FAQ for Sierra Wireless

I am looking to work with AT&T, anything I should know?

Anybody working with AT&T should know that the network is no longer allowing 2G products, try moving toward a 3G solution or consider other carriers as secondary options.

Why am I having difficulty activating a module on Verizon’s network?

Verizon puts an E911 block on all modules; please contact the ODI group at Verizon to get a trial program setup for your account.

Where can I find documentation and software for Sierra Wireless?

Brief overviews of Sierra’s parts and part numbers can be found on Richardson RFPD’s Sierra Wireless Supplier site (check the Technical Resources tab). Further documentation and software regarding Sierra’s products can be found on their website which requires the user to register before gaining access (which is totally free and only takes a few minutes). Minicard & SL Series documentation and software can be found on Sierra’s extranet site, which requires a tri-lateral NDA between the customer, Sierra and Richardson RFPD. This NDA can be requested from your sales representative. Please fill it out with a non-commercial email address (no Gmail, yahoo, or hotmail) and send it to your sales rep for processing.

Can we support customers that are looking to integrate a Sierra minicard into a laptop or tablet when they are not the OEM?

No, Sierra minicards have a proprietary layout that restricts users from integrating the product when they have little to no control over the hardware. Please inquire with Max Widmer (mwidmer@richardsonrfpd.com) or Tom Hoyt (thoyt@richardsonrfpd.com) for a possible work-around.

Do the SL series and Minicards have a TCP/IP Stack?

Yes, the SL808X and MC87XX have a multi-socket internet network and the SL501X and MC5728V have a single-socket internet network. Sierra calls this process a PAD (Packet Assembler Dis-assembler). The assembly process takes a serial data stream and converts it into packets for UDP or TCP transmissions via the Internet. The disassembly process works in reverse, taking the UDP or TCP packets and converting them into a serial data stream. More information can be found in the EMConnect Guide V1.1, along with several other techniques that Sierra has implemented into their module to reduce the integration effort and cost of the overall solution.
FAQ for Sierra Wireless (cont’d)

Where can I get SIM cards and data plans?

We have relationships with multiple MVNOs (Mobile Virtual Network Operators). These companies buy whole-sale minutes from the large network carriers and resell them to M2M customers. The main benefit of using MVNOs is that they are much more M2M friendly since they understand the applications and its demands, allowing customers to use much smaller data plans and even allowing pooling of multiple device’s data services. Here are four MVNOs that we are working with and the carriers they support in North America (many of these have over-seas networks as well):

- Wyless-Verizon, Sprint, and T-Mobile
- Kore- AT&T, Verizon, Rogers
- Jazz Wireless- T-Mobile
- M2M Datasmart- Sprint

What can you tell me about the antennas for M2M?

We can support just about any antenna demand. We carry both external and internal antennas that can be used for a wide range of applications such as cellular, WiFi, ISM, Bluetooth, and LTE. It is recommended to start thinking about antenna requirements early on as this is often overlooked and can become a real problem when going thru certain certification processes.

Contact information:

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