

ZTE AC570  
EVDO USB Modem  
User Guide

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# 1 Modem Introduction

## 1.1 Introduction

Thank you for using ZTE MY69 USB Modem.

To guarantee the modem always in its best condition, please read this manual carefully and keep it for further use.

The pictures, symbols and contents in this manual are just for your reference. They might not be completely identical with your modem. We operate a policy of continuous development. We reserve the right to update the technical specifications in this document at any time without prior notice.

The ZTE CDMA2000 1X/EVDO USB Modem is a type modem suitable for CDMA network. It adopts USB interface which provides an easy insert to notebook PC. With the CDMA mobile network, it can help you carry out SMS, data service and will help you break away from the limit of time and zone, and realize wireless communication at any moment everywhere.

## 1.2 Warning and Notice

To the owner

- Some electronic devices are susceptible to electromagnetic interference sent by modem if inadequately shielded, such as electronic system of vehicles. Please consult the manufacturer of the device before using the modem if necessary.
- Operating of notebook PC and modem may interfere with medical devices like hearing aids and pacemakers. Please always keep them more than 20 centimeters away from such medical devices when they are turned on. Turn the modem off if necessary. Consult a physician or the manufacturer of the medical device before using the modem.
- Be aware of the usage limitation when using a modem at places such as oil warehouses or chemical factories, where there are explosive gases or explosive products being processed. Therefore, turn off your modem if required.
- Don't touch the inner antenna area if not necessary. Otherwise it will affect your modem's performance.
- Store the modem out of the reach of little children. The modem may cause

injury if used as a toy.

#### Modem

- Please use original accessories or accessories that are authorized. Using any unauthorized accessories may affect your modem's performance, and violate related national regulations about telecom terminals.
- Avoid using the modem near metallic structure device or establishment that can emit electromagnetic wave. Otherwise it may influence receiving signals.
- The modem is non-waterproof type, please keep it dry and store in shady and cool place.
- Don't use the modem immediately after a sudden temperature change. In such case, it will produce dew inside and outside the modem, so don't use it until it becomes dry.
- Take the modem carefully. Don't lose, bend or cause it struck. Otherwise it will lead to destruct damage.
- No dismantling by non-professional and only qualified maintainer can undertake repair work.
- The FCC ID label is placed on the mobile phone clearly visible to all persons at the time of purchase.
- The user is cautioned that changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the equipment.
- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:
  - (1) This device may not cause harmful interference, and
  - (2) this device must accept any interference received, including interference that may cause undesired operation.
- Do not attempt to disassemble the modem by yourself. Non-expert handling of the devices may damage them.
- For body-worn operation, this phone has been tested and meets FCC RF exposure guidelines when the modem is positioned a minimum of 15 mm from the body without any metal parts in the vicinity of the handset.
- NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio

communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/ TV technician for help.

### 1.3 Applicability Scope

CDMA USB modem supports the present mainstream types of notebook PCs, such as HP, IBM, Toshiba, Lenovo, Dell, Founder, etc.

### 1.4 System requirements

Operating System: Windows 2000 / XP / Vista

Configuration (Recommended):

CPU	200MHz Pentium or above
Hard Disk	30M or above
RAM	128M or above

The performance of the modem may be influenced if configuration under recommended requirement.

### 1.5 Functions

Functions: SMS service, data service, applied management, data concurrence, etc.

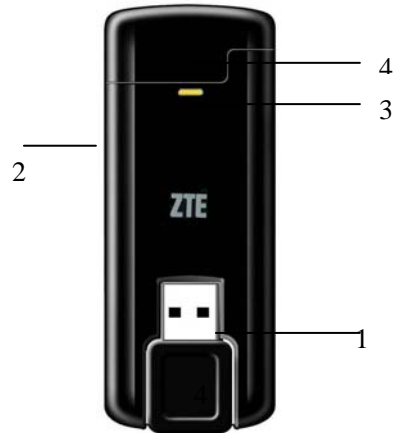
## 1.6 Specification

Networks	CDMA 2000 1x / EVDO
Frequency Band	CDMA 800MHz Cellular (UL824~849,DL869~894) CDMA 1900MHz PCS (UL1850~1910,DL1930~1990)
Dimension	90.4mm*35mm*12.3mm
Weight	About 35.2g
Data Rate	Up to 3.1Mbps
Working Voltage	5V (Using the notebook PC power supply)

## 2 Installation

### 2.1 Outline and Part Introduction

1. USB Interface 2. UIM Card Slot 3. Indicator 4. Antenna



Indicator Light Status:

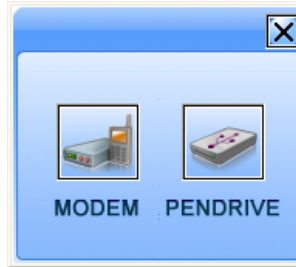
Indicator	Status
Green/Lighting	Normal.
Red	Abnormal/No network signal.
Green/Blink	An Incoming Call.
Green/Blink three times	A New Message.

### 2.2 Software Installation

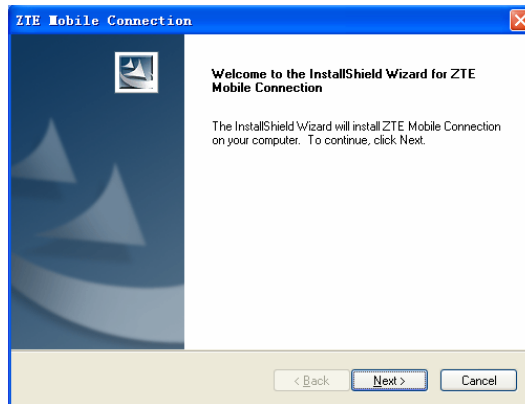
The system will automatically detect and recognize the new hardware and display the new icon in the desktop status bar, indicating that the computer and the USB Modem have been connected properly. After a few seconds, there will show the following installation interface if the notebook PC supports automatic installation.



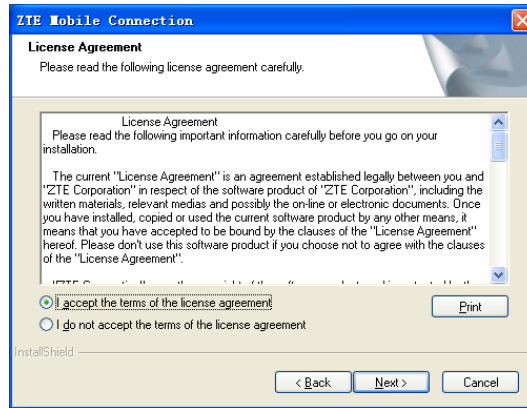
If the notebook PC doesn't support automatic installation, you can run the installation program in path of **My Computer** → **ZTEMODEM** → **AutoRun.exe**. The following installation interface will show how to start installation.



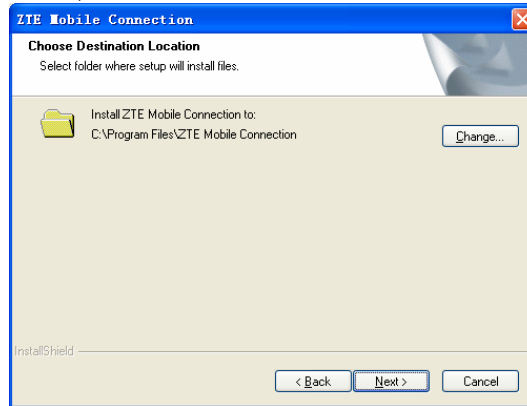
Select **PENDRIVE**, use the modem as U-Disk. Select **MODEM**, go to next step.



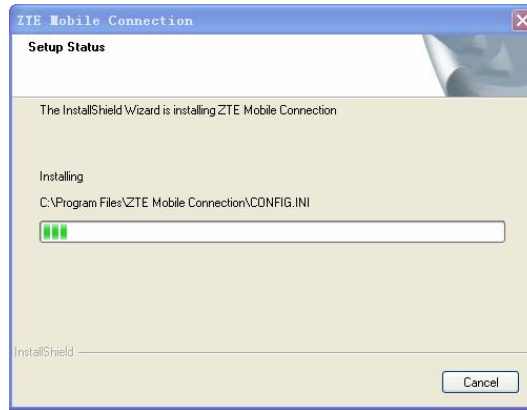
Recommend you to exit other "Windows" programs, and click "Next".



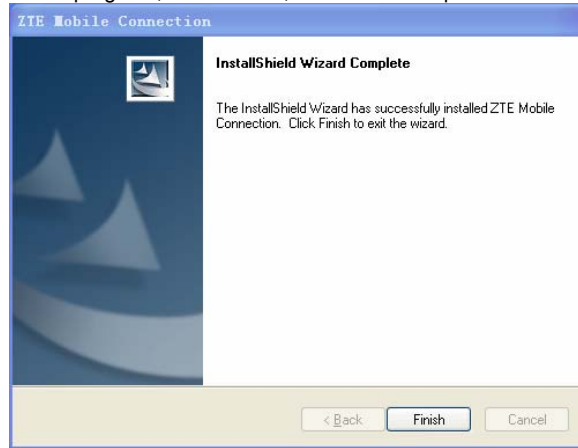
Read the agreement carefully. If you agree, choose "I agree to the terms of this license agreement", and then click "Next".



Select the folder that you want to install the software. You can select a different path by pressing "Change", and then click "Next".



Installation is in progress, after a while, there will be a tip as follows:



Click "Finish" to finish the software installation.

**Note:** If you have problems with installation after the upper operation, please

contact the service provider for help.

After the installation, select “Start” menu → “Programs” and there will be a “ZTE Mobile Connection” program group listed in, which includes “ZTE Mobile



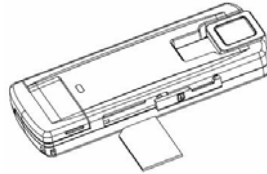
Connection” and “ZTE Uninstall”, and a shortcut icon on the desktop is also created.

## 2.3 Hardware Installation

### 1. Insert the UIM card into the modem:

First, you should insert your UIM card into the USB modem, and confirm that your UIM card support data and CDMA services. If you don't understand this, please consult your local operator.

As showed in picture below, insert the UIM card with metal contact facing downwards into the slot inside your modem. Ensure that it is tightly inserted.



### 2. Connect the USB Modem to your PC:

- Connect the USB Modem to the USB port and ensure that it is tightly inserted.
- Then switch on the computer, otherwise the modem will not be installed normally.
- The system will automatically detect and recognize the new hardware and display the new icon in the desktop status bar, indicating that the computer and the USB Modem have been connected properly. After a few seconds,

the installation program will start automatically.

**Note:** For Microsoft Vista system, to avoid abnormal installation it is suggested to turn off UAC before installation following the path of **Start**→ **Control Panel**→ **User Accounts**→ **Turn User Account Control On or Off**. Restart your computer when you finish settings.

### 3. Antenna


When using the Modem, in order to get the good signals, please open the antenna upright.

## 2.4 Run the Application Software

After the modem is correctly connected, click the **Start** → **Programs**→ **ZTE Mobile Connection** → **ZTE Mobile Connection** menu on the PC to run the application software.



Or double click the shortcut icon on the desktop to run the application software.

After modem initialized, main interface appears. When the standby icon  appears, the modem can work properly.

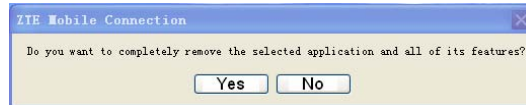
## 2.5 Pull out Modem Safely

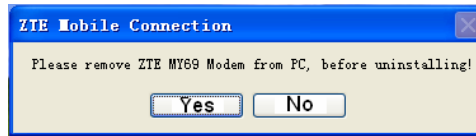
Close the software application then you can pull out the USB cable directly.

## 2.6 Software Uninstall

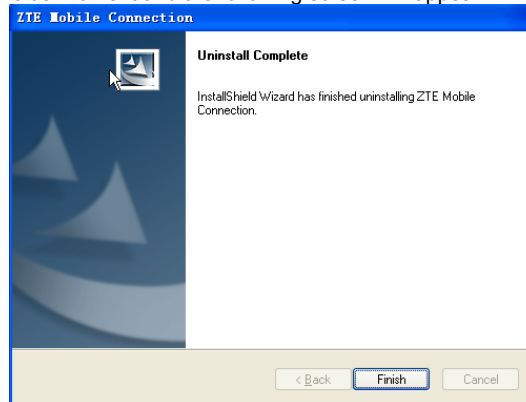
Close the application program before the software uninstalling.

Click **ZTE Mobile Connection** → **ZTE Uninstall** menu on the notebook PC.





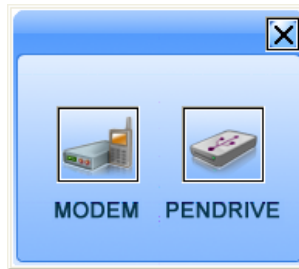
Click "Yes" according to the indication, then the system begins to uninstall programs, wait a moment and the following screen will appear:



Click "Finish" and complete the application software uninstall.


## 2.7 USB Disk Function

You can use your modem as a removable USB disk. When you insert your modem into portable PC, the system will automatically detect and recognize the new hardware. After a few seconds, the following window appears.



Note: if the system doesn't launch the window automatically, you can run My Computer > ZTEMODEM > AutoRun.exe.

Select PENDRIVE icon. The system will install the driver automatically. After a few seconds, a removable disk will appear in My Computer, and then you can use it.

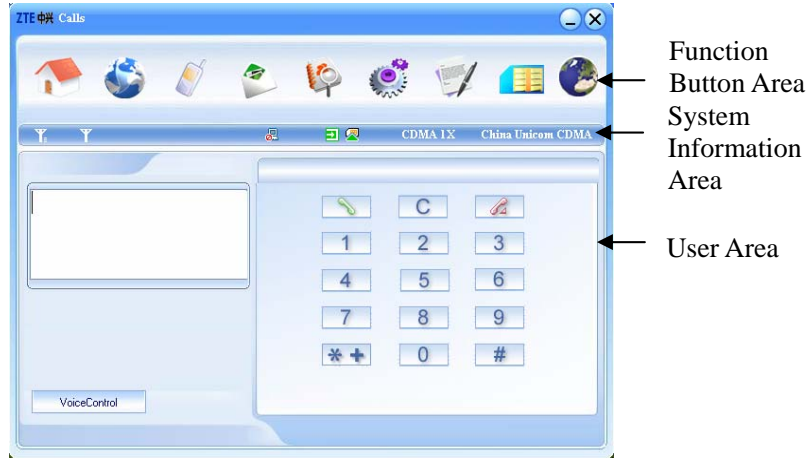
If you want to stop using the USB disk and remove the disk safely, click the new hardware icon  on taskbar, select the Stop, then you can remove the USB disk safely.

## 3 Functions & Operation

### 3.1 Interface introduction

#### 3.1.1 Main Interface




The diagrams drawing for the main interface of USB modem application software:









The whole interface is divided into three parts, related functions can be executed by operation in the corresponding areas.

#### 1. Function button area:

There will show various function button icons. Select different function button and it will carry out corresponding operation.













-  Homepage
-  Internet: Connect to the Internet.
-  Calls: Dial/answer a call.



-  SMS: Send SMS or read SMS Inbox.
-  Phonebook: Save and view different information of the contact list.
-  Settings: Set normal relative information for the modem.
-  Call Records: View related information for all calls.
-  UTK: Supported the service provided by service provider.
-  GPS: Support the GPS service.

## 2. System information area:

Show the system status and different kinds of tips.

-  Shows network signal intensity, 5 stages from none  to strong .
-  There are new SMS at present.
-  It shows the current status of Internet connection. Red means Internet disconnected, while green  means that it has already connected.
-  There are missed calls.
-  Indicates insert status of the modem, "Green" it has been connected to the computer,  orange indicates modem offline and  red indicates disconnected.
-  Indicates insert status of the UIM card to the mode. Green indicates the card has been inserted, and  red indicates not been inserted.
- CDMA 1X** Indicates the current network service type, CDMA 1X in service.
- China Unicom CDMA** Name of the current service provider.










## 3. User Area:

Show the main-computer interaction information under various conditions.

### 3.1.2 Description of Mini Icons

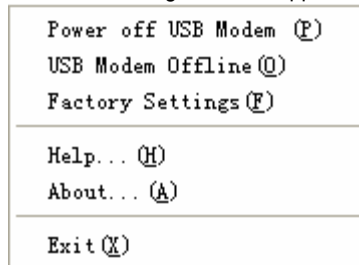
When click the mini button, the software will minimize as an icon on the system tray. If connected to the Internet, the minimized software won't influence the download of data or receiving SMS.

#### 1. Taskbar Icons' Description

-  Modem is in normal standby status.
-  Green indicates already connecting of modem with PC.
-  Orange indicates modem offline.
-  Red indicates disconnecting of modem with PC.
-  Red indicates no UIM card in the modem.
-  No network signal.
-  New Message.
-  New Incoming Call.
-  Green indicates successful connection of modem to Internet.

#### 2. The uses of Tray Icons

Right Click the tray icons, the following menu will appear:



**Power off USB Modem:** Stop using the USB Modem and disconnect the modem to portable PC. After powering off the modem, if you want to run the software again, you should pull out and insert the data card into PC again.

**Modem Offline/ Modem Online:** Pause/reusing the working of the modem. If connected Internet, you need disconnect the Internet first, and then select the Modem Offline.

**Factory Settings:** Restore the factory setting.

**Help:** Enter Help interface.


**About:** View the information of the application software and hardware versions.

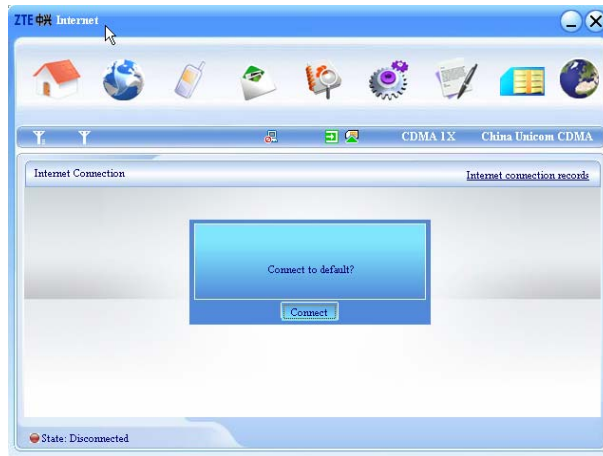
**Exit:** Close the application interface and stop using the modem.

### 3.2 Connecting Internet

You can browse web pages after you have accessed to Internet with the help of modem, you can also receive SMS when surfing in the Internet.

#### 1. Connect to the Internet:

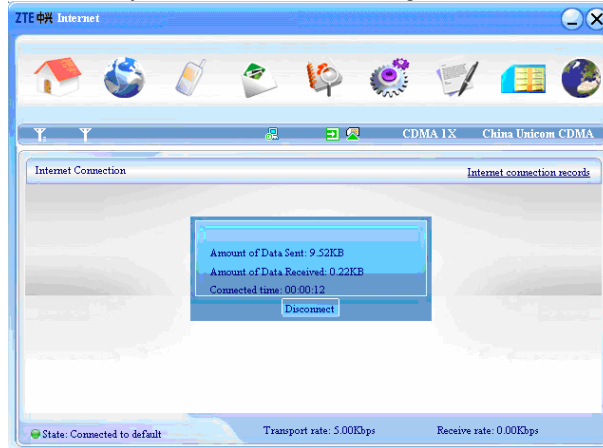
Click the Internet icon  , the system will ask you "Connect to default?" Select "Connect".



When connected, it will show "Status: connected", and it will show data amount, connected time and so on. Then you can access Internet and receive email etc

through network.

During the course of connecting, when the “Connect” button becomes “Disconnect” button, you can cancel the connecting.



At the same time, an icon on taskbar appears indicating network connection. Then you can access Internet and receive email etc. via network.




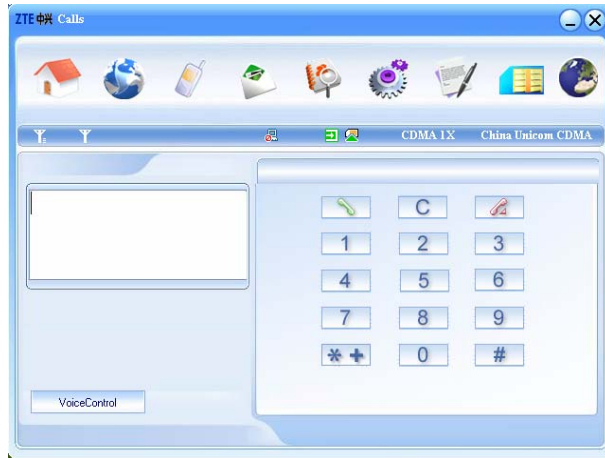
## 2. Disconnect the Internet

Click “Disconnect” button to disconnect Internet. After disconnection, a normal standby icon appears on taskbar.








## 3.3 Dialing/Answering a call

Click the “Calls” icon , and switch to the calls interface. You can enter a telephone number to make a call, and you can talk with the other side by using headphone and microphone. You can redial a number from calls list and dial extension numbers.





### 1. Making a call:

Click the number button in the right interface, or enter the phone number by typing the keyboard of computer. Press  to erase input character. Press  to send and press  to end.

For international long distance phone call, quick press  twice to input international prefix "+", phone number, quick press  in three times to enter character "P" which stands for pause 3 seconds.


### 2. Answering an incoming call

If there is an incoming call, "Incoming Call" appears on the screen and an alert will ring on the PC. The incoming call number will show in display (This function needs network support). While the green light on the data card flashes continually. Press  to answer, and press  to reject, or press buttons on the headphone to answer and end.

### 3. Volume Adjustment:

Press Voice control to adjust the volume.

#### 4. Redialing:

In standby status, press  to switch to the dialed calls list, select the number and press and click **"Dial"** button.


#### 5. Emergency call:

Even without UIM card inserting, you still can dial up emergency calls.

#### 6. Dialing up when surfing on the Internet:

When surf on Internet, you also can dial up if network supports. Click **"Calls"** icon to enter calls interface and make calls.

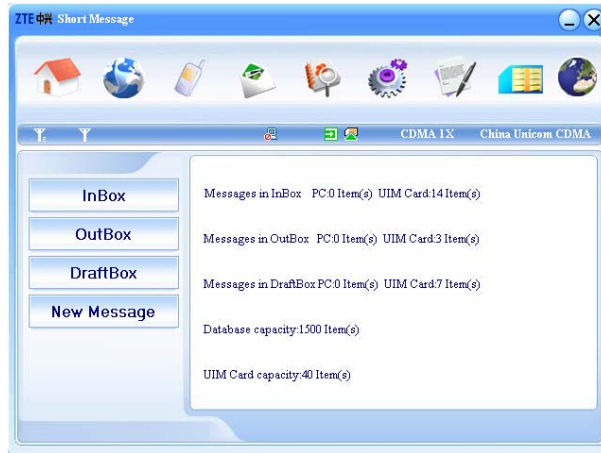
#### 7. Viewing missed calls:

If there is missed call, icon  flashes in system information area, click the icon to enter calls list to view.

### 3.4 SMS

**Note:** To ensure that the SMS can be used properly, at first, you should setup the correct SMS center number. Refer to section **"3.5.4 Messages settings"**.

Click the **"SMS"** icon to switch to the SMS interface and it will show the number of SMS in the inbox, outbox and draft box. The user can click icons of **"InBox"**, **"OutBox"**, **"Draft Box"** and **"New Message"** to enter relative interface.



**InBox:** Save the received SMS.

**OutBox:** Save the successfully sent SMS.

**Draft box:** Save the editing SMS, which haven't been sent. The drafts can only be saved in PC side.

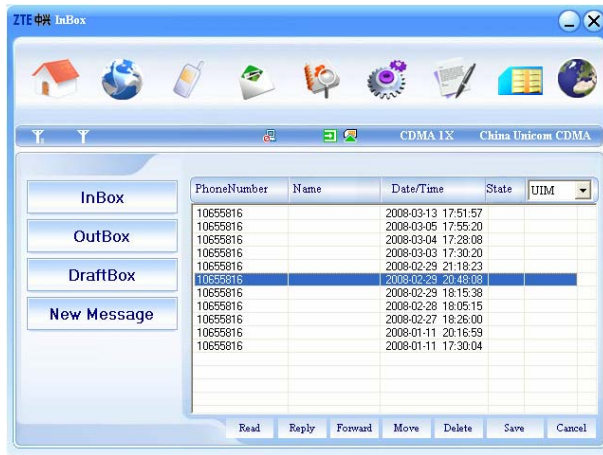
**For example:** "Message in InBox PC :1 Item(s) UIM Card 4 Item(s)" means: The PC side has 1 short message and there are 4 short messages in the Inbox of the UIM card , "UIM Card capability" means the UIM can hold 40 short messages.

Different UIM cards will have different capacities. For more information, please consult your supplier. It will show the capacity automatically in usage, like the above "40".

### 3.4.1 Read SMS


Click the "**Inbox**" button or the SMS icon on the system information area to read the SMS saved in the box. .

Make use of the bottom menu buttons to **Read**, **Reply**, **Forward**, **Move**, **Delete** message(s); **Save** Phone Number or **Cancel** Action.



### 3.4.2 Create new message

Click **"New Message"** button to input the recipient's number and content.

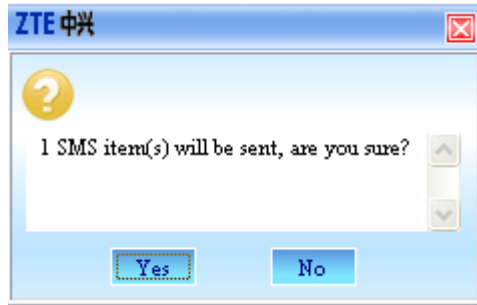
The recipient's number can be input directly or entering the phonebook by pressing .

The recipient's amount can be one or more. Please use "," to separate recipients.

The SMS content can include 160 individual English characters (including English symbols). On the interface, there will show total characters.

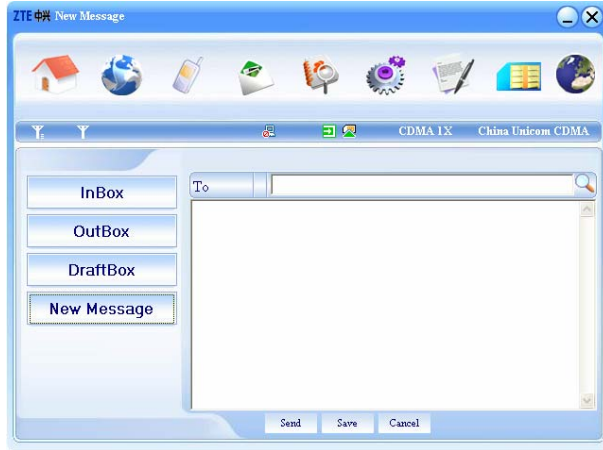
Click **"Send"**, the following information will prompt,





Select Yes, the SMS will be send, select No, you will go back to previous step to edit the information.

After sent successfully, the SMS will be saved into outbox automatically. If send fails, it will be saved to the draft box automatically.



**Send SMS when browsing the web:**

When surfing the Internet, if your network supports, you can send short messages. Click "SMS" button icon, enter the short message interface to send short messages normally.

### 3.4.3 The SMS box Operating Guide

Enter any of **Inbox/Outbox/Draftbox** to execute the following functions:

**Read:** Read all the information of short messages. (The content of short messages, sender's phone number, sending time and date)

**Reply:** Reply short messages to the sender (Can't be executed in OutBox / DraftBox).

**Forward:** Forward short message to other recipients (Can't be executed in DraftBox).

**Move:** Change the saving location of short messages between PC or UIM card (Can't be executed in DraftBox).

**Delete:** Delete short messages selected.

**Save:** Save sender's number into the phonebook.

**Cancel:** Return to the SMS interface.

Make use of "Ctrl" or "Shift" key and left click to choose several messages to execute simultaneously.

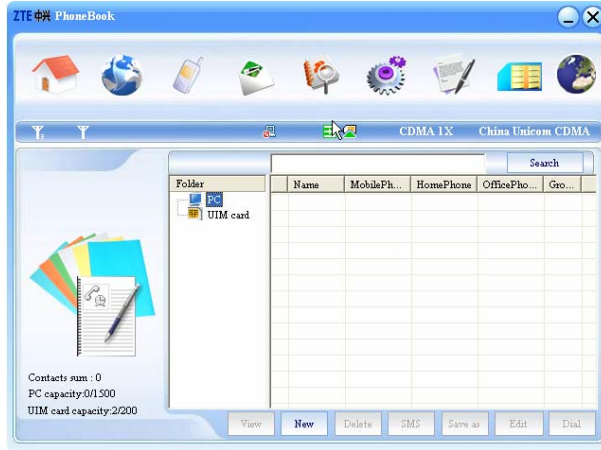
The system indicates when UIM card is full. New message can only be received and saved till the user clear some short messages in UIM card inbox.

### 3.4 Phonebook

Click the "phonebook" icon to switch to the phonebook interface, the phonebook information can be saved in the PC or UIM card. You can choose the saved position. The records in PC include contact name, Mobile phone number, home phone number, office phone number, email and the group name which it belongs to. The records in UIM only include contact name and Mobile phone number.

## 1. New Contact

Click **"Add"** → **"New Contact"**, input the content, then select **"OK"** to finish adding a new contact.



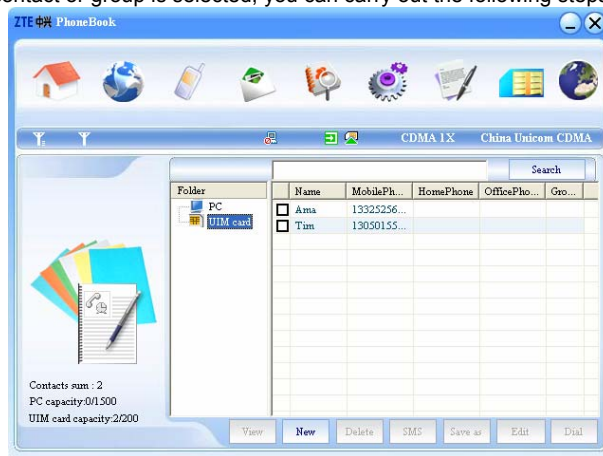
## 2. New Group

You can add new groups at the PC side. But you cannot add new groups at the UIM side.

Click the **"Add"** → **"Add Group"** and input the group name in PC group folder tree.

### 3. Other buttons Description

If any contact or group is selected, you can carry out the following steps:



**View:** View the information of selected contact.

**New:** Add the new contact.

**Delete:** Delete the selected contacts.

**SMS:** Send messages to the mobile phone numbers in the records.

**Save As:** Save the contacts in PC.

**Edit:** Edit the information of selected contacts.

**Dial:** Call the contact.

### 3.5 Settings

Click "**Settings**" icon to switch to the settings interface. It includes: Connection Settings, Security Settings, Network Settings, Messages Settings, Alert Settings, Factory Settings.

### 3.5.1 Network Settings

To ensure that the modem can connect the Internet properly, you should configure the user configuration information first. You can save the different supplier's network configurations as different files.



#### 1. Button Description

**Add:** Add new configuration files.

**Delete:** Delete the selected configuration files.

**Edit:** Edit the selected configuration files.

**Set Default:** Select one file from filename list, and set it as the current using files.

## 2. Config File

Config File

Config Filename

Dial Number

User Name

Password

Save User name and Password

Ask for User name and Password

PDP Type

IP

PPP

Authentication Mode

PAP

CHAP

Obtain DNS server address automatically

Use the following DNS server address

Preferred DNS

Alternate DNS

Obtain PDP address automatically

Use the following PDP address

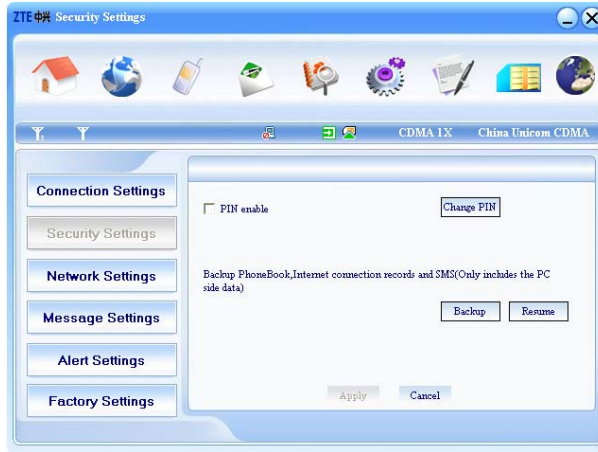
Address

OK Cancel

The user configuration information includes: Config filename, Dial Number, User name, Password, PDP Type, Authentication Mode, DNS, and PDP address. If network supports "Obtain server address automatically", the modem can obtain the assigned IP information automatically. If network does not support it, you should input the proper address manually. Please consult the network supplier of UIM card for all above information. The user configuration information may be different with the network supplier and network types.

### 3.5.2 Security Settings

The interface shows as the following picture:



#### 1. Enable the PIN Code

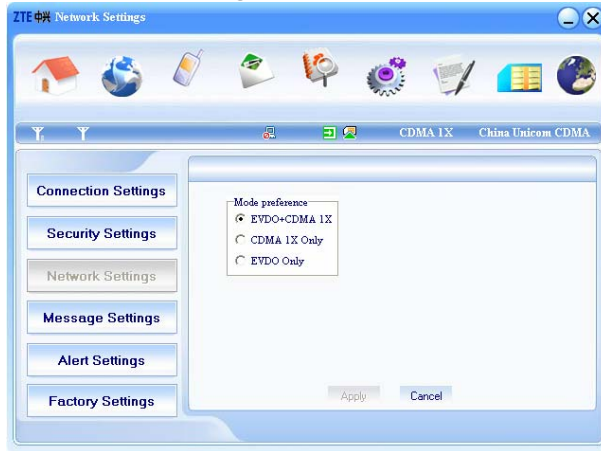
When "**PIN enable**" item is selected, please enter PIN code to use the modem and you can click "**Revise PIN**" to modify the number.

**Note:** This function need network support.

#### 2. Backup Phonebook SMS and Internet connection records

Click "**Backup**" to backup the Phonebook, SMS and Internet connection records in portable PC. Click "**Resume**" to restore the backup data. You need restart the software.

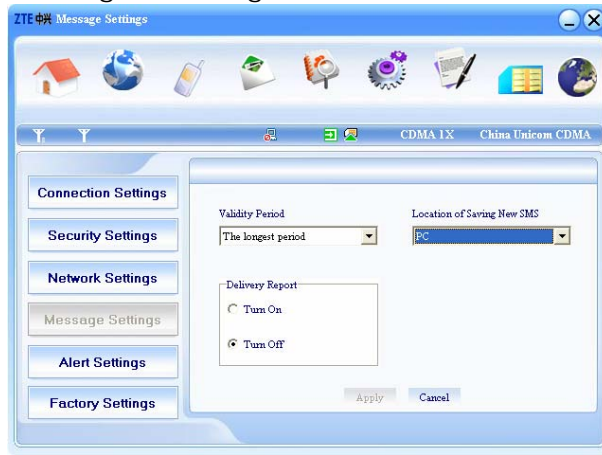
### 3.5.3 Network Settings



Select Mode preference, EVDO+CDMA 1x, CDMA 1X Only, or EVDO Only. For detail information, please consult with your service provider.



### 3.5.4 Messages Settings



**Validity period:** Set the time limit for saving SMS in the network side. (This function needs network supports.)In option: an hour/12 hours/A day/A week/The longest period.

**Delivery Report:** Set as "Turn On" or "Turn Off". When it is set as "Turn On", the network will inform you when you sent messages successfully.

**Location of Saving New SMS:** Select "UIM Card" to save in UIM card; select "PC" to save in PC.

### 3.5.5 Alert settings

You can set "Connection alert, Disconnect alert and Incoming SMS alert" by yourself. These alerts will sound on the PC side. If you select "**Mute**", you cannot hear corresponding alert.



### 3.6 Call History



There are Missed Calls, Received Calls and Dialed Calls in Call History. Select one to enter, you can see the details information. Select one Calls, you can

**Dial:** Call the number.  
**SMS:** Send messages to the number.  
**Edit:** Edit the information of selected number.  
**Delete:** Delete the selected number.  
**Clear:** Clear all numbers.

### 3.7 UTK

Click **UTK** icon, switch to the UTK interface. This function needs network support by service provider. If you UIM card can also support, menu of UTK appears on the display. If UIM Card and network provider do not support, the function is invalid. The application of this function may ask for extra fee. Please contact with network provider to acquire more information.

### 3.8 GPS

Click the "**GPS**" icon to switch to the GPS interface. You can click icons of "**Get\_Position**", "**User Settings**" and "**Restore Default**" to enter relative interface.

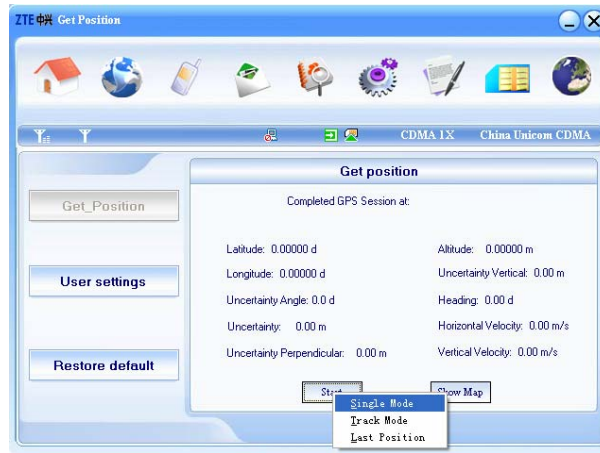
#### 3.8.1 Get Position

Press **Start** to select

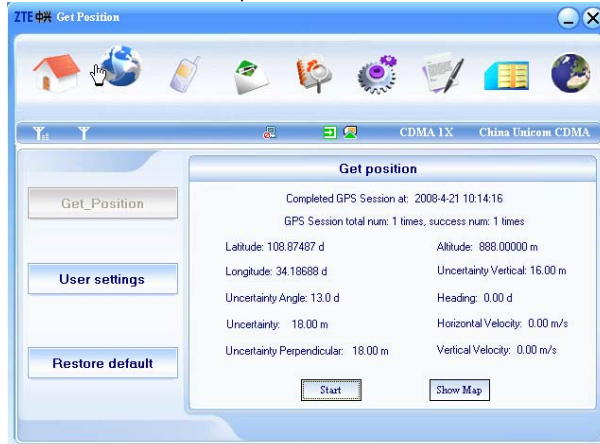
**Single Mode:** to make the position once.

**Track Mode:** to make position continuously. The number of position and the time interval could set in User Settings.

**Last Position:** to show the last position information.

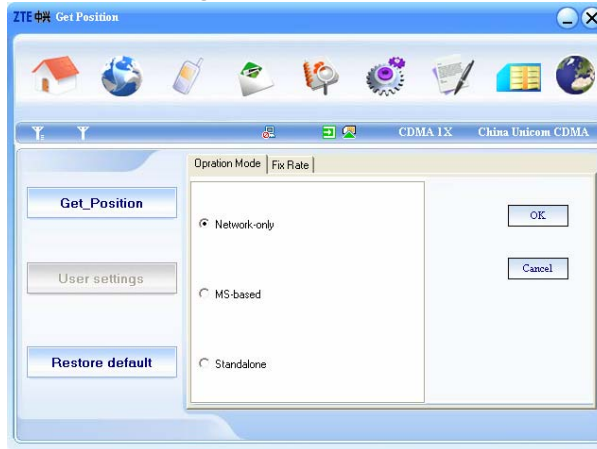


The modem will make the position and show the results.



After finish the position, you can press the **Show Map** to show the map of your position from Google.

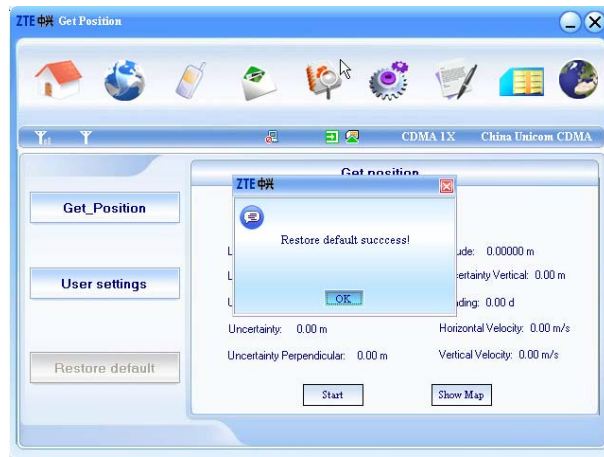
### 3.8.2 User Settings



1. Operation Mode  
**Network only:** get position results directly via CDMA network and PDE sever.  
**MS-based:** firstly get basic position data via CDMA network and PDE sever firstly, then the modem make the calculation and get the position results.  
**Standalone:** get the position results not via CDMA network.
2. Fix Rate  
**Number of fixes:** Set the maximum number of position in Track Mode.  
**Time between fixes:** Set the time interval in Track Mode.

### 3.8.3 Restore Default

Restore to factory setting.



## 4 FAQ & Answers

When you meet the following problems in service, please refer to the following answers to solve it. If the problems still exist, please contact with your suppliers.

Problem Description	Possible Causes	Problem Solving
The system can not run the installation program automatically	The system configuration is not suitable for the auto-run.	Open the visual disc of the modem program and start the autorun.exe. If you have installed the other version of installation program please uninstall it firstly.
After the full installation, the system doesn't install the driver program properly.	The system configuration is not suitable for the auto-run.	Please install the driver program manually. The driver program can be found in the installation address, e.g. C:\Program Files\ZTE Mobile Connection\drivers
After the modem is plugged in, the UI program doesn't run automatically.	The system configuration is not proper.	Please open the UI program manually. You can find it in the Start -Program menu or the desktop interface.
After restarted the computer, there is no signal.	1. The position of the USB modem inner antenna is unfitting.	1. Adjust the angle and position of the USB modem.

	2. You are in the place where no CDMA network covered , such as underground parking lot, tunnel etc.	2. Move to the place that has good signal.
When the USB modem has been plugged in, computer cannot find the visual disc of the USB modem.	1. You have not installed the USB modem properly.	1. Run the installation program first, then insert the modem. If you use the WinXP operating system, install the drivers according to the Windows indication information to operate.
	2. The modem isn't inserted well.	2. Restart the computer, or insert the modem again.
	3. The UIM card isn't inserted well, such as inserted in reverse.	3.Insert the UIM card correctly again.
Message sent failed.	1. The SMS center number isn't correct.	1. Consulting with the service provider, configure the right number.
	2. The network is busy and other reasons.	2. Try later.
Date connection failed.	1. You are in the place where no CDMA network covered, such as underground parking lot, tunnel etc.	1. Move to the place that has good signal.



	2. The network at this time in this place is busy now.	2. Try later.
	3. The modem data is error.	3. It is perhaps the CDMA network problem and please contact with the local supplier timely.
Connected to the Internet, but it cannot open any website page.	1. After connection, there is no data transfer, which resulted that you can not open web pages.	1. Check that the Configuration files is correct or not.
	2. The IE browser got problems.	2. If the IE got problems, upgrade to the new version or reinstall the IE browser. It cannot open any website page.
	3. The operating system is infected by virus (Such as Worm. Blaster which can take up a quantity of upload data flow and result that it can't receive download data flow so that you cannot open any website.)	3. Use the professional anti-virus software to check and kill the virus in the operating system completely.
The Modem cannot connect to the Internet in other places	Your USB modem is not permitted to roam between provinces (There is a small card which have no function for roaming between provinces because of BOSS system	Contact with the network supply provider that the UIM card is on sale.

	problems.)	
No warning tone	No audio card is fixed in computer or the volume is too small.	Check the audio card and adjust the volume properly.