ZTE CORPORATION

ZTE MY39

CDMA 1X-EVDO Wireless Data Card

User Manual

Preface

Important notice

Due to the nature of wireless communications, transmission and reception of data can never be guaranteed. Data may be delayed, corrupted or be totally lost.

ZTE accepts no responsibility for damages of any kind resulting from delays or errors in data transmitted or received using the MY39, or for failure of the MY39 to transmit or receive such data.

Limitation of Liability

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Software Drivers License

Proprietary Rights Provisions:

The software drivers provided with this product are copyrighted by ZTE Corporation. And although copyrighted, the software drivers are unpublished and embody valuable trade secrets proprietary to ZTE Corporation. The disassembly, Reverse Engineering of the software drivers for any purpose is strictly prohibited by law. The copying of the software drivers, except for a reasonable number of back-up copies, is strictly prohibited by international law. It is forbidden by international law to provide access to the software drivers to any person for any purpose other than processing the internal data for the intended use of the software drivers.

Safety Regulations

Before using the ZTE MY39, you must review the Safety Information outlined in this document.

General instructions

- Do not operate the wireless data card in an area where prohibited by the law. Follow any special rules and regulations and obey all signs and notices. Always turn off the host device and remove the wireless Data card from the card slot when instructed to do so, or when you suspect that it may cause interference or danger.

- Please use original accessories or accessories that are authorized by ZTE. Using any unauthorized accessories may affect your wireless data card's performance, and violate related national regulations about telecom terminals.

- Do not operate your wireless data card in any area where a potentially explosive atmosphere may exist. Sparks in such areas could cause an explosion or fire resulting in bodily injury or even death. Be aware and comply with all signs and instructions.

- Users are advised not to operate the wireless data card while at a refueling point or service station. Users are reminded to observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas), chemical plants or where blasting operations are in progress. Areas with a potentially explosive atmosphere are often but not always clearly marked. Potential locations can include gas stations, below deck on boats, chemical transfer or storage facilities, vehicles using liquefied petroleum gas (such as propane or butane), areas where the air contains chemicals or particles, such as grain, dust or metal powders, and any other area where you would normally be advised to turn off your vehicle engine.

Hospital safety

- Do not operate your wireless data card in any area where medical equipment, life support equipment, or near any equipment that may be susceptible to any form of radio interference. In such areas, the host

communications device must be turned off. The wireless data card may transmit signals that could interfere with this equipment.

Aircraft safety

- On an aircraft, either on the ground or airborne, in addition to FAA requirements, many airline regulations state that you must suspend wireless operations before boarding an airplane. Please ensure that the host device is turned off and your wireless data card is removed from the card slot prior to boarding aircraft in order to comply with these regulations. The wireless data card can transmit signals that could interfere with various onboard systems and controls.

Road safety

- The driver or operator of any vehicle should not operate a wireless data device while in control of a vehicle. Doing so will detract from the driver or operator's control and operation of that vehicle. In some countries, operating such communications devices while in control of a vehicle is an offence.

Welcome

Introduction

Congratulations and thank you for purchasing the ZTE MY39 Wireless Data Card!

The ZTE MY39 is a hybrid mode wireless data card, which is suitable for use with CDMA1X-EVDO networks. It fits into the PCMCIA card slot of most windows based laptop computers. It allows you to connect to the internet, send and receive SMS (Short Messages Service) messages, and has a personal address book.

This manual will provide the information needed to get started using your new ZTE MY39 PC card.

Caring for your ZTE MY39

- When not in use, fold the antenna down and store in a compartment where the card can be protected from being crushed or broken.

- Do not apply adhesive labels to the wireless data card. This may cause the card to jam inside the PC Card slot of your notebook PC.

- The wireless data card should easily fit into the PC Card slot. Forcing the wireless data card into the PC Card slot may cause considerable damage.

- Your wireless data card should be stored in a dry and clean place. Protect your card from liquids, dust and excessive heat.

CDMA Coverage and Roaming

The ZTE MY39 operates on CDMA 1X-EVDO networks and can only be used where CDMA coverage is available. The companies that offer service on these networks are called wireless service providers. Every wireless service provider has a different coverage area and most wireless service providers post coverage maps on their web sites.

Most CDMA service providers have roaming agreements that allow you to use your MY39 on other wireless service provider's networks. When you use your data card on a network other than the one operated by your wireless

service provider, you are "roaming" and you may be billed at a higher rate. Please refer to your wireless service provider for coverage details.

A CDMA Service Provider Account

Companies that operate CDMA networks and provide access to these networks are called services providers. To use the ZTE MY39, you must have an account with a CDMA service provider.

Each service provider has its own pricing options. There may be flat rate accounts, which provide you a maximum number of minutes of network usage for a fixed monthly fee. There may be accounts for which you are charged for network usage by the minute or by amount of data transmitted.

Each data card has been provisioned at the factory for use with a particular service provider. This sets the data card to use particular radio channels and enables services specific to that provider.

The process of setting up your account is called activation. Activation involves action by the service provider and configuration of the data card. The procedure to configure (activate) your data card is covered on page 10.

Package Contents

Your Data card package contains the following components:
- ZTE MY39 wireless data card
- Installation CD
- Quick Start Guide
- Warranty Card

Specifications

Networks	CDMA 800MHz / CDMA 1900MHz
Dimension	125×54×5mm
Weight	Less than 60g
Data Rate	Up to 2.4Mbps
Working Voltage	3.3V(Using the notebook power supply)
Current	Sleep: 110mA Max: 800mA

Installation

This chapter guides you through the steps necessary to install the ZTE MY39 data card on a notebook PC. The basic steps are:

- Insert the MY39 installation CD into your CD-ROM drive and install Dialer software.
- Insert the MY39 data card into the PC card slot to install the drivers.
- If the MY39 has not been activated, activate it as described on page 9.

Before you begin the installation process, ensure your PC is running a supported operating system and meets the hardware requirements described below.

System requirements

Operating System: Windows 2000 / XP / Vista
Card Slots: Type II PC card slot (CardBus)
Disk Drive: CD-ROM, DVD-ROM
Memory: 64MB or above
Disk Space: 15MB free disc space for installation
Processor: Pentium 200MHz or above

Note: The card performance may be influenced if the system does not meet the minimum requirements.

Software Installation procedures

WARNING: Do not insert the ZTE MY39 into the laptop's PCMCIA card slot before installing the software.

1. Close any Windows applications that are currently running on your system. Insert the CD included with the ZTE MY39 data card. The installation program should start automatically. If the program does not launch, select **Start → Run** and enter **D:\MY39.exe** (where D is the letter of the CD-ROM drive). Click **OK** to begin installing the Dialer software.

2. If you are using the Microsoft Vista operating system, select **Allow** when the **User Account Control Window** is displayed.

3. If you already have the MY39 Dialer software installed on your laptop, the software will prompt to uninstall the current version first. Click **Next** to uninstall. This may take several minutes.

4. Select a language and click **Next** to continue.

5. Click **Next** to continue installing the ZTE MY39 Dialer software on your computer.

6. If you accept the license agreement select **I accept the agreement**. Click **Next** to continue the installation.

7. Enter your Name and Company in the space provided and click **Next**.

8. Select a destination folder for the software components, or use the default location provided (recommended). Click **Next** to continue.

9. Enter a location for the shortcut folder, or use the default folder provided (recommended). Select whether the Dialer application will be available only to the current user, or to all users. Click **Next** to continue.

10. Confirm the setup information and click **Next**.

11. The program files will install. Once the installation is complete, press the **Next** button to install the drivers.

12. Click **Finish** to exit the setup.

13. Insert the MY39 PC Card into the laptop and allow Windows to install the drivers. A popup will appear on the Windows Taskbar indicating that the drivers were installed successfully.

14. Select **Start→Programs→ZTE Wireless Data Card→MY39** to open the software. Press **Connect** to access the internet.

15. If the error message **MY39.exe – Illegal System DLL Relocation** appears when trying to launch the MY39 Dialer, please download and install the patch from http://support.microsoft.com/kb/935448/en-us to

resolve this problem.   You may then return to **Step 14** to connect to the internet.

Troubleshooting Tip

If the previous software version was already installed on your laptop, or if the MY39 dialer cannot connect or indicates that there is a data card error, the drivers will need to be updated.   Follow the procedure below to update the drivers:

1. Insert the MY39 PC Card into the laptop's PCMCIA slot.

2. Ensure that the ZTE MY39 Dialer software is closed.

3. Click on **Start → Control Panel**, or **Start → Settings → Control Panel** in Windows Classic view.

4. Double-click on **System** in the control panel.

5. When the System Properties window is displayed, click the **Hardware** tab, and then click on **Device Manager**.

6. When the Device Manager is opened, click the **+** button beside **Modems** to expand the selection.

7. Right click on **ZTE CDMA Modem** and select **Update Driver…**   If the ZTE CDMA Modem is not listed, and instead a **Data Interface** is shown with a yellow exclamation mark, right click on this entry and select **Update Driver**.

8. When the **Hardware Update Wizard Appears** select **No, not this time** and click **Next** to continue.

9. Select **Install from a list or specific location (Advanced)** and click **Next** to continue.

10. Select **Don't search. I will choose the driver to install** and click **Next** to continue.

11. Select **ZTE CDMA Modem** (which has been digitally signed) and click **Next** to continue.

12. Microsoft Windows will locate and update the drivers.   When the process is complete, click **Finish** to close the window.

13. Return to the **Device Manager** and click the **+** button beside **Ports (COM & LPT)** to expand the selection.

14. Right click on **ZTE CDMA Diagnostic Interface** and select **Update Driver…**   If the ZTE Diagnostic Interface is not listed, and instead a **Data Interface** is shown with a yellow exclamation mark, right click on this entry and select **Update Driver**.

15. Follow **Steps 8 – 12** to update the driver.

16. Return to the **Device Manager**, right click on **ZTE CDMA NMEA Interface** and select **Update Driver…**   If the ZTE NMEA Interface is not listed, and instead a **Data Interface** is shown with a yellow exclamation mark, right click on this entry and select **Update Driver**.

17. Follow **Steps 8 – 12** to update the driver.

18. Close the Device Manager.

19. Select **Start→Programs→ZTE Wireless Data Card→MY39** to open the software.   Press **Connect** to access the internet.

If you are still unable to connect to the internet, please visit the www.ztecanada.com for more troubleshooting tips, or contact a ZTE representative at 1-866-ZTE-3838.

Hardware Installation

1. Insert the ZTE MY39 into your laptop's PCMCIA card slot with the label facing up. Rotate the antenna to 90° angle to ensure it can get the best intensity of the received signal. When the data card is not in use, adjust the antenna to the horizontal level. Recognition of your card could take a

few minutes while your computer recognizes the new software drivers that were installed in the previous steps.

2. Once you have inserted the data card properly, your Windows operating system will notify you that new hardware has been detected.

3. The LED will light after 5 to 6 seconds. If the LED does not light, it indicates that the data card is not inserted properly, or there is a malfunction with the data card or laptop.

Getting started

1. Double-click the **MY39** icon on the desktop, or select **Start** → **Programs** → **ZTE Wireless Data Card** → **MY39** to open the Dialer application.

2. If your data card is already activated, skip ahead to **Step 5**.

3. To activate your card, select **Tools** → **Activate** from the menu bar in the ZTE Dialer software. Under the **OTA** tab, click the **Activate** button.

4. The software will prompt with the status of the activation process. Once complete, the card will automatically reset.

   Note: If activation fails, contact your service provider's customer support number for assistance with manual programming.

5. After activation is complete, click **File → Home Page** on the menu bar of the Dialer software.

6. Click **Connect** to access the internet.

Safe removal of Hardware

WARNING: Do not eject the data card from the laptop without following the proper removal procedure. Removing the card improperly can cause a fatal error on your laptop.

1. Close the MY39 Dialer software.

2. Left click on the **Safely Remove Hardware** icon in the Windows system tray.

3. Click either entry of **NEC PCI to USB Open Host Controller**.

4. After Windows prompts that the device has been safely removed, use the ejector button on your laptop to remove the data card from the PCMCIA slot. Do not pull the data card out by the antenna.

Software Uninstallation

1. Click **Start → Programs → ZTE Wireless Data Card → uninstall,** to uninstall the dialer software.
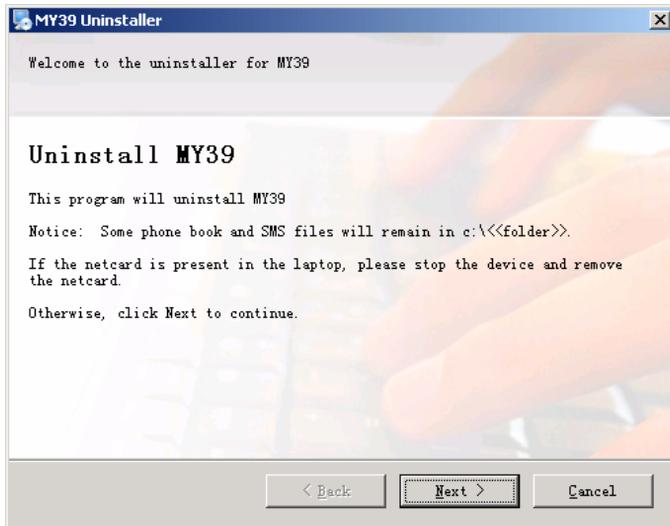
2. Click **Next** to uninstall the software. This process may take several minutes.

Functions & Operation

Interface introduction

Tray Icon Descriptions

The card is not connected.
The wireless data card is initializing.
The wireless data card is connected.

The use of Tray Icons

Right click the tray icon and the following menu will appear:

```
Close Radio(R)

Help(H)...
About(A)...

Exit(X)
```

Close Radio: Turn the radio off to comply with FAA regulations, where radio devices must be off during flight.

Help: Enter the interface of Help.

About: View the information about the data card.

Exit: Shut down the application interface.

Connecting to Internet

You can browse web pages after you have accessed to Internet with the wireless data card. You can also receive SMS messages while surfing the Internet.

1. Connecting to the Internet

▪   Select **File → Home Page** and click **Connect**.

- When connected, **Status: connected successfully** will appear together with data amount, rate and time connected.

- An icon in the Windows system tray will appear to indicate the connection status.

- Once the internet connects, the following connection information is displayed.
  - ➢ Status of the connection and transmission.
    - • **Connected Successfully:** Connected or transmitting data
    - • **Dormant:** If data is not sent or received for a period of time, the dialer will display Dormant.
  - ➢ Duration of the data connection.
  - ➢ Current network used for connection (CDMA 1X－EVDO)
  - ➢ Traffic counters show the amount of traffic sent, received, and the current data rate.

- There are three main reasons why you might experience inadequate signal strength.
  - ➢ You may be outside of the CDMA 1X network coverage area. Contact your wireless service provider for coverage maps.
  - ➢ Your antenna is not completely extended or is pointed in the wrong direction. You may be able to improve the signal strength by reorienting the antenna.
  - ➢ You may be inside a building or near a structure that is blocking the signal. If this is the case, you may be able to improve the signal strength by changing the position or location of your PC.

2. Disconnecting from the Internet

Click **Disconnect** to disconnect from the Internet. After disconnected, a standby icon will appear in the Windows system tray.

Messages

Creating new messages
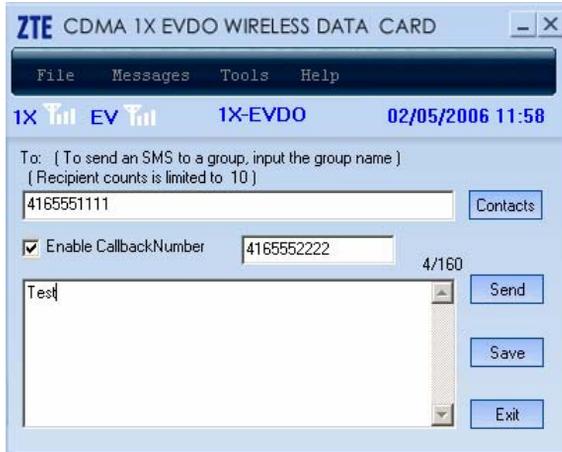
Click **Messages → Create SMS** to send an SMS message to an individual or multiple subscribers.

- Addressing messages:
  - ➤ Enter the recipients' number(s) in the **To** field. Use a semicolon (;) to separate recipients.
  - ➤ Click **Contacts** to open the contacts window. Double click on the name of the recipient and that individual will be automatically added to the **To** field. Holding down the **Ctrl** key while you click names allows you to select multiple recipients.
  - ➤ Entering the group name in the **To** field will send the message to all of the recipients saved in the group.
- To include a callback number, select the box **Enable Callback Number** and enter the phone number in the space provided.

Click the **Send** button to send the message. After the message is sent successfully, the SMS message will be saved in the **Outbox** (if auto-save is not selected in SMS Settings) or **Saved** (if auto-save is selected). If sending fails, the "Sending Failed" message will appear on the interface. Select **Save** to save messages to Drafts.

Viewing Received Messages and Sent Messages
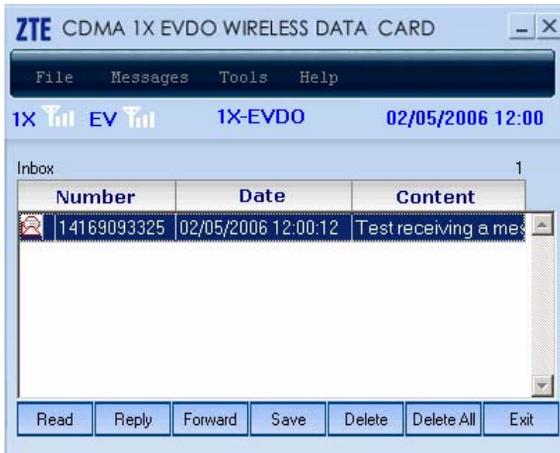
Select **Messages** → **Inbox** to check received SMS messages; select **Messages** → **Outbox** to check sent SMS messages; select **Messages** → **Drafts** to check saved SMS messages; and select **Messages** → **Saved** to check the saved messages moved from the **Inbox** and **Outbox**.

- **Read:** Select a record, and click **Read**. You can read all the information of short messages including the content of short message, the sender's phone number, delivered date and time.

- **Reply:** To reply to a message, select a record and click **Reply**. The phone number of the sender will be populated in the send area. Enter your message and click **Send** to send the message.

- **Save:** Save the selected message to the **Saved**.

- **Forward:** Send the short message to the other recipients.

- **Delete:** Delete the selected SMS messages.

- **Delete All:** Delete all messages.

- **Exit:** Return to the main Message interface.

When a new message arrives, the prompt "You have a new message from XXX" will appear. When there are more than one message arriving at the same time, "You have new messages" will appear. Click **Read**, and the interface will automatically switch to the Inbox. New messages will be

displayed in red.

The maximum capacity of the inbox is 500 messages, and new messages cannot be accepted when the inbox is full. The system will indicate that the inbox must be cleared for a new message to be saved.

Note:	The new message dialogue box can be minimized. It will not prompt again when new messages arrive.

SMS Settings

Select **Messages** → **SMS Settings** to change the SMS options.

1. Common settings

- **Save Time:** Select the duration for saving messages in the SMS center.

- **Auto Save:** Select Auto Save automatically saves sent messages in the **Saved**.

- **Priority:** Set the priority of the sending SMS.

- **Auto Delete:** Select Auto Delete automatically deletes old messages when the Inbox is full.

- **Open Status Report:** Select to inform the user that the SMS has been received successfully.
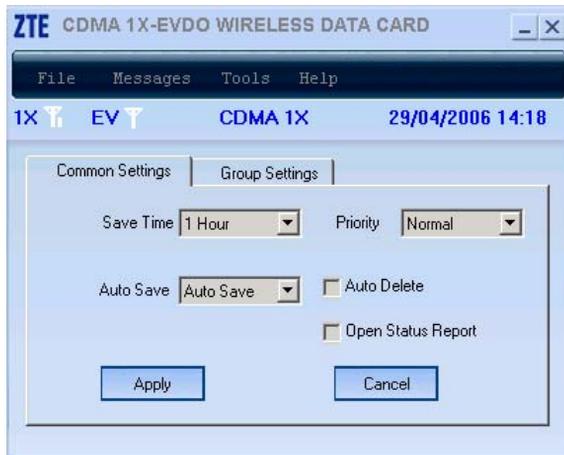
Click **Apply** to confirm settings, or click **Cancel** to restore the original settings.

2. Group settings

This application enables you to create groups. You can send messages to multiple recipients saved in a group. You can edit up to 10 groups with up to 10 records in each group. Each record consists of name and mobile phone number.

- **Add Group:** Add a new group
- **Edit Group:** Edit the selected group.
  - ➢ **Append:** Add a new record
  - ➢ **Edit:** Edit the selected record
  - ➢ **Delete:** Delete the selected record
  - ➢ **Contact:** Enter a new record selected from contacts
- **Delete Group:** Delete the selected group
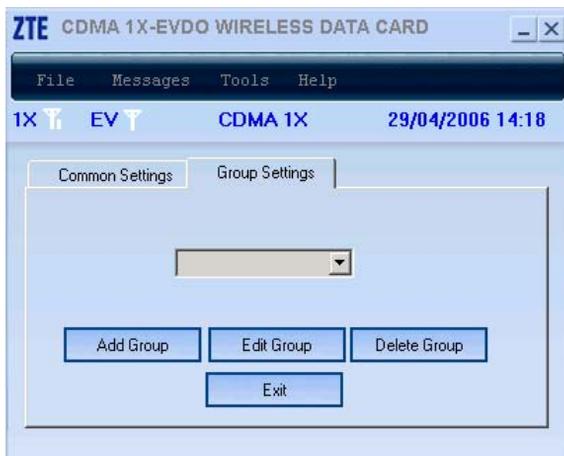
Click **Apply** to confirm settings, or click **Cancel** to restore original settings.

Contacts

Click **Messages** → **Contacts** to switch to the phone book interface. Each record includes the contact name, mobile phone number, family phone number, office phone number, and email address.

- **Edit:** Select a record from the list and click **Edit** button
  - ➢ **Save:** Save the edited record
  - ➢ **Send SMS:** Send an SMS message to the mobile subscriber
  - ➢ **Cancel:** Cancel any changes that have been made
- **Append:** Append a new record
  - ➢ **Save:** Save the record
  - ➢ **Cancel:** Cancel editing the information
- **Delete:** Delete a selected record.
- **Send SMS:** Send an SMS message to the mobile phone number in the selected record.
- **Search:** Input the characters, numbers, or names in the **Input Keyword** field and click **Search**.   The records matching the search criteria will be displayed.
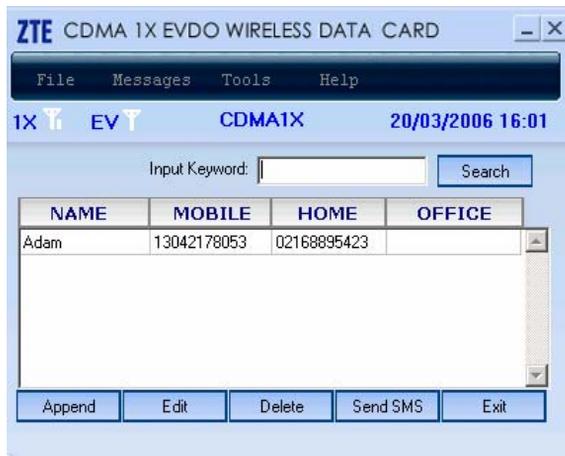
Tools

History

Click **Tools** → **History** to view the connection records for previous sessions. Select a time duration to view all the records for the selected period. To delete a record, highlight the desired record and click the **Delete** button.
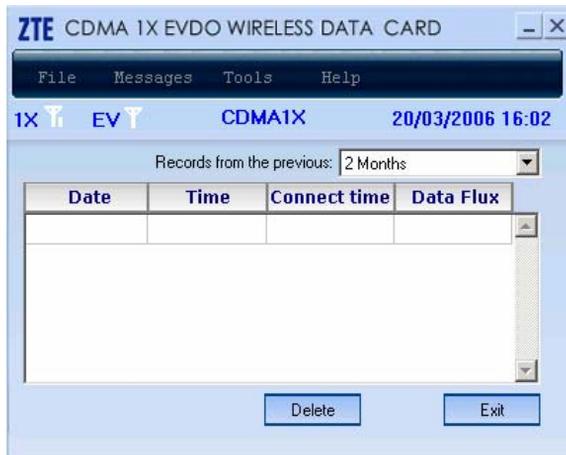
Connection

Select **Tools** → **Connection** to view the username, password and connection number. If you have difficulty connecting, please consult the network operator for the correct username and password. The user configuration information may be different for different service providers and network types.

If **auto-reconnect** is selected, the dialer will automatically reconnect to the network if the connection is lost.
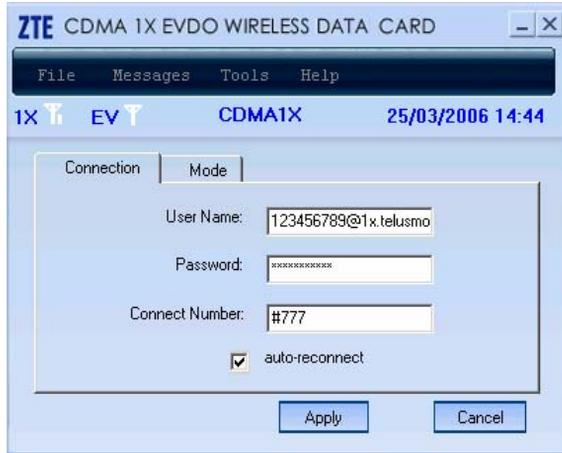
In the **Mode** tab, you can select which data network you want to connect to.

CDMA 1X+EVDO: Selecting **CDMA 1X+EVDO** will search for both CDMA 1X and EVDO networks.   If both networks are available, EVDO will be selected to maximize the data rate.

EVDO Only: If **EVDO Only** is selected, the card will only connect to high-speed EVDO networks. The SMS function will not work in **EVDO Only** mode.

CDMA 1X Only: If **CDMA 1X Only** is selected, the card will only connect to low-speed CDMA 1X networks.   The SMS function will work in **CDMA 1X Only** mode.

Settings

Click **Tools** → **Settings** to switch to the settings interface. The interface allows modification of ringtones and to backup contacts and SMS records.

1. **Backup**

   - ➤ **Backup Contacts:** Click **Browse** to select a location to back up the files and click **Backup Contacts** to save the file.

   - ➤ **Backup SMS:** Click **Browse** to select a location to save the SMS records and click **Backup SMS** to save the file.

2. Ring tone

Click the **Ring Tone** tab to set the alerts for connection, disconnection and incoming SMS messages. These alerts are played by the PC. The audio file supports .wav format. If you select "**Mute**", it will disable the ring tone feature.
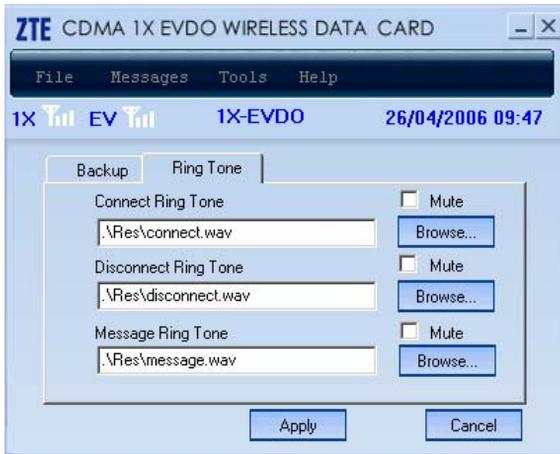
Click **Apply** to confirm the operation or click **Cancel** to restore the original settings.

Activate

1. OTA

Click **Activate** in the **OTA** tab to automatically activate the data card. This process may take several minutes.   After the activation process is complete, the device will restart automatically.   You can then attempt to connect to the internet by clicking on **File → Home Page** and clicking **Connect**.
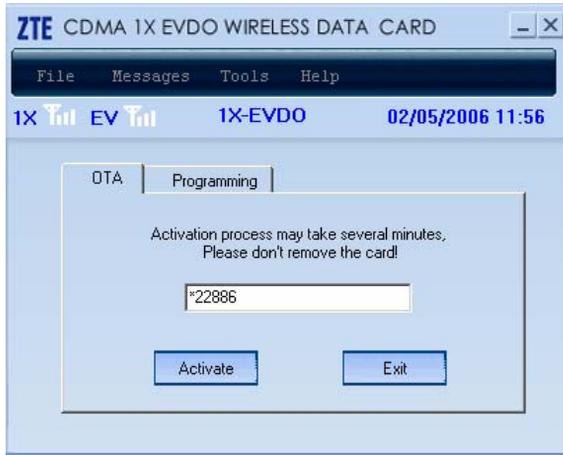
If activation fails, contact your service provider for assistance with manual programming.

2. Programming

If automatic programming fails, click on the **Programming** tab and enter the Client Subsidy Lock (CSL) provided by your service provider. After entering the code, you will be instructed to enter you phone number. Click **Apply** to accept the changes.
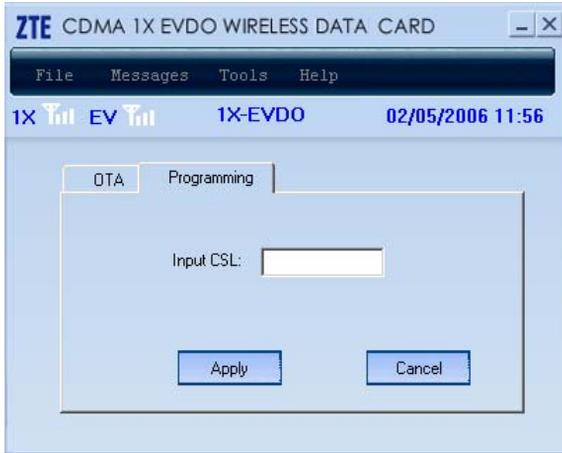
Help

Click the **Help** icon to switch to the help interface. This provides information about the data card, such as installation instructions, functionality and information about the application software and hardware.

FAQ & Answers

If you experience problems when using your ZTE MY39 data card, please refer to the following questions and answers to resolve the problem. If the problem still exists, please contact your service provider or visit the ZTE Canada webpage at www.ztecanada.com/support.

Problem Description	Possible Causes	Resolution
After the dialer software is opened, the datacard initializes for a long time, and then prompts "data card has an error".	Problem with the PCMCIA card slot	Check that the data card light is illuminated. If the light is off, reinsert the data card.
	Problem with the software installation	If the light is illuminated, right click **My Computer** and select **Properties → Hardware → Device Manager**. If there is an exclamation point beside the ZTE modem or the ZTE ports, reinstall the software. If the problem persists, please contact you service provider.
The data card cannot connect to the internet and/or cannot send or receive SMS messages.	The data card is not activated.	Follow the activation procedure on page 10
	The radio is closed	Right click the ZTE icon on the system tray and click **Open Radio**
	The signal strength is low	Adjust the position of the antenna or your laptop.

The dialer software gives the error message "Data connection failed"	The username and password are incorrect	Select **Tools → Connection** and enter the correct username and password.
"Invalid Input Number" is prompted when sending an SMS message	You have written invalid characters in the To: box.	Ensure the To: box contains numbers only.
No alert tone is played when receiving SMS messages or when connecting or disconnect from the network.	The ringtones are muted.	Select **Tools → Settings → Ring Tone** and ensure the Mute button is not selected.
	The PC sound card is not installed or is disabled.	Enable or reinstall the sound card drivers.
Websites cannot be opened after connecting to the internet	The internet settings are incorrect	Restore the default internet settings
	There may be a virus on the laptop	Use antivirus software to remove the virus

Support

If you have any difficulties installing or using your new ZTE MY39 EVDO card, please contact TELUS' toll-free customer support line at 1-800-558-2273. The call centre is open from 8 a.m. to 10 p.m. (EST) Monday to Friday and from 9 a.m. to 8 p.m. (EST) Saturdays and Sundays.

Online Help

The ZTE MY39 has extensive online help, which includes documentation, answers to frequently asked questions (FAQ) and the latest software. Visit the ZTE Canada webpage at www.ztecanada.com/support for more information.