, remove the USB 250U and reboot the computer.  Once the computer is booted up, plug in the 250U USB again.
     - ➢ Ensure the USB 250U is plugged directly into a computer— not a USB hub.

   - **Another application is conflicting with the Sprint SmartView software.**
     Ensure that applications such as ActiveSync, HotSync, WinFax and/or other connection managers and other WiMAX software are not running in the System Tray (that is, the icons located by the clock on the Windows taskbar) while using the Sprint SmartView software.

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2. **I am having trouble activating my USB 250U.**
   - Please ensure your device has been set-up on your Sprint account.
   - Make sure you are within the Sprint coverage area.
   - Remove the device, close all applications, reboot your computer and try activating again.

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3. **I receive an error when I try to connect to the Internet.**
   Although there are a variety of error messages that you may encounter, most of them can be resolved by following the steps below.

   - **There is not sufficient signal strength to connect.**
     - ➢ If low signal strength is displayed in the Sprint SmartView window, move to a location with better coverage. For a map of coverage in your area, using an alternate Internet connection browse to the Sprint Coverage Tool at www.sprint.com/coverage, enter your zip code and click **Go**.
     - ➢ Try the external antenna (sold separately).

   - **You encounter a problem with your data services.**
     - o Go to Sprint SmartView.
     - o On the menu bar, select Tools, Settings, Hardware, Mobile devices/Modify.
     - o Select Update profile.

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4. **I am able to connect, but not able to browse any web pages.**
   Begin by clearing browser cookies, history, and cache typically found in your browser tools/Internet options. Below are some other potential resolutions:

   - **The internet browser is incorrectly configured.**
     Check the connection settings of your browser to ensure that no conflicting settings exist.
     - ➢ For Internet Explorer, click **Tools > Internet Options** and select the **Connections** tab. Ensure that either **Never dial a connection** is selected, or that the Sprint PCS connection is set as the default. Also ensure that no proxy information is specified by clicking the **Settings** button and ensuring that the **Use a proxy server for this connection** checkbox is not selected.
     - ➢ For Mozilla Firefox, click **Tools > Options** and select the **General** tab. Click the **Connection Settings** button and ensure that **Direct connection to the Internet** is selected.
     - ➢ For other browsers, consult the software manufacturer for assistance.

   - **Random loss of IP address in fringe 4G network coverage.**
     Sprint SmartView software may show the device is connected, but you are not able to browse, because there is no connection. This issue should only happen when you are located in fringe coverage of the Sprint 4G network. You will need to disconnect and reconnect to Sprint SmartView.

   - **Users on Mac OS do not receive an indication from the User Interface that their connection has been lost when returning from sleep mode in fringe 4G coverage.**
     You will need to disconnect and reconnect to Sprint SmartView.

   - **The firewall or Internet security application is interfering with the browsing.**
     Try to disable any applications that may be restricting your access to the Internet, such as Windows Firewall, Anti-Virus software. If the problem is resolved by this

action, contact the software manufacturer for assistance configuring the software to allow for the desired connection.

- **While plugged into a LAN.**
  Your LAN may be set to have a higher priority than your wireless connection.  Please click on this link to determine the appropriate priority - http://sierrawireless.custhelp.com/app/answers/detail/a_id/625

- **Disconnect all other Internet connections.**
  While using the Sprint SmartView software, disconnect all other Internet connections (such as Wi-Fi or LAN connections) before you access the Sprint Mobile Broadband Network.

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5. **With Windows 7 32-bit OS using a Dell Latitude e6400 and e6500, Sprint SmartView software may hang in "initializing" or "no device found" state when resuming from hibernation/sleep mode in fringe 4G coverage areas.**
   You will need to remove and re-insert the device. A reboot may also be required.

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6. **USB port freezes after a suspend/resume on Windows® XP.**
   Due to a known Windows XP issue with power management functionality, some users may experience USB ports that appear to freeze or stop working properly.  The problem can be corrected by a simple Windows Registry change.

   Please go to http://support.microsoft.com/kb/817900 for instructions.

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7. **User experiencing degraded performance when using an external antenna.**
   This could be caused when the user is not using the specific dual-connector antenna designed and certified for this device.

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