



Field Triage Guide for the 3G/4G USB 250U (AirCard[®] 250U) and Overdrive[™] 3G/4G Mobile Hotspot (AirCard W801)

Scope

This document provides instructions to agents in the field for diagnosing the status of Sierra Wireless data products brought into the store.

Note: Before you perform the instructions, inspect the product for physical damage.

3G/4G USB 250U (AirCard 250U)

1. Insert the installation CD into your computer's CD drive.
 - The CD will auto-run.
 - If it does not auto-run, click **Start > My Computer** and double-click **SmartView**.
2. Click **Setup** to begin, and then follow the onscreen instructions to install the Sprint SmartViewSM software. (You will be prompted to restart your computer once installation is complete.)
3. Insert the device into an available USB port on your computer.
4. Wait for Windows to detect the device and automatically install the drivers.

The Sprint SmartView software initially displays "Device Not Activated".

This is a self-activating device, therefore no activation steps are required by the tester.

If the device does not activate properly, any further issues would usually be on the network side and should be directed to Sprint Technical Support.

If the device activates properly, Sprint SmartView displays "The device is now programmed, would you like to connect to Sprint 3G now?"

5. Click the **OK** button (on the "The device is now programmed..." message). Sprint SmartView then displays "Ready: Sprint 3G", and the **Connect** button is available.
6. Click the **Connect** button; if you can connect to the network, the customer should be able to as well. If the customer still can't connect, check what other software is on their machine that may be causing problems (for example, anti-virus software, firewall, 3rd party applications).
7. If Sprint SmartView displays "No Devices Available", there may a more severe driver or other problem. Display the Device Manager, and check the following.

- a. Under **Universal Serial Bus Controllers**, are there entries for Sierra Wireless Device and Generic USB Hub?

Right-click **Generic USB Hub**, select **Properties**, then the **Power** tab. You should see a description of attached devices: **WiMAX Bus Driver** and **Sierra Wireless Device**.

- b. Under **Modems**, is there a Sierra Wireless Modem?
- c. Under **Network adapters**, are there entries for Sierra Wireless Network Adapter and WiMAX Network Adapter?
- d. Under **Ports (COM & LPT)**, are there entries for the following?
 - Sierra Wireless CnS Port
 - Sierra Wireless DM Port
 - Sierra Wireless NMEA Port
- e. If any of the items (listed in steps a through d, above) are missing, remove the device, disable any system protectors that block changes from being written to the system, and reinsert the device.
- f. If any of the above items are still not loading on your test system, then the device most likely has a problem. However, if the device is detected and works correctly on your test system, then the issue lies on the customer's computer.

Overdrive 3G/4G Mobile Hotspot (AirCard W801)

1. Once the device is turned on, it will automatically activate; no activation is required by the tester. When it's finished, its LCD will display "Connect your computer to WiFi network".

If the device does not activate properly, any further issues would usually be on the network side and should be directed to Sprint Technical Support.

2. Once the device is connected to the 3G/4G network, the device LCD will display the KB usage on the lower left side along with the connect time on the lower right side.

If you can connect to the network, the customer should be able to as well. If the customer still can't connect, check what other software is on their machine that may be causing problems (for example, anti-virus software, firewall, 3rd party applications).

3. Verify that your computer and the device's Wi-Fi are properly set up.
 - a. Using the device name (SSID) and Wi-Fi password that are displayed on the device LCD, connect your computer to Wi-Fi.
 - b. Ensure that you can access the home page of the device, by typing <http://Overdrive> or <http://192.168.0.1> into your web browser.
 - c. Ensure you can log in to the home page: enter "password" as the password and click **OK**. Once you've logged in, ensure you can access the following:
 - Advanced Settings
 - Admin setup
 - d. Ensure you can browse the web.


4. Verify that tethered mode is working properly. (In tethered mode, the device is connected to the computer through the USB cable).
 - a. If the battery charge is less than 100%, ensure the device is charging when in tethered mode.
If the battery is not charging, it may be defective; try another battery, if available, or try the battery in another device.
 - b. Ensure that you can access the home page of the device, by typing <http://Overdrive> or <http://192.168.0.1> into your web browser.
 - c. Ensure you can log in to the home page: enter "password" as the password and click **OK**. Once you've logged in, ensure you can access the following:
 - Advanced Settings
 - Admin setup
 - d. Ensure you can browse the web.
 - e. If tethered mode fails, try replacing the USB cable.

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For up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases, consult our website: www.sierrawireless.com

Revision history

Version	Summary of changes
1 (Sep 10)	Initial release