

Sierra Wireless
AirCard® 326U

QUICK START GUIDE

www.sierrawireless.com



Welcome to the AirCard 326U USB Modem

This Quick Start Guide provides instructions for installing and using your AirCard USB modem.

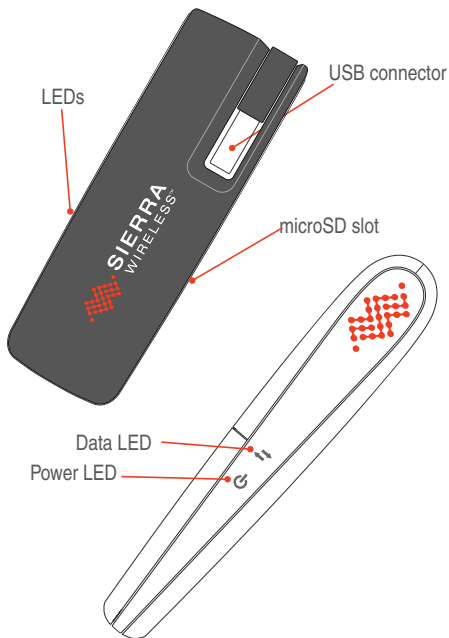
Your package contains:

- AirCard 326U USB modem with TRU-Install
- This Quick Start Guide

You can use the AirCard 326U with these operating systems:

- Windows® 7
- Windows Vista®
- Windows XP (Service pack 3 or later)
- Mac OS® X 10.5 or later

Windows and Mac 64-bit editions are also supported

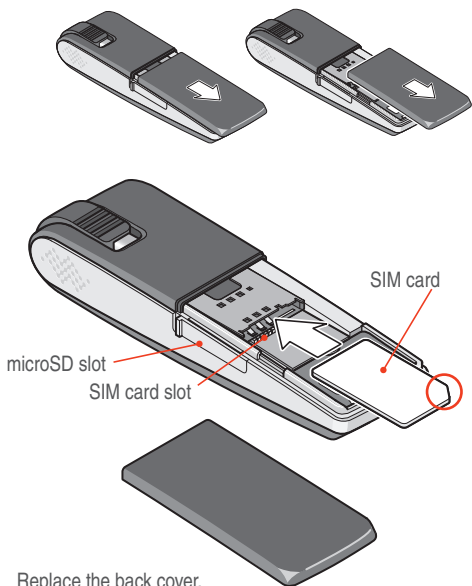


SIM card slot is under the back cover. See page 3 for details.

Installation

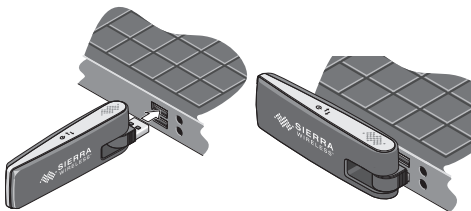
This TRU-Install enabled and does not require a CD for installation.

- 1 Remove the back cover and insert the SIM card as shown in the illustrations.



Replace the back cover.

- 2** Insert the modem into the USB slot.



Windows

The software installation process starts automatically. Follow the on-screen prompts to install Sierra Wireless AirCard Watcher® software. If the installation does not start automatically, see page 8.

Mac OS X

Double-click the installer package when it appears. If the installer package does not appear, see page 9.

After the installation is complete, the message “A new network interface has been detected” appears.

1. Click the Network Preferences... button.
2. In the Network window, click **Apply**.
Your modem is ready to connect.

- 3** Once the software is installed, the modem searches for a network. When the modem finds a network, the Connect button in Watcher becomes available. Click **Connect** to connect to the Internet.

Windows 7 Mobile Broadband*



To connect to the network using Windows 7 Mobile Broadband:

1. Click the signal strength icon in the system tray.
The Mobile Broadband connection window opens.
2. Select your network and click **Connect**.

Note: Features such as SMS are only available by using Watcher.

*This product has passed Microsoft-designed tests for a high standard of performance, reliability, and compatibility with Windows 7.

Using Watcher

Start Watcher (Windows)

To launch Watcher:

- Double-click the Watcher icon on your desktop.
- In Windows Vista or Windows 7, select **Start > All Programs > Sierra Wireless > AirCard Watcher**.
- In Windows XP, select **Start > Programs > Sierra Wireless > AirCard Watcher**.







Start Watcher (Mac)

To launch Watcher:

- Click the Watcher icon in the dock.
- In Finder, select **Applications > Sierra Wireless > AirCard Watcher**.

LED Operation

The two LEDs show the current status of the modem.

Color / State		Power LED 	Data LED 
	Off	Not powered	Unable to detect service
	Blinking	Firmware is updating. Do not remove your AirCard 326U.	3G+ network detected
	Blinking	Initializing	2G network detected
	Solid	Powered on	Connected to a 3G+ network
	Solid	AirCard 326U error	Connected to a 2G network

For troubleshooting information related to the LEDs, see page 10.

Removing the modem

Windows

1. Exit Watcher.
2. Remove the modem by pulling it straight out from the USB port.

Mac OS X

1. Exit Watcher.
2. If a microSD card is inserted in the modem, locate the microSD card drive in Finder and click the **Eject** icon.
3. Remove the modem by pulling it straight out from the USB port.

View the User Guide

The User Guide provides additional operating information, troubleshooting suggestions, and specifications for the modem.

- In Windows Vista or Windows 7, select **Start > All Programs > Sierra Wireless** and then double-click the PDF file.
- In Windows XP, select **Start > Programs > Sierra Wireless** and then double-click the PDF file.
- In Mac OS X, in Finder, select **Applications > Sierra Wireless** and then double-click the PDF file.

Frequently Asked Questions

Does the latest version of Watcher work with my other Sierra Wireless modems?

Yes, Watcher is backwards compatible with all Sierra Wireless USB and ExpressCard modems. It is not compatible with non-Sierra Wireless products.

You can set Watcher to automatically check for updates. For more information see the Watcher Help (select **Help > Help** topics.)

Where can I find get more information and updates for the 326U modem?

For additional information, refer to the User Guide (see page 7) or the Watcher Online Help. For firmware and software updates, visit www.sierrawireless.com/support.

Troubleshooting

What do I do if the software installation does not start [Windows] or I don't see the Installer package [Mac]?

Windows

1. Double-click **Computer** (Windows Vista, Windows 7) or **My Computer** (Windows XP) on your desktop.
2. Click the **TRU-Install** drive.
3. Under the TRU-Install drive, open the **Win** folder and double-click **Setup.exe**. Follow the on-screen prompts to install the software.

For additional information, refer to the User Guide. If the software failed to install, you'll find the User Guide in **Computer > TRU-Install > Win** (Windows Vista, Windows 7) or **My Computer > TRU-Install > Win** (Windows XP) .

Mac OS X

If you do not see the installer package:

1. Open **Finder**.
2. Under Devices, click **AirCard 326U**.
3. Double-click the installer package.

For additional information about your modem, refer to the User Guide. In Finder, select **Applications > Sierra Wireless > AirCard Watcher**.

Unable to connect?



1. Check the physical connection of the modem. (Remove and reinsert it.)
2. Try another USB port. Do not use a hub or any external equipment.

Once connected, what do I do if I have trouble with my email account or Internet browser?

1. Check the browser settings:
 - a. Select **File**. Ensure there is no check mark next to "Work Offline".
 - b. Select **Tools > Internet Options**.
 - **General** tab. Delete Cookies and Temp files, and clear History.
 - **Privacy** tab. Disable the Pop-up Blocker.
 - **Connections tab > LAN** settings. Ensure that all check boxes are clear (no check marks).
 - **Advanced** tab. Restore Default settings.

2. Consult the help systems on your email or Internet browser to find troubleshooting help specific to what you are doing.

Problems indicated by the LEDs:

Problem/Error	Solution
The device has no power—the  LED indicator is off.	Ensure the following: <ul style="list-style-type: none">• The device is properly inserted.• The computer is turned on and not in standby mode (Windows) or Sleep mode (Mac).
No service is available—the  LED indicator is off).	Try the following: <ul style="list-style-type: none">• Reorient your computer.• If you are inside a building or near a structure that may be blocking the signal, change the location of your computer.• Connect an external antenna.• Contact your service provider regarding the status of the network or your account.



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