SIERRA WIRELESS

HEART OF THE WIRELESS MACHINE®

USB 598

USB Modem With

TRUInstall™

Quick Start Guide

This guide provides installation instructions for users of:

- Windows® Vista
- Windows XP (Home and Professional versions) with Service Pack 2 or later
- Windows 2000 with Service Pack 4 and Update Rollup 1
- Mac OS® X version 10.4.11 or newer

Your package contains the following:

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

Note: To install the 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.

As part of the activation process you may need your billing information and a telephone to contact your service provider.

Write down the ESN or MEID (shown on the back label of the modem; you may need to provide this value to your service provider, during the activation process):

ESN/MEID: _____

Instructions for Windows users

1   If your computer has WiFi or a Bluetooth adapter, turn it off. (For instructions, see the user guide or online Help of your computer).

2   Insert the modem into your computer's USB slot.

   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.

3   If you're running Windows Vista and the AutoPlay window is displayed, click **Run setup.exe**.

   The Software Installation Wizard should start automatically.

4   In the TRU–Install window, click **OK**.

5   Read the license agreement and select **I accept the terms in the license agreement** to indicate your acceptance of the terms. Click **Next**. (A series of dialog boxes guides you through the installation.)

   When the InstallShield Wizard has finished installing the software, click **Finish**.

6   If Watcher® has not started automatically, start it by double–clicking the Watcher icon 📲 on your desktop.

7   If your modem is not activated, the Activation Wizard may start automatically. If it doesn't, in Watcher select **TOOLS > Activation Wizard**.

8   If the Automated Activation option is available, select it and follow the instructions on the screen.

   If the activation is successful, go to step 10 (on the next page).

9 If you're using Manual Activation, phone your service provider, and inform them that you are activating a Sierra Wireless wireless device. Write down the information that your service provider gives you (depending on your service provider, some of the following items may not apply):

Activation code (MSL): _____

Phone number (MDN): _____

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

MSID: _____

After your service provider sets up your account on the network, your modem should be configured and ready for use.

10 To connect to the network, in Watcher click **Connect**. (If the Connect button is not available, ensure that the modem is properly inserted, not locked, and not powered off.)

Need more information?

For more information, see the:

- User Guide (available in **Start > All Programs > Sierra Wireless > Watcher**)
- Online Help (in Watcher, select **Help > Help Topics**)

Instructions for Mac users

Your computer must be running Mac OS X version 10.4.11 or newer. (To check your version of Mac OS X, from the Apple menu ( ) choose **About This Mac**.)

If your Mac OS X 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.

If you'll be using GPS, your computer must be running the Safari web browser version 3.1.1 or newer (available at www.apple.com/safari/download).

Installing the software and 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 Insert the modem into your computer's USB slot.

   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.

3 In the window that appears, double−click **Watcher Installer.mpkg**.

4 In the "Welcome to the Watcher Installer" window, click **Continue**.

5 If the "Select a Destination" window is displayed, select a destination volume to install the software, and click **Continue**.

6 In the "Standard Install on ..." window, click **Install**.

7 If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.

8 In the window with the message that you will have to restart your computer, click **Continue Installation**.

9 In the "Installation completed successfully" window, click **Restart**.

10 After your computer restarts, run Watcher: in Finder™, choose **Go > Applications**, and then double−click **Watcher**. Watcher should start.

11 If the New Port Detected window appears, click **Continue**.

12 If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.

13 Watcher displays a status message or an "Alert" window. Use the following table to determine your next actions.

Text/window displayed	Description/next action
Name of your carrier	Your device is preactivated. You are ready to connect to the network; see "Connecting to the network" on page 9.
"Device is Locked"	Your device is preactivated. Unlock the device: 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**. *(Continued on the next page)*

Text/window displayed	Description/next action
	If you can't recall your lock code, try using the last four digits of your device's phone number ("**About Watcher**") or try 0000. If none of these work, contact your service provider.
	Once your device is unlocked, you are ready to connect to the network; see "Connecting to the network" on page 9.
"Alert" window ("This device is not activated...")	Your device is not activated.
	1. In the Alert window, click **Yes**.
	If an Alert window ("Watcher is attempting to activate the modem...") is displayed, see the row below.
	2. If the Activation Assistant is displayed, continue from step 2 in the Activation Assistant section (see the next page).
"Alert" window ("Watcher is attempting to activate the modem...")	Your device is not activated.
	1. Wait until the process is completed.
	If activation is successful, Watcher displays "Disconnected" or the name of the carrier, after which you are ready to connect to the network; see "Connecting to the network" on page 9.
	2. If Watcher displays "Not activated", use the Activation Assistant (see the next page).
"Not activated"	Your device is not activated. Use the Activation Assistant (see the next page).

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 Ensure you have the items listed in the Activation Assistant window, and phone your service provider. Inform them that you are activating a Sierra Wireless wireless device. Click **Next**.

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): _____

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

4 To complete the activation process, enter the information (that you wrote down) into the fields on the screen, and go through the rest of the Activation Assistant.

After your service provider sets up your account on the network, your device is activated.

5 If a window appears, prompting you to enter your password, enter your Mac password, and then click **OK**.

6 If the "New Port Configuration window" appears, click **Continue** to automatically configure your computer to use your device.

You can now connect to your service provider's network.

Connecting to the network

To connect to the network:

▶ In Watcher, click **Connect**.

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

To end your network connection:

▶ In Watcher, click **Disconnect**.

Need more information?

For more information, see the User Guide (installed as a PDF on your Mac desktop).

Notes

Notes