



# ACEview 4.0.2

## User Guide



**SIERRA**  
WIRELESS

4116791  
Rev 1



## 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 which 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.

---

*Note: Some airlines may permit the use of cellular phones while the aircraft is on the ground and the door is open. Sierra Wireless modems 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.

## Limitation of Liability

The information in this manual is subject to change without notice and does not represent a commitment on the part of Sierra Wireless. SIERRA WIRELESS AND ITS AFFILIATES SPECIFICALLY DISCLAIM LIABILITY FOR ANY AND ALL DIRECT, INDIRECT, SPECIAL, GENERAL, INCIDENTAL, CONSEQUENTIAL, PUNITIVE OR EXEMPLARY DAMAGES INCLUDING, BUT NOT LIMITED TO, LOSS OF PROFITS OR REVENUE OR ANTICIPATED PROFITS OR REVENUE ARISING OUT OF THE USE OR INABILITY TO USE ANY SIERRA WIRELESS PRODUCT, EVEN IF SIERRA WIRELESS AND/OR ITS AFFILIATES HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES OR THEY ARE FORESEEABLE OR FOR CLAIMS BY ANY THIRD PARTY.

Notwithstanding the foregoing, in no event shall Sierra Wireless and/or its affiliates aggregate liability arising under or in connection with the Sierra Wireless product, regardless of the number of events, occurrences, or claims giving rise to liability, be in excess of the price paid by the purchaser for the Sierra Wireless product.

## Patents

This product may contain technology developed by or for Sierra Wireless Inc. This product includes technology licensed from QUALCOMM®. This product is manufactured or sold by Sierra Wireless Inc. or its affiliates under one or more patents licensed from InterDigital Group and MMP Portfolio Licensing.

## Copyright

© 2014 Sierra Wireless. All rights reserved.

## Trademarks

Sierra Wireless®, AirPrime®, AirLink®, AirVantage® and the Sierra Wireless logo are registered trademarks of Sierra Wireless.

Windows® and Windows Vista® are registered trademarks of Microsoft Corporation.

Macintosh® and Mac OS X® are registered trademarks of Apple Inc., registered in the U.S. and other countries.

QUALCOMM® is a registered trademark of QUALCOMM Incorporated. Used under license.

Other trademarks are the property of their respective owners.

## Contact Information

### International Contact Information

Please contact your AirLink Reseller for technical support.

AirLink Sales	<a href="mailto:airlinksales@sierrawireless.com">airlinksales@sierrawireless.com</a>
AirLink Support	<a href="mailto:support@sierrawireless.com">support@sierrawireless.com</a>
AirLink RMA Repairs	<a href="mailto:repairs@sierrawireless.com">repairs@sierrawireless.com</a>
AirLink Online Support Knowledgebase	<a href="http://www.sierrawireless.com/Support/SupportCenter">www.sierrawireless.com/Support/SupportCenter</a>
AirLink Software Downloads	<a href="http://www.sierrawireless.com/Support/Downloads">www.sierrawireless.com/Support/Downloads</a>
Corporate Web Site	<a href="http://www.sierrawireless.com">www.sierrawireless.com</a>

### Sierra Wireless Headquarters Contact Information

Postal Address:	Sierra Wireless 13811 Wireless Way Richmond, BC Canada V6V 3A4
-----------------	---

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

[www.sierrawireless.com](http://www.sierrawireless.com)

## Contents

ALEOS .....	7
Obtaining and Installing ACEview .....	7
Connecting to Your Device. ....	7
ACEview Interface Features. ....	10
System Tray Icon .....	11
ACEview Menu Options .....	12
Show in Taskbar .....	12
Always on Top .....	12
Tools .....	13
View .....	13
About .....	16



ACEview is a small utility for viewing the status and monitoring the connection state of a Sierra Wireless AirLink<sup>®</sup> device with ALEOS<sup>™</sup>.

## ALEOS

ALEOS, the embedded core technology of the Sierra Wireless AirLink products, simplifies installation, operation and maintenance of any solution, and provides an always-on, always-aware intelligent connection for mission-critical applications. ALEOS enables:

- Persistent Network Connectivity
- Over-The-Air (OTA) Upgrades
- Wireless Optimized TCP/IP
- Real-time Notification
- Real-time GPS Reporting
- GPS Store and Forward
- Extensive Machine Protocols
- Packet Level Diagnostics
- Device Management & Control
- Protocol Spoofing

## Obtaining and Installing ACEview

ACEview is available free of charge from:

[www.sierrawireless.com/Support/Downloads.aspx](http://www.sierrawireless.com/Support/Downloads.aspx). Select your device from the drop-down list, and follow the links to the downloads page for your operating system.

To install ACEview, double-click the .msi file and follow the wizard prompts.

---

**Tip:** ACEview requires the Microsoft<sup>®</sup> .NET 2.0 Framework, available from [www.microsoft.com](http://www.microsoft.com).

---

## Connecting to Your Device

You can use ACEview to connect to your device, provided your device is connected directly to your computer's Ethernet port, serial port with a Dial-Up Networking (DUN) connection, or configured as USBnet<sup>1</sup>.

- 
1. For information on USBnet and Serial/net drivers, refer to the ALEOS Software Configuration User Guide.

To launch ACEview:

1. Either:

- Click the Start button and go to All Programs > Sierra Wireless Inc. > ACEview.

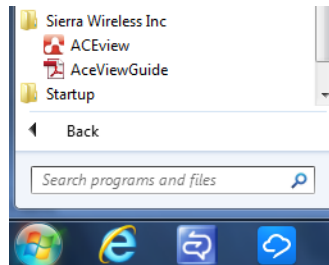



Figure 1: Start ACEview

- Double-click the desktop icon (  ).

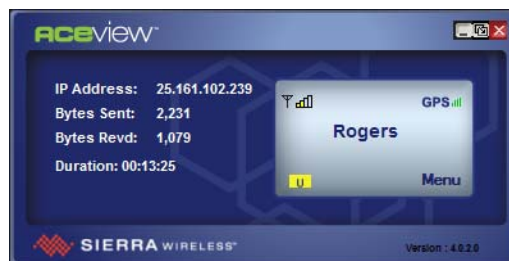


Figure 2: Opening Screen

When ACEview first opens, it tries to establish a connection with your device using the last connection settings used. If this is the first time you use ACEview, it looks for your device using the default local Ethernet IP address.

---

**Caution:** While you can use ACEview to connect over-the-air (OTA) to some AirLink devices such as the Raven and PinPoint, it is not recommended. ACEview updates frequently and connecting OTA to a remote device could result in high usage charges.

---

2. If you are not using the default IP address, or if you need to connect to the device using DUN, right-click the ACEview window or click the Menu button to open the menu and select settings.

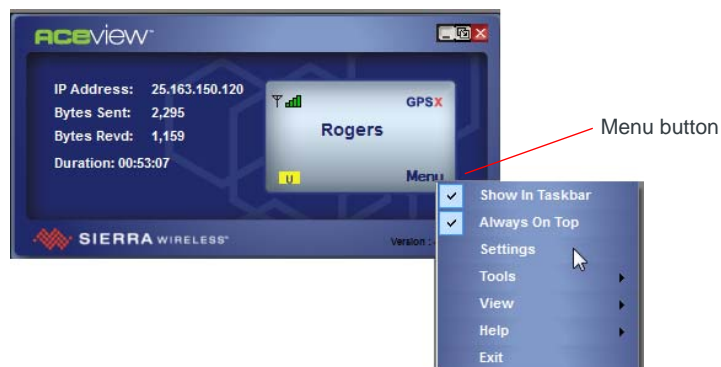


Figure 3: Menu



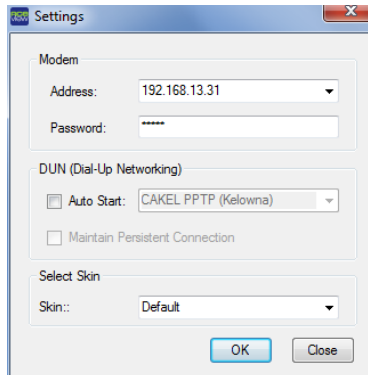


Figure 4: Connection Settings

3. Enter the AirLink device IP address. The default local IP address for Ethernet is 192.168.13.31

---

**Tip:** If you have used ACEview to connect to a device in the past, the connection you used is available from the drop-down menu. Select the IP address you need.

---

4. Enter the password. Default password: **12345**.
5. If your device has a serial port and is connected directly to your computer with a serial cable, you can use a Dial-Up Networking (DUN) connection to connect to the device using PPP.
  - a. Select Auto Start, and then from the drop-down menu, select the desired DUN connection. (The DUN connection must already be installed on your computer.) You may only have one selection that is pre-selected for you.

---

*Note: When using the DUN connection, make sure the IP Address is set to the local PPP IP address of the device.*

---

6. If desired, select Maintain Persistent Connection.  
When this option is selected, ACEview continually checks the DUN connection to ensure it is not down. If it is down, ACEview attempts to re-connect.

---

**Tip:** If DUN is not installed on your computer for your device, refer to the Dial-Up Networking appendix in the ALEOS Software Configuration User Guide.

---

7. Select the desired Skin:
  - Default



- Light



8. Click OK.  
ACEview connects to your device.

## ACEview Interface Features

Some display elements vary depending on your device.

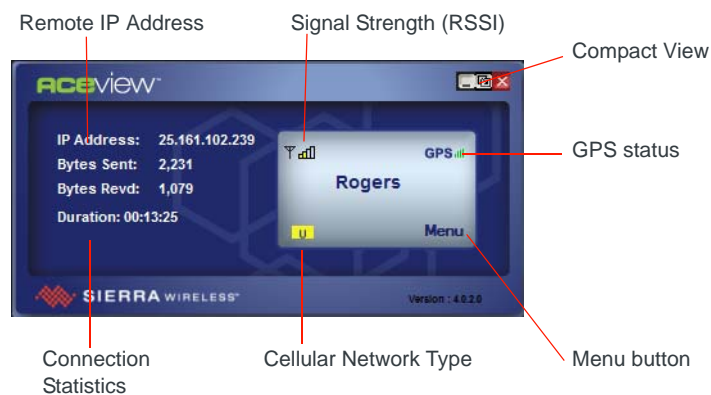


Figure 4-1: Example of ACEview Interface

- Signal Strength:** The strength of the cellular signal is indicated by the number of bars. Hover your mouse over the signal bars to display the RSSI value. RSSI is expressed as a negative number. The closer the RSSI is to zero, the better the signal.



Figure 5: RSSI value

	RSSI <= -100
	RSSI <= -90
	RSSI <= -80
	RSSI <= -70
	RSSI <= -60
	Error
	Device is not on the air; no signal or RSSI <= -110 or <= -125, depending on the technology

Figure 6: Signal Strength and bars

- **Cellular Network Type:** The Network type (for example, LTE)

<b>vA</b>	<b>Ev</b>	<b>1x</b>	<b>LTE</b>
EV-DO Rev A	EV-DO Rev 0	CDMA/1x	LTE
<b>H</b>	<b>U</b>	<b>E</b>	<b>E</b>
HSPA	UMTS	EDGE	GPRS

- **Connection Statistics:**
  - **Bytes Sent and Recvd:** The total bytes sent to and received from the cellular network for the current connection.
  - **Connection Duration:** The duration of the connection between ACEview and the device.

---

*Note: The Connection Duration does not indicate the duration of the current cellular connection. It only indicates the current duration of the connection between ACEview and your device.*

---

- **Remote IP Address:** The IP Address assigned to your device by your mobile network operator.
- **GPS Signal (All AirLink product lines except Raven):** The strength of the GPS signal is indicated by the number of bars. This icon is greyed out on the product lines without GPS features.

---

**Tip:** Hover your mouse over the GPS signal bars to display the number of GPS satellites fixes acquired. Four satellites is considered a minimum for effective GPS reception.

---

- **Compact View:** The compact view option is located next to the minimize window button at the top menu bar.

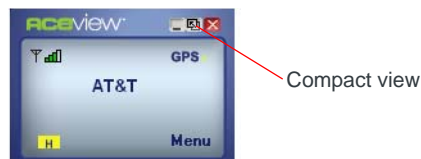


Figure 7: Compact View

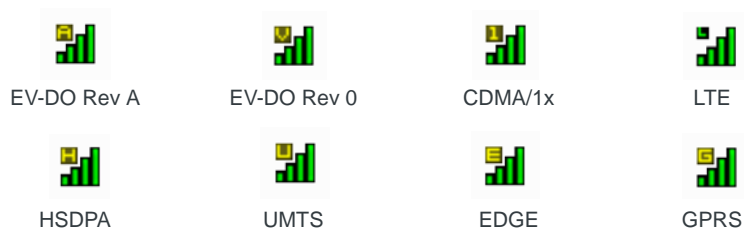
## System Tray Icon

While ACEview is running, a quick reference icon appears in the system tray (the area near the clock, opposite the Start button).



Figure 7-2: Example of a UMTS System Tray Icon

The icon's bars denote the signal strength. The symbol above the bars denotes the connection type (the symbols below have been expanded for visibility).



Hover your mouse over the Tray Icon to display basic information: device type, online status, RSSI, and network IP address.

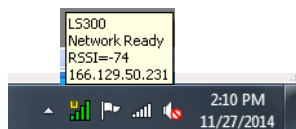


Figure 7-3: Tray Icon — Mouse Over

If the ACEview window is minimized, double-click the tray icon to restore it.

## ACEview Menu Options

### Show in Taskbar

To view ACEview on your taskbar, right-click Menu, and select the Show in Taskbar option.

### Always on Top

If you want the ACEview window to always show on your desktop, in front of other windows that may be open, right-click and select Always On Top from the menu. You can still minimize the window, but when you display the ACEview window, it returns to being in front.



Figure 7-4: Always On Top

## Tools

The Tools menu enables you to check for updated Preferred Roaming List (PLR) files for Raven X and PinPoint X devices only.

## View

The View menu option provides two additional windows for GPS and Power features that are available on all AirLink devices except the Raven line.

## GPS

ACEview can place the coordinates of a GPS enabled device on a map.

*Note: You must have an active Internet connection to use the map feature. The speed of the map drawing depends on your connection speed.*

1. To view the GPS information, select Menu > View > GPS.



Figure 8: View: GPS

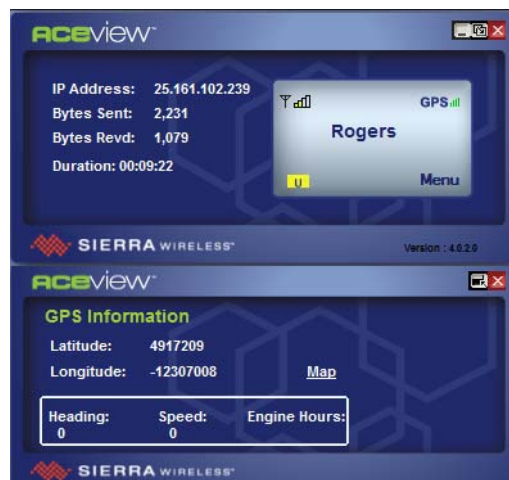


Figure 9: GPS Information

2. Click the Map link to view the current location on the Google Maps™. Using the compass arrows or slider bar in the window, you can move the viewable map or change the zoom level. Hover your mouse over the location icon to display the GPS coordinates of the device.

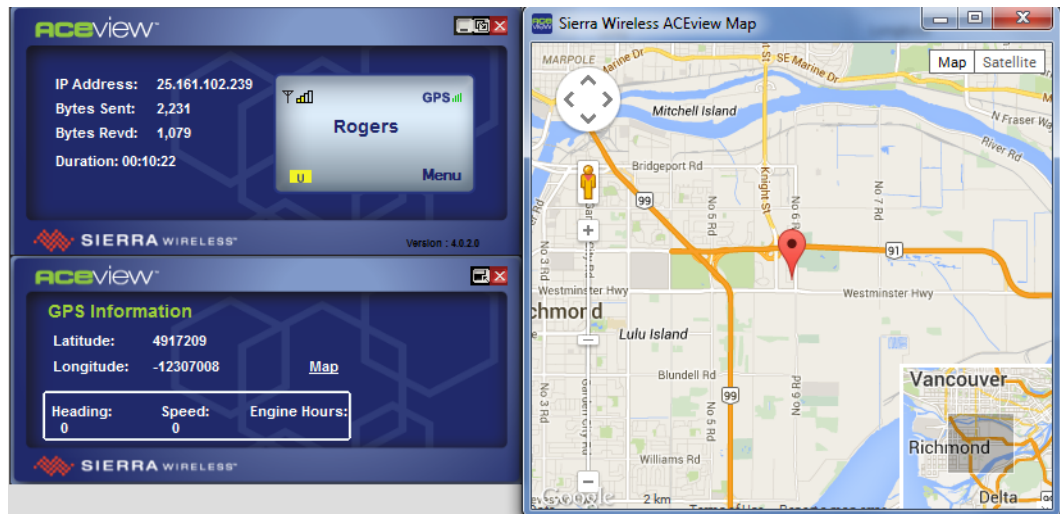


Figure 10: Map Link

## Power

View > Power shows the power status (on or off). If a time delay has been configured in ACEmanager (Services > Low Power > Low Power Mode) ACEview shows the configured value. If no time delay is configured, ACEview shows zero.

*Note: This is a static value and does not show time elapsed/remaining.*

To view the Power information, select Menu > View > Power.



Figure 10-5: View: Power

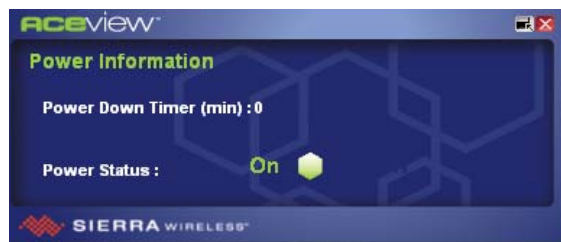


Figure 10-6: Power Information

## Wi-Fi Client Mode

This feature applies only to GX Series devices with a Wi-Fi X-Card installed.

If the device is set to Wi-Fi Client mode<sup>1</sup>, and is connected to ACEview, a Wi-Fi icon appears in the bottom of the ACEview window. Mouse-over the icon to view the connection status.

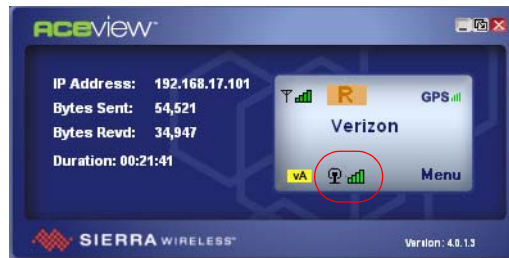


Figure 10-7: ACEview Interface with Wi-Fi icon

 Wi-Fi Available

 Wi-Fi Not Available

*Note: The data usage information (bytes sent and bytes revd) is not updated in Wi-Fi client mode.*

In ACEmanager, you can configure Wi-Fi Client mode to be Automatic or Manual. (Refer to the ACEmanager User Guide for details.)

If Wi-Fi Client mode is set to Manual, click the Menu button and select View > Wi-Fi to display an extended window that shows additional Wi-Fi information and a Connect/Disconnect button.



Figure 10-8: ACEview Interface in Wi-Fi Client mode (manual)

1. Refer to the ALEOS Software Configuration User Guide for information on setting Wi-Fi Client mode.

# About

To view details about ACEview and connected devices, select Menu > Help > About.



Figure 10-9: Help: About



Figure 10-10: About ACEview



# >>| Index

## A

### ACEview

- about, [16](#)
- connecting to device, [7](#)
- installing, [7](#)
- interface, [10](#)
- launching, [7](#)

### ALEOS

- description, [7](#)
- Always on Top, [12](#)

## C

- compact view, [11](#)

## G

- GPS, [13](#)
- GPS signal, [11](#)

## I

- icons, in system tray, [11](#)

## N

- network type, [11](#)

## P

- power information, [14](#)

## S

- signal strength, [10](#)

## V

- View menu, [13](#)

## W

- Wi-Fi client mode, [11](#)





