Watcher Quick Start Guide for the Mac OS X 10.4 or later

Watcher® allows you to manage and monitor the connection between the AirCard® modem and the network by:

- Determining signal strength, roaming status, 3G high-speed data availability, and other network connection parameters.
- Initiating and ending data calls.

System requirements

Watcher supports the following devices:

- AirCard 875 PC Card modem
- AirCard 875U USB modem
- AirCard 880/881 PC Card modem
- AirCard 880E/881E ExpressCard modem
- AirCard 880U/881U USB modem

Watcher requires a computer running Mac OS® X 10.4 or later.

Installing Watcher

For TRU-Install™ equipped AirCard modems

Your AirCard modem is equipped with TRU-Install™, a Sierra Wireless feature that places all the required software on the AirCard modem, eliminating the need for an installation CD.

1. Insert the SIM card in your AirCard modem if it is not already inserted.
2. Insert the AirCard modem into your computer.
3. Click the **readme.pdf** file.
4. Follow the instructions in the file.

The AirCard modem is ready to use once the software is successfully installed.

On subsequent insertions of the AirCard modem, TRU-Install verifies that the correct software is already installed. If it is, then the modem is ready to use. This process takes a few seconds.

If you have any problems with the TRU-Install process, please refer to the Sierra Wireless website at: www.sierrawireless.com/TRU-InstallHSPA.

For all other AirCard modems

1. Go to the Sierra Wireless website Support section: www.sierrawireless.com/support
2. Select **Mac OS X**.
3. Select the Watcher software for your AirCard modem model.
4. Follow the onscreen instructions to download and install the software.

You can also download the latest copy of this Quick Start Guide from the same page where the download link is found.

Launching and closing Watcher

To launch Watcher:

- Click the Watcher icon in the Dock.

To close Watcher:

- Use the Application Switcher (**Command** + **Tab**) to choose Watcher, and type **Command** + **Q** or choose **Quit** in the Application Menu.

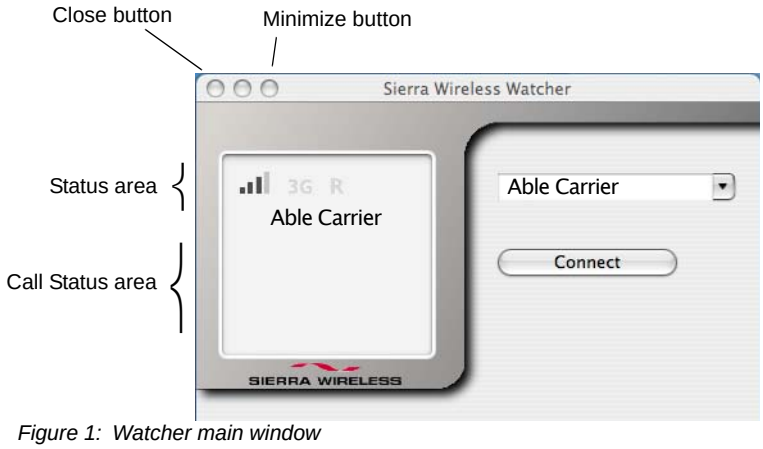

Figure 1: Watcher main window

Window controls

- The **Minimize** button minimizes the Watcher window to an icon in the Dock and leaves the application running. To maximize the Watcher window, select the Watcher window icon in the Dock.
- The **Close** button closes the Watcher window but leaves the application running. When the Watcher window is closed, you have no way to access any status information unless you re-open the window by selecting the Watcher icon in the Dock. However, you can still use the connection until you quit the application or disconnect using the Application Menu.

Interpreting status area icons

Icon	Meaning
	AirCard modem not detected
 	Type of network: • 3G—The indicator is on (black) • 2G—The indicator is off (gray)
 	The Signal Strength indicator shows the intensity of the radio signal. The more bars, the stronger the signal (up to a maximum of four bars). When the bars are off (gray), no connection is possible for one of the following reasons: • You are outside the network coverage area. • The signal strength is too weak. • A network or account problem is preventing the AirCard modem from obtaining service.

Icon	Meaning (Continued)
R R	The Roaming Status indicator shows whether you are roaming on the network of a service provider other than your own. When the indicator is off (gray), you are within the local coverage area of your service provider. When the indicator is on (black), you are in a "preferred" roaming area. Your coverage area and account varies depending upon your service provider and the type of account you have. There may be varying surcharges for roaming service depending on whether you are in a preferred or non-preferred roaming area. If there is no roaming agreement between your service and the local carrier, you may be unable to complete calls.

Call Status Area

The Call Status area displays one of the following messages depending on the status or progress of a connection:

- Not connected
- Connecting
- Connected
- Disconnecting

Selecting the active network

You can specify how a network is chosen by selecting **SierraWatcher > Preferences > Network** and then selecting one of the available options.

Figure 2: Selecting Preferences in Watcher

However, your service provider may not permit manual network selection. If it is restricted, the Network button in the Preferences pane will be grayed out.

Figure 3: Manual network selection is not permitted

Selecting the network automatically

Select this option in the **SierraWatcher > Preferences > Network** pane to have the AirCard modem automatically select the best available network.

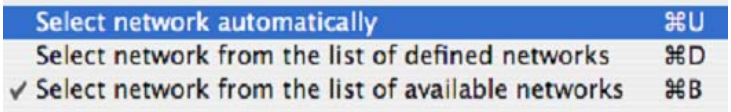

Figure 4: Available network selection preferences

Selecting the network from the list of defined networks

Select this option in the **SierraWatcher > Preferences > Network** pane to choose the network from a list of carriers pre-loaded on to Watcher.

You can filter the list by country:

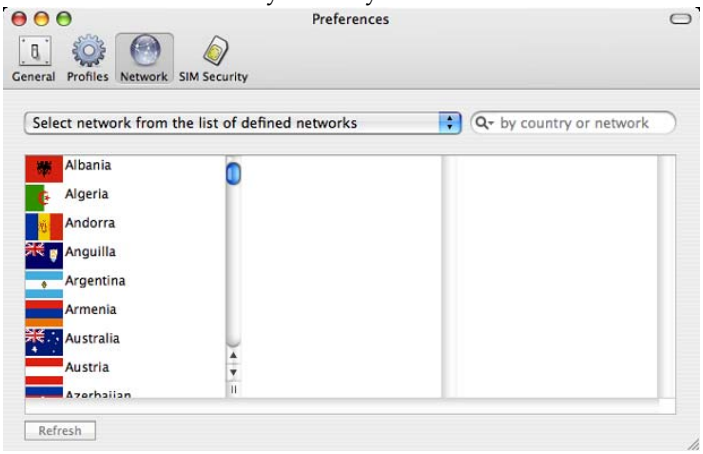

Figure 5: Filtering the defined list by country

and by carrier:

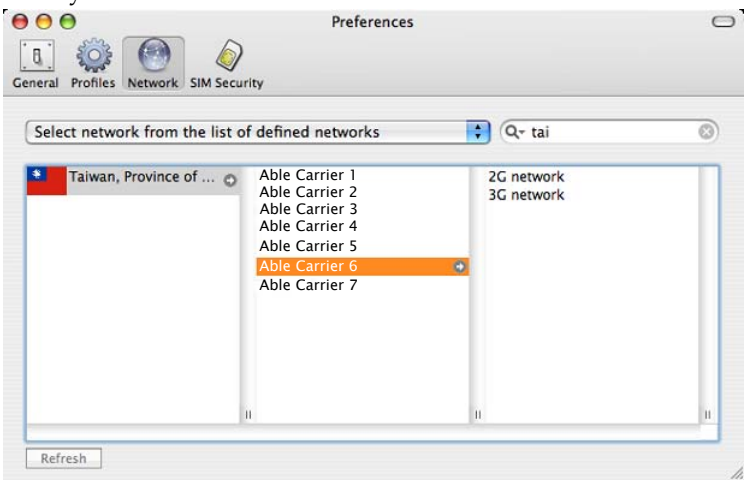

Figure 6: Filtering the list by country and carrier

Note: It may take Watcher several minutes to find available networks.

Selecting the network from the list of available networks

Select this option in the **SierraWatcher > Preferences > Network** pane to have Watcher scan for available networks in your area.

1. Select **Refresh** to begin the network scan.
2. When the scan is complete, select a carrier and the network you want to connect to.

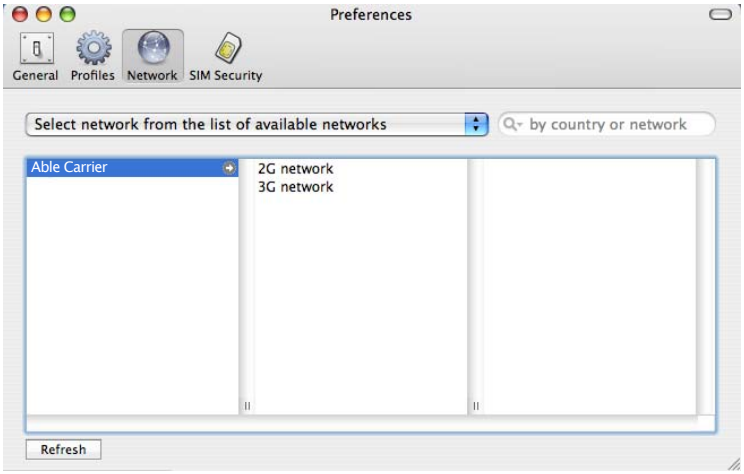

Figure 7: Choosing a carrier from a list of available networks

When the network selection successfully completes, you will see the change in the main window.

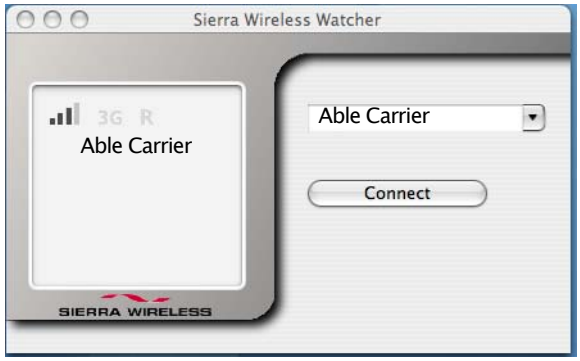

Figure 8: Watcher main window

Automatically manage connection profiles

Select this option in **Preferences > General** to automatically generate the best settings for your Subscriber Identity Module (SIM) card/subscription model.

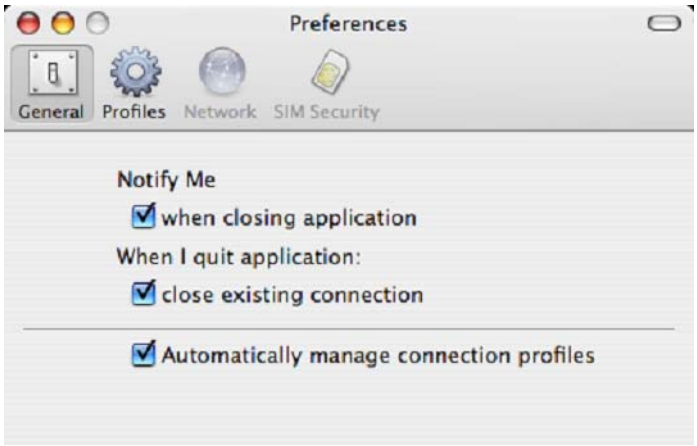

Figure 9: Setting Watcher to automatically manage connection profiles

The settings are saved under a profile named "[Your service provider's name] Auto".

To display all available profiles, select the **Profiles** button in the Preferences pane.

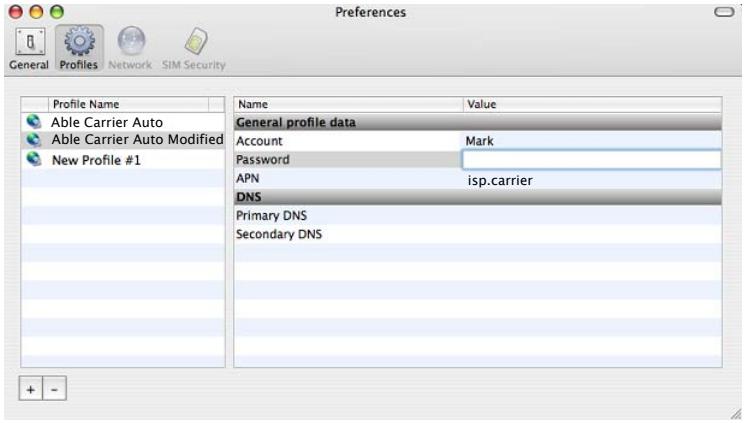

Figure 10: Displaying all available connection profiles

You can create a new profile with your own settings by selecting the **+** at the bottom-left corner of the pane.

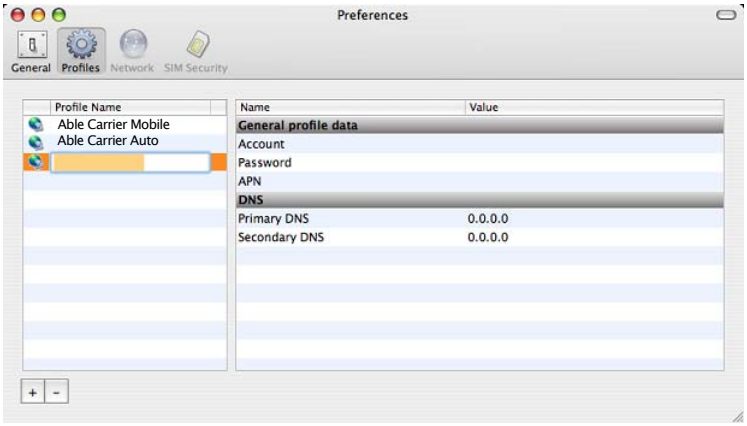

Figure 11: Creating a new profile

SIM security

The SIM Security button allows you to select whether or not the SIM card queries the user for the Personal Identification Number (PIN).

Figure 12: Setting the SIM card query option

To change this option, you must know the correct PIN number.

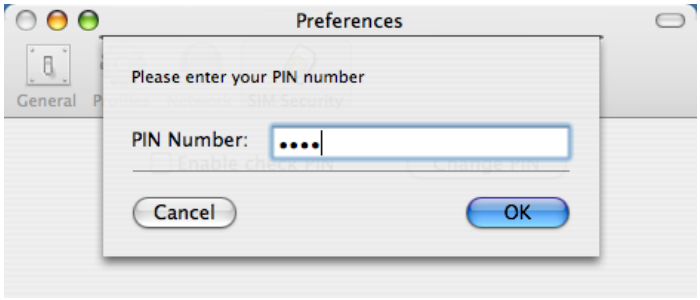

Figure 13: Entering your PIN number

Warning: *If you fail to enter the correct PIN number within the designated number of attempts, your SIM card will be disabled and become unusable.*

Support

If you encounter any problems not covered in this document:

- Visit the Sierra Wireless support site at www.sierrawireless.com/support/ where you can:
  - Search an extensive knowledge base for a solution to address the problem.
  - Use the Installation Troubleshooting wizard to diagnose the problem.
- Email Sierra Wireless technical support at support@sierrawireless.com.

Contact Information

Sales Desk:	Phone:	1-604-232-1488
	Hours:	8:00 a.m. to 5:00 p.m. Pacific
	E-mail:	sales@sierrawireless.com
Post:	Sierra Wireless 13811 Wireless Way Richmond, BC Canada V6V 3A4	
Fax:	1-604-231-1109	
Web:	www.sierrawireless.com	

Consult our website for up-to-date product descriptions, documentation, application notes, firmware upgrades, trouble-shooting tips, and press releases:

www.sierrawireless.com

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