

User Guide

AirCard W801 Mobile Personal Hotspot

www.sierrawireless.com

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Contents

Welcome to Your Device

Your AirCard W801 device allows you to easily connect to the Internet and to share your 3G/4G connection with others.

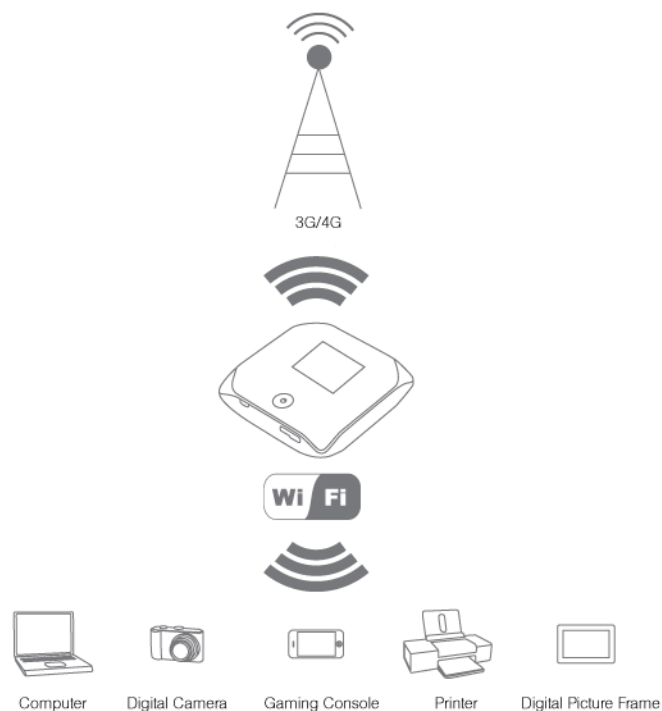
This user guide describes how to set up your device and use the Web application to:

- View the status of your device.
- View and change the settings of your device and the Web application.

It also describes your device (its various connectors and buttons).

Introducing the Device

The AirCard W801 device is a mobile hotspot that provides a simple way to use your 3G/4G connection (to the Internet) with any Wi-Fi-enabled device, and to share your Internet connection with friends and family.



Components of your device

Your device is capable, intelligent, and complex. It has to be, because it combines several components to do its work, so that you can do yours.

But don't worry—in most cases, you won't need to understand technical details or change any advanced settings. (Although that option is always there for you).

What main components does the device have? Your device includes the following:

- Wi-Fi access point
The Wi-Fi access point connects your computers and other Wi-Fi-enabled devices to your

CHAPTER 1 Welcome to Your Device

AirCard W801 device.

- 3G modem
The 3G modem connects your AirCard W801 device to the Internet via the 3G network.
- 4G modem
The 4G modem connects your AirCard W801 device to the Internet via the 4G network.
- Router
The router handles traffic between the 3G/4G modems, your AirCard W801 device, and the Wi-Fi network.

3G and 4G Networks

These wireless networks connect you to the Internet.

Depending on your coverage area, you may have

- Both 3G and 4G coverage
- Only 3G coverage
- Only 4G coverage.

Your device automatically connects to the fastest network that is available to you. If you have both 3G and 4G coverage, and your connection happens to get disrupted, your device can automatically switch to the other network. For more information, see "Configuring the 3G/4G Connection Preferences" on page 34.

Upload and download speeds

Actual speeds depend on several factors, including network conditions.

Connection type	Typical downlink (from the network)	Typical uplink (to the network)	Maximum downlink	Maximum uplink
3G (CDMA 1xEV-DO Rev. 0)	400-700 kbps	40-80 kbps	2.4 Mbps	153 kbps
3G (CDMA 1xEV-DO Rev. A)	450-800 kbps	300-400 kbps	3.1 Mbps	1.8 Mbps
4G	6-10 Mbps	1 Mbps	12 Mbps	5 Mbps

Package Contents

Your package includes:

- AirCard W801 device by Sierra Wireless (AirCard W801)
- Back cover of the device
- Battery
- USB charger
- USB cable
- Getting Started guide

Care and Maintenance

As with any electronic device, you should handle this device with care to ensure reliable operation. Follow these guidelines in using and storing the device:

- Protect the device from liquids, dust, and excessive heat.
- Do not handle or operate the device while driving or operating a vehicle. Doing so may distract you from properly operating the vehicle. In some jurisdictions, operating communication devices while in control of a vehicle is a criminal offense.
- Do not apply adhesive labels to the device. They may cause the device to overheat and may alter the antenna's performance.

About This Guide

This user guide is designed to provide you with all the information you need to install and use your AirCard W801 device by Sierra Wireless (AirCard W801).

Note: The printed Getting Started guide that comes with the AirCard W801 device should be sufficient for most installations.

- Chapter 1 (which you are reading) gives you an overview of the device.
- Chapter 2 provides step-by-step instructions for setting up the device. (See "Installing and Setting up the Device" on page 14).
- Chapter 3 describes the items on the home page of the Web application. (See "Home Page - the Information Center for Your Device and Internet Connection" on page 30).
- Chapter 4 describes items on the device. (See "The Hardware" on page 21).
- Chapter 5 describes more-common tasks when using your device. (See "Basic Tasks" on page 1).
- Chapter 6 describes how to use a microSD card with your device. (See "microSD Card Slot" on page 27).
- Chapter 7 describes how to configure and use Location Services. (See "Location Services" on page 49).
- Chapter 8 describes various alerts and how to deal with them. (See "Alerts" on page 54).
- Chapter 9 describes advanced configuration of the device and the Web application. (See "Advanced Settings" on page 40).
- Chapter 10 describes each of the setup pages and Advanced Settings windows. (See "User Interface Elements - How to Use Each One" on page 1).
- Chapter 11 contains frequently asked questions, troubleshooting tips, and resources for getting help. (See "Resources (FAQs, Tips, and More)" on page 62).
- Chapter 12 lists the electrical, radio frequency, and other parameters of the device for those who require technical information, as well as regulatory information. (See "Technical Specifications and Regulatory Information" on page 68).
- Chapter 13 provides important safety information. (See "Safety Information" on page 74).

Getting Started With Your Device

System Requirements

- One or more computing devices that support Wi-Fi (802.11b/g)
- Web browser (required if you'll be using the Web application to view status and to configure settings). The following browsers are supported:
 - Internet Explorer (version 6.0 or higher)
 - Mozilla Firefox (version 2.0 or higher)
 - Google Chrome (version 2.0.172.28 or higher)

CHAPTER 1 Welcome to Your Device

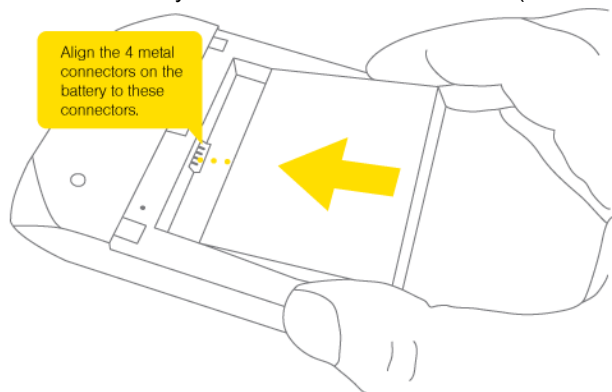
- Apple Safari (version 2.0 or higher)
- Opera version 9.64
- If you'll be connecting the AirCard W801 device through USB:
 - Computing device running Windows Vista, Windows XP, or Mac
 - USB 2.0 slot

Installing and Setting up the Device

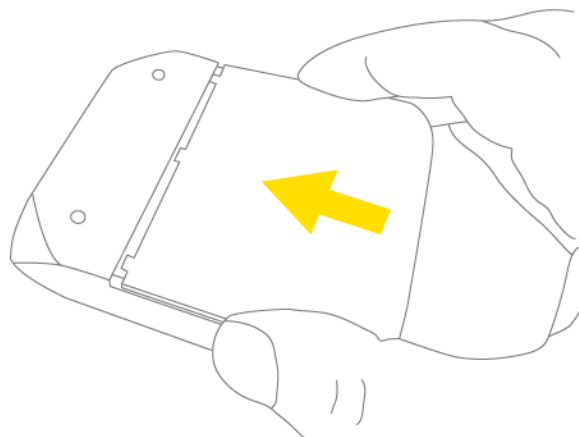
Setting Up the Device

To set up your device:

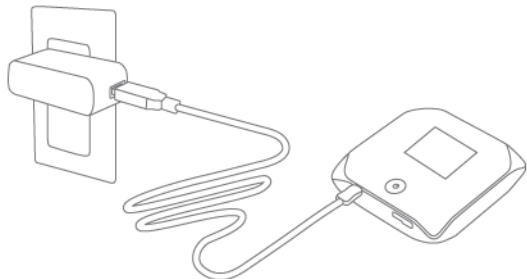
1. Ensure you are in the CarrierName 3G or 4G coverage area (not roaming).
2. If you have a LAN connection, disconnect it.
3. Ensure your computer's Wi-Fi is turned on.
4. Insert the battery into the AirCard W801 device (Sierra Wireless logo facing up).
 - a. Insert the battery into the AirCard W801 device (Sierra Wireless logo facing up).





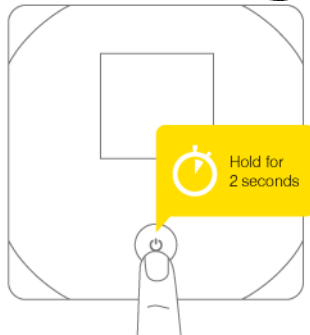
- b. Put the back cover onto the device.



5. Connect the smaller end of the supplied USB cable into the device, and connect the other end of the cable to the supplied charger.



6. Insert the charger into a power outlet.
7. **Important:** Charge the device until the battery icon is full ().
8. If the device LCD displays "Charging", "Charged", or "Powered off", press and hold, for two seconds, the power button .



9. Wait until the device LCD displays "Connect your computer to Wi-Fi network," followed by the network name (SSID) and password. This may take several seconds.
10. On your computer, connect to the Wi-Fi network listed on the device LCD. If you don't know how to do this, see "Connecting to Wi-Fi" on page 42.

After you've connected to the Wi-Fi network, the device LCD displays "Open any web page to continue setup."

11. Open your Web browser. The "Welcome to your AirCard W801" window is displayed.

Note: This window displays the administrator password and the address of the device home page. Please remember this information or write it down in a safe place.

This window provides several options.

- To keep the default settings of the device, select one of the following:
 - **The Internet** (to start surfing)
 - **My AirCard W801's home page** (to view the device status, customize settings). Proceed to "Basics of Your Device" on page 20.
- To change security settings, select **Set up my AirCard W801**.

Change Password/Settings

If, during the device setup, you select **Set up my AirCard W801**, you can change the settings for:

- Administrator password

Your administrator password must be 1–20 characters long.
This password is used to log in to the home page, where you can view and customize your device settings.
Choose something easy-to-remember (yet not easily guessed by others); if you forget this password, you'll need to reset the device to its default settings and go through the device setup (as described in "Setting Up the Device" on page 14).
- Wi-Fi network (SSID)

This name is visible to other Wi-Fi-enabled devices, and is used to identify your Wi-Fi network. The length of the Wi-Fi network name (SSID) and the characters that are allowed depend on other settings of the Web application. (See the Help bubble that's displayed when you move the cursor to the SSID input field.)

CHAPTER 2 Installing and Setting up the Device

- Wi-Fi security
The default setting is WPA. To select another option, click the **More options** button. See "Wi-Fi Security Options (Popup Window)" on page 16.
- Wi-Fi password
The input rules for this field (for example, its length) are determined by the Wi-Fi security option (the previous item). (See the Help bubble that's displayed when you move the cursor to the Wi-Fi password field.)
If you'll be sharing your Internet connection with others, you'll have to give the Wi-Fi password to others; don't use your banking or other important passwords. Also, don't use a password that's easily guessed by others.

From this window you can also enable the Password Reminder feature. See "Wi-Fi Password Reminder" on page 43.

Tip: Help information on each field is displayed (in a bubble) when you move the cursor into the field.
You can display this window any time, by clicking the *Admin Setup* button in the Web application.

After you change the settings and click **Submit**, the device restarts and displays updated information on its LCD. Follow the instructions on the LCD, and proceed to "Your Device is Now Restarting" on page 17.

Wi-Fi Security Options (Popup Window)

If you select **More options** (after having selected **Set up my AirCard W801**, during the device setup), a window with four Wi-Fi security options is displayed.

Note: All the devices that are or will be connected to the AirCard W801 device must support the selected security type.

Going from no security to stronger security, the options are:

- None
No security (no password is required to access the Wi-Fi network); not recommended. Anyone may access your device and use your Internet connection (you are responsible for payment for data usage).
- WEP-64 bit
Lower security. Works with older and newer Wi-Fi devices. Recommended only if any of your devices don't support WPA or WPA2.
- WPA-personal
A strong security standard, supported by most Wi-Fi devices.
- WPA2-Personal
A stronger, newer security standard. Limited to newer Wi-Fi devices.

If the above options don't meet your requirements, click **I don't see what I want...** A new window is displayed, with additional Wi-Fi security options.

Wi-Fi Security Options, Expanded (Popup Window)

If you display the Security section of the Wi-Fi tab of the Advanced Settings window or if you select **I don't see what I want...** (from the Wi-Fi Security Options window during the device setup), a window with an expanded list of Wi-Fi security options is displayed.

Note: All the devices that are or will be connected to the AirCard W801 device must support the selected security type.

The options are:

- None
No security (no password is required to access the Wi-Fi network); not recommended. Anyone may access your device and use your Internet connection (you are responsible for payment for data usage).
- WEP-64 bit - Shared
Lower security. Works with older and newer Wi-Fi devices. Recommended only if any of your devices don't support WPA or WPA2.
Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
- WEP-128 bit - Shared
Lower security. Works with older and newer Wi-Fi devices. Recommended only if any of your devices don't support WPA or WPA2.
Shared WEP uses the same key for encryption and authentication; some consider shared WEP to be less secure than open WEP.
- WEP-64 bit - Open
Lower security. Works with older and newer Wi-Fi devices. Recommended only if any of your devices don't support WPA or WPA2.
Open WEP uses the key for encryption, but not for authentication.
- WEP-128 bit - Open
Lower security. Works with older and newer Wi-Fi devices. Recommended only if any of your devices don't support WPA or WPA2.
Open WEP uses the key for encryption, but not for authentication.
- WPA-personal - TKIP
A strong security standard, supported by most Wi-Fi devices.
- WPA-personal - TKIP/AES
A strong security standard, supported by most Wi-Fi devices.
- WPA2-Personal - AES
A stronger, newer security standard. Limited to newer Wi-Fi devices.
- WPA2-Personal - TKIP/AES
A stronger, newer security standard. Limited to newer Wi-Fi devices.
- WPA/WPA2 Personal (**recommended setting**)
Wi-Fi devices that use either WPA or WPA2 can connect to the AirCard W801 device. Supported by most Wi-Fi devices.

Your Device is Now Restarting

The "Your device is now restarting" window is displayed if you've selected the **Set up my AirCard W801** option and then clicked **Submit**.

For the changes to take effect, the device must restart; this happens automatically.

It's recommended you write down the following information that's displayed in the window:

- Wi-Fi network name
- Wi-Fi password

As described in the window,

CHAPTER 2 Installing and Setting up the Device

1. Wait until the device LCD displays "Connect your computer to Wi-Fi Network".
2. Connect your computer to the Wi-Fi network, using the information you've written down. If you don't know how to do this, see "Connecting to Wi-Fi" on page 42.
3. After the Wi-Fi connection was successfully established, click the **Click here** text in the window.

Activating and Using Your Network Service

Note: If you're able to connect to 3G, you are already set up to use CarrierName service on the 3G network; no further action is needed. Proceed to "Basics of Your Device" on page 20.

Before using your device, you must have a CarrierName wireless network account set up. The process of setting up an account is called **activation**. When the device starts up, it will detect whether the device has been configured with an account ("preactivated"). If it has not, the activation process starts automatically.

In most cases, the activation process will be seamless, not requiring any action from your part; in some cases, you won't even see any activation-related messages displayed on the device LCD.

Initiating Activation of Your Device for 3G

In rare cases, the device LCD and the home page may indicate that activation is required:

- The LCD displays "3G Activation failed".
- The home page displays the alert "3G Activation Required".

Note: You will still be able to connect to the Internet, when you have 4G coverage.

To activate your device for 3G:

1. Log in to the home page. See "Logging In" on page 31.
2. Display the "3G Activation Required" alert. See "Alert Information" on page 34.
3. In the alert, click **Activate now**.

If the activation fails, contact CarrierName. See "Contacting Customer Service" on page 66.

Basics of Your Device

Your AirCard W801 device connects to the Internet through 3G/4G.

You can connect several computing devices to your AirCard W801 device—either all through Wi-Fi, or one through USB and the rest through Wi-Fi. The connected devices share your connection to the Internet.

To view the status of the AirCard W801 device and your connection, view the icons and text on any of the following:

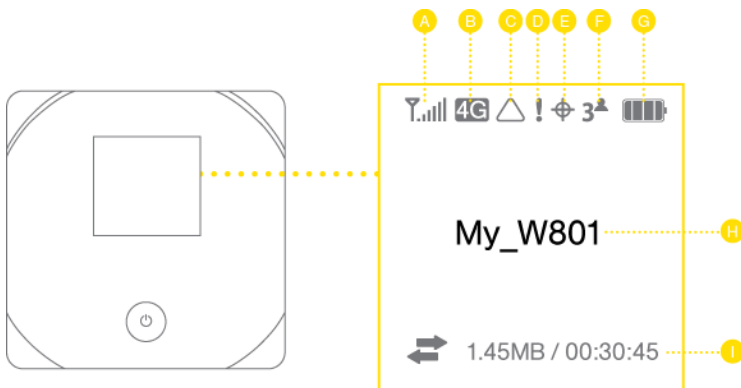
- Device LCD
- Home page. See "Home Page - the Information Center for Your Device and Internet Connection" on page 30.
- Mini Window. See "Mini Window" on page 41.

LCD

If the LCD is not lit, see "Powering the Device On" on page 22.

Interpreting the LCD

The LCD shows icons and text that reflect the status of the device and your connection.



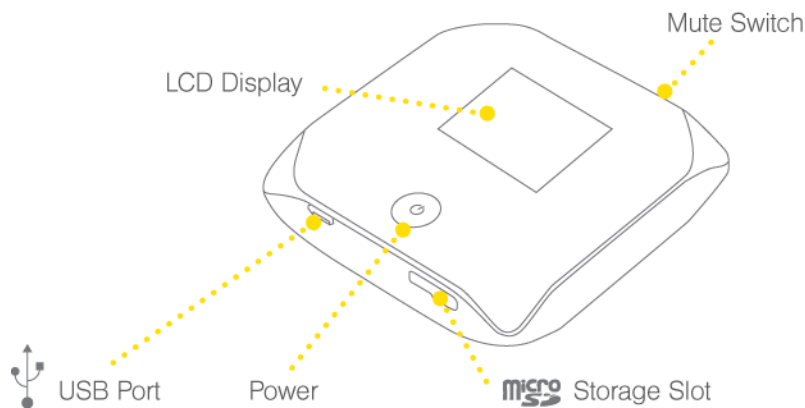
A	Signal strength
B	3G/4G status
C	Roaming indicator
D	Alerts
E	GPS
F	Number of Wi-Fi users
G	Battery status
H	Device name. Message area.
I	Amount of data transferred; connection duration. Message area.

Tip: Most of the icons and messages that are shown on the LCD are also shown on the:


- Virtual Device. See "Virtual Device" on page 41.
- Mini Window. See "Mini Window" on page 41.


See also "Messages Displayed on the Device LCD" on page 64.



The Hardware




Power Button (on Device)

Note: The power button  of the device also acts as an LED/status indicator, and may or may not be lit; this indicates the power state of the device. For more information, see "Using the Power Button to Determine the Device State" on page 22.


The following table describes the result of pressing the power button  on the device, depending on the device state and settings.




If you do this to the power button  :	The result is:
Quick press	<p>If the device is on:</p> <ul style="list-style-type: none"> • If the device is in standby (low power) mode, the device exits standby mode and becomes fully powered. • If the LCD is enabled but dormant¹, the LCD becomes lit. • If the LCD displays a message (such as "Press  to ..."), the corresponding action is confirmed or acknowledged. • If the Wi-Fi network name (SSID) and password were displayed on the LCD, they are no longer displayed.
Quick double-press	<p>If the device is on:</p> <ul style="list-style-type: none"> • If the LCD is on but dormant, the LCD becomes lit. • The Wi-Fi network name (SSID) and password are briefly displayed on the device LCD; if the Wi-Fi Password Reminder is not enabled, the password is shown as ****. See "Wi-Fi Password Reminder" on page 43.

¹The LCD turns dark, after a configurable time of inactivity.

If you do this to the power button  :	The result is:
Press and hold for two seconds	The device turns on (if it was off) or off (if it was on).


Using the Power Button to Determine the Device State

The power button  of the device also acts as an LED/status indicator, and may or may not be lit; this indicates the power state of the device, as shown in the following table.

Power button 	Description	Your action
Not lit	a. The device is powered off, and may or may not be charging. b. The device is powered on, but the LED is disabled.	a. To power on the device, press and hold the power button  for two seconds. b. Enable the LED. See Enabling/disabling the LED.
Lit, flashing (approximately every 4 seconds)	The device is powered on, and the LED is enabled.	No action required.
Lit, flashing (approximately every 10 seconds)	The device is in standby (low power) mode. The following are off: LCD, Wi-Fi radio, 3G/4G radios. For more information, see "Standby (Low Power) Mode" on page 45.	To exit standby mode, do one of the following: <ul style="list-style-type: none"> • Connect the AirCard W801 device to a charger or computer, through the USB cable. • Press the power button .

Powering the Device Off

You can power the device off from the:

- Home page
 1. Ensure you're logged in to the home page.
 2. Click the **Power Off** button (below the Virtual Device).
- Mini Window
 1. Ensure you're logged in to the home page.
 2. Click the **Power Off** button.
- Device
 1. Press and hold (for 2 seconds) the power button  on the device.

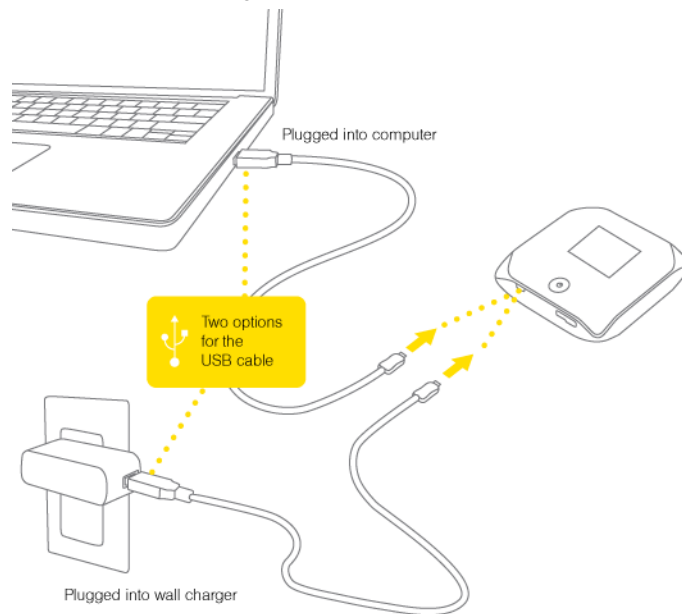
Note: You can power the device on only from the device itself.


Powering the Device On

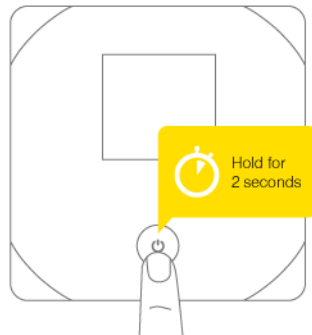
To power the device on:

1. Ensure that at least one of the following is true:

- The device has a charged battery inserted.
- The device is connected to a charger or a computer (through the supplied USB cable), as shown in the following picture.



2. If the device LCD is not lit, press and hold, for two seconds, the power button  on the device.



Mute Switch

The mute switch is located on the side of the device:



Tip: You can also disable sounds through the home page. See "Sounds Information and Settings" on page 38.

USB Connector

The USB connector is located on the same side of the device as the microSD slot.

The connector can be used to:

CHAPTER 3 Basics of Your Device

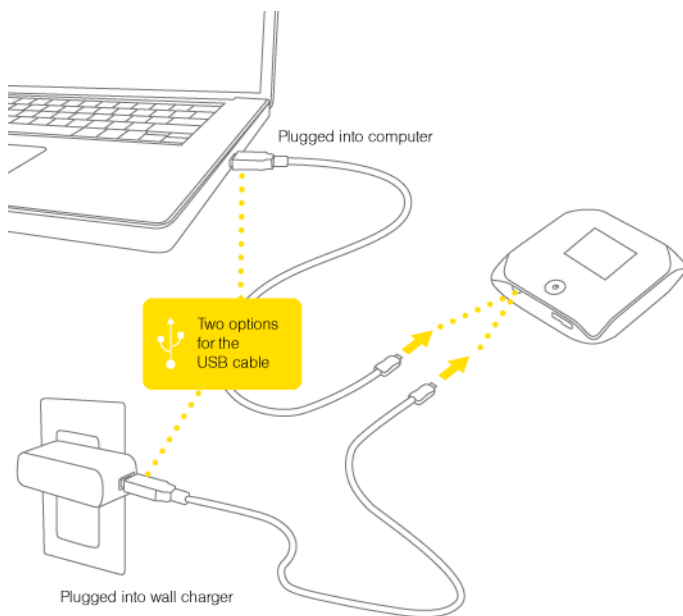
- Connect a charger. See "Using the USB Charger" on page 24.
- Connect the device to a computer (useful, for example, if the computer does not have Wi-Fi). See "Connecting Through USB Cable" on page 25.

Charging the Device

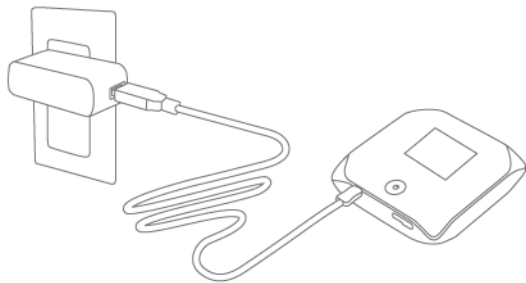
The AirCard W801 device has a battery, which you must periodically charge. You can continue using your device while it is charging.

To charge the battery, you have two options, as shown in the drawing that follows—you can connect the device to a:

- Charger (faster way to charge). See "Using the USB Charger" on page 24.
- Computer (slower way to charge). See "Charging Through a Computer" on page 25.




Using the USB Charger





To charge the device through the charger:

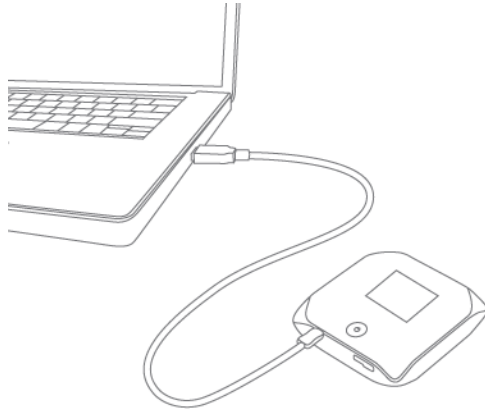
1. Insert the narrow end of the USB cable into the USB connector on the side of the device.
2. Insert the other end of the USB cable into the supplied charger.
3. Insert the charger into a power outlet.

When charging, the LCD shows  and, if the device is off, displays a message "Charging... xx% complete".

When the device is charged, the LCD shows:

-  (if the device is on)
-  and the message "Fully charged" (if the device is off).


Charging Through a Computer



Note: Charging through a computer usually takes longer than charging through a USB charger.

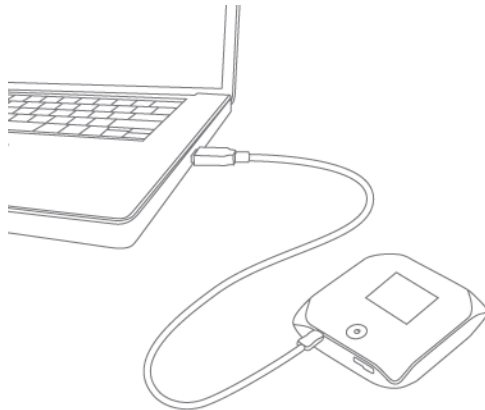
To charge the device through a computer:

1. Ensure the computer is turned on.
2. Insert the wider end of the USB cable into the computer.
3. Insert the other end of the USB cable into the USB connector on the side of the device.

When charging, the LCD shows the animated icon .

When the device is charged, the LCD shows .

Connecting Through USB Cable



Use the supplied USB cable to connect the device to your computer in any of these cases:

- You want to charge the device, but you don't want to use the supplied charger, or the charger is not available.
- Your computer does not have Wi-Fi.
- You want to be the only one using the device, and want a quick way to disable other people from accessing it. (See "Disabling Wi-Fi When Connected Through USB" on page 26.)

TRU-Install

TRU-Install™ is a Sierra Wireless feature that installs the necessary drivers the first time you connect the AirCard W801 device to your computer through the USB cable. An installation CD is not required. By default, TRU-Install is enabled.

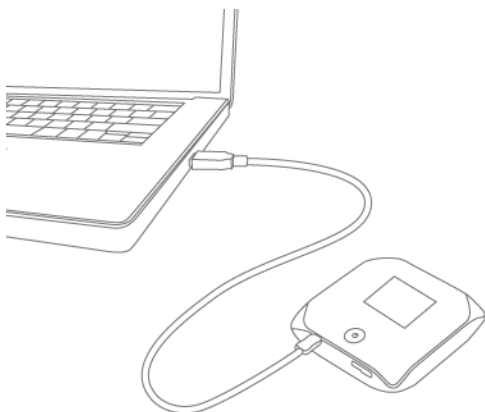
To change the setting:

1. Ensure you're logged in to the home page.
2. Click **Advanced settings > Device > Basic**.
3. Select a value for **TRU-Install**.

Requirements - USB Tethered Mode

Your device supports a direct connection, through USB cable, to a Windows or Mac computer.

Connecting the Device to Your Computer Through the USB Cable



To connect the device to your computer through the USB cable:

1. Insert the wider end of the USB cable into your computer.
2. Insert the other end of the USB cable into the USB connector on the side of the device.

Note: The first time you connect the device to your computer, you must go through the device driver installation process, which starts automatically. No installation CD is required—the AirCard W801 device supports the Sierra Wireless TRU-Install feature.


Disabling Wi-Fi When Connected Through USB

You can optionally turn off the AirCard W801 device's Wi-Fi when connected via USB cable. In this case:

- Only the computer that is connected to the device through the USB cable can use the device's connection to the Internet.
- You can prolong the battery life of the device.
- The battery charges faster.

To enable this feature:

1. Ensure you're logged in to the home page.
2. Do one of the following:

- In the vertical row of icons (down the left side of the home page), click the Wi-Fi Users icon (for example, ) and, in the window that's displayed, select **Disable Wi-Fi when connected via USB**.
- Click **Advanced settings > Wi-Fi > Network** and set **Disable Wi-Fi when connected via USB** to **On**.

microSD Card Slot

The AirCard W801 device has a microSD™ slot that can be used, with a microSD card (sold separately), for file sharing/transfer or storage.

The microSD slot is located on the same side of the device as the USB connector.

Your computer recognizes the microSD card as a removable storage device.

The device supports microSD cards up to 16 GB capacity.

Note: Using microSD cards larger than 16 GB can cause data loss and damage your device.

See also:

- "Things You Must Do Before You Can Use the microSD Card Slot" on page 46.
- "SD Card Information and Settings" on page 38.

Battery

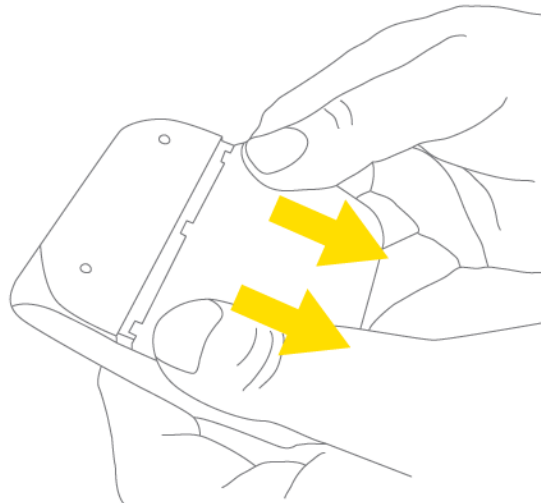
The AirCard W801 device contains a replaceable battery, located under the back cover.

If you need a new battery, see the Sierra Wireless online store (<https://www.sierrawireless.com/eStore/>). The battery's part number is 1201883.

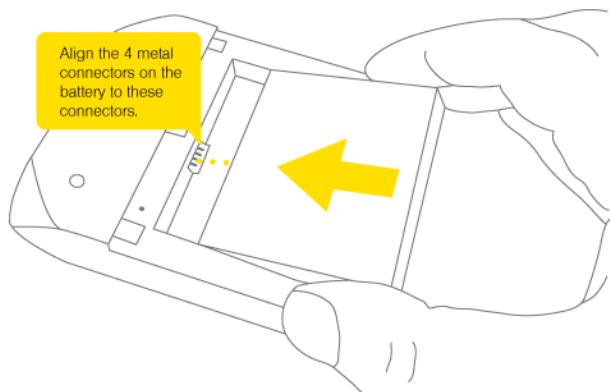
Replacing the Battery

To replace the battery:

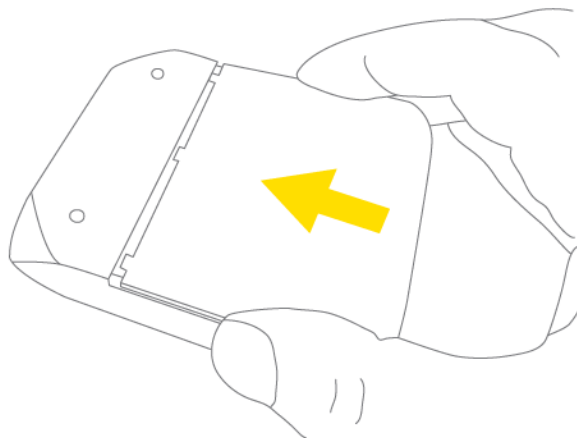
1. Power off the device. (See "Powering the Device Off" on page 22.)
2. Remove the back cover of the device.



3. Remove the old battery.
4. Insert the battery into the AirCard W801 device (Sierra Wireless logo facing up).



5. Put the back cover onto the device.



Reset Button

The reset button is located on the back of the device, below the battery.

The reset button is recessed, and is at the bottom of the hole located below and to the right of the battery compartment.

For information on using this button, see "Restarting the Device" on page 1 and "Resetting the Router Component to Factory Default Settings" on page 28.

Resetting the Router Component to Factory Default Settings

Warning: If you reset the router component to factory default settings:

- You must go through the device setup (page 14), as if you've just purchased the device.
- Any changes you've made to the settings are lost.

Your 3G and 4G account information is not affected; after reset, the device remains provisioned for service.

You'll need to reset the router component of the device to factory default settings if:

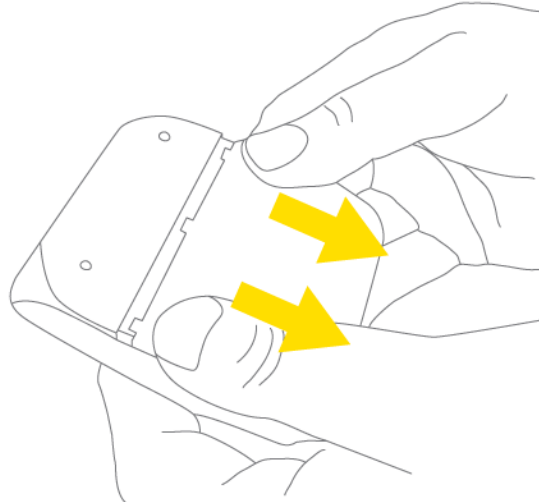
- You've forgotten the administrator password.
- You've changed the DHCP settings such that the device is inoperable (for example, there's no communication with the device).

To reset the router component of the device to factory default settings, you have two options:

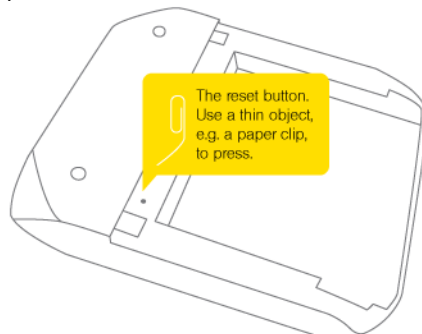
- Initiate the reset through the software. See "Resetting the Router Component to Factory Default Settings (Through the Software)" on page 1.
- Press and hold the reset button (on the device) for five or more seconds.

Details:

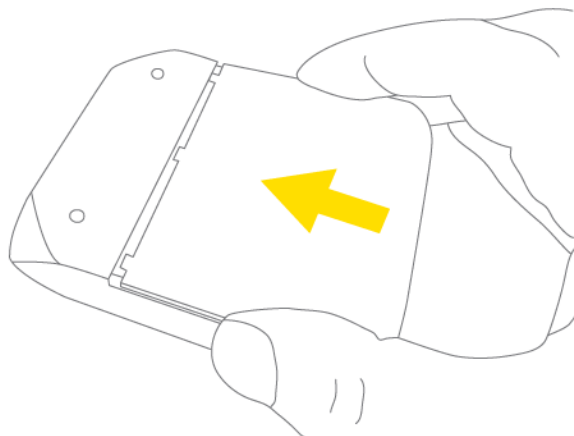
1. Remove the back cover of the device.





2. Find the small hole (~1 mm diameter), below and to the right of the battery compartment. The reset button is at the bottom of this hole.



3. Insert a thin object (for example, the end of a paper clip) into the hole, and lightly press on the bottom of the hole **for five or more seconds**.
4. Put the back cover onto the device.

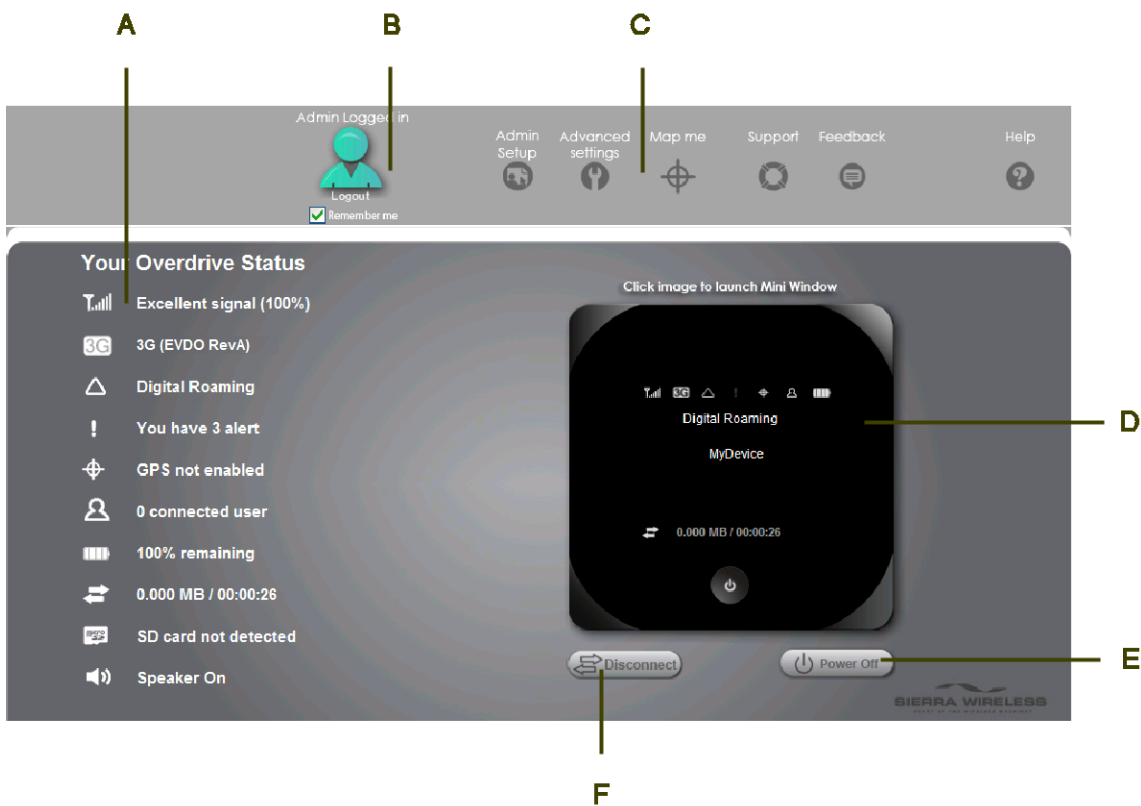


5. Check the device LCD. If it displays "Reset to factory defaults? Press  to accept", press the power button  on the device.
6. Follow the instructions on the device LCD.

Home Page - the Information Center for Your Device and Internet Connection

The home page is the entry page of the Web application that lets you:

- Display status information for your device and your data connection.
- Change the settings for your device and your data connections (if you're logged in).
- Access additional resources (the user guide, and Important Information document).



A	When you click an icon or the text next to it, a window is displayed to the right (see the screenshot on page 32). The window contains additional status information and, if you're logged in, commonly-used configurable settings. See "Vertical row (of icons and text)" on page 32.
B	Use this area to enter the administrator password and log in. When you're logged in, you can change settings. See "Logging In" on page 31.
C	Clicking one of these buttons displays a window or displays a menu. See "Buttons Along the Top of the Home Page" on page 39.
D	This is the Virtual Device; it reflects the status of your AirCard W801 device. If you click the image, a movable Mini Window is opened. See "Virtual Device" on page 41 and "Mini Window" on page 41.

E	A handy way to power off the device, especially if, for example, you're in an airplane before takeoff, and you need to power off the device, which is in your overhead bag. Available only if you're logged in.
F	Disconnects a connection, or connects (if currently there's no connection). Available only if you're logged in.

Displaying the Home Page of the Device

Note: The home page is displayed only when your AirCard W801 device is turned on and you have established a connection to it (through Wi-Fi or through a USB cable).

To display the home page, type one of the following in the address bar of your Web browser:

- **http://Overdrive**
- **SSID** value (field in **Advanced Settings > Wi-Fi > Network** and also in **Advanced Settings > Router > LAN**). (See the first note below.)
- **http://**followed by the **SSID** value. (See the first note below.)
- **Hostname** value (field in **Advanced Settings > Wi-Fi > Network** and also in **Advanced Settings > Router > LAN**)
- **http://**followed by the **Hostname** value
- **http://<Router IP address>** (for example, **http://192.168.0.1**)

Note: Typing the SSID displays the home page only if *Link SSID and Hostname* (field in **Advanced Settings > Wi-Fi > Network and also in **Advanced Settings > Router > LAN**) is selected.**

Note: If you're using the Google Chrome Web browser, after typing in the address bar, press the Down Arrow key and then press the Enter key. (If you press only the Enter key, a Google search is started, using the information you typed in.)

If your Web browser displays an error message, see Cannot Display the Home Page. The error message depends on your Web browser:

- "Could not connect to remote server" (Opera)
- "Internet Explorer cannot display the webpage" (Internet Explorer)
- "Oops! This link appears to be broken" (Google Chrome)
- "Safari can't open the page" (Safari)
- "The connection has timed out" (Firefox)

Logging In

To access and use the home page, you do not need to log in.

However, when you're logged in:

- Additional information is displayed in the window that appears when you click an item on the left side of the home page. See "Vertical row (of icons and text)" on page 32.
- You can access the **Advanced Settings** window, where additional settings can be modified.
- You can re-run the device setup, if required. (**Admin Setup** button)
- You can install updates.

To log in:

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1. Ensure that nobody else is already logged in—other people can use the home page at the same time, but only one user can be logged in.
2. In the **Admin Login** section of the home page (located in the upper left area of the home page), enter the administrator password (1–20 characters/numbers).
3. Click **OK**.

After a certain time, you will be automatically logged off (timeout security feature), unless you select **Remember me** (below the password field).

Note: If you select *Remember me*, anyone who uses this computer will automatically be logged in (as long as nobody else has already logged in).

Enabling Automatic Login ("Remember Me")

If you enable automatic login:


- Anyone who uses the computer will automatically be logged in to the home page (as long as no one else has already logged in); entering the administrator password is not required.
- The timeout security feature is disabled—you will never be automatically logged off.

To enable automatic login:

1. From the computer that you want to enable automatic login, log in to the home page.
2. In the login area (below the password field), select **Remember me**.

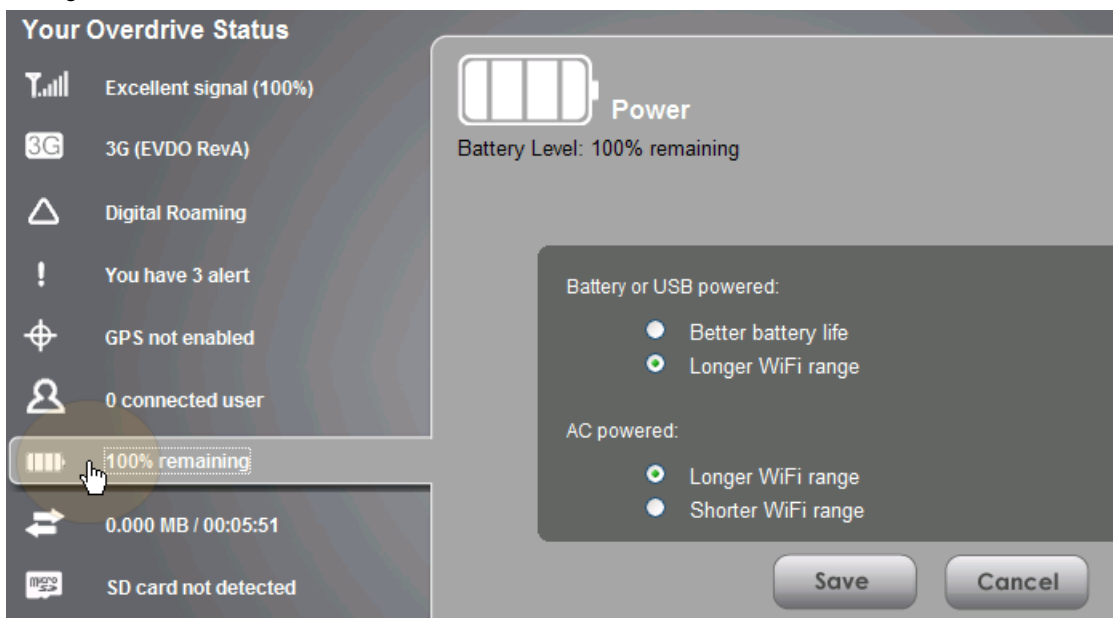
You can repeat the above steps on other computers; however, since only one administrator can be logged in at a time, only the first person to display the home page will be logged in.

Vertical row (of icons and text)

The left part of the home page has, under "Your <devicename> Status", a vertical row of icons and text, starting with the signal strength indicator .

Most of these icons are also shown on the physical device and Virtual Device (page 41). Hover the mouse over an icon; the corresponding icon on the Virtual Device is highlighted.

If you click an icon or the text, a window is displayed with additional information, as shown in the following screenshot.






The window may display additional information; if you're logged in, most windows also display some configurable settings.

Tip: A more complete set of configurable settings is available in the Advanced Settings window.

Signal Information

The signal strength icon is on the left side of the home page.

Icon	Description
	No signal
	Very weak signal
...	The number of bars reflects the signal strength: the more bars, the stronger the signal.
	Excellent signal

When you click the signal strength icon, the Signal Quality window is displayed.



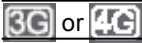

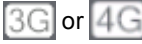

The window displays:

- The active network: the network that is currently being used for your data connection. For example: "3G (EVDO Rev A)".
- 3G or 4G status:
 - Connection status. For example: "Connected".
 - Brief description of the signal strength. For example: "Good signal (60%)".
 - Tables that show the coverage type, RSSI, and Ec/Io (for 3G) or CINR (for 4G).
RSSI reflects the signal strength of the network.
Ec/Io is a dimensionless ratio of the average power of a channel, typically the pilot channel, to the total signal power.
CINR stands for Carrier to Interference-plus-Noise Ratio, and is a measurement of signal effectiveness.
The first table also shows the type(s) of 3G service you have: 1X, 1xEV-DO, or both. (To determine whether you have 1xEV-DO Rev. 0 or Rev. A service, use the text near the 3G icon; see "Mobile Broadband Information and Settings" on page 33.)

See also "Improving Signal Strength" on page 63.

Mobile Broadband Information and Settings

The 3G or 4G icon on the left side of the home page indicates the service and connection state. Note that only one icon is shown (the active network).

Icon	Description
 or 	You have no service. Try the suggestions in "Cannot Connect to the / Network" on page 1.
 or 	You have service but are not connected.
 or 	You have service and are connected.

The text next to the icon displays the connection status, for example: "No service", or "3G (EVDO Rev A)".

When you click the icon, the Mobile Broadband Information window is displayed. The window displays:

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- The active network: the network that is currently being used for your data connection. For example: "4G" or "3G (EVDO Rev A)".
- 3G and 4G status:
 - Connection status. For example: "Connected".
 - Brief description of the signal strength. For example: "Good signal (60%)".
- If you're logged in: Connection Preferences (see below).

Configuring the 3G/4G Connection Preferences

The value that you select determines which network(s) to connect to, and in what order:

- **4G Preferred**—Connection can be established to either 3G or 4G; if both are available, 4G is used. This setting is recommended if your service provider has no data limit for 4G, but does for 3G, or you want to take advantage of the faster data transfer speeds of 4G.
- **3G Preferred**—Connection can be established to either 3G or 4G; if both are available, 3G is used.
- **4G Only**—Connection will be established only to 4G.
- **3G Only**—Connection will be established only to 3G.




If you don't have 4G coverage, you can save power by selecting "3G only".

To automatically connect to the network upon loss of connection or when the device powers on, select **Connect Automatically**.

3G Roaming Information and Settings

The roaming indicator shows whether you are roaming. The text near the icon may indicate additional details.

The icon is on the left side of the home page.

Icon	Description
	Not roaming
	Roaming
 [flashing]	Enhanced roaming indicator

Note: Roaming on 4G is not supported.

When you click the roaming indicator, the 3G Roaming Information window is displayed.

The window displays:



- Roaming status.
- **Allow 3G roaming** field (if you're logged in).
 - If you select this field, you can roam and connect when outside of CarrierName coverage, but additional charges may occur. (To roam outside of North America, you must also select **Allow international access** [subject to feature availability]).
 - If you do not select this field, you can connect only when you're inside the CarrierName coverage area.
- **Allow international access** field (if you're logged in, and subject to feature availability)—allows roaming outside of North America.
 - If this field is displayed but not available, select **Allow 3G roaming**.

Alert Information

The alerts icon indicates whether there are any alerts (situations that require your attention).

Note: To view alert information, you must be logged in. New alerts are checked upon device power-up. That is, if an event occurs, you won't be notified until the device is restarted.

The alerts icon is on the left side of the home page.

Icon	Description
	No alerts are available.
	One or more alert is available.

The text next to the icon indicates the number of alerts.




When you click the icon, the Alert window is displayed. One alert is shown at a time. If there is more than one alert:

- The higher priority alert is displayed.
- When you close an alert, the next alert is displayed.
- You can use the "<" and ">" buttons (at the top of the alert window) to view other alerts.

The options and instructions shown in the alert window depend on the alert event. Please read the instructions carefully. They may state, for example, that you have to reconnect to Wi-Fi after an update is installed.

GPS Information and Settings

The GPS indicator is on the left side of the home page.

Icon	Description
	GPS is off (not enabled). Before you can use GPS, you must accept the GPS privacy agreement and enable GPS. See "GPS Privacy Agreement (Alert)" on page 54 and "Enabling GPS" on page 49.
	GPS is on and available. (The GPS privacy agreement has been accepted, and GPS is enabled.)
 (flashing)	GPS is active (acquiring a location fix).

The text next to the icon displays the GPS status, for example: "GPS not enabled" or "GPS searching for satellites".

When you click the icon, the GPS Information and Settings window is displayed.

The window shows the GPS status and, if available, location information, including:

- **Timestamp**—indicates the time of the last fix.
- **HEPE**—Horizontal Estimated Position Error; it reflects accuracy (horizontal/vertical precision).

Note: To use GPS, a clear line of sight to the GPS satellites is required.

Configuring the Settings

When you're logged in, the following items are available.

View privacy agreement (link displayed if you haven't yet accepted the GPS privacy agreement). You cannot enable and use GPS until you accept this agreement. Click the link to view and then accept the agreement.

Enable GPS—To use GPS, and to configure other GPS settings, this check box must be selected.

GPS Mode—How often the device should obtain a fix.

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- **One-time**—Use a single fix. Use this option if you'll be using your device at the same location.
- **Continuous**—Fixes are obtained on a regular basis. Also known as auto-tracking. Useful for navigation or turn-by-turn (TBT) applications (for example, driving directions).

Get fix now—This button starts a one-time fix. Not displayed if **GPS Mode** (above) is **Continuous** or a GPS session is already in progress. If you change the value from **Continuous** to **One-time**, you must click **Save** before your changes take effect and the fix becomes possible.

Mapping Service—The mapping service (for example, Google Maps or MapQuest) that displays the GPS results (in a separate browser window).




Metric units—Specifies whether to use metric when displaying the GPS results (for example, the altitude, speed, HEPE).

Tip: Additional settings are available at *Advanced Settings > WAN > GPS*.

Wi-Fi Users Information and Settings

The Wi-Fi users icon shows how many Wi-Fi users are connected to the device.

The icon is on the left side of the home page.



Icon	Description
	No users are connected. (One user is connected via USB).
	One user is connected via Wi-Fi.
	The number indicates how many Wi-Fi users are connected.

When you click the icon, the Wi-Fi Users window is displayed.

Table with Connected Users Information

When you're logged in, the Wi-Fi Users window shows a table with information on computers currently connected to the device.

A row may optionally show one or both of these icons:

- —The user of this computer is logged in as administrator.
- —This computer is connected to the device through USB cable.

MAC Address—Each wireless device has a unique MAC address (assigned by its manufacturer). On Windows PCs, the MAC address is called the "physical address"; on a Mac, it is called the "Ethernet ID". See Finding the MAC Address of a Device.

Block—Used to block the computer's access to the device. You might want to do this, for example, in these cases:

- You don't recognize a listed computer.
- You have lots of data to transfer (you want to be the sole user of the bandwidth).
- You're approaching the data limit on your account.

Note: You cannot block the administrator. (The row for the administrator has the  icon).

Max Wi-Fi users—Limits the number of Wi-Fi users that can connect to the device. A smaller number improves performance and security.

Disable Wi-Fi when connected via USB—Turns off the Wi-Fi of the AirCard W801 device when the device is connected to a computer through the USB cable. Only this computer will be able to use the device and connect to the Internet.







Battery Information and Settings

The battery icon indicates the state of the battery of the device.

The text next to the icon displays additional information, for example, the charging status (% remaining or % complete).

The icon is on the left side of the home page.

Tip: You can also check the battery icon from the Home page, Mini Window, and Device LCD.

Icon	Description
	Battery level is critical. Charge the device immediately.
	No battery; connected to power outlet (through the charger).
	Connected to USB. Battery is either charging, or is not inserted.
	Charging through the charger.
	Battery is low. Charge the device.
...	The more bars are shown, the more the battery is charged.
	Battery is charged.

When you click the icon, the Battery Information and Settings window is displayed.

When you're logged in, you can set the behavior for when the device is:


- **Battery or USB powered.** Choose one of the following:
 - **Better battery life**—At the cost of shorter Wi-Fi range.
 - **Longer Wi-Fi range**—At the cost of shorter battery life.
- **AC powered.** Choose one of the following:
 - **Longer Wi-Fi range**
 - **Shorter Wi-Fi range**—You may want a shorter Wi-Fi range if, for example, you have a designated wireless area and you need to minimize the effect of your network on other networks in the vicinity


Standby (Low Power) Mode

When you're logged in, you can also set how soon the device goes into standby (low power) mode when no users are connected to it (**Standby Timer**).

You can specify settings for when battery powered and AC powered.

Note: This setting has no effect when the device is connected to a computer through the USB cable.


When the device is in standby mode, the 3G/4G modem radios, the Wi-Fi radio, and the LCD are off, and the power button  is flashing. To exit standby mode, do one of the following:

- Connect the AirCard W801 device to a charger or computer, through the USB cable.
- Press the power button .

See also "Tips on Extending Battery Life" on page 64.

Internet Connection Information

Note: Data usage amounts are approximate and should not be used for billing purposes. For accurate data usage amounts, check with CarrierName.

When you click the data icon  (on the left side of the home page), the Internet Connection Information window is displayed.

The window displays:

- Data statistics for the current connection session:
 - Data sent
 - Data received
 - Total transferred
 - Session duration
- The WWAN IP address of the device—the external IP address of the modem [3G or 4G] (that is, the IP address of the modem as seen from the Internet).

Viewing and Configuring Detailed Internet Connection Information


When you're logged in, the Internet Connection Information window additionally displays a table that you can use to determine data use:

- In the currently billing cycle. These numbers get automatically reset to 0 on the day specified by the **Starts on day** drop-down list.
- Over the lifetime of the device.
- By network [3G/4G], and by sent/received/total.

The window also allows you to:


- Immediately reset the data usage figures for the current billing cycle (click the **Reset** button).
- Change the start day of the billing cycle (**Starts on day** drop-down list).

SD Card Information and Settings

The microSD icon  is on the left side of the home page.

The text next to the icon indicates whether the card is:

- Enabled
- Detected
- Accessible by all ("shared") or only the administrator
- Accessible with or without a password (security)


When you click the  icon, the SD Card Information and Settings window is displayed. The window displays:

- The card status (see the above list)
- Storage capacity of the card, and space available



When you're logged in, from this window you can:

- Enable/disable the microSD card slot. See "Enabling the microSD Card Slot" on page 46.
- Set up access to the card. See "Setting Up Access to the microSD Card" on page 46.

Sounds Information and Settings

The sounds icon  shows whether the device speaker is on.

The icon is on the left side of the home page.

Icon	Description
	The device speaker is on.
	The device speaker is off.

When you click the sounds icon, the Sounds window is displayed. The window displays:

- Status of the device speaker (on or off).
- If you're logged in: checkboxes to enable/disable sounds for the following events:
 - Internet connected
 - Internet disconnected
 - Wi-Fi user has joined—Useful, for example, to detect an unwelcome Wi-Fi user if you're the only one using the device.
 - Wi-Fi user has left
 - Last user has left—When you hear the device beep, you can turn off the device, if no one will be using it for a while.
 - Low battery—Useful as a reminder to charge the device.
 - System alerts—When you hear the device beep, you can then use the device LCD or the Alerts window to get information about the alert. See "Alert Information" on page 34.

Note: System alerts include several types of events, for example:

- Critical battery
- Critical temperature
- Software update available
- Network update available
- Router settings reset
- Device startup failure

Tip: You can also disable all sounds through the mute switch on the device. See "Mute Switch" on page 23.

If you've enabled the sounds through the home page, but there are no sounds when an event occurs, check the position of the Mute switch.

Buttons Along the Top of the Home Page

The top horizontal part of the home page has the following areas/buttons:

- **Admin Login.** See "Logging In" on page 31.
- **Admin Setup**—Used to rerun the device setup, for example, after you've reset the device to factory default settings. See "Welcome to Your Device Window - Select an Option".
- **Advanced settings.** See "Advanced Settings" on page 40.
- **Map me**—GPS/Location Based Services.
 - Open a Web browser window that shows your current location. See "Opening a Web Browser Window Showing Your Current Location" on page 50.
 - Search for the closest gas station, restaurant, and so on, or do a custom search. See "Performing a Location Search" on page 50.
- **Support.** See "Support Button" on page 40.
- **Feedback**—Send your comments on using the device. See "Feedback" on page 41.

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- **Help**—Open the Help system, display the important information booklet, or download the user guide.

Admin Setup Button

This button displays a window where you can change the:

- Administrator password
- Wi-Fi network name (SSID)
- Wi-Fi security type
- Wi-Fi password

For more information, see "Welcome to Your Device Window - Select an Option".

Advanced Settings

From the Advanced Settings window you can configure all the settings of the AirCard W801 device and the Web application.

This window contains:

- The same settings that are displayed when you click an item on the left side of the home page.
- Additional settings.

The Advanced Settings window is organized into the following tabs; each tab has several sections.

- Device tab. See "Device Tab".
- WAN tab. See "WAN tab".
- Wi-Fi tab. See "Wi-Fi tab".
- Router tab. See "Configuring the Router" on page 1.

For most fields, field-level Help is displayed to the right of the window, when you select a field. For more information, see Field-level Help in the Advanced Settings Window.

Accessing the Advanced Settings Window

To access the Advanced Settings window:

1. Ensure you're logged in to the home page.
2. In the horizontal row of buttons (across the top of the home page), click the **Advanced Settings** button.

Map me Button

The **Map me** button is used for GPS/Location Based Services: you can, for example, search for the closest gas station, restaurant, and so on, or do a custom search.

See "Location Services" on page 49.

Support Button

The **Support** button opens, in a new Web browser window (or tab), the online support site for the Air-Card W801 device.

Note: This button is available only when you're connected to the Internet.

Feedback

The **Feedback** button opens, in a new Web browser window (or tab), the online feedback site for the AirCard W801 device.

Note: This button is available only when you're connected to the Internet.

Virtual Device

The right half of the home page contains an image of your AirCard W801 device.



This is a "virtual device"; it reflects most of the icons and text displayed on the real device. If you click the image, a "Mini window" is opened in a separate, movable Web browser window.

Mini Window

If you click the virtual device in the home page, the Mini Window is displayed—an image of the device in a separate, movable Web browser window.

Similar to the virtual device, the Mini Window reflects most of the icons and text displayed on the real device.

To save space on your monitor, after displaying the Mini Window you can close the home page and move the Mini Window to the side of your monitor. Then you can use the window to keep an eye on the status of your device and connection. (To reopen the home page, click the **Home** link.)

If you're logged in, the window has a **Connect/Disconnect** and a **Power Off** button.

Buttons Below the Virtual Device

Note: The buttons appear only when you're logged in.

Connect/Disconnect Button

This button disconnects a connection, or connects (if currently there's no connection).

The button is displayed if you're logged in and is shown below the virtual device (in the home page) and in the Mini Window.

Power Off Button

This button powers off the device.

Note: You can power the device on only from the device itself.

The button is displayed if you're logged in and is shown below the virtual device (in the home page) and in the Mini Window.

Sharing Your Device

Sharing Your Internet Connection

For others to share your Internet connection:

1. Provide the Wi-Fi network name and password to them.
2. On their computer, users must do one of the following, and then select the Wi-Fi network of the AirCard W801 device and connect to it (if prompted for a network key/security key/password, the user must enter the Wi-Fi password):

Windows

Windows: Use the software provided by the notebook manufacturer.

Windows 7: Right-click the  icon in the system tray.

Windows Vista: Select **Control Panel > Network and Internet > Network and Sharing Center > Connect to a network**.

Windows XP: Select **Control Panel > Network Connections > Wireless Network Connections > View available wireless networks**.

Mac

Choose **Go > Utilities > AirPort Setup Assistant**.

Linux

Please see the user documentation of the Linux distribution.

Other operating systems

Please see the user documentation for your operating system or computer.

Sharing Access to the microSD Card

If you'll be sharing access to the microSD card, you must provide the guest username and password to the other users. For details, see "SD Card Information and Settings" on page 38.

Connecting to Wi-Fi

You may have to manually connect to Wi-Fi after certain events—for example, as part of the initial AirCard W801 device setup, or after a software update.

Tip: The name of the Wi-Fi network is displayed on the device LCD.

To connect to Wi-Fi:

- Do one of the following, and then select the Wi-Fi network provided by the AirCard W801 device and connect to it (if prompted for a network key/security key/password, enter the Wi-Fi

password):

Windows

Windows: Use the software provided by the notebook manufacturer.

Windows 7: Right-click the  icon in the system tray.

Windows Vista: Select **Control Panel > Network and Internet > Network and Sharing Center > Connect to a network**.

Windows XP: Select **Control Panel > Network Connections > Wireless Network Connections > View available wireless networks**.

Mac

Choose **Go > Utilities > AirPort Setup Assistant**.

Linux



Please see the user documentation of the Linux distribution.


Other operating systems


Please see the user documentation for your operating system or computer.

Wi-Fi Password Reminder

When the Wi-Fi Password Reminder feature is enabled, you can display the Wi-Fi password on the LCD of the device:

1. If the LCD is dark (no text or icons are displayed):
 - a. Ensure the LCD is enabled. See Turning the LCD On or Off.
 - b. Briefly press the power button  on the device.
2. Double-click the power button  on the device.

To double-click the power button  on the device, press it twice, quickly (within 0.5 seconds).

The information is displayed for approximately 20 seconds. To clear the information before that, briefly press the power button  on the device.

Enabling the Wi-Fi Password Reminder

To enable the Wi-Fi Password Reminder:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Wi-Fi > Security**.
4. In the **Password reminder** area, select **On**.

Data Connections


See also:

- "Wi-Fi Users Information and Settings" on page 36
- "Internet Connection Information" on page 38.
- "Mobile Broadband Information and Settings" on page 33.
- "3G Roaming Information and Settings" on page 34.
- "Signal Information" on page 33.

Launching a Network Connection

After the AirCard W801 device powers on and boots up, a connection to the 3G/4G network is launched automatically, unless you've disabled **Connect Automatically**.

If the connection was not successful, or if you've disabled auto-connect or manually ended a connection (by clicking the **Disconnect** button), you can launch a connection by doing one of the following:

- Click the **Connect** button on the Virtual Device on the home page (you must be logged in).
- Click the **Connect** button in the Mini Window (you must be logged in).
- If the device LCD displays "Disconnected from 3G/4G network. Connect now?", press the power button  on the device.

Ending a Connection

To end a 3G/4G connection:

1. Ensure you're logged in to the home page.
2. Click the **Disconnect** button in one of these places:
 - Virtual Device (in the home page). See "Virtual Device" on page 41.
 - Mini Window. See "Mini Window" on page 41.

Note: The Wi-Fi connection is still available, so users can, for example, share files by using a microSD card.







Battery Information and Settings

The battery icon indicates the state of the battery of the device.

The text next to the icon displays additional information, for example, the charging status (% remaining or % complete).

The icon is on the left side of the home page.

Tip: You can also check the battery icon from the Home page, Mini Window, and Device LCD.

Icon	Description
	Battery level is critical. Charge the device immediately.
	No battery; connected to power outlet (through the charger).
	Connected to USB. Battery is either charging, or is not inserted.
	Charging through the charger.
	Battery is low. Charge the device.
...	The more bars are shown, the more the battery is charged.
	Battery is charged.

When you click the icon, the Battery Information and Settings window is displayed.

When you're logged in, you can set the behavior for when the device is:

- **Battery or USB powered.** Choose one of the following:
 - **Better battery life**—At the cost of shorter Wi-Fi range.
 - **Longer Wi-Fi range**—At the cost of shorter battery life.
- **AC powered.** Choose one of the following:


- **Longer Wi-Fi range**
- **Shorter Wi-Fi range**—You may want a shorter Wi-Fi range if, for example, you have a designated wireless area and you need to minimize the effect of your network on other networks in the vicinity


Standby (Low Power) Mode

When you're logged in, you can also set how soon the device goes into standby (low power) mode when no users are connected to it (**Standby Timer**).

You can specify settings for when battery powered and AC powered.

Note: This setting has no effect when the device is connected to a computer through the USB cable.

When the device is in standby mode, the 3G/4G modem radios, the Wi-Fi radio, and the LCD are off, and the power button  is flashing. To exit standby mode, do one of the following:

- Connect the AirCard W801 device to a charger or computer, through the USB cable.
- Press the power button .


See also "Tips on Extending Battery Life" on page 64.

Low Battery Alert

You can set an alert to sound when the battery level is low.

You can set the alert from the home page or from the **Advanced Settings** window.

Setting the Alert From the Home Page

1. Ensure you're logged in to the home page.
2. In the vertical row of icons (down the left side of the home page), click the Sounds icon (.
3. In the Sounds window, select **Low battery**.

Setting the Alert From the Advanced Settings Window

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Sounds**.
4. For the **Low battery alerts** field, select **Enable**.
5. From the **Alert when** drop-down list, select the battery level at which the alert is to sound.

Critical Battery Level Alert

You can enable an alert to sound when the battery level is critical (that is, dangerously low).

To enable the alert :

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Sounds**.
4. For the **System alerts** field, select **Enable**.

Note: System alerts include several types of events, for example:

- **Critical battery**
- **Critical temperature**
- **Software update available**
- **Network update available**
- **Router settings reset**
- **Device startup failure**

microSD Card

See also:

- "microSD Card Slot" on page 27.
- "SD Card Error (Alert)" on page 55.
- "SD Card Information and Settings" on page 38.

Things You Must Do Before You Can Use the microSD Card Slot

Before you and other users can use the microSD card slot:

1. Enable the slot. See "Enabling the microSD Card Slot" on page 46.
2. Set up access to the slot. See "Setting Up Access to the microSD Card" on page 46.
3. Optionally, rename the **microSD Shared Folder Name**. See "microSD Shared Folder Name" on page 47.
4. Inform others how they can access the card. See "Accessing the microSD Card" on page 48.

Enabling the microSD Card Slot

Before computers can recognize the microSD card, the microSD slot on the AirCard W801 device must be enabled.

To enable the microSD slot:

1. Ensure you're logged in to the home page.
2. In the SD Card Information and Settings window or from **Advanced Settings > Device > microSD card**, select **Enable SD Card**. (See "SD Card Information and Settings" on page 38.)

Setting Up Access to the microSD Card

If you've enabled access to the microSD card, you must also specify whether a username and password are required to access the card.

To set up access to the microSD card:

1. Ensure you're logged in to the home page.
2. In the SD Card Information and Settings window or from **Advanced Settings > Device > microSD card**, under "Username and Password Security", select one of the values:
 - To have no security, select **None**. Anyone can access the card; no username or password is required.
 - To allow only the administrator to access the card, select **Administrator Only**. When prompted for the username (when you try to access the card), enter "admin". For the password, enter the home page login password.
 - To allow non-administrator users to access the card, select **Administrator + Guest**.
3. If you've selected **Administrator + Guest**:

- a. Optionally, change the **Set Guest Username** and **Set Guest Password** fields (up to 20 characters each; spaces are allowed).
- b. Give the guest username and password to people whom you want to allow access to the card.

microSD Shared Folder Name

You can optionally change the name of the folder that the microSD card shows up as (in the file browser program); the default folder name is "shared".

To change the shared folder name:

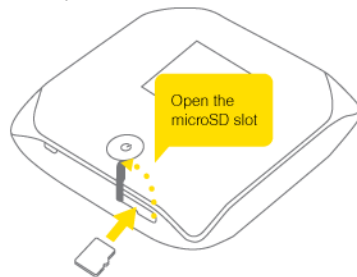
1. Ensure you're logged in to the home page.
2. Click **Advanced settings > Device > MicroSD card**.
3. In the **MicroSD shared folder name** field, type the new name. Up to 32 characters (letters, numbers, and spaces) are allowed.

For information on how this folder name is used, see "Accessing the microSD Card" on page 48.

Inserting a microSD Card into the Device

To insert the microSD card:

1. Gently flip open the tab labelled "microSD" on the side of the device.



2. Gently insert the microSD card (label facing up) into the slot on the side of the device, until the microSD card clicks into place.

Note: 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. 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.

3. Check the status of the microSD card. See "SD Card Information and Settings" on page 38.

Removing a microSD Card From the Device

To remove the microSD card:

1. Ensure you and other users have completed any file transfers.
2. Safely remove the hardware.

Windows Vista and Windows XP

Click the Safely Remove Hardware icon (🗑️ in Windows Vista; 🗑️ in Windows XP) in the system tray, and click the **Safely remove USB Mass Storage Device** entry for the microSD card.

Windows 2000

Click the Safely Remove Hardware icon (🗑️) in the system tray, and click the **Stop USB Mass Storage Device** entry for the microSD card.

CHAPTER 3 Basics of Your Device

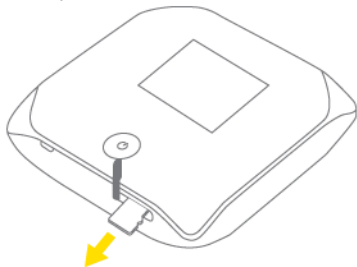
Mac

Eject the drive.

Other operating systems

Please see the user documentation for your operating system or computer.

3. Gently flip open the tab labelled "microSD" on the side of the device.



4. 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 drawing above.
5. Remove the microSD card and store it in a safe place.
6. Close the tab over the microSD slot of the device.

Accessing the microSD Card

If the microSD slot is enabled, an inserted card appears in your file browser as a shared network drive. The way to access the card varies, depending on your operating system.

Note: In the information that follows, **<Hostname>** is the value of the **Hostname** field (in **Advanced Settings > Wi-Fi > Network** and also in **Advanced Settings > Router > LAN**).

Windows

Do one of the following:

- In Windows Explorer or Internet Explorer, type "\\\" and then one of the following :
 - **<Router IP address>** (field in **Advanced Settings > Router > LAN**), followed by the microSD Shared Folder Name. See "microSD Shared Folder Name" on page 47.
For example: \\192.168.0.1\shared
 - **<Hostname>**, followed by the microSD Shared Folder Name.
For example: \\MyDeviceName\shared
- From the Windows **start** menu: **start > Run > \\<Hostname><microSD Shared Folder Name>**

Mac

1. In Finder, select **Go > Connect to Server**.
2. Type **smb://<Hostname>shared**
3. In Finder, double-click the shared drive.

Linux

Do one of the following:

- Open the file browser and, in the address bar, type:
smb://<Hostname>/shared
- Open up the run menu (Alt+F2) and type: **smb://<Hostname>/shared**

Other operating systems

Please see the user documentation for your operating system or computer.

If security has been enabled for the microSD card, you will be prompted to enter the username and password for the microSD card. (See "Setting Up Access to the microSD Card" on page 46).

Location Services

See also:

- "GPS Information and Settings" on page 35.
- "GPS Privacy Agreement (Alert)" on page 54.
- "GPS Fix Not Available" on page 66.

Requirements for GPS Service

To access GPS services:


- You must accept the GPS privacy agreement.
- GPS must be enabled.

GPS services are not available if:

- You are indoors. GPS receivers must be able to lock onto the global positioning satellites to accurately determine position. The number of obstructions present indoors often makes accurate position determination impossible.

Enabling GPS


To enable GPS:

1. Ensure you're logged in to the home page.
2. Do one of the following:
 - In the vertical row of icons (down the left side of the home page), click the GPS icon () and, in the window that's displayed, select **Enable GPS**.
 - Click **Advanced settings > WAN > GPS** and select **Enable GPS**.
If the GPS privacy agreement is displayed, you must read and accept it.

Note: If **Enable GPS** is not available, you must accept the GPS privacy agreement. See "GPS Privacy Agreement (Alert)" on page 54.

Displaying Your Location Information

To display your location information:

1. Ensure you're logged in to the home page.
2. Ensure GPS is enabled.
3. Ensure you have a clear line of sight to the GPS satellites.
4. Click the GPS indicator  (on the left side of the home page).
5. In the GPS Information and Settings window, set **GPS Mode** to One-time, and click **Get fix now**.


Your location information is displayed in the top part of the window.

Tip: You can also display location information from **Advanced Settings > WAN > GPS** — click the **Get fix now** button.

Alternatively, you can display your current location in a Web browser. See "Opening a Web Browser Window Showing Your Current Location" on page 50.

Opening a Web Browser Window Showing Your Current Location

To open a Web browser window that shows your current location:

1. Ensure GPS is enabled.
2. Ensure you have a clear line of sight to the GPS satellites.
3. In the horizontal row of buttons (across the top of the home page), click the **Map me** () button.

See also "Changing Your Mapping Service" on page 51.

Performing a Location Search

To perform a search for establishments near your current location:

The results of the search are displayed in a new browser window or tab.

See also "Changing Your Mapping Service" on page 51.

Changing the GPS settings

Basic GPS settings can be changed in the GPS Information and Settings window. See "GPS Information and Settings" on page 35.


Additional settings are available at **Advanced Settings > WAN > GPS**.

Setting the GPS Mode

GPS mode determines whether the location fix is done:

- Once ("one-time"), or
- Periodically ("continuous")—used, for example, for navigation/turn-by-turn (TBT) applications.

To set the GPS mode:

1. Ensure you're logged in to the home page.
2. Click the GPS indicator  (on the left side of the home page).
3. In the GPS Information and Settings window, under GPS Mode, select one of the following:
 - **One-time**—Use a single fix. Use this option if you'll be using your device at the same location.

Tip: If you want to get a fix now, click the *Get fix now* button.

- **Continuous**—Fixes are obtained on a regular basis. Also known as auto-tracking. Useful for navigation or turn-by-turn (TBT) applications (for example, driving directions).

Setting the GPS Fix Rate

The GPS fix rate determines how often GPS fixes are obtained. This option is available only if the fix mode is set to Continuous.

To set the GPS fix rate:


1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **WAN > GPS**.

4. Ensure **GPS Mode** is set to Continuous.
5. In the **Fix Rate** field, enter a number between 1 and 999 (seconds).

The smaller the number, the more up-to-date the location tracking will be, at the cost of shorter battery life of the device. Available only if **GPS Mode** is set to **Continuous**.


Using Metric Units

To use metric units in the display of location information (for example, speed, altitude):

1. Ensure you're logged in to the home page.
2. Click the GPS indicator  (on the left side of the home page).
3. In the GPS Information and Settings window, select the **Metric units** check box.

Changing Your Mapping Service

To change the mapping service (for example, Google Maps or MapQuest) that displays the GPS results (in a separate browser window):

1. Ensure you're logged in to the home page.
2. Click the GPS indicator  (on the left side of the home page).
3. In the GPS Information and Settings window, from the **Mapping service** drop-down list, select the service.

Performance Setting (GPS)

The performance setting determines the amount of time the device waits for a satellite to be discovered when obtaining GPS information.

To set the performance:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **WAN > GPS**.
4. In the **Performance** area, select one of the following:
 - **Automatic**—The device automatically determines the most appropriate setting to use.
 - **Manual**—In the input field, enter the number of seconds the device should wait for a satellite to be discovered. If this time is exceeded, an error is reported.

Accuracy

The accuracy setting determines how accurate the location information is.

To set the accuracy:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **WAN > GPS**.
4. In the **Accuracy** area, select one of the following:
 - **Automatic**—The device automatically determines the most appropriate setting to use.

- **Manual**—In the input field, enter the number of meters to which the data must be accurate. **Note:** If the value is very small (i.e. very high accuracy), the fix may fail.

Updates

Note: If a software update or 3G network update is available, the device LCD displays a message, and an alert is available from the home page. See "Software Update Available (Alert)" on page 55 and "3G Network Update Available (Alert)" on page 54.

The update may improve performance and functionality.

To check for updates, you have the option to:

- Check for updates immediately. See "Check for Updates Immediately" on page 52.
- Set the Web application to Automatically check for updates. See "Automatically Check for Updates" on page 52.

Automatically Check for Updates

The updates may include the following:

- Device firmware
- 3G network update
- The Web application
- Help files
- Other files

To specify how often the Web application checks for updates:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Basic**.
4. From the **Check for updates** drop-down list, select the desired value.

Tip: When updates are available, an alert is shown in the Web application. See "Alert Information" on page 34.

Check for Updates Immediately

The updates may include the following:

- Device firmware
- 3G network update
- The Web application
- Help files
- Other files

Note: During installation of the update:

- **DO NOT** turn off or unplug the device.
- Your Wi-Fi and Internet connections won't be available.

When the installation is complete, you will need to reconnect to Wi-Fi. (See "Connecting to Wi-Fi" on page 42).

To check for updates:

1. Log in to the home page.
2. Ensure you're connected to 3G/4G.
3. Click the **Advanced Settings** button.
4. Select **Device > Basic**.
5. Click the **Check for updates now** button.
Text next to the button indicates whether updates are available. If updates are available, an **Install now** button is displayed.
6. If updates are available:
 - a. Ensure your AirCard W801 device is connected to a charger or computer, through the USB cable.
 - b. Click **Install now** to install the updates.
 - c. When the installation is complete, reconnect to Wi-Fi. See "Connecting to Wi-Fi" on page 42.

Upgrade Firmware from a File

Use this option when you have an updated firmware file that you've, for example, downloaded from the CarrierName or Sierra Wireless Web site.

Note: During installation of the update:

- **DO NOT turn off or unplug the device.**
- **Your Wi-Fi and Internet connections won't be available.**

When the installation is complete, you will need to reconnect to Wi-Fi. (See "Connecting to Wi-Fi" on page 42).

To upgrade the device firmware from a file:

1. Ensure **Disable Wi-Fi when connected via USB** is set to **Enabled**. See "Disabling Wi-Fi When Connected Through USB" on page 26.
2. Ensure your AirCard W801 device is connected to a charger or computer, through the USB cable.
3. Log in to the home page.
4. Click the **Advanced Settings** button.
5. If you want to later confirm that the upgrade was successful, write down the current version information (shown in **Device > About**):
 - Software version
 - Firmware version (in the 3G section)
 - Firmware version (in the 4G section)
6. Select **Device > Basic**.
7. Optional, but recommended: save the current configuration:
 - a. Click the **Export** button.
 - b. Save the file. Note the filename and path.
8. Next to the **Update firmware from file** field, click the **Browse** button and select the firmware file to upload to the device.
9. Click **Update**.
Please wait while the upgrade occurs; this may take several minutes. The device LCD shows the upgrade status. The device will restart (possibly several times).
Once the upgrade is complete, the LCD device shows the usual icons and text (for example, the device name).

10. If you want to confirm that the upgrade was successful, compare the current version information (in **Device > About**) to the values you wrote down earlier (before the upgrade).
11. If you've saved the current configuration, reload it.
 - a. Next to the **Import Router Settings** field, click the **Browse** button and select the file you've saved.
 - b. Click **Import**.
12. Reconnect to Wi-Fi. See "Connecting to Wi-Fi" on page 42.

Alerts

3G Activation Required (Alert)

If only 3G coverage is available, you won't be able to connect to the Internet until 3G activation has been completed.

To activate 3G on your device:

1. Ensure you have 3G coverage.
2. Ensure you're logged in to the home page.
3. In the 3G Activation Required alert window, click **Activate now**.

Activation is then performed over the network; no user interaction is required.

- If activation is successful, "Activation complete!" is displayed. You can now connect to the 3G network. If the connection is not established automatically, click the **Connect** button in the home page or Mini Window.
- If activation was not successful, "Activation failed" is displayed. Prepare the following, and contact CarrierName:
 - Your billing information.
 - ESN of the AirCard W801 device (displayed on the packaging, on the device [under the battery], and at **Advanced Settings > Device > About**).

3G Network Update Available (Alert)

The 3G Network Update Available alert is displayed if a PRL update is available for your device. The update may improve your 3G network service.

Note: During installation of the update:

- **DO NOT** turn off or unplug the device.
- **Your 3G connection won't be available. (Your 4G connection won't be affected.)**


To install the update:

1. Ensure you have 3G coverage.
2. Ensure you're logged in to the home page.
3. In the 3G Network Update Available alert window, click **Update now**.

GPS Privacy Agreement (Alert)

The GPS Privacy Agreement alert is displayed if the GPS privacy agreement hasn't been accepted. (You cannot use GPS until you accept the GPS privacy agreement and then enable GPS.)

To accept the GPS privacy agreement:

1. Ensure you're logged in to the home page.
2. Do one of the following:
 - In the vertical row of icons (down the left side of the home page), click the GPS icon () and, in the window that's displayed, click **View privacy agreement**.
 - Display the GPS Privacy Agreement alert window. See "Alert Information" on page 34.
3. Read the agreement, and select **I accept**.

SD Card Error (Alert)

If you're having problems reading from the microSD card, or if the SD Card Error alert window is displayed or the device LCD displays "SD Card error", try the following:

1. Remove and reinsert the microSD card.
2. If the card is still not working, try it in the microSD slot of another computing device.
 - If it works in the other device, the card slot on your AirCard W801 device may have a problem.
 - If the card doesn't work in the other computing device, try one of the following:
 - Use a different microSD card.
 - Reformat your 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.

Software Update Available (Alert)

The update may improve performance and functionality.

Note: During installation of the update, your Internet and Wi-Fi connections won't be available. When the installation is complete, you will need to reconnect to Wi-Fi.

To install the update:

1. Ensure your AirCard W801 device is connected to a charger or computer, through the USB cable.
2. Ensure you're logged in to the home page.
3. In the Software Update Available alert window, click **Install now**.
The window displays the installation status.
4. When the installation is complete, reconnect to Wi-Fi. See "Connecting to Wi-Fi" on page 42.

Viewing Device Information

To view information about your device:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > About**.

Note: 4G information is not available if WAN mode is "3G only". (WAN mode is in Advanced Settings > WAN > Setup.)

The following information is displayed:

CHAPTER 3 Basics of Your Device

- Manufacturer
- Model
- Software Version.
Firmware version of the router component of the device.
- Router PRI version.
PRI version of the router component of the device. The PRI (Product Release Instructions) is a file that contains the settings used to configure wireless products for a particular service provider, customer, or purpose.
- ESN/MEID (3G).
The ESN(Electronic Serial Number) is the unique first-generation serial number assigned to the 3G component of the device.
The MEID (Mobile Equipment Identifier) is the unique second-generation serial number assigned to the 3G component of the device.
- 3G PRL version.
The PRL (Preferred Roaming List) is an account configuration item set by your service provider. It controls the radio channels/network carrier used by the 3G modem. An updated PRL may improve your 3G network service.
- 3G firmware version.
Firmware version of the 3G component of the device.
- 3G PRI version.
PRI version of the 3G component of the device. The PRI (Product Release Instructions) is a file that contains the settings used to configure wireless products for a particular service provider, customer, or purpose.
- 4G MAC address.
MAC address of the 4G module. Each wireless device has a unique MAC address (assigned by its manufacturer).
- 4G firmware version.
Firmware version of the 4G component of the device.
- 3G activation status.
Activated, or not activated.
- Original activation date.
Date that the 3G modem/account were first activated.
- Network operator.
The operator (carrier) that your device and account were activated for.

The window also has buttons to:

- Save the information to a text file.
- Reset the 3G/4G configuration of the device to factory default settings. See [Resetting the / Configuration to Factory Default Settings](#).

Viewing 3G Activation Information

To view 3G activation information:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > About**.

The following fields are related to 3G activation:

- Activation status.
Activated, or not activated.

- Activation date.
Date that the 3G modem/account were first activated.
- Network operator.
The operator (carrier) that your device and account were activated for.

Viewing Logs

System Events

You can enable/disable, as a group, the logging of the following events:

- Software update available
- Network update available
- Primary WAN failover
- Primary WAN switchback
- Unexpected data connection loss
- Changes to miscellaneous settings

The following system events are always logged:

- Intrusion alerts
- Unexpected power loss
- Critical battery
- Critical temperature
- Router settings reset
- Firmware update

Enabling/Disabling Logging of System Events

To enable/disable logging of system events:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. In the **System events** area, select **Enable** or **Disable**.

Note: Certain events are always logged; see "System Events" on page 57.

Exporting System Events

To export system events to a text file:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. Ensure **System events** is set to **Enable**.
5. Click the **Export** button.

Clearing the Log (System Events)

To erase all the data from the system events log:

CHAPTER 3 Basics of Your Device

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. Ensure **System events** is set to **Enable**.
5. In the **System events** area, click the **Clear log** button.

Connection History

The connection history shows the time of connections to and disconnections from the Internet.

Note: The connection history does not log the amount of data transferred. In the Internet Connection Information window, you can view information on the current billing cycle and lifetime of the device; see "Internet Connection Information" on page 38.

Enabling/Disabling Logging of Connect/Disconnects

To enable/disable logging of Internet connect/disconnects:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. In the **Connect/disconnect** area, select **Enable** or **Disable**.

Exporting the Connection History

To export the connection history to a text file:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. Ensure **Connection/disconnect** is set to **Enable**.
5. In the **Connection/disconnect** area, click the **Export** button.

Clearing the Log (Connection History)

To erase all the data from the connection history log:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Log**.
4. In the **Connect/disconnect** area, click the **Clear log** button.

Setting the Method Used for Time Acquisition

Time information is stored in the connection history log and system events log.

To set the method used for obtaining the time:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **Device > Logs**.

4. From the ***Time acquisition method*** drop-down list, select ***CDMA*** or ***NTP***.
If ***CDMA*** is selected, time information is obtained from the CDMA (3G) network; this is more accurate than NTP, but requires CDMA (3G) coverage.
If ***NTP*** is selected, the AirCard W801 device's clock is synchronized to a Network Time Protocol server on the Internet; not as accurate as when using the ***CDMA*** setting, but doesn't require CDMA (3G) coverage. Use this setting if you have 4G but no 3G coverage.

Resources (FAQs, Tips, and More)

Online Help

To display the online Help:


1. In the Web application, click the Help button  and, from the menu, select **Online Help**. The Help system is opened in a new Web browser window or tab.

You have several options to find the information you need:

- Browse the Table of Contents.
- Use the Index or Search feature: click the appropriate button in the lower left part of the help window, and type the information you're looking for.

Some Other Ways to View Help Information



Here are some other ways to view Help information:

- Some windows have a  icon. Click the icon to view Help information.
- When you select a field in the **Advanced Settings** window, help information, if available, is displayed to the right of the window.

Frequently Asked Questions and Tips

How Can I Tell I'm Connected to 3G/4G?

When you're connected:

- The 3G or 4G icon (on the left side of the home page) is solid. For example, .
- The bottom area of the device LCD, the Virtual Device, and the Mini Window show the data transfer icon  and data transfer information (amount of data; connection duration).

What Do I Do if I Forgot the Administrator Password?

If you forgot the administrator password (used to log in to the home page):

1. Reset the router component of the device to factory default settings. See "Resetting the Router Component to Factory Default Settings" on page 28.
2. Go through the device setup, during which the administrator password will be displayed; write it down in a safe place. See "Setting Up the Device" on page 14.

Questions about My Account

If the Connection is "Always On," am I Always Being Billed?

No. The connection to the network goes dormant after a period of inactivity, but the connection can be re-established faster than having to reconnect. Billing occurs only when data is passed across the network.

Questions about GPS and Location Services

What is LBS?

LBS (Location-Based Services) is used to provide enhanced Local Search functionality via internet mapping services. For more information, see "Performing a Location Search" on page 50.

What is GPS?

GPS stands for Global Positioning System, which is a system that uses a series of 24 geosynchronous satellites to provide location data.

GPS satellites transmit signals to equipment on the ground. GPS receivers passively receive satellite signals, but do not transmit.

How do I Use the Enhanced Local Search Feature?

See "Performing a Location Search" on page 50.

Where Can I Use GPS?

GPS works wherever there is line-of-sight access to the GPS satellites.

How do I Enable/disable GPS?

By default, Location Services are disabled.

To enable Location Services, see "Enabling GPS" on page 49.

Location-Based Services Limitations

Weather conditions may affect your ability to get a clear view of the satellites and thus to acquire a GPS fix.

Other Questions

Are Terminal Sessions Supported?

Terminal sessions (for example, via `telnet` or `ssh`) are not supported.

Improving Signal Strength

To improve the signal strength, try the following:


- Ensure you're inside the network coverage area.
- Try reorienting your device.
- Move the device and your computer to another location—you may be in or near a structure that is blocking the signal. (Every obstacle [for example, walls, ceilings, furniture] between the AirCard W801 device and other wireless devices decreases the signal strength.)
- Place the AirCard W801 device in a centralized location, as high as possible in the room.
- Make sure there's plenty of space around your device to provide the best signal reception.
- Keep the device at least 3-6 feet away from electrical devices that generate RF interference (for example, microwaves, TVs, 2.4 GHz cordless phones, cellular phones, baby monitors, wireless speakers). If you're not using these electrical devices, turn them off.

CHAPTER 4 Resources (FAQs, Tips, and More)

- If possible, place your devices so that the signal passes through open doorways or drywall, as opposed to concrete, brick, metal, walls with insulation, and so on.
- If you cannot obtain service, contact Service_Provider—a network or account problem may be preventing you from obtaining service.

Tips on Extending Battery Life

To extend battery life:

- When you're not using the device, power it off, or end the 3G/4G connection. (Click the **Disconnect** button in the home page).
- Connect the device, through the USB cable, to the charger or a computer, and disable Wi-Fi. See "Disabling Wi-Fi When Connected Through USB" on page 26.
- Adjust the LCD—do one or more of the following:
 - Turn off the LCD. (**Advanced Settings > Device > Display > LCD Backlight**)
 - Decrease the brightness of the LCD. (**Advanced Settings > Device > Display > Backlight Settings > On Battery/USB Power**)
 - Set the LCD to turn off sooner. See "Setting the LCD Timeout" on page 1.
- Configure the setting (for when battery powered or connected via USB) to "Better battery life". (**Advanced Settings > Wi-Fi > Network > Battery or USB powered**)
- Enable standby (low power) mode. See "Standby (Low Power) Mode" on page 45.
- Turn off the lighting of the power button  (i.e. LED). (**Advanced Settings > Device > Display > Power Button LED**)
- Limit the number of Wi-Fi users. (**Advanced Settings > Wi-Fi > Network > Max number of users**)
- If you have 3G but not 4G coverage, set **WAN mode** to 3G only. (**Advanced Settings > WAN Setup > WAN mode**)
- If GPS is enabled and you're using your device from the same location, set **GPS Mode** to One-time. See "Setting the GPS Mode" on page 50.

Troubleshooting Tips

General tips:

- Check the system events log. See "Exporting System Events" on page 57.
- If some settings are preventing you from connecting to Wi-Fi, connect to the AirCard W801 device through USB cable, and then change the settings. See "Requirements - USB Tethered Mode" on page 26 and "Connecting the Device to Your Computer Through the USB Cable" on page 26.
- The knowledge base at the Sierra Wireless Web site (sierrawireless.com/support/customer_help.aspx) may also be useful.

Messages Displayed on the Device LCD

See also "SD Card Error (Alert)" on page 55.

3G Activation Failed

If this message is displayed on the device LCD or in the 3G Activation Required alert window (after you've attempted activation):

1. Ensure you're in 3G coverage and the signal strength is strong.
2. Power the device off and on. See "Powering the Device Off" on page 22 and "Powering the Device On" on page 22.
3. If the "Activation failed" message is still displayed, prepare the following, and contact CarrierName:
 - Your billing information.
 - ESN of the AirCard W801 device (displayed on the packaging, on the device [under the battery], and at **Advanced Settings > Device > About**).

Connection Error

If this message persists on the device LCD, update the 3G profile:

1. Log in to the home page.
2. Click the **Advanced Settings** button.
3. Select **WAN > Setup**.
4. Click **Update 3G profile**.
5. If an error message and number are displayed on the LCD after the update, note the information and contact CarrierName.

Searching for Network

This message is displayed on the LCD until a 3G or 4G network is acquired.

If this message persists, see the tips in Cannot Connect to the / Network.




Update Failed

If this message is displayed on the device LCD or in the 3G Network Update Available or Software Update Available alert windows (after you've attempted the update):

1. Ensure your AirCard W801 device is connected to a charger or computer, through the USB cable.
2. Retry the update.
3. If the "Update failed" message is still displayed, contact CarrierName.

LCD Is Dark

The LCD is dark and is not displaying any text or icons if:

- The device is powered on and:
 - The LCD is turned off (**Advanced Settings > Device > Display > LCD Backlight**).
 - The LCD is turned on, but the LCD is dormant (inactivity timeout). To make the LCD active, briefly press the power button  on the device.
 - The device is in standby (low power) mode. To exit this mode, briefly press the power button  on the device.
- The device is powered off.
To power on the device:
 1. Ensure a battery is inserted into the device.
 2. Press the power button  on the device for approximately two seconds.

CHAPTER 4 Resources (FAQs, Tips, and More)

If the LCD is still dark, use the supplied USB cable to connect the device to a charger or to a computer.

Insufficient Signal Strength

If you have insufficient signal strength, the icon  is displayed (on the left side of the home page). Insufficient signal strength may occur because:

- You are outside the network coverage area.
- Your device's internal antenna is pointing in the wrong direction.
- You are in or near a structure that is blocking the signal.
- You are near a device that is causing radio signal interference.
- A network or account problem is preventing you from obtaining service.

See also "Improving Signal Strength" on page 63.

Location Services Aren't Working or Don't Seem to Be Available

Ensure that GPS is enabled. See "Enabling GPS" on page 49.

Ensure you have a clear line of sight to the GPS satellites.

GPS Fix Not Available

If the "GPS Fix not available" window is displayed:

- Ensure you have a clear view of the sky; if you're in a forested area, or in or near tall buildings, move to another location.

To retry a fix, click **Retry Now**. Otherwise, click **Cancel**.

WiFi

Cannot Check for Updates

Ensure your AirCard W801 device is connected to a charger or computer, through the USB cable.

Contacting Customer Service

Technical Specifications and Regulatory Information

Technical Specifications

LED Operation

See "Using the Power Button to Determine the Device State" on page 22.

Radio Frequency and Electrical Specifications

Approvals	TBA
Battery	Size: TBD mAh Duration for full charge: <ul style="list-style-type: none"> • AC charger: TBD hours • PC USB cable: TBD hours Charge life: <ul style="list-style-type: none"> • TBD hours under standard use • TBD hours of continuous use
Current	Maximum: TBD A Typical data call current (talk mode): <ul style="list-style-type: none"> • TBD mA (1X) • TBD mA (1xEV-DO) • TBD (WiMAX) Standby: <ul style="list-style-type: none"> • TBD mA (1xEV-DO/IS2000 hybrid mode) • TBD (WiMAX)
Transmit	PCS: 1850 to 1910 MHz Cellular: 824 to 849 MHz WiMAX: 2495 to 2690 MHz
Receive	PCS: 1930 to 1990 MHz Cellular: 869 to 894 MHz WiMAX: 2495 to 2690 MHz GPS: 1575.42 MHz

Software Specifications

Software Specifications

CDMA (3G) specification	IS-2000 Release 0
Data service	IS-707A
WiMAX (4G) specification	IEEE 802.16e-2005
Wi-Fi specification	IEEE 802.11b IEEE 802.11g
Wi-Fi security and encryption protocols	WEP Open & Shared WEP-64 WEP-128 WPA-Personal TKIP & AES (Pre-Shared Key or WPA-PSK) WPA2-Personal TKIP & AES (WPA2-PSK) WPA+WPA2-Personal (WPA+WPA2 PSK)
SMS (IS-637)	Not supported
FAX	Not supported
IOTA	Supported
OTASP (IS-683A, IS-683B, IS-683C)	Supported
OTAPA	Supported
PRL (Preferred Roaming List)	Supported
Authentication	Supported
Voice	Not supported
NAM	Single
Position Location	Standalone
TTY/Accessibility	Not supported
Mobile IP	Supported
Network protocols (router)	TCP, UDP, ARP, RARP, ICMP
VPN	Pass-through of the following VPN types: <ul style="list-style-type: none"> • PPTP • IPSec Tunneling of multiple VPN sessions simultaneously is supported.

Environmental Specifications

Environmental Specifications

Operating temperature	-20 to +55°C
Storage temperature	-40 to +85°C
Humidity	95%, non-condensing
Vibration	10-1000 Hz, 6G, 60 min/axis, 3 hrs total (non-operating)
Drop	1 m on concrete

Mechanical Specifications

Dimensions (W x L x H)	81 mm x 81 mm x 16 mm
Power button	Supported
Headset jack	Not supported
LED	White

Regulatory Information

Regulatory Notices

The design of the AirCard W801 device complies with U.S. Federal Communications Commission (FCC) guidelines respecting safety levels of radio frequency (RF) exposure for mobile devices, which in turn are consistent with the following safety standards previously set by 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*
- 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: N7N-MHS801.

RF Exposure - This device is only authorized for use in a mobile application. At least 20 cm (8 inches) of separation distance between the AirCard W801 device and the user's body must be maintained at all times.

WARNING (EMI) - United States FCC Information - This equipment has been tested and found to comply with the limits for a Class B computing device peripheral, pursuant to Parts 15 and 27 of the 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 and, if not installed and used in accordance with the instructions, 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 separation 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.

This device complies with Parts 15 and 27 of the FCC Rules. Operation is subject to the condition that this device does not cause harmful interference.

Patents

Portions of this product may be covered by some or all of the following US patents:

5,515,013	5,629,960	5,845,216	5,847,553	5,878,234
5,890,057	5,929,815	6,169,884	6,191,741	6,199,168
6,339,405	6,359,591	6,400,336	6,516,204	6,561,851

CHAPTER 5 Technical Specifications and Regulatory Information

6,643,501	6,653,979	6,697,030	6,785,830	6,845,249
6,847,830	6,876,697	6,879,585	6,886,049	6,968,171
6,985,757	7,023,878	7,053,843	7,106,569	7,145,267
7,200,512	7,287,162	7,295,171	D442,170	D459,303
D559,256	D560,911			

and other patents pending.

This product includes technology licensed from QUALCOMM® 3G.

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Linux® is the registered trademark of Linus Torvalds in the U.S. and other countries.

Wi-Fi, WPA, and WPA2 are registered marks of the Wi-Fi Alliance.

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Additional Information and Updates

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

Safety Information

Safety and Notices

Important Notice

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.

Safety and Hazards

Do not operate the Sierra Wireless modem:

- In areas where blasting is in progress
- Where explosive atmospheres may be present
- Near medical equipment
- Near life support equipment, or any equipment that may be susceptible to any form of radio interference.

In such areas, the Sierra Wireless modem **MUST BE POWERED OFF**. The Sierra Wireless modem can transmit signals that could interfere with this equipment.

Do not operate the Sierra Wireless modem in any aircraft, whether the aircraft is on the ground or in flight. In aircraft, the Sierra Wireless modem **MUST BE POWERED OFF**. When operating, the Sierra Wireless modem can transmit signals that could interfere with various onboard systems.

Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. The Sierra Wireless modem may be used at this time.

The driver or operator of any vehicle should not operate the Sierra Wireless modem while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some states and provinces, operating such communications devices while in control of a vehicle is an offence.

Proper Battery Use and Disposal

Note: Improper battery use may result in a fire, explosion, or other hazard.

To ensure safe and responsible battery use:

- Do not open, disassemble, puncture, crush, bend, or shred.
- Do not expose to water or other liquids, fire, explosion, or other hazards.
- Use the battery only in the AirCard W801 device.
- If using with a charger, use only the charger supplied with the AirCard W801 device.

- Do not short circuit the battery.
- When replacing a battery, use the same model of battery that was supplied with the AirCard W801 device.
- Follow local regulations when disposing of a used battery.
- Avoid dropping the AirCard W801 device or the battery. If dropped and you suspect damage, take it to a service center for inspection.

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