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**MultiModem® CDMA & EDGE**  
Internal Wireless Modem

**MTZPC-C**

**MTZPC-E**

**Quick Start Guide**



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**MultiModem Quick Start Guide**  
**Internal Wireless Modem**  
**CDMA & EDGE**  
**MTZPC-C & MTZPC-E**  
**82100121L Rev. B**

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| <b>Revision</b> | <b>Date</b> | <b>Description</b>                                                 |
|-----------------|-------------|--------------------------------------------------------------------|
| A               | 02/09/07    | Initial release.                                                   |
| B               | 02/23/07    | Adding bundled & unbundled packages & changing number of antennas. |

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## Introduction

This guide shows you how to set up your MultiModem. For detailed information, product specifications, troubleshooting tips, and more, see the User Guide, available on your MultiModem CD.

Check Multi-Tech's Web site for current versions of our product documentation.

## General Safety

The modem is designed for and intended to be used in fixed and mobile applications. "Fixed" means that the device is physically secured at one location and is not able to be easily moved to another location. In a "Mobile" application, the device may be moved regularly from one location to another.

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**Caution:** Maintain a separation distance of at least 20 cm (8 inches) between the transmitter's antenna and the body of the user or nearby persons. The modem is not designed for, nor intended to be, used in applications within 20 cm (8 inches) of the body of the user.

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## RF Interference Issues

Avoid possible radio frequency (RF) interference by carefully following the safety guidelines below.

- Switch OFF your MultiModem when in an aircraft. The use of cellular telephones in an aircraft may endanger the operation of the aircraft, disrupt the cellular network and is illegal. Failure to observe this instruction may lead to suspension or denial of cellular telephone services to the offender, or legal action or both.
- Switch OFF your MultiModem when around gasoline or diesel-fuel pumps and before filling your vehicle with fuel.
- Switch OFF your MultiModem in hospitals and any other place where medical equipment may be in use.
- Respect restrictions on the use of radio equipment in fuel depots, chemical plants or where blasting operations are in progress.
- There may be a hazard associated with the operation of your MultiModem in the vicinity of inadequately protected personal medical devices such as hearing aids and pacemakers. Consult the manufacturers of the medical device to determine if it is adequately protected.
- Operation of your MultiModem in the vicinity of other electronic equipment may cause interference if the equipment is inadequately protected. Observe any warning signs and manufacturers' recommendations.

## Package Contents

| Bundled                                                                      | Modem Only                                                               |
|------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>• One MultiModem</li></ul>             | <ul style="list-style-type: none"><li>• One MultiModem</li></ul>         |
| <ul style="list-style-type: none"><li>• One antenna (CDMA Models)</li></ul>  | <ul style="list-style-type: none"><li>• This Quick Start Guide</li></ul> |
| <ul style="list-style-type: none"><li>• Two antennas (EDGE Models)</li></ul> |                                                                          |
| <ul style="list-style-type: none"><li>• One product CD</li></ul>             |                                                                          |
| <ul style="list-style-type: none"><li>• This Quick Start Guide</li></ul>     |                                                                          |

## ***Establishing a Wireless Account***

Obtain a wireless account through a Wireless Service Provider, for example, Cingular, Sprint, or Verizon. Establishing an account is necessary in order for you to use the service provider's network. If you establish a EDGE account, you will receive, from the provider, a SIM pre-programmed for your use. You will need to insert the SIM into your MultiModem module. If you obtain a CDMA account, no SIM chip is needed.

### **Cingular and Sprint**

Contact Multi-Tech, a certified national activation agent for Cingular and Sprint, to set up one of these accounts.

### **Verizon and Others**

For Verizon and other accounts, contact their activation agents directly.

### **Activation Instructions**

See the Sprint, Verizon, or general Customer Activation Notice included with your MultiModem for a list of the information you must give to the activation agent. You will receive, depending upon your provider, one or two phone numbers and a service programming code or lock code. Write these numbers down because you will have to use them to configure the your unit.

The *User Guide* presents detailed instructions about establishing wireless accounts and activating those accounts.

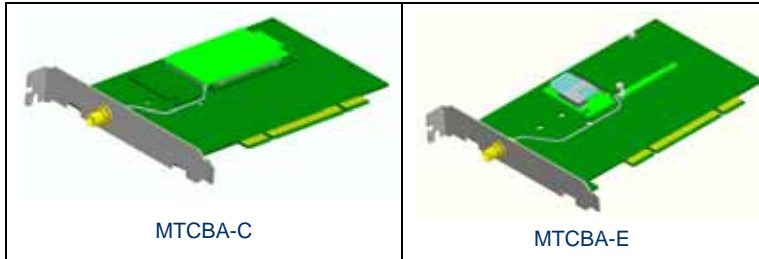
If you have any questions or want to set up your account, contact Multi-Tech Systems, Inc. at:

800-972-2439 or 763-717-5863.

## Installing your Modem

Installing your modem requires you to open your system. Please consult your system manual in addition to the following instructions.

**Prerequisite:** For EDGE models only, you must have the SIM chip from your wireless service provider before installing you MultiModem.



1. Turn off your system and unplug it. Failure to do so may result in damage to both the MultiModem and your system. Do not turn on the system until the instructions tell you to do so.
2. Remove the cover from your system as instructed in the system manual.
3. Select an empty PCI expansion slot. Remove the expansion slot cover and save the retaining screw.
4. Before handling the MultiModem, discharge static in your body by touching a metal piece of the system chassis. Carefully remove the MultiModem from its antistatic bag, handling it only by the mounting bracket and edges. Do not touch the gold-plated connectors along the bottom edge.
5. For EDGE units only. Orient the SIM to match the marking on the SIM compartment, the notch part of the SIM should be facing the mounting bracket. Insert the SIM into its receptacle.
6. When installing the MultiModem, ensure that the antenna SMA connector is facing out of the system.
7. Place the MultiModem directly above the expansion slot and gently, but firmly, push it into the connector until the card's retaining bracket is flush against the system chassis.
8. Fasten the retaining bracket to the system chassis with the screw saved in step 3.
9. Replace the system cover.
10. Attach the antenna to the threaded SMA connector on the mounting bracket.
11. Power up the system.

## Driver Installation (Windows XP/2003/2000)

The following installation procedure assumes a Windows XP operating system. Windows 2000 and 2003 have minor variances and are noted as they occur. For detailed driver installation directions including screens, see the User Guide.

There are two parts to this procedure:

- Part A: Installing the PCI Card and COM port
- Part B: Installing your wireless modem

### ***Part A: Installing the PCI Card and COM port***

1. As the system boots up, the **Welcome to the Found New Hardware Wizard** screen appears.  
Accept the default “No, not this time” because Windows wants to search the Internet. Click **Next**.
2. The Found New Hardware Wizard with **This wizard helps you install software for; PCI Serial Port** screen appears.  
Click **Install from a list or specific location (Advanced)**. Click **Next**.
3. Insert the MultiModem Product CD into your CDROM drive. Insertion of the product CD will trigger the Autorun feature. Click Exit to close the splash screen.
4. The Found New Hardware Wizard with **Please choose your search and installation options** screen appears.  
Select **Include this location in the search:** option. Click the **Browse** button and browse to the location of the CDROM drive (D:\). Click on the **Drivers** folder. Click **Next**.
5. The Hardware Installation with **The software you are installing for this hardware: MTS 1-PORT UART PCI Card** screen is displayed  
Click the **Continue Anyway** button. In Windows 2000/2003, you would click **Yes** at this point.
6. The Completing the Found New Hardware Wizard with **MTS 1-Port UART PCI Card** screen appears.  
Click **Finish**.
7. Now, the communication port will install. The Welcome to the Found New Hardware Wizard screen. This install wizard will install the com port driver.  
Select **“No, not this time”** and click **Next**.
8. The Found New Hardware Wizard with **“Multifunction Device”** screen appears.  
Click **Install from a list or specific location (Advanced)**. Click **Next**.
9. The Found New Hardware Wizard with **Please choose your search and installation options** screen is displayed.

Select **Include this location in the search:** option. Click the **Browse** button and browse to the location of the CDROM drive, usually CD Drive (D:). Click on the **Drivers** folder. Click **Next**.

10. The Hardware Installation with **The software you are installing for this hardware: Multi-Tech Communications Port** screen appears.

Click the **Continue Anyway** button. In Windows 2000/2003, you would click **Yes** at this point.

11. The Completing the Found New Hardware Wizard with **MTS Communications Port** screen appears.

Click **Finish**.

12. Windows may or may not prompt you to reboot your system at this time. If prompted to, please reboot your system to ensure successful hardware installation.

## ***Part B: Installing Your Wireless Modem***

13. From the desktop, click **Start | Control Panel | Phone and Modem Icon**, for Windows 2000/2003, **Start | Settings | Control Panel | Phone & Modem option**. Select the **Modems** Tab and click on the **Add** button on the bottom of the window. The Install New Modem screen appears.

Check **Don't detect my modem; I will select it from a list**. Then click **Next**.

14. In the Install New Modem screen, click **Have Disk**.

15. In the "Models" list of the Install New Modem screen, if you are installing a wireless CDMA modem, MTZPC-C, choose **MultiTech Systems MTZPC-C Wireless Modem**. If you are installing a wireless EDGE modem, MTZPC-E, choose **MultiTech Systems MTZPC-E Wireless modem**.

16. In the Install New Modem, Select the port(s) you want to install the modem on. Choose the COM port that was earlier installed. This COM port usually is the last one displayed in this screen. Click **Next**.

17. The Windows Logo Testing screen appears with **Multi-Tech Systems MTZPC-C Wireless Modem** for a CDMA modem **or MTZPC-E** for an EDGE modem.

Click **Continue Anyway**.

You have successfully installed your MultiModem, for additional information on how to use your modem, refer to Chapter 3, Using your MultiModem, in the User Guide on your product CD.





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