



**USB 598 Modem with
TRU-Install**

User Guide (Mac)



SIERRA
WIRELESS

2131175
Rev 2

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Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted (i.e., have errors) or be totally lost. Although significant delays or losses of data are rare when wireless devices such as the Sierra Wireless modem are used in a normal manner with a well-constructed network, the Sierra Wireless modem should not be used in situations where failure to transmit or receive data could result in damage of any kind to the user or any other party, including but not limited to personal injury, death, or loss of property. Sierra Wireless accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the Sierra Wireless modem, or for failure of the Sierra Wireless modem to transmit or receive such data.

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Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, troubleshooting tips, and press releases:

www.sierrawireless.com

Revision History

Revision number	Release date	Changes
1.0	May 2009	Initial release
1.1	June 2010	Added Information pertaining to OEM customers on page 43. Used the new layout/formatting.
2	February 2011	Changes to the Patents section.



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1: Introducing the USB 598 modem

- [Welcome](#)
- [Feature summary](#)
- [Package contents](#)
- [System components](#)
- [Care and maintenance of your modem](#)

Note: This document applies to you, only if your wireless device is the USB 598 modem from Sierra Wireless.

Welcome

The Sierra Wireless USB 598 modem is a wireless USB modem for cellular and [PCS](#) networks, and the [GPS](#) frequency band. The modem enhances the functionality of your mobile computing device by adding 2-way messaging and high-speed mobile data in extended areas, compared to wireless local area networks.

This modem allows you to do the following (subject to feature availability), without using a wireline phone or network:

- Connect to the Internet, [VPN](#) and corporate networks
- Send and receive [SMS](#) messages
- Use location-based services
- Conduct video-conferencing
- Access streaming, real-time media
- Play games online

Note: You can view this guide online or print it to keep on hand. If you're viewing it online, simply click a topic in the Table of Contents, or a page number in the Index, or any page reference or section reference. (Most text that is blue is a clickable link.) The PDF automatically displays the appropriate page.

Feature summary

The USB modem is designed to provide a wide range of capabilities using [CDMA](#) network technology. Implementation of these features depends on the particular service provider and account features you have chosen.

Some features described in this manual may not be supported by your service provider or may not be available with your network account. For details of the services and accounts available, contact your service provider.

Wireless modem

Once the modem is installed and configured, you can use it to connect to the [CDMA](#) network. You just insert the modem, start [Watcher®](#) and allow it to authenticate your account on the network, then launch your Internet browser — you're online!

TRU-Install

TRU-Install is a Sierra Wireless feature that installs the necessary software and drivers the first time you insert the modem into your computer. An installation CD is not required.

TRU-Locate

With TRU-Locate™, you can use location-based services (GPS) to query, for example, the network for information on points of interest (POI) that are near your current location, or display driving instructions.

Note: TRU-Locate is subject to feature availability.

Your modem requires an unobstructed view of GPS satellites (in the sky), and, like any other GPS device, might not perform well within forested areas or near tall buildings.

Depending on your account, you may be charged for each position fix or after you have performed a certain number of fixes. For details, contact your service provider.

Depending on the mechanism that the network and your modem use to obtain location information, GPS may not be supported:

- If you're roaming
- If you do not have network coverage
- Due to other reasons.

If you're having problems using GPS, contact your service provider.

CDMA 3G services

The modem operates over a type of wireless network called [CDMA](#) (Code Division Multiple Access).

CDMA 3G technology provides a variety of connectivity features, depending on your service provider and account:

- [1x-EVDO Rev. A](#) supports Internet connections with data rates up to 3.1 [Mbps](#) (downlink from the network) and 1.8 [Mbps](#) (uplink to the network). Average data rates are 450-800 [Kbps](#) (downlink from the network) and 300-400 [Kbps](#) (uplink to the network). Actual speed depends on the network conditions.

-
- **1x-EVDO** Rev. 0 supports Internet connections with data rates up to 2.4 **Mbps** (downlink from the network) and 153 **Kbps** (uplink to the network). Average data rates are 400-700 Kbps (downlink from the network) and 40-80 Kbps (uplink to the network). Actual speed depends on the network conditions.
 - **1X** supports Internet connections with data rates up to 153 **Kbps**. Actual speed depends on the network conditions.

Once the connection is established, you can open your browser and connect to any web site that is accessible through the Internet, or access other Internet services (such as e-mail).

The connection is “active” when data transmission is occurring. If data transmission stops for a period of time (determined by the network), the connection becomes dormant.

- Circuit switched (dial-up) data, using the earlier **CDMA IS-95** specification, supports data connections to any dial-in service at rates up to 14.4 **Kbps**.
- QNC (Quick Net Connect) provides a simplified way to dial into an Internet connection (using circuit switched data) where 3G (1xEV-DO or 1X) high-speed **packet** service is not available.
- **SMS** (Short Message Service) allows you to send and receive short text messages using the modem.

Watcher auto-update

The auto-update feature keeps your firmware, drivers and Watcher software up-to-date. You can set your own preferences for when updates are downloaded.

To configure the auto-update feature:

1. From the Watcher menu, choose **Preferences**.
2. In the Preferences window, click **Update**.
3. Select **Check for Updates**, and then select how often Watcher should check for updates.

Additional features of the modem

Beyond the features of the **CDMA** network, the modem provides additional software features:

- PIN security code to protect your modem and account from unauthorized use.
- A wizard to assist with activating your CDMA account.

The modem has a microSD™ slot that can be used, with a microSD card (sold separately), for file transfer or storage. For more information, see [Using a microSD card](#) on page 20.

Package contents

Your package contains the following items:

- USB 598 modem
- Quick Start Guide
- USB extension cable
- Laptop clip
- Carrying pouch
- Lanyard

Note: To meet FCC (regulatory) requirements, use only the supplied USB extension cable and laptop clip; other cables and laptop clips should not be used.

To install the modem drivers and software, you do not need an installation CD. Your modem uses the Sierra Wireless TRU-Install feature. The drivers and software are installed when you insert the modem into your computer and go through the software installation; an installation CD is not required.

System components

Your modem is just one part of a system designed to provide you with a wide range of communication features. Every component of the system is needed to enable these capabilities.

Your host computing device

Your notebook or desktop computer hosts the modem hardware and runs the communication software: your web browser or e-mail application, and Watcher—the enabling software for the modem.

You may also have other software on your computer that can be used wirelessly with the modem, such as: file transfer applications (FTP), chat or instant messaging, a [VPN](#) (Virtual Private Network) client, client software for a corporate server application.

The USB modem

The modem provides your computer with a connection to the CDMA wireless network.

The modem fits into a USB slot available on most notebook and desktop computers.

Every [CDMA](#) network operates on one of three radio frequency bands. As a dual-band product, the modem operates on two of these bands (see [page 38](#)), providing a wide coverage area.

The modem drivers and enabling software

The modem drivers and enabling software (Watcher) monitor and manage your wireless connections.

Your modem uses the Sierra Wireless TRU-Install feature—the drivers and software are installed when you insert the modem into your computer.

The device driver software enables the modem to work with your computer's operating system.

Using the Watcher software, you can manage the modem and monitor your connections.

CDMA service provider account

Companies that operate [CDMA](#) networks and provide access to these networks are called *service providers*. To use the modem, you must have an account with a CDMA service provider.

Note: You can use the Lock Modem feature to prevent others from using your account, should your modem be stolen.

Each service provider has its own pricing options. There may be flat rate accounts, which provide you a maximum number of minutes of network usage for a fixed monthly fee. There may be accounts for which you are charged for network usage by the minute or by the amount of data transmitted.

Your account may include a variety of other services such as SMS messaging or location-based services.

Each modem has been provisioned at the factory for use with a particular service provider. This sets the modem to use particular radio channels and enables services specific for that provider.

The process of setting up your account is called *activation*. Activation involves action by the service provider and configuration of the modem.

The procedure to configure (activate) your modem is covered in [Activation](#) on page 23.

The CDMA wireless network

Note: More information about [CDMA](#) networks is available on the CDMA Development Group web site, www.cdg.org.

This is the worldwide infrastructure providing the radio coverage that allows you to stay connected. Made up of radio towers and a variety of network switches, routers, and servers, the network is an interconnection of many service providers.

Note: Most service providers have coverage maps on their web sites.

There are [CDMA](#) networks that operate in the frequency bands supported by the modem throughout North America and parts of Latin America, Asia, and New Zealand. However, each service provider operates a network that covers a limited geographical area within the overall CDMA coverage area.

Note: The fee for service is usually higher when you are roaming (connecting to a network other than the one belonging to your service provider).

Most service providers have “**roaming**” agreements with other service providers, so that they can offer service outside of the coverage area of their own networks. For example, assuming you live in Vancouver (Canada), and travel frequently to Seattle (United States), you can obtain an account with a Vancouver service provider that has a roaming agreement with a service provider in Seattle. You would then have local service in Vancouver, and roaming service in Seattle.

Care and maintenance of your modem

As with any electronic device, the modem must be handled with care to ensure reliable operation. Follow these guidelines in using and storing the modem:

- The modem should fit easily into your USB slot. Forcing the modem into a slot may damage connector pins.
- When inserting or removing the modem, always grip it by the sides rather than the end.
- Protect the modem from liquids, dust, and excessive heat.
- When not installed in your computer, store the modem in a safe place.

2: Getting Started

- [The USB 598 software](#)
- [Account activation and configuration](#)

Before you can begin using the modem, you must:

1. Insert the modem, to install the enabling software and drivers.
2. Activate an account and configure the modem to use your account (unless the modem has been pre-activated).

This section provides an overview of this process.

The USB 598 software

The modem comes with the following software:

- Watcher application that you use to manage the modem and monitor your connections on your computer
- The driver software that provides the interface between the modem and your Mac operating system

Detailed instructions for installing the modem and its software are provided in [Installation](#) on page 17.

Account activation and configuration

To use the modem, you must have an account with a [CDMA](#) service provider. The process of setting up an account is called *activation*.

If you purchased the modem directly from a service provider, you may already have an account; your modem may be pre-activated.

Otherwise, run the Watcher software and the Activation Assistant, which guides you through the activation and configuration process. (Depending on your configuration, the software and the activation procedure may start automatically.)

Configuring the modem involves setting the phone number assigned by your service provider and may involve entering other network parameters and settings such as a user name and password to access services.

Your service provider may need to know:

- The billing information to use to collect payment for your network usage.
- The [ESN](#) (Electronic Serial Number) or [MEID](#) (Mobile Equipment Identifier) assigned to your modem during the manufacturing process. (The ESN or MEID is printed on a label on the modem)

and can be displayed in the software.) This number is used to help authenticate your account when you connect for service.

You require from your service provider:

- An activation code that gives you access to configure the account.
- A phone number for your modem.
- Additional information specific to your service provider such as:
 - A user ID (username) and password to authenticate your network connection.
 - A SID (System Identifier) that identifies your home network area and is used together with your phone number to determine if you are “home” or “[roaming](#)”.

3: Installation

- System requirements
- Installing the modem and software
- Removing the modem
- Using the USB extension cable and laptop clip
- Using a microSD card

This chapter guides you through the steps necessary to install the modem on a notebook or desktop computer.

The basic steps are:

1. Insert the modem into the USB slot to install the modem drivers and software.
2. If the modem has not been pre-activated, activate the modem (as described in [Activation](#) on page 23).

Before you begin the installation process, ensure your computer meets the requirements described below.

System requirements

The modem is supported on notebook and desktop computers running:

- Mac OS X version 10.4.11 or newer

To install the modem, you require one USB slot.

The modem is supported on these Mac computers running Mac OS X version 10.4.11 or newer:

- MacBook™
- MacBook Air™
- MacBook Pro
- PowerBook® G4
- Power Mac® G5
- desktop iMac

To check your version of Mac OS X, from the Apple menu (🍏) choose **About This Mac**. If your version is earlier than 10.4.11, then you must upgrade to version 10.4.11 or newer. Use the **Software Update** feature (in **System Preferences**), or contact an Apple reseller or an Apple retail store, or visit www.apple.com/store.

Installing the modem and software

To install Watcher and the modem drivers:

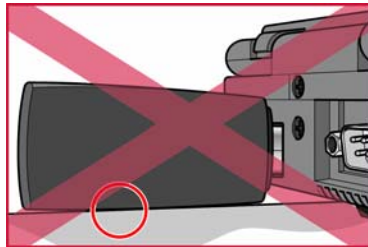
1. If your computer has an AirPort®, AirPort Extreme®, AirPort Express®, or Bluetooth adapter, turn it off. (For instructions, see the user guide of your computer).
2. Remove the protective cap from the USB connector of the modem.
3. Gently insert the modem into the USB slot. Alternatively:
 - You can attach the USB extension cable (included in your package) to your computer's USB slot, connect the modem and laptop clip to the USB extension cable, and then attach the laptop clip to the top of your laptop's screen (see page 19 through page 20).

Note: Do not forcefully insert the modem. This may damage the connector pins.

Note: If your computer's USB slot is vertical, use the supplied USB extension cable and laptop clip.

Do not insert the modem or the USB extension cable into a USB hub or, if your keyboard is separate from your laptop, a USB slot on your keyboard.

Warning: *If the orientation of your computer's USB slot or the thickness of your computer are such that pressure is applied to the modem's end or side (as shown by the red circle in the drawing below), you may damage the modem or your computer. In such cases, do not insert the modem directly into your computer's USB slot; use the supplied USB extension cable and the supplied laptop clip instead (see [page 19](#)).*



4. In the window that appears, double-click **Watcher Installer.mpkg**.
5. In the "Welcome to the Sierra Wireless Watcher Installer" window, click **Continue**.
6. Read the agreement displayed in the "Software License Agreement" window, and click **Continue**.
7. Click **Agree** to accept the agreement and to continue with the software installation.
8. If the "Select a Destination" window is displayed, select a destination volume to install the software, and click **Continue**.
9. In the "Standard Install on ..." window, click **Install**.
10. If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.
11. In the window with the message that you will have to restart your computer, click **Continue Installation**.

-
12. In the “Installation completed successfully” window, click **Restart**.
 13. After your computer restarts, configure the modem to use your account (if it was not pre-activated), as described in [Activation](#) on page 23.

Removing the modem

To remove the modem:

1. End your network connection (in Watcher, click **Disconnect**).
2. Close Watcher if it is open.
3. If a microSD card is inserted into the modem, ensure you've completed any file transfers, and then eject the drive.
4. Pull the modem out of the slot by gripping both sides of the modem and pulling the modem straight out.

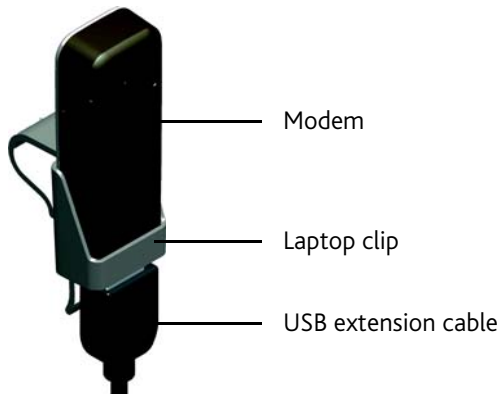
Using the USB extension cable and laptop clip

Optionally, you can use the provided USB extension cable and laptop clip. The laptop clip fits on top of your laptop screen and holds your modem. This allows you to use your modem in crowded spaces.


Note: To meet FCC (regulatory) requirements, use only the supplied USB extension cable and laptop clip; other cables and laptop clips should not be used.

To connect the USB extension cable and laptop clip:

1. Remove the protective cap from the USB connector of the modem.
2. Slide the modem into the laptop clip.
3. Connect the USB extension cable to the modem.



4. Insert the other end of the USB extension cable into the USB slot of your computer.

When the modem and the cable are properly connected, the  LED indicator is lit (blue, or blinking amber).

5. Place the laptop clip, with the modem in it, on top of your laptop screen, as shown in the photo below.



Using a microSD card

Your computer recognizes the microSD card as a removable storage device. The modem supports microSD cards up to 32 GB capacity.

Note: Using microSD cards larger than 32 GB can cause data loss and damage your modem.

Inserting the microSD card

To insert the microSD card:

1. Gently flip open the tab (labelled “microSD”) on the side of the modem (1), as shown in the photo below.



2. Hold the modem with the LEDs facing up.
3. Gently insert the microSD card (label facing up—see the above photo) into the slot on the side of the modem (2) until the microSD card clicks into place. If your microSD card has not been formatted, or is in a format that your computer does not recognize, you may be prompted to format the microSD card.

Note: The formatting procedure erases all the data on the microSD card, after which the files CANNOT be retrieved. To prevent the loss of important data, please check the contents before you format the microSD card.

Removing the microSD card

To remove the microSD card:

1. Ensure you've completed any file transfers.
2. Eject the drive.
3. Using your fingernail or a thin blunt object, gently press the microSD card in and then release; it should partially pop out of its slot, as shown in the photo.
4. Remove the microSD card and store it in a safe place.
5. Close the tab over the microSD slot of the modem.



»» 4: Activation

- [Account configuration procedures](#)

Account configuration procedures

The final step to making the modem operational is configuring it to use your [CDMA](#) service provider account. The process of activation configures your modem with the required account parameters (phone number, username, password, and so on).

If you purchased a pre-activated modem, this step is not necessary. Once the application software and drivers are installed, the modem is ready for use. Proceed to [Watcher Basics](#) on page 27.

Otherwise, you must either allow Watcher to complete the activation process or use the Activation Assistant to activate and configure your account.

Activating on a Mac computer

After your computer has restarted:

1. Run Watcher: in Finder™, choose **Go > Applications > Sierra Wireless Watcher**, and then double-click **Watcher**. Watcher should start.
2. If the New Port Detected window appears, click **Continue**.
3. If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.

Watcher displays a status message or an “Alert” window.

4. Use the following table to determine your next actions.

Table 4-1: Text/window displayed, and your next action

Text/window displayed	Description/next action
"Device is Locked"	<p>Your device is preactivated. Unlock the device:</p> <ol style="list-style-type: none"> <li data-bbox="727 436 1427 520">1. If the "Please enter the 4 digit PIN" field is not displayed: from the Extras item on the Watcher menu, choose Unlock ... Device. <li data-bbox="727 531 1427 594">2. In the "Please enter the 4 digit PIN" field, enter the lock code (PIN), and click OK. <p>If you can't recall your lock code, try using the last four digits of your device's phone number (you can view it by choosing About Watcher from the Watcher menu), or try 0000. If none of these work, contact your service provider.</p> <p>Once your device is unlocked, you are ready to connect to the network. Proceed to Watcher window on page 28.</p>
"Alert" window ("Watcher is attempting to activate the modem ...")	<p>Your device is not activated.</p> <ol style="list-style-type: none"> <li data-bbox="727 865 1427 991">1. Wait until the process is completed. If the activation is successful, Watcher displays the name of the carrier, after which you are ready to connect to the network. Proceed to Watcher window on page 28. <li data-bbox="727 1001 1427 1054">2. If Watcher displays "Not activated", use the Activation Assistant (see page 24).
"Alert" window ("This device is not activated ...")	<p>Your device is not activated.</p> <ol style="list-style-type: none"> <li data-bbox="727 1115 1427 1146">1. In the Alert window, click Yes. <li data-bbox="727 1157 1427 1272">2. If an Alert window ("Watcher is attempting to activate the modem ...") is displayed, see the above row. If the Activation Assistant window is displayed, continue from step 2 in the "Activation Assistant" section (see page 24).
"Not activated" / Name of your carrier	<p>Your device is not activated. Use the Activation Assistant (see page 24).</p>
Only the name of your carrier	<p>Your device is preactivated. You are ready to connect to the network. Proceed to Watcher window on page 28.</p>

Activation Assistant

If your device is not activated, use the Activation Assistant:

1. From the **Extras** item on the Watcher menu, choose **Activation**.
The Activation Assistant window is displayed.
2. Phone your service provider. Inform them that you are activating a Sierra Wireless wireless device.
3. Follow the instructions of your service provider to activate your device. Write down this information that your service provider gives you (depending on your service provider, some of the following items may not apply):

Activation code (MSL): _____

USB 598 phone number (MDN): _____

MIN / IMSI_S (if not the same value as your MDN [above]):

MSID: _____

4. To complete the activation process, enter the information (that you wrote down) into the fields on the screen, and click **Activate**.
5. Go through the rest of the Activation Assistant.
After your service provider sets up your account on the network, your device is activated.
6. If a window appears, prompting you to enter your password, enter your Mac password, then click **OK**.
7. If the New Port Configuration window appears, click **Continue** to automatically configure your computer to use your device.
8. Proceed to [Watcher window](#) on page 28.

5: Watcher Basics

- Starting and closing Watcher
- Watcher window
- Watcher menu options
- Connecting to the network
- Using SMS
- GPS
- Displaying your phone number and ESN
- Security
- Powering the modem off
- Warranty
- Troubleshooting
- Uninstalling the Watcher software

Watcher is the application that allows you to manage and monitor the connection between the modem and the [CDMA](#) network. You use Watcher to:

- Determine your signal strength, [roaming](#) status, 3G high-speed data availability, and other network connection parameters
- [Initiate](#) and end data calls
- Receive and send [SMS messages](#)
- Use [location-based services \(GPS\)](#) (subject to feature availability)
- View call statistics

Starting and closing Watcher

To start Watcher:

1. Ensure the modem is inserted into your computer.
2. In Finder, choose **Go > Applications > Sierra Wireless Watcher > Watcher**.

To close Watcher:

1. From the Watcher menu, choose **Quit Watcher**.

Watcher window

The window has three areas that display messages and icons: the connection status area, call status area, and indicator area. These areas are shown in [Figure 5-1](#) that follows.



Figure 5-1: Watcher window

The Watcher window may display, depending on the coverage and connection state, some of the following icons and text:

Table 5-1: Watcher icons and text

Icon/text	Meaning
	CDMA network signal strength, indicated by the number of bars.
	You are outside the CDMA network coverage area.
	You have 1X and 1xEV-DO Rev. 0 coverage.
	You have 1X and 1xEV-DO Rev. A coverage.
	You have 1X coverage.
	You have 1xEV-DO Rev. 0 coverage.
	You have 1xEV-DO Rev. A coverage.
	You are roaming. Your coverage area and account charges depend upon your service provider and the type of account you have. There may be surcharges for roaming service. If there is no roaming agreement between your service provider and the local carrier, you may be unable to establish data connections and use other features.
	You are within the local coverage area of your service provider (not roaming).
Rx	Amount of data received from the network.
Tx	Amount of data transmitted to the network.

Connection states

The Watcher window can display various connection and interaction states, including:

- [No device detected / Searching](#)
- [Not activated / <Carrier name>](#)
- [Activating](#)
- [Updating User Profile](#)
- [Carrier name only](#)
- [Connecting](#)
- [Connected](#)
- [Call Dormant](#)
- [Device is Locked](#)
- [Device is powered OFF](#)

No device detected / Searching

Watcher did not detect the modem. The **Connect** button is unavailable.

1. Insert the modem. If it is already inserted, remove and reinsert it; wait a few moments.
2. If this message is still displayed, uninstall ([page 36](#)) and reinstall Watcher.

Not activated / <Carrier name>

If Watcher intermittently displays “Not activated” and then the carrier name, you must activate your modem before you can use it. Use the Activation Assistant ([page 24](#)).

Activating




Your modem is being activated.

If this message is displayed for several minutes and no Watcher-related “Alert” windows are displayed, close and restart Watcher.

Updating User Profile

Watcher is performing account setup for you by making a connection to the CDMA network and using a secure Internet connection to download account parameters to your modem.

Carrier name only

When only the carrier name is displayed (Watcher doesn't display, for example, “[Connecting](#)” or “[Connected](#)”, or doesn't intermittently display “Not activated” and then the carrier name), Watcher is ready to make a connection to the network. The **Connect** button is available; the signal strength icon ()^{1xRTT}, coverage indicator ()^{EVDO:1A}, and the roaming icon () are visible.

To connect to the network, click the **Connect** button.

Connecting

Watcher is establishing a connection to the network.

Connected

The connection is established. In addition to the signal strength icon (📶), coverage indicator (1xRTT, EV-DO, or A), and roaming icon (🌐), the amount of time you've been connected and the amount of data received (Rx) and transmitted (Tx) are also displayed. (See the note on [page 31](#).)

To end the connection, click **Disconnect**.

Call Dormant

You are connected to the network, but there is currently no traffic.

Device is Locked

The modem is locked, so that others cannot use the modem and your account. To use most of the features, you must unlock the modem ([page 35](#)).

Device is powered OFF

The modem is powered off. For more information, see ["Powering the modem off"](#) on page 35.

Determining the type of coverage

An icon in Watcher (1xRTT, EV-DO, or A) indicates the type of coverage you have (for example, 1X [synonym of 1xRTT] or 1xEV-DO). See the table on [page 28](#).

Watcher menu options

The following table describes some of the menu options available from the Watcher menu (most of them are available under the **Extras** item).

Table 5-2: Watcher menu options

Menu item	Description
About Watcher	View information about the modem, including: <ul style="list-style-type: none"> • Phone number • ESN • Version of the Watcher software • Firmware version of the modem • Hardware version of the modem • PRL version

Table 5-2: Watcher menu options (continued)

Menu item	Description
Turn ... Device Off	Power off your modem. See “Powering the modem off” on page 35.
Turn LED On/Off	Enable or disable the modem’s LED lights (subject to feature availability). For a description of the LED operation, see Table 6-1 on page 37.
Lock ... Device / Unlock ... Device	Lock your modem so that others cannot use it to access your account; unlock your modem so that you can use it. See “Locking the modem” on page 35, or “Unlocking the modem” on page 35.
GPS	Use location-based services (GPS) (page 33).
SMS	Use Short Messaging Service (page 32).
Open Network Preferences	View, configure, and use the data and VPN connections available on your computer (for example, WWAN).
Activation	Activate your modem. See “Activation Assistant” on page 24.
Data Provisioning	Provision your modem (subject to feature availability).

Connecting to the network

To connect to the network:

1. In the Watcher window, click **Connect**.

Once you’re connected to the network, Watcher displays “Connected,” the amount of time you’ve been connected, and the amount of data received (Rx) and transmitted (Tx).

Viewing the amount of data transferred

Once you’re connected to the network, Watcher shows the amount of data received (Rx) and transmitted (Tx).

Note: The information is not intended for billing purposes.

Once you end the connection, all numbers reset to zero.

Ending a connection

To end your network connection:

1. In the Watcher window, click **Disconnect**.

Using SMS


SMS (Short Messaging Service) allows you to send and receive short messages (usually not more than 160 characters) through the network.

Note: Subject to feature availability; check with your service provider to determine if you have access to this service.

To send/receive SMS messages, you must have [1X service](#) (page 28). SMS is temporarily unavailable, if you have [powered off the modem](#) (page 35).

SMS messages sent to you are stored on the network when you are out of coverage. Once you have service, the messages are transferred to your computer.

Determining whether you have new SMS messages

When you have new SMS messages, a number is displayed next to the Watcher icon  in the Dock. The number indicates how many new (unread) SMS messages you have.

Displaying the SMS window

To display the SMS window:

1. From the Extras menu on the Watcher menu, choose **SMS**.

Creating and sending an SMS message

To create and send an SMS message:

1. Ensure you have 1X service.
2. Display the SMS window (see above).
3. Click **Send SMS**.
4. In the To: field, enter the recipient's phone number.
— or —
In the To: field, enter the first or last name of a person who is in Address Book.
— or —
Click the To: button, and then select a recipient from Address Book.
5. In the Message: field, type your message. The maximum length of an SMS message is usually about 160 characters.
6. Click **Send**.

Replying to or forwarding an SMS message

To reply to or forward an SMS message:

1. Ensure you have 1X service.
2. [Display the SMS window](#).
3. Select the message you want to reply to.
4. Click **Reply SMS**.
5. If you're forwarding this message:
 - a. In the To: field, enter the recipient's phone number.
— or—
In the To: field, enter the first or last name of a person who is in Address Book.
— or—
Click the To: button, and then select a recipient from Address Book.
6. In the Message: field, type your message.
7. Click **Send**.

Deleting SMS messages

1. Display the SMS window.
2. Select the message(s) you want to delete.
3. Click **Delete SMS**.

GPS (Location-based services)

For an overview of GPS (Location based services), see [“TRU-Locate”](#) on page 10.

If you're having problems using GPS, see [“Troubleshooting GPS”](#) on page 36. If you have questions about using GPS, contact your service provider.

Displaying GPS information

To display GPS information:

1. From the **Extras** item on the Watcher menu, choose **GPS**.

If the information is retrieved successfully, the Latitude, Longitude, and Altitude (relative to mean sea level) are displayed in the bottom of the Watcher window.

Viewing a map of your location

To view a map of your current location:

1. Ensure you have a data connection to the Internet (for example, via your modem, or an AirPort™ or network adapter).
2. Display GPS information (see above).
3. In Watcher, click **Map it**.

Watcher opens your computer's default Internet browser and uses it to display the results. In some mapping and search services, you can right-click your location to get additional information—for example, driving instructions.

Displaying your phone number and ESN

To view your phone number ("Directory Number") and ESN:

1. From the Watcher menu, select **About Watcher**.

Security

When it is disconnected, you can lock your modem so that others cannot use the modem and your account. A four-digit lock code is needed to unlock the modem.

Initial lock code

The initial lock code value is determined by your service provider.

For service provider configurations that do not require account activation, a default lock code is set at the factory to a value determined by the service provider. For assistance, contact your service provider.

Configurations that use the Activation Assistant or automated activation set the initial lock code to the last four digits of your account phone number whenever a new phone number is activated.

Note: The security lock code is reset to the last four digits of the phone number whenever an account is activated.

Warning regarding the lock code

If you lock the modem and forget the lock code, you will not be able to use the modem until you receive assistance from your service provider.

When the modem is locked

When the modem is locked, you can:

- Unlock the modem ([page 35](#)).

When the modem is locked, you cannot:

- Make data connections (the **Connect** button is unavailable).
- Power off the modem.
- Use GPS or SMS.
- Run the Activation Assistant.

Locking the modem

Note: If you forget the lock code, you will not be able to use the modem until you receive assistance from your service provider.

To lock the modem:

1. End any active connection. (You can lock the modem only when it is disconnected; [page 29](#).)
2. From the **Extras** item on the Watcher menu, choose **Lock ... Device**.
3. In the Watcher window, enter the lock code (PIN), and click **Ok**.

When the modem is locked, Watcher displays “Device is Locked.” The **Connect** button is unavailable.

Unlocking the modem

When the modem is locked, Watcher displays “Device is Locked.”

To unlock the modem:

1. From the **Extras** item on the Watcher menu, choose **Unlock ... Device**.
2. In the Watcher window, enter the lock code (PIN), and click **Ok**.

If you can't recall your lock code, try using the last four digits of your modem's phone number. If this doesn't work, call your service provider.

When the modem is unlocked, Watcher no longer displays “Device is Locked.”

Powering the modem off

If you are using your modem in an aircraft, hospital, or other environment where the modem may cause interference, you can power the modem off (without removing it from your USB slot), and still use other functions of your computer.

This also allows you to conserve your notebook computer's battery.

To power the modem off:

1. If the modem is locked, [unlock it](#).
2. Close any active data connection (in Watcher, click **Disconnect**).
3. From the **Extras** item on the Watcher menu, select **Turn ... Device Off**.

When the modem is powered off, Watcher displays “Device is powered OFF;” most of the Watcher and modem features are not available.

To power the modem on:

1. From the **Extras** item on the Watcher menu, select **Turn ... Device On**.

Warranty

To view the Sierra Wireless warranty (PDF), in Finder navigate to **Applications > Sierra Wireless Watcher > Docs**.

Troubleshooting

- Consult the Sierra Wireless web site at www.sierrawireless.com, where you will find an extensive knowledge base that can be searched to address most problems.
- Contact your service provider.

Troubleshooting GPS

If GPS doesn't seem to be working:

- Try GPS when you're not roaming.
- Ensure you have a clear view of the sky; if you're in a forested area, or near tall buildings, move to another location.
- Confirm with your service provider that your account includes GPS support.
- Contact your service provider.

Uninstalling the Watcher software

Note: As part of the software removal process you will be prompted to restart your computer; save any open documents.

To remove the Watcher software from your computer:

1. Exit Watcher ([page 27](#)).
2. Remove the modem ([page 19](#)).
3. In Finder, choose **Go > Applications > Sierra Wireless Watcher**, and then double-click **SierraUninstaller**.
4. Click **Proceed**.
5. If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.
6. Click **Restart Now**.

6: Technical Specifications

- [LED operation](#)
- [Radio frequency and electrical specifications](#)
- [Environmental specifications](#)

This chapter describes the function of the [LEDs](#), and provides technical product data for the modem.

LED operation

The modem has two [LED](#) lights. The LEDs operate as follows:

Table 6-1: LED operation



LED	State	Indicates
	Off	The modem has no power, or the LED has been turned off through the software. Check whether any of the following apply: <ul style="list-style-type: none"> • You have powered off the modem. • You have selected Turn LED Off. • The modem is not completely inserted into the USB slot. • The computer is in sleep mode, which powers down the modem.
	Blue, not blinking	The modem has power and is working properly.
	Blue, blinking	The modem's firmware is being updated. Do not remove the modem.
	Amber, blinking	The modem is searching for service. If this LED state persists: <ul style="list-style-type: none"> • Ensure the modem is properly connected to your computer. • If you are inside a building or near a structure that may be blocking the signal, change the position or location of your computer. • Ensure you are within the CDMA network coverage area. For coverage information, contact your service provider. • Check with your service provider—a network or account problem may be preventing the wireless device from obtaining service.
	Amber, not blinking	An error has occurred. Remove the modem (page 19) and reinsert it.
	Off	No service is available. See the suggestions for Amber, blinking on page 37.
	Amber, blinking	1X coverage is detected. Ready to connect to the network (click Connect).
	Amber, not blinking	The modem is connected to the 1X network, and can send or receive data.

Table 6-1: LED operation (continued)

LED	State	Indicates
	Blue, blinking	1x-EVDO coverage (Rev. 0 or Rev. A) is detected. Ready to connect to the network (click Connect).
	Blue, not blinking	The modem is connected to the 1x-EVDO network, and can send or receive data.

Radio frequency and electrical specifications

Table 6-2: Radio frequency and electrical specifications

Approvals	Compliant with: IS-2000 Release 1.0 (CDMA 1X) IS-707-A Data, IS-856 (CDMA 1x-EVDO), IS-866, IS-878, IS-890, CDMA Development Group FCC Industry Canada
Voltage	+5.0 Vdc from USB slot
Current	Maximum: 650 mA (from USB port) Typical data call current (talk mode): 300 mA (1X) 390 mA (1xEV-DO) Standby: 55 mA (1xEV-DO/IS2000 hybrid mode)
Transmitter power	250 mW (+24 dBm) average
Transmit	PCS: 1850 to 1909.95 MHz Cellular: 824.04 to 848.97 MHz
Receive	PCS: 1930 to 1989.95 MHz Cellular: 869.04 to 893.97 MHz GPS: 1575.42 MHz
Channel spacing	1.25 MHz
Frequency stability	±150 Hz

Environmental specifications

Table 6-3: Environmental specifications

Operating temperature	-20 to +55°C
Storage temperature	-40 to +85°C
Humidity	95%, non-condensing
Vibration	Random vibration, 10 to 1000 Hz, nominal 6G RMS in each of 3 mutually perpendicular axes. Test duration of 60 minutes for each axis, for a total test time of 3 hours (non-operating).
Drop	1 m on concrete on each of 6 faces, 2 times

7: Regulatory Information

- Important safety/compliance information

Important safety/compliance information

Note: This USB modem is approved for use in normal-size laptop computers only (typically with 12" or larger display screens). To comply with FCC RF exposure requirements, this modem should not be used in configurations that cannot maintain at least 12 mm (~0.5") from users and bystanders. For example, this modem should not be used in certain laptop and tablet computers and configurations where the USB connectors are unable to provide or ensure the necessary separation is available between the modem and its users to satisfy compliance.

The design of the USB 598 modem complies with U.S. Federal Communications Commission (FCC) and Industry Canada (IC) guidelines respecting safety levels of radio frequency (RF) exposure for portable devices, which in turn are consistent with the following safety standards previously set by Canadian, U.S. and international standards bodies:

- ANSI / IEEE C95.1-1999, *IEEE Standard for Safety Levels with Respect to Human Exposure to Radio Frequency Electromagnetic Fields, 3kHz to 300 GHz*
- National Council on Radiation Protection and Measurements (NCRP) Report 86, -1986, *Biological Effects and Exposure Criteria for Radio Frequency Electromagnetic Fields*
- Health Canada, Safety Code 6, 1999, *Limits of Human Exposure to Radio frequency Electromagnetic Fields in the Frequency Range from 3 kHz to 300 GHz*
- International Commission on Non-Ionising Radiation Protection (ICNIRP) 1998, *Guidelines for limiting exposure to time-varying electric, magnetic, and electromagnetic fields (up to 300 GHz)*

FCC ID: N7NU598.

CAUTION: The USB 598 modem must be 1.2 cm or more from users during operation, to satisfy FCC RF exposure requirements. The USB 598 modem has been tested for compliance with FCC / IC RF exposure limits in the laptop computer(s) configurations with horizontal and vertical USB slots (see the drawings on the next page) and can be used in laptop computers with substantially similar physical dimensions, construction, and electrical and RF characteristics. This USB modem must not be used with any other antenna or transmitter that has not been approved to operate in conjunction with this modem. **Note:** This USB modem must not be used in any unapproved configurations. For details, contact Sierra Wireless.

WARNING: If the orientation of your computer's USB slot or the thickness of your computer are such that pressure is applied to the modem's end or side, you may damage the modem or your computer. In such cases, do not insert the modem directly into your computer's USB slot; use the supplied laptop clip and USB extension cable instead.

WARNING (EMI) - United States FCC Information - This device complies with Part 15.19(a) (3) of the [FCC](#) Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15.105(b) of [FCC](#) rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy. If not installed and used in accordance with the instructions, it may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING (EMI) - Canada - This digital apparatus does not exceed the Class B limits for radio noise emissions from digital apparatus as set out in the interference causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications.

Cet appareil numérique respecte les limites de bruits radioélectriques applicables aux appareils numériques de Classe B prescrites dans la norme sur le matériel brouilleur: "Appareils Numériques", NMB-003 édictée par le ministre des Communications.

If you have purchased this product under a United States Government contract, it shall be subject to restrictions as set forth in subparagraph (c)(1)(ii) of Defense Federal Acquisitions Regulations (DFARs) Section 252.227-7013 for Department of Defense contracts, and as set forth in Federal Acquisitions Regulations (FARs) Section 52.227-19 for civilian agency contracts or any successor regulations. If further government regulations apply, it is your responsibility to ensure compliance with such regulations.

Information pertaining to OEM customers

The USB 598 modem has been granted modular approval for mobile applications. Integrators may use the USB 598 modem in their final products without additional FCC / IC certification if they meet the following conditions. Otherwise, additional FCC / IC approvals must be obtained.

1. At least 20 cm separation distance between the antenna and the user's body must be maintained at all times.
2. To comply with FCC / IC regulations limiting both maximum RF output power and human exposure to RF radiation, the maximum antenna gain including cable loss in a mobile-only exposure condition must not exceed 2.4 dBi in the cellular band and 2.0 dBi in the PCS band.
3. The USB 598 modem and its antenna must not be co-located or operating in conjunction with any other transmitter or antenna within a host device.
4. A label must be affixed to the outside of the end product into which the USB 598 modem is incorporated, with a statement similar to the following:
This device contains FCC ID: N7NU598.
This equipment contains equipment certified under IC: 2417C-U598.
5. A user manual with the end product must clearly indicate the operating requirements and conditions that must be observed to ensure compliance with current FCC / IC RF exposure guidelines.

The end product with an embedded USB 598 modem may also need to pass the FCC Part 15 unintentional emission testing requirements and be properly authorized per FCC Part 15.

Note: If this modem is intended for use in a portable device, you are responsible for separate approval to satisfy the SAR requirements of FCC Part 2.1093.

1X

One Times Radio Transmission Technology (the "one times" refers to the frequency spectrum). Supports Internet connections with data rates up to 153 **Kbps**. Actual speed depends on the network conditions. Compare to **1x-EVDO**.

1x-EVDO

A high-speed standard for cellular **packet** data communications.

Rev. A supports Internet connections with data rates up to 3.1 **Mbps** (downlink from the network) and 1.8 Mbps (uplink to the network).

Rev. 0 supports Internet connections with data rates up to 2.4 **Mbps** (downlink from the network) and 153 **Kbps** (uplink to the network).

Average data rates are: for Rev. A: 450–800 Kbps (downlink from the network) and 300–400 Kbps (uplink to the network); for Rev. 0: 400-700 Kbps (downlink from the network) and 40-80 Kbps (uplink to the network).

Actual speed depends on the network conditions. Compare to **1X**.

bps

bits per second—The actual data speed over the transmission medium.

CDMA

Code Division Multiple Access—A wideband spread spectrum technique used in digital cellular, personal communications services, and other wireless networks. Wide channels (1.25 **MHz**) are obtained through spread spectrum transmissions, thus allowing many active users to share the same channel. Each user is assigned a unique digital code, which differentiates the individual conversations on the same channel.

CDMA 1X

Also known as **1X**, this is a high-speed standard for **CDMA** cellular communications.

dormant

The [packet](#) data connection has the logical PPP session left open while the underlying physical link (the radio channel) is released. When traffic is to resume, a radio channel is re-acquired and the original PPP session resumes.

ESN

Electronic Serial Number—The unique first-generation serial number assigned to the modem for cellular network use. Compare to [MEID](#).

FCC

Federal Communications Commission—The U.S. federal agency that is responsible for interstate and foreign communications. The FCC regulates commercial and private radio spectrum management, sets rates for communications services, determines standards for equipment, and controls broadcast licensing. Consult www.fcc.gov.

firmware

Software stored in ROM or EEPROM; essential programs that remain even when the system is turned off. Firmware is easier to change than hardware but more permanent than software stored on disk.

GPS

Global Positioning System—A system that uses a series of 24 geosynchronous satellites to provide navigational data.

host

- A computer that uses a modem or a similar device to answer a calling computer.
 - A source or destination in the communication network.
 - A computer that contains data or files to be accessed by client computers. Also known as a server.
-
-

IS

Interim Standard—After receiving industry consensus, the [TIA](#) forwards the standard to ANSI for approval.

IS-95

The standard for [CDMA](#).

Kbps

Kilobits per second—Actually 1000, not 1024, as used in computer memory size measurements of kilobytes.

LAN

Local Area Network

LED

Light Emitting Diode—A semiconductor diode that emits visible or infrared light.

MEID

Mobile Equipment Identifier—The unique second-generation serial number assigned to the modem for cellular network use. Compare to [ESN](#).

Mbps

Megabits per second

MHz

Mega-Hertz—One million cycles per second.

packet

A short fixed-length block of data, including a header, that is transmitted as a unit in a communications network.

PCS

Personal Communications Services—A cellular communication infrastructure that uses a different frequency range than AMPS.

roaming

A cellular subscriber is in an area where service is obtained from a cellular service provider that is not the subscriber's provider.

SMS

Short message services—A feature that allows users of a wireless device on a wireless network to receive or transmit short electronic alphanumeric messages (up to 160 characters, depending on the service provider).

TIA

Telecommunications Industry Association—A standards-setting trade organization, whose members provide communications and information technology products, systems, distribution services and professional services in the United States and around the world. Consult www.tiaonline.org.

VPN

Virtual Private Network

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