

# Sierra Wireless 885U USB Modem

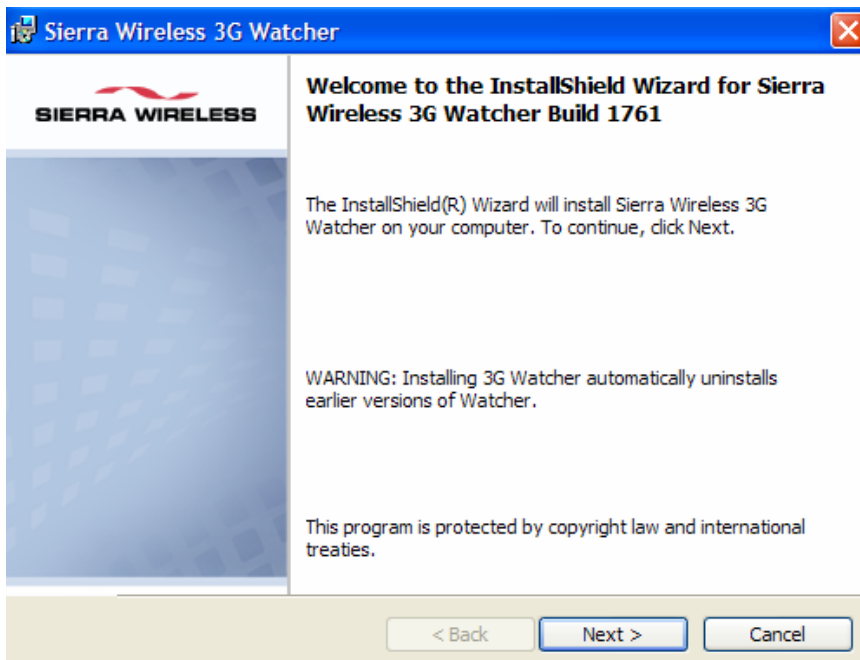


## Modem Set Up Instructions

1. Insert the SIM card into the modem.
2. Insert the modem into a USB slot on your laptop or desktop computer.
3. The Sierra Wireless TRU Install screen will appear. Click **OK**.



4. The InstallShield Wizard will appear. Follow the Install Shield Wizard instructions to install the 3G Watcher program on your computer.



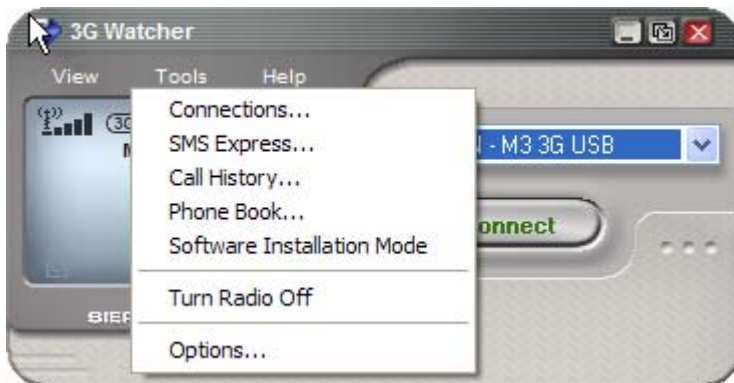
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5. Once the program has downloaded the 3G Watcher should appear. It will take a minute to initialize.



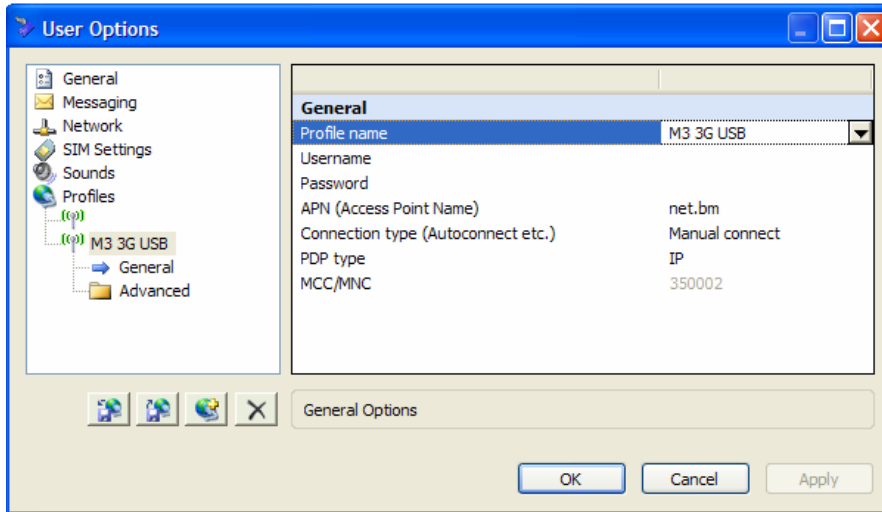
6. Go to **Tools>Options** and select **Profiles**.



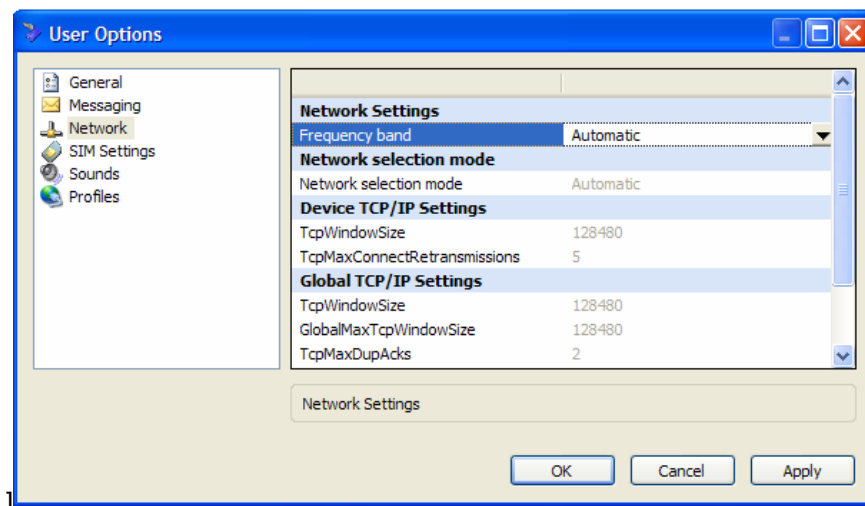
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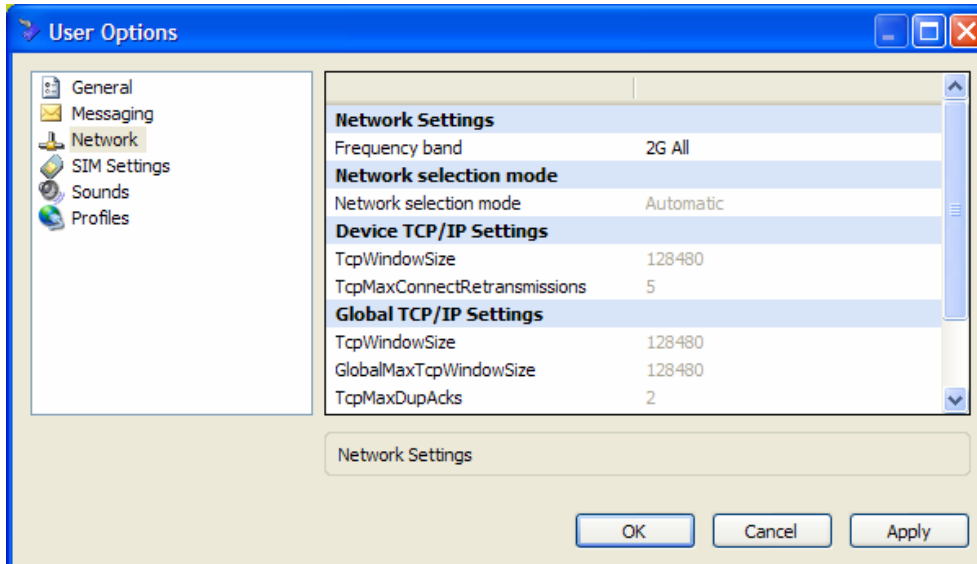
- Right click on **Profiles** and select **Add new profile**. In **Profile name**, create a name for your profile, e.g. M3 3G USB. In the **APN (Access Point Name)** field, enter **net.bm**. The Username and Password fields should be left blank. Click **Apply**, then **OK**.
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- Go to **Tools>Options** and select **Network**.
  - If you have a **3G SIM card**, Under **Frequency band**, select **Automatic**. Click **Apply**, then **OK**. This will allow the device to pick up a 2G or 3G frequency depending on what is available.\* The device will not seamlessly switch between 2G and 3G. If you leave a 3G area you will lose your connection and have to reconnect.  
\*Must have a 3G SIM card in order to pick up a 3G network.  
Note: When travelling overseas (roaming) in an area where M3 Wireless does not have a 3G roaming partner, you must select **2G ALL** for the **Frequency band**. *You will be charged roaming fees when using the modem overseas.* Go to <http://www.m3wireless.bm/roaming/coverage/> and click on **Voice & Data Roaming** for a list of M3's 2G and 3G roaming partners.



b. If you have 2G SIM card, Under **Frequency band**, select **2G All**. Click **Apply**, then **OK**.



You have now completed the settings.

10. Select **Connect** to connect to the Internet. When you are ready to disconnect, select **Disconnect**.



11. If the TRU-Install program does not appear when you first insert the modem, the 3G Watcher software can be downloaded from the Internet.

Download link for Windows OS:

[http://www.sierrawireless.com/support/show\\_support\\_and\\_downloads.aspx?id=20,42,1,1](http://www.sierrawireless.com/support/show_support_and_downloads.aspx?id=20,42,1,1)

Download link for MAC OS X:

[http://www.sierrawireless.com/support/show\\_support\\_and\\_downloads.aspx?id=20,42,1,2](http://www.sierrawireless.com/support/show_support_and_downloads.aspx?id=20,42,1,2)

## FAQs and Trouble Shooting:

### Q1. How do I know whether I have a 2G SIM or a 3G SIM?

A. A 3G SIM will have a “G” next to the M3 logo.

### Q2. What is the difference between 2G and 3G?

A. 3G (3<sup>rd</sup> Generation network) will give you broadband-like download speeds of up to 3.2mbps. Average speed will be around 500kpbs. With 2G, the average speed is around 56kpbs.

### Q3. I am running Windows Vista on my computer and I can't get the modem to work properly.

A. When running Windows Vista, be sure to allow Vista to accept the software, if not it may block certain aspects of the program and will not allow you to connect.

### Q4. Can I have WiFi on when using my modem?

A. No, your WWLAN/WiFi should be switched off as it may block the connection.

### Q5. I click “Connect” but the modem is not connecting. What do I do?

A. Check the settings, under **Tools>Options>Profiles**. Make sure the APN field has net.bm entered. The username or password fields should be blank. Under **Tools>Options>Network**, the Frequency band should be set to **2G All** if you are using a 2G SIM.

### Q6. The modem says “Radio is off”. What does this mean and how do I turn the radio on?

A. If your radio is turned off, that means the cellular signal receiver is turned off and you will not be able to connect to M3's network. To turn the radio on, Select **Tools>Turn radio on**.

### Q7. The modem is connected, but I cannot connect to the Internet.

A. Try disconnecting and connecting again. If you notice the “kbs received” is 0, that means the modem is not connected properly. Try disconnecting and connecting again.

### Q8. How do I know whether I am using 2G or 3G?

A. In the window in your 3G Watcher program, if it says **EDGE** you are using 2G, if it says **HSDPA** you are using 3G.

### Q9. I was in a 2G area, but I am now in a 3G area. Will the modem automatically switch to 3G?

A. No, the modem will not automatically switch from 2G to 3G. Disconnect the modem, then reconnect. Make sure your Network setting is Automatic. You will need to go to **Tools>Options>Network** and select **Automatic**.

### Q10. What happens if I am using the modem in 3G, but then move out of the 3G signal area? Will the modem automatically fall back to 2G?

A. No, the modem will not automatically fall back to 2G. You will lose your connection when you leave the 3G area. You will have to reconnect the modem.

### Q11. The battery power for my laptop seems to deplete much quicker with the modem attached even if I am not connected. Why is that?

A. Even though you are not connected to the M3 network, if the radio on the modem is still on, it will draw on the laptop battery power. When you are not using the modem, remove it from your laptop, or disconnect the radio. You will need to turn on the radio to reconnect (see question 4).

## **Q12. Can I use my modem overseas?**

A. Yes, you can use your modem overseas, however you will be charged data roaming fees for any usage. While roaming you should limit your downloads of large amounts of data (i.e. websites, pictures, movies etc.) to avoid costly fees. Visit <http://www.m3wireless.bm/roaming/coverage/> and click on Voice & Data Roaming to view a list of 2G and 3G data roaming partners. When travelling roaming in an area where M3 Wireless does not have a 3G roaming partner, you must select **2G ALL** for the **Frequency band**.

## **Q13. Can I send and receive Text Messages (SMS) using my modem?**

A. Yes, you can send and receive Text Messages using your modem but only in 2G All mode. To send a Text Message, Select Tools>SMS Express. Click New in the top left corner to start a new Text Message. Click Send after typing your message. The phone number should start with 1 and include the area code. For example 14413333000.

Tip: use the Phone book to enter contacts.

## **Q14. Will I be charged for Text Messages?**

A. Yes, you will be charged at the current M3 Wireless rates for outgoing Local and International Text Messages; they are not included in your data plan. Incoming text messages are free. You can choose to add a text messaging plan to your account. Note that text messaging while roaming will incur roaming fees.