


## >> Quick Start Guide for the AirCard® 580 Wireless WAN Modem



This document describes how to use the Mac OS® X built-in support of the AirCard 580 wireless WAN modem by a PowerBook® G4 computer. **For all technical support issues, please contact Apple.**

To use your AirCard 580 wireless WAN modem on the CDMA 1X/1xEV-DO wireless network, you'll need:

- A PowerBook G4 computer with a PC Card (PCMCIA card) slot, running Mac OS X version 10.4.7 or higher. To check your version, from the Apple menu (  ) choose **About This Mac**. If your version is earlier, then either visit [www.apple.com/downloads/macosx/apple](http://www.apple.com/downloads/macosx/apple) for upgrading instructions, or:
  - a) In Finder™, choose **Go > Applications > System Preferences**.
  - b) Double-click the System Preferences icon, then double-click **Software Update**.
  - c) Click **Check Now**.

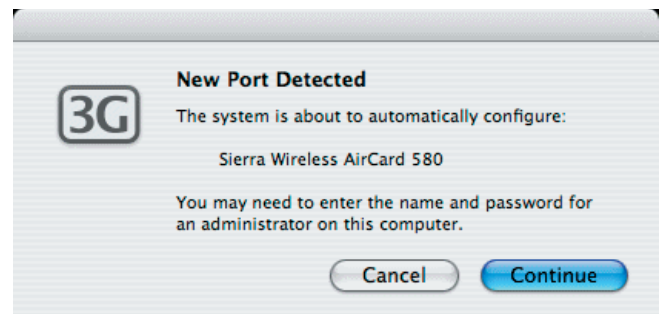
## Installing your AirCard 580 wireless WAN modem

1. Write down your card's ESN (the 11-digit number on the back of your card).

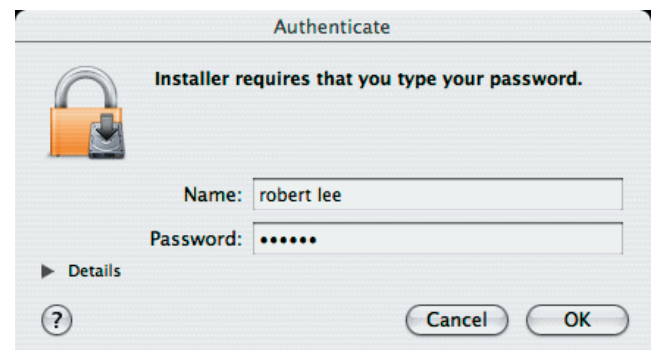
2. Holding the card by its sides, insert the card into your computer.

**Warning!** When inserting or removing your card, always grip it by its sides. Gripping the card by its antenna may damage the card.

3. If this is the first time the AirCard 580 wireless WAN modem is inserted into your computer, the New Port Detected window is displayed. Click **Continue**.



4. If the Authenticate window appears, enter the user name and password of an account that has administrative privileges on your PowerBook computer, and click **OK**.

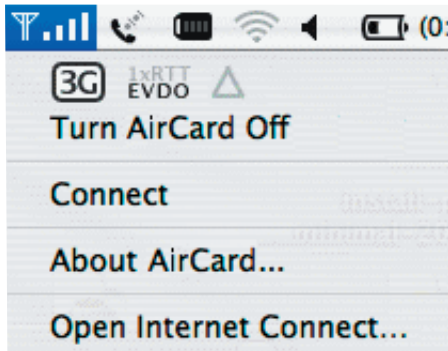


Your card should now be ready for use.

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## Using the AirCard 580 wireless WAN modem

When you click the 3G icon  in the menu bar, a menu appears:



If the menu has an item "Configure Now...", select it, and go to step 3 on the previous page.

From the menu, you can:

- Determine the network coverage (1X and/or 1xEV-DO) and roaming status (  indicates roaming)
- Turn the card off (for example, when you're in an aircraft)
- Connect to the wireless network
- View information about your AirCard 580 wireless WAN modem
- Display a window from which you can view, configure and use the data and VPN connections available on your computer (for example, WWAN, WiFi, Bluetooth, VPN).

### To connect to the wireless network:

1. From the menu, choose **Connect**.

Once you're connected to the network, the menu bar shows additional icons, and the amount of time you've been connected. The up/down arrows indicate data being transferred to/from the network.



### To end your network connection:

1. From the menu, choose **Disconnect**.

### To remove the card from your Mac:

1. End your network connection, as described above.
2. Using your computer's PC Card (PCMCIA card) ejector, eject the AirCard 580 wireless WAN modem from the PC Card slot.

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**Warning!** When inserting or removing your card, always grip it by its sides. Gripping the card by its antenna may damage the card.

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## Care and maintenance

As with any electronic device, the AirCard 580 wireless WAN modem must be handled with care to ensure reliable operation.

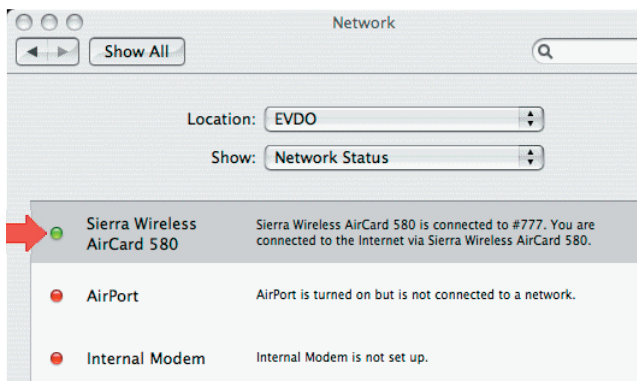
Follow these guidelines in using and storing the card:

- Do not apply adhesive labels to the card.
- Optimal signal strength is usually obtained when the antenna is perpendicular to the card. The antenna should turn easily at the hinge. Do not forcefully turn the antenna.
- The card should fit easily into the PC Card slot. Forcing the card into the slot may damage connector pins.
- Protect the card from liquids, dust, and excessive heat.
- When the card is not connected to your computer, store the card in a safe place (for example, in the plastic case provided with your card).

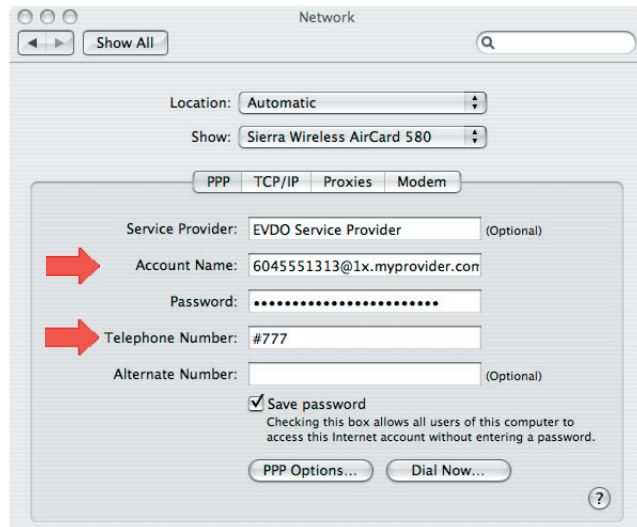
## Debugging connection problems

If you're having connection problems, the menu bar does not show a connection timer, and messages may be displayed, such as "No carrier detected" or "Authentication failed". Try the following:

1. In System Preferences , click the Network icon.
2. Double-click the Sierra Wireless AirCard 580 entry.

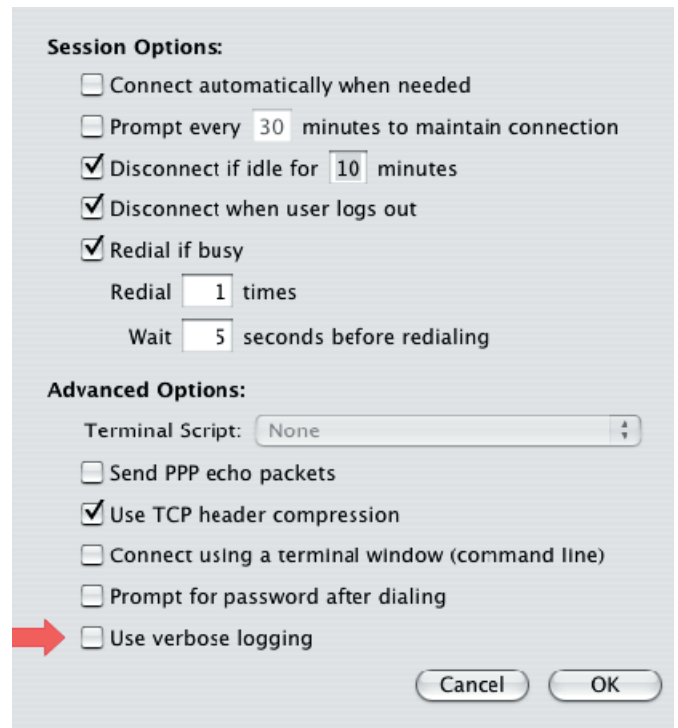




3. Confirm with your service provider that the Account Name and Telephone Number are correct.



3. Click **PPP Options**.

4. Select **Use verbose logging**, and click **OK**.



5. Remove and reinsert the AirCard 580 wireless WAN modem.
6. When the 3G icon  is displayed in the menu bar, click **Connect**.
7. To check the log file, select **Go > Utilities > Console > Logs**. Under `/var/log`, in the PPP section, click `ppp.log`.
8. From the 3G icon  menu, select **Open Internet Connect**. Check that the values for modem script, dial string, userid, and password are correct.
9. If you're still having connection problems, then verify that the card has been properly activated: on a Windows PC, install Watcher, run Watcher's Activation Wizard, and try to establish a connection.

If you are able to establish a connection on the Windows PC, then try to establish a connection on your Mac. If you cannot establish a connection on your Mac, contact Apple.