

**ZOOM
3G+ FREEDOM MODEM**

USER MANUAL



Limited Warranty

Zoom Telephonics, Inc. (hereinafter "Zoom") warrants this product against defects in material and workmanship for a warranty period of one year. The one year warranty may be extended only by Zoom as required by local law in the country where this modem is sold by Zoom. This warranty applies to the original end-user purchaser.

For all Zoom products other than software, Zoom will, solely at its option, repair or replace this product with a functionally equivalent new or factory-reconditioned product during the warranty period. The consumer will deliver the product to Zoom. All transportation risks and costs in connection with this warranty service are the responsibility of the consumer.

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This warranty shall not be applicable to the extent that any provisions of this warranty are prohibited by any federal, state, or municipal law that cannot be preempted. This warranty gives you specific legal rights, and you may also have other rights that vary from state to state or country to country.

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1

Installing Your New Modem

This chapter describes how to install your modem on a computer or 3G router.

Before You Begin

Before you can connect to the Internet using your new modem, you need to:

- 1 Sign up for a mobile broadband service plan.
- 2 Slide the service provider's SIM card into your modem.
- 3 Install the modem on your computer or 3G router and make an Internet connection. In doing this, you will plug the modem into a USB port.

Step 1: Sign Up for a Mobile Broadband Service Plan

Most countries have one or more GSM service providers who offer mobile broadband service. When you sign up for service, you will get a SIM card to slide into your modem.

As you travel, you may save money and get better coverage by using different service providers for different countries or regions. Wherever you are, just make sure that you slide in the SIM for the service provider you want to use. You should select a GSM service provider who uses at least one of this modem's GSM frequencies, ideally 850, 1700, or 1900 MHz.

Below are more detailed sign-up instructions for U.S. service providers AT&T and T-Mobile.

If you would like to use T-Mobile service in the USA

To use T-Mobile in the USA, you need to get a SIM card and sign up for service, typically for a small one-time fee. When you go into the store, make sure to bring the IMEI number of the modem with you. (To find the IMEI number, position the modem with the silver-colored USB connector facing you and to your left. To the right of the connector is the cover, which you should remove by sliding it to the right. You will then see the IMEI number toward the right side of the modem. Write down the IMEI number and bring it with you.)

Tell the T-Mobile service provider that you already own your own modem that works with T-Mobile (and even supports their 1700 MHz frequency). Say that you just want to purchase a SIM card and to order the service. Then sign up for the service plan you want. The service plans are discussed at www.t-mobile.com.

If you would like to use AT&T service

To use AT&T, you need to get a SIM card and sign up for service, typically for a small one-time fee. **When you go into the store, make sure to bring the IMEI number of the modem with you.** (To find the IMEI number, position the modem with the silver-colored USB connector facing you and to your left. To the right of the connector is the cover, which you should remove by sliding it to the right. You will then see the IMEI number toward the right side of the modem. Write down the IMEI number and bring it with you.)

Although the modem has not been certified by AT&T, their position regarding this and other non-certified devices is:

“Consistent with AT&T’s public statements, a customer can bring a non-AT&T certified device to one of our retail stores or work with their account manager to get set up for service, provided the device has FCC approval.”

You can easily sign up for AT&T mobile broadband service for your Zoom 3G mobile broadband modem at AT&T or at any retailer that offers AT&T service plans. AT&T typically calls their mobile broadband service plan a

Data Connect plan. You do NOT need to make a long-term commitment. You can simply arrange for a monthly plan with no long-term commitment or even a prepaid plan.

If a salesperson says that you need to commit to a long-term plan, tell the salesperson that you know this is not necessary. Explain that you are supplying your own USB modem, the kind that plugs into a laptop computer, and say that you know that you can get a no-commitment service plan for that.

If you have a SIM card, you can sign up for an AT&T prepaid Data Connect plan and get details about the plan at this Web site:
<https://buyasession.att.com/sbd/unauth/InitiateSBD.action>.

You can also sign up for a monthly or long-term plan.

If you are signing up as an individual, you typically show your ID and arrange payment by way of a credit card or monthly billing. Even if you're visiting the US from a foreign country, you can sign up as an individual. If you are signing up as a company on the other hand, you will probably be asked to provide your company address and taxpayer ID. When you sign up, check your Service Summary to make sure that you get the plan you want. Check the cost and term of service, and make sure that they are correct.

Step 2: Slide the Service Provider's SIM Card into Your Modem

To slide the SIM card into your modem, please follow these instructions:

Position the modem with the silver-colored USB connector facing you and to your left. To the right of the connector is the cover, which you should remove by sliding it to the right. The micro-SD memory and SIM card slots are now exposed.



Figure A

- a Hold the SIM card with its angled edge at upper right, then carefully slide the card under the bar on the open panel until the bottom of the card rests against the lower groove. Do not push the card beyond the lower groove.

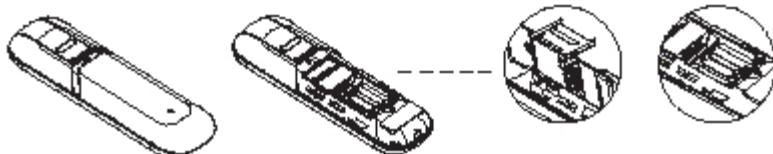


Figure B

Tip: If you are also inserting a microSD memory card for your modem, you should insert it **before** inserting the SIM card. The modem supports standard microSD memory cards with up to 16 GB storage capacity. If the SIM card is already inserted, remove it and then insert the memory card.

Note: Write down the IMEI number and serial number, which are toward the right after you've removed the cover as described above. Bring this information with you when you are getting the SIM card.

- b Replace the front panel cover. In doing that, first put the small tab on the bottom of the cover into the modem's slot, with the cover almost flush with the modem. Then slide the cover toward the silver-colored USB connector.

Step 3: Install the Modem on Your 3G Router or Computer, and Make an Internet Connection

If you are using the modem with a computer, please go to the appropriate section of this manual for Windows or Macintosh computers.

If you are using the modem with a 3G router, simply plug the modem into the USB port of the router. Then power up the router. If the router is compatible with the modem, it should work automatically. The modem's light will stay green when it's online.

Installing and connecting on Windows 7, Vista, XP, and 2000

- a Power on your computer. Plug the modem into a USB port on your computer.
The Zoom 3G+ Freedom Modem window appears briefly.
Windows 7 / Vista users: If the AutoPlay dialog opens, click Run ShowModem.exe. If the User Account Control dialog opens, click Allow or Yes.
- b On the Select Setup Language dialog, select a language, then click OK.
- c Simply follow the on-screen instructions.
- d When your modem setup is complete, you will be asked whether to restart the computer. Click Finish to complete the installation and exit.
- e When your computer is on, double-click the Zoom 3G+ Freedom Modem icon on your Desktop (or click Start > Programs (or All Programs) > Zoom 3G+ Freedom Modem from the task bar) to open the application. (**Windows 7 users** click Yes.)
- f Click the Internet Connection icon  (a globe with a green checkmark).
- g Select the connection profile (for example, AT&T or T-Mobile) from the open dialog, then click OK to connect to the network.
- h When the Internet connection is active, the  icon changes to  (a globe with a red x), and a new window opens on the Desktop. The window displays the connection status and statistics where you can view upload and download data transfers.
- i Open your Internet browser and connect to a web site.

Troubleshooting the connection on Windows computers

If the connection fails and you are unable to connect to a web site, it might be because your service provider requires that you enter

specific information to activate your service plan or define your connection profile.

For instance, you might need to enter a username, password, and APN number. Please ask your provider for the correct entries (or look for the information in the SIM card packaging), then use the Settings menu on the modem's main window to enter the information.

- a Click the Disconnect icon  to close the network connection.
- b Click the Settings icon  to open the Settings menu.
- c Select Connection profile from the menu.
- d On the Connections page, click New.
- e Then click Next.
- f On the Profile page, enter the required information, then click Finish.
- g On the Available connection profiles page, select the new profile, click Set Default, then click OK.
- h On the Zoom 3G+ Freedom Modem window, click the Internet Connection icon  to connect to the Internet using the default profile that you selected in step g.

When the connection is active, the  icon changes to , and a new window opens on the Desktop. The window displays the connection status and has a Statistics button that you can click to view incoming and outgoing data transfers.

- i Open your Internet browser and connect to a web site.

Installing and connecting on Mac OS X 10.4.9 and higher

- a Plug the modem into an available USB port on your computer. A Modem folder with a disk icon appears on the desktop.
- b Open the Modem folder, then double-click the MAC Installation icon.
- c Click Install on the Install Software dialog.
- d Close the Modem folder.

- e On the Zoom 3G+ Freedom Modem window, click Continue and follow the installation prompts.
- f If prompted for a Password, use the password that you used to create your Mac user account.
- g Click Restart to complete the installation and restart your computer.
- h When your computer is on, open the Mac OS X Applications folder and double-click the Zoom 3G+ Freedom Modem icon.

Tip: Drag the icon to the Dock for future use.

- i If a Password prompt appears, use the same password that you used to create your Mac user account.
- j On the Zoom 3G+ Freedom Modem's main window, click the Internet Connection icon  , then choose the default connection profile name from the popup list to make the connection.
- k Open your Internet browser and connect to a web site.

Troubleshooting the connection on Macintosh

If your connection failed and you are unable to connect to a web site, follow these steps:

- a Click the Disconnect icon  to close the network connection.
- b Click the Settings icon  to open the Settings menu.
- c Select Connection Profile from the menu.
- d Click Add, click Choose from predefined profiles, and click Next.
- e On the Predefined connection profiles page, choose the default profile for your service from the list, then click Finish.
- f On the Available connection profiles page, highlight the profile name that you added, click Set Default, then OK.
- g On the Zoom 3G+ Freedom Modem window, click the Internet Connection icon  to connect to the network using the default profile that you set in step f.

When the Internet connection is active, a status box appears on your screen, the Internet Connection icon changes to , and a message stating that the Internet is connected appears.

- h Open your Internet browser and connect to a web site.

Registering Your Product and Getting Help

To Register Your Product Or Get Assistance

We can support you best if you register your product at
www.zoomtel.com/register

We have many ways to assist you, and you can see them at
www.zoomtel.com/techsupport

If you need to contact Zoom Customer Support, you can call us by
dialing the U.S. number (617) 753-0965 or the U.K. numbers
+44 2033180660 (London) and +44 1618840074 (Manchester).

Uninstalling Your Modem

To uninstall your modem, please follow these steps:

- 1 (Windows 7 users: Close the 3G+ Freedom Modem application from the desktop and sys tray).
From the Desktop, select Start > All Programs (or Programs) > Uninstall 3G+ Freedom Modem and follow the prompts.
- 2 Reboot your computer.

2

Using Your 3G+ Freedom Modem

This chapter describes the Zoom 3G+ Freedom Modem features and tools.

The Modem Interface and Tools

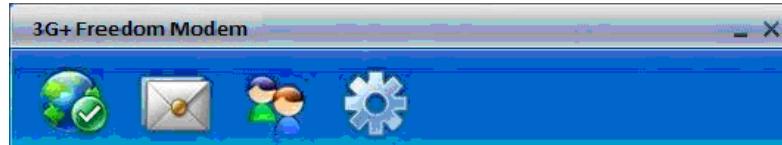
After installing your hardware and software, you can start the application by clicking the Zoom 3G+ Freedom Modem's icon on the Desktop or by selecting the application from the Start (or Applications) menu.

The modem application's main window opens.



The Tool Bar

The Tool Bar on the modem's main window contains the icons that you'll use to perform a variety of tasks.

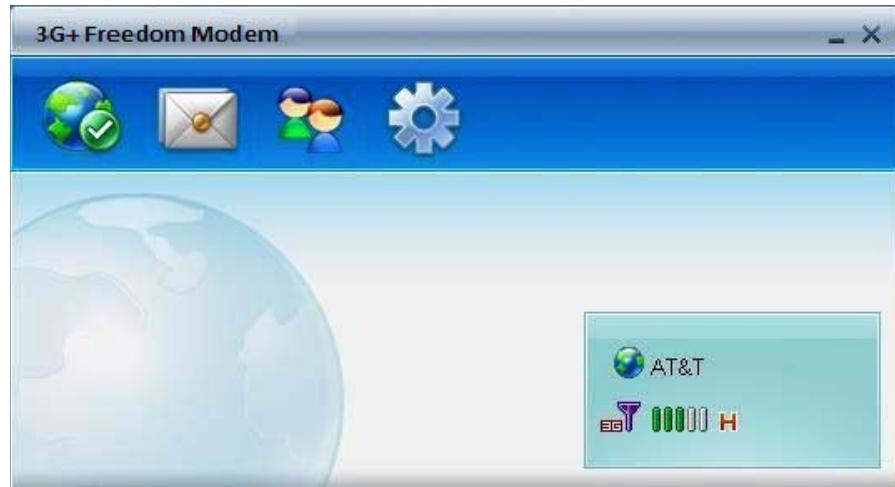


Click this icon	To do this
or Wireless Network Connection	Connect to or disconnect from the network. See To connect to the Internet on page 18 and To disconnect from the Internet on page 19 for detailed information.
	Access SMS text messaging features. See Using the Short Message Service (SMS) on page 35 for detailed information.
	Access Phonebook, where you can add, remove, edit, import, and export contact addresses used for email and text messaging. See Phonebook on page 31 for detailed information.
	Select and/or specify connection profiles and network configuration services. See Using the Settings Menu on page 20 for detailed information.

Connection Status Information

When you start the application, the modem locates the default network information for your service and displays it in the lower-right quadrant of the main window.

The network information displayed is based on your SIM card and the network services from your service provider. The following example shows information about an AT&T SIM card's network connection and services.



This network icon and text	Provides this information
 Network Connection	Specifies the name of the network connection service that is currently being used. In this example, AT&T is the service.
 or  Network Type	<p> indicates that the connection adheres to GPRS/GSM network standards.</p> <p>The General Packet Radio Service (GPRS) provides methods for data-delivery services (such as SMS for text messaging and WAP for Internet access) over Global System for Mobile Communications (GSM) networks. Data are typically transmitted via TCP/IP.</p> <p>GPRS supports up to 85.6K bps download and 42.8K bps upload data transfer rates.</p> <p>GPRS supports 850, 900, 1800, and 1900 MHZ frequencies.</p>
	<p> indicates that the connection adheres to the 3G UMTS network standard.</p> <p>The Universal Mobile Telecommunications System (UMTS) is an evolution of the GSM mobile phone standard. As a 3G mobile telecommunications network, it supports radio access, mobile services, and user authentication.</p> <p>UMTS supports up to 384K bps download and upload data transfer rates. It supports 850, 1700, and 1900 MHZ frequencies.</p>



Signal Status Bar

Indicates the signal strength of the connection.

TIP: To improve signal strength, tilt the modem to a vertical orientation.



Supported Data Services

H is displayed when **HSDPA** or **HSUPA** service is being used for data transfer. **HSDPA** supports up to 7.2M bps download data transfer rates. **HSUPA** supports up to 5.76M bps upload data transfer rates.

E is displayed when **EDGE** is being used for data transfer. **EDGE** supports up to 237K bps download and 118k bps upload data transfer rates.

No icon is displayed if **GPRS** is being used.

TIP: If your provider supports multiple types of data services, you can select which service you prefer, using the **Settings** menu. See [To select the network mode](#) on page 20 for details.

Connecting to the Internet

You can connect to the Internet using the default connection profile or an alternate. The following section describes how to connect using the default profile. See [To select the network connection](#) on page 21 to learn how to use an alternate profile.

To connect to the Internet

- 1 Click on the main window's Tool Bar.

Wait several seconds until the connection is established. When you are connected,  changes to  and the updated connection information window appears in the tray bar.

- 2 Open your browser and enter the URL of a web site.

Disconnecting from the Internet

To disconnect from the Internet

- 1 Click  on the main window's Tool Bar.

Wait several seconds until the connection is closed. When you are disconnected,  changes to  and the updated connection information window appears.

Using the Settings Menu

Click the Settings icon  on the main window to open the Settings menu.



To select the network mode

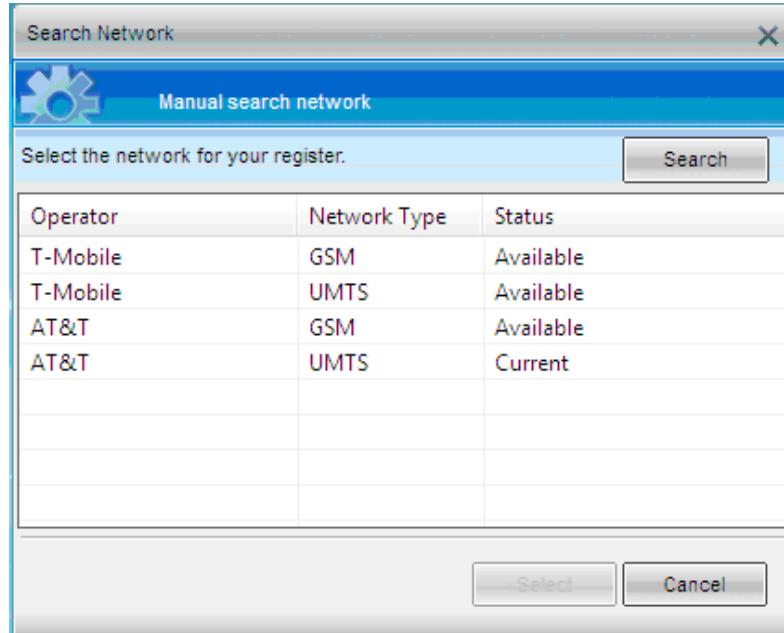
- From the Settings menu, select Network Mode > Auto to search and register the default network type (or the one that you chose when you last connected).
- From the Settings menu, select Network Mode > UMTS/HSPA Only to make that connection type. The  icon appears next to the signal strength indicator and the modem's LED is green (HSPA) or blue (UMTS).
- From the Settings menu, select Network Mode > EDGE /GPRS Only to make that connection type. The  icon appears next to the signal strength icon and the modem's LED is purple (EDGE) or yellow (GPRS).

Note: If the selected network connection mode is unavailable, the modem displays a No Service message in the status field on the main window and the modem's LED flashes red intermittently.

To select the network connection

- 1 From the Settings menu, select Network Selection > Auto (the default) to let the modem select the default network connection.
- 2 From the Settings menu, select Search Network > Manually to open the network connections' list.

A new window opens and displays a list of network connections.



- Operator specifies the service provider.
 - Network Type specifies the network mode.
 - Status specifies the service that is being used (Current) or an alternate that can be used (Available).
- 3 Select one of the items from the list and then click Select to activate that connection.

To enable or disable the PIN code

Note: By default, the PIN code for the SIM card is disabled. Unless you need to secure the SIM card, you should accept the default and **not** enable your PIN code.

If your service provider enabled the PIN code in order to secure the SIM card, please follow these steps:

- 1 Select Settings > PIN Lock.
- 2 Enter the PIN and click OK.

You can try three times to enter the correct PIN code; after three incorrect attempts, the SIM card will be blocked.

- 3 If the SIM card is blocked, a PUK dialog box opens and asks you to enter the correct PUK code. Contact your provider to get the PUK code, then enter the number to unblock the SIM card.
- 4 Click OK. The default PIN code will be retrieved.

When you enter the correct PIN code, the application launches with all features enabled.

If you fail to input the correct PUK code after 10 attempts, you must contact your service provider to get new codes.

To modify the PIN code

- 1 Select Settings > Modify PIN to change the active PIN code.

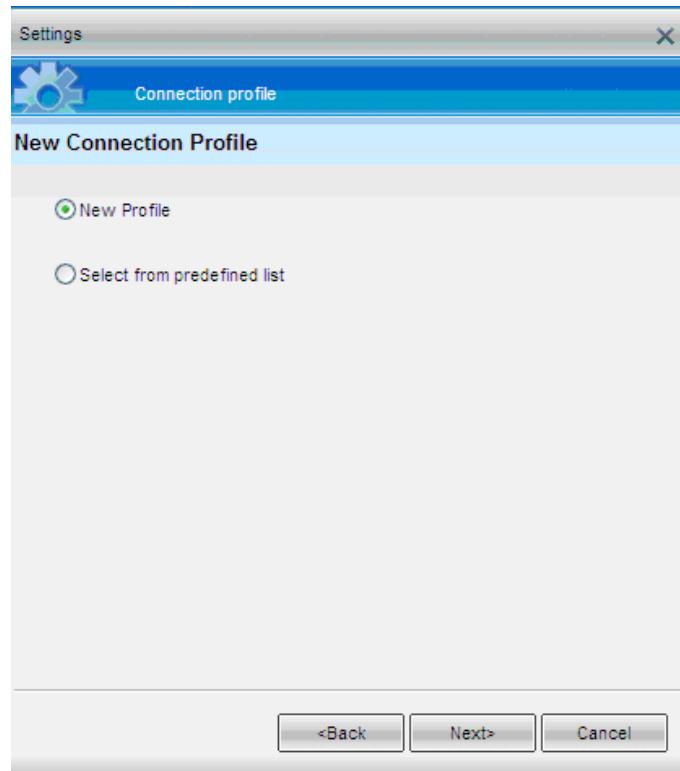
When the Modify PIN dialog opens:

- a Enter the old PIN
- b Enter the new PIN
- c Confirm the new PIN
- d Click OK to save it.

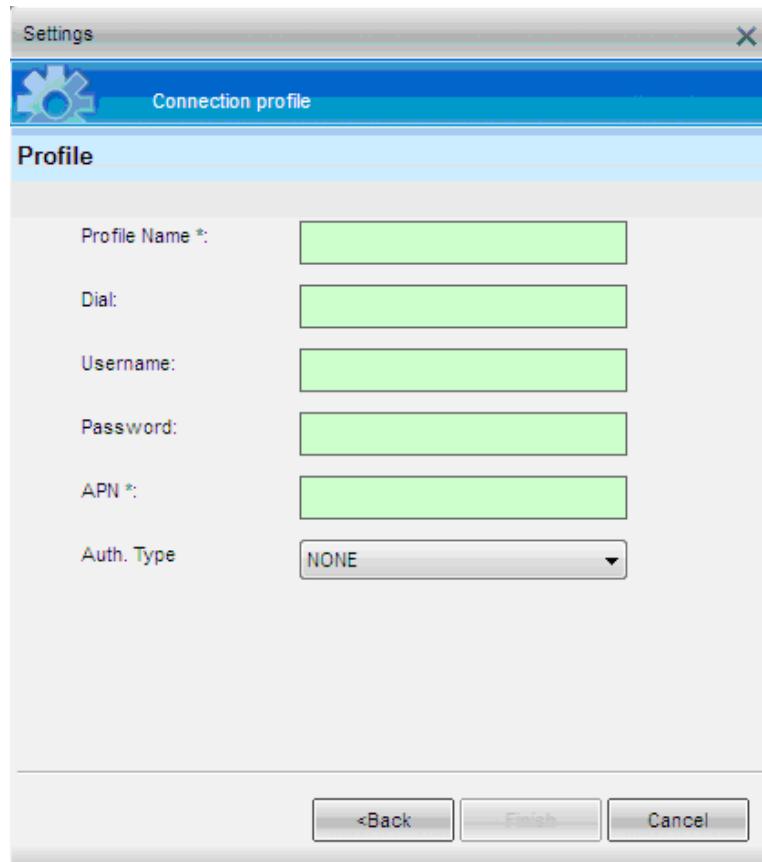
Important! DO NOT modify the PIN code without discussing the change with your service provider.

To add a new connection profile

- 1 From the Settings menu, select Settings > Connection profile.
- 2 On the Connection profile page, click New, then click Next.



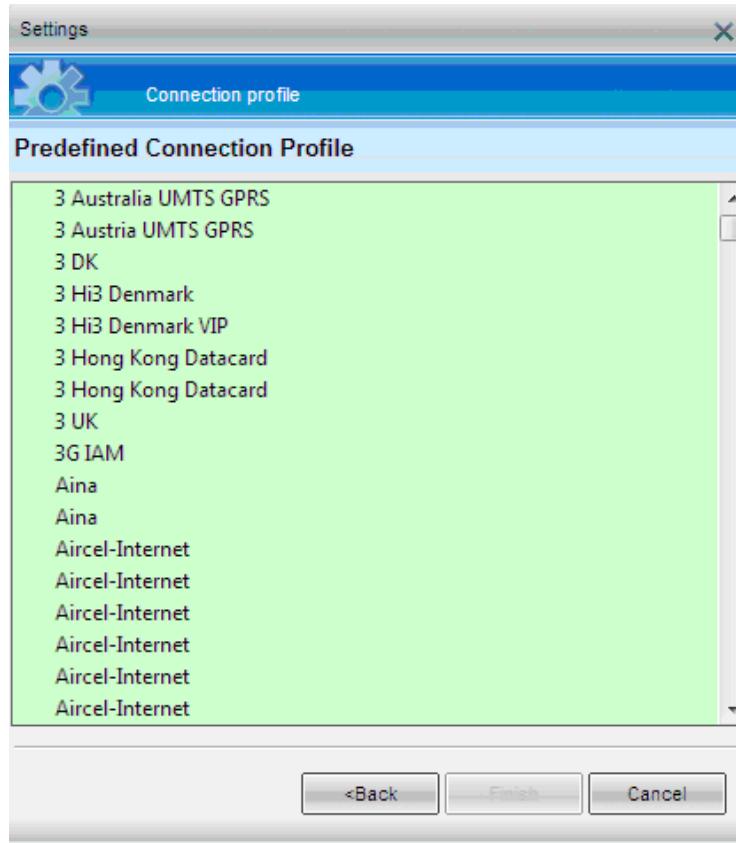
- 3 On the **Profile** page, enter the required information, then click **Finish**.



The new profile is added to the network connection profiles list. You can select it as your network connection by selecting **Settings > Search Network > Manually**.

To add a new profile from the predefined list

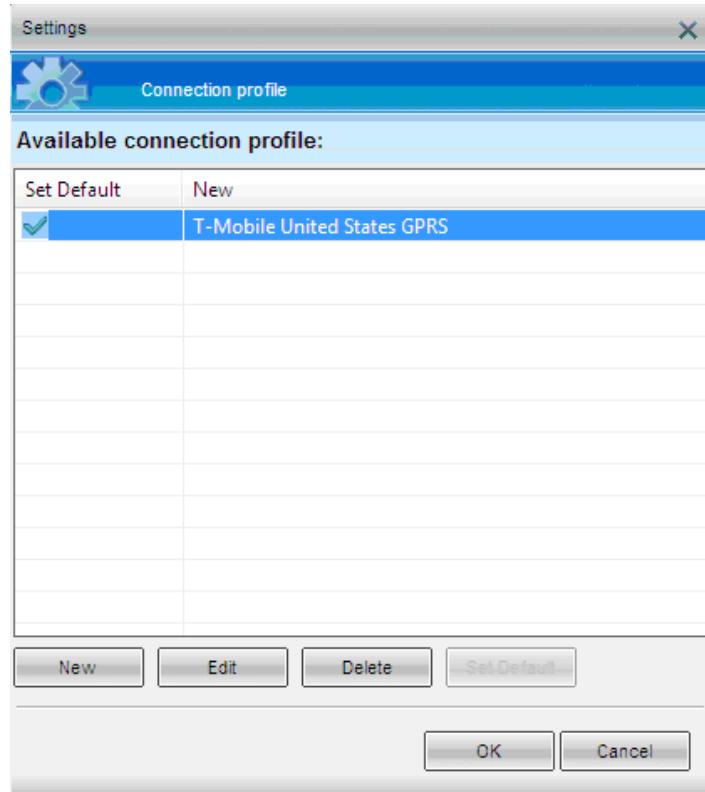
- 1 From the **Settings** menu, select **Settings > Connection profile**.
- 2 Click **New**. Click **Select from predefined profiles**. Then click **Next**.
- 3 From the **Predefined Connection Profile** list, choose a profile, highlight it, then click **Finish**.



The selected profile is added to the network connection profiles list. You can select it as your network connection by selecting **Settings > Search Network > Manually**.

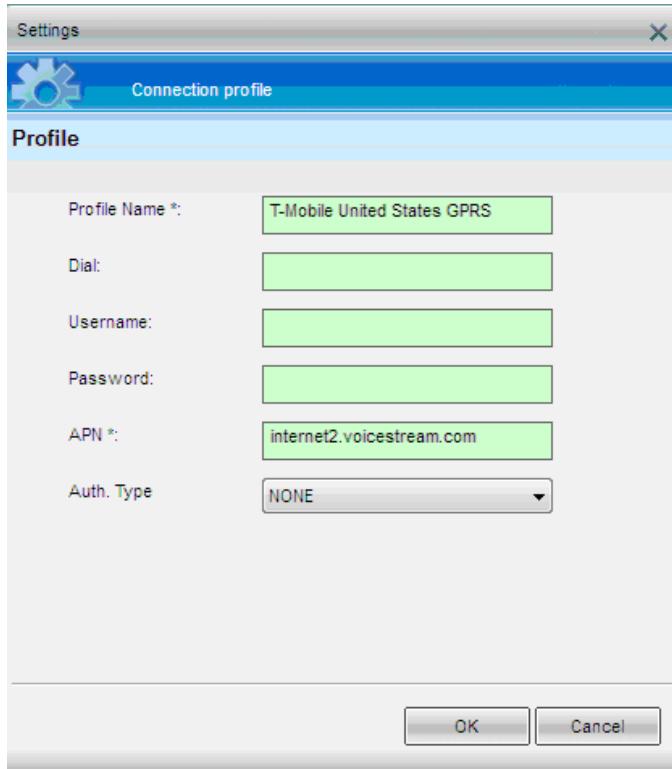
To set the default connection profile

- 1 Select **Settings > Connection profile**.
- 2 On the **Available connection profiles** page, select one of the available profiles, click **Set Default**, then click **OK**.



To edit a connection profile

- 1 Select **Settings > Connection profile**.
- 2 On the **Available connection profile** page, select the profile that you want to modify, then click **Edit**.
- 3 On the **Connection profile** page, edit the entries, then click **OK**.

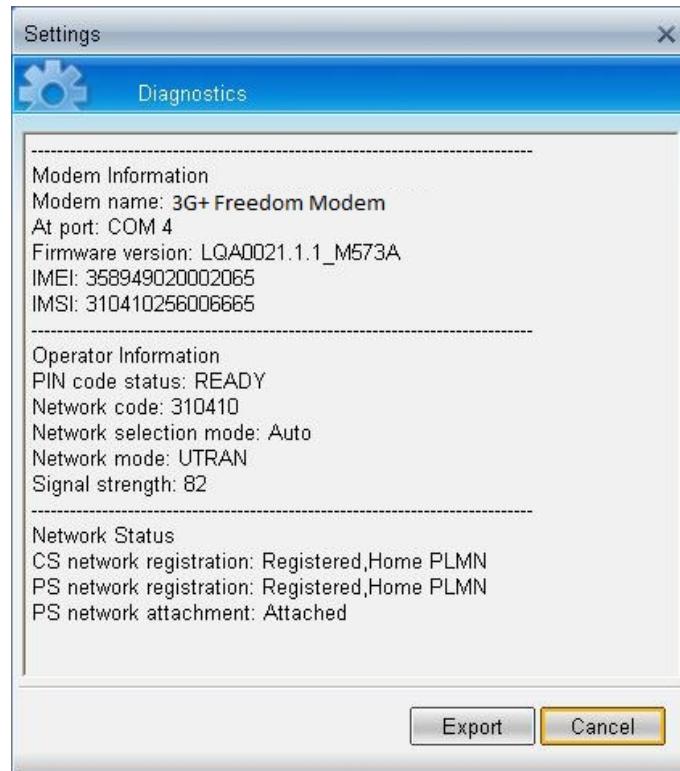


To delete a connection profile

- 1 Select **Settings > Connection profile**.
- 2 On the **Available connection profiles** page, select the profile that you want to delete, then click **Delete**.
- 3 When prompted, click **OK** to delete the profile.

To view and save diagnostics

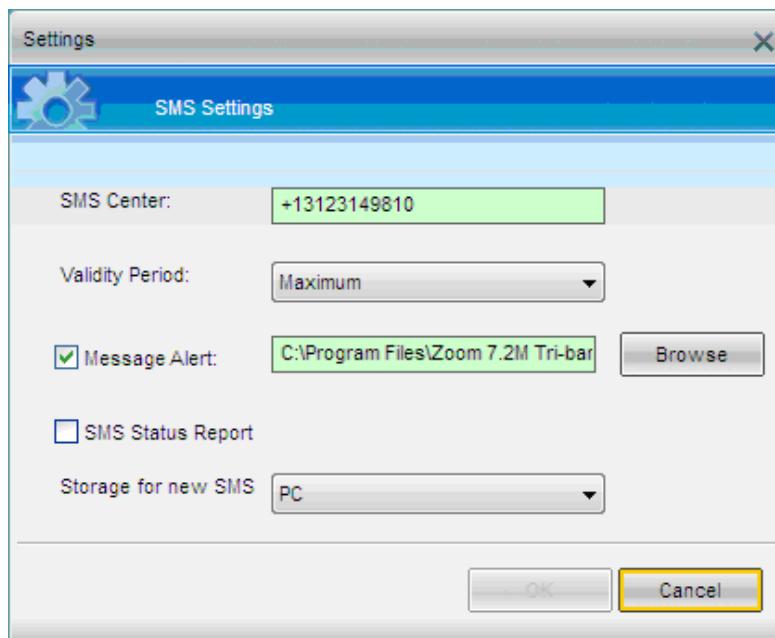
- 1 Select **Settings > Diagnostics** to open the Diagnostics page.



- 2 On the Diagnostics page, click Export to save the information as a text (.txt) file on your PC.

To set SMS parameters

- 1 From the Settings menu, select Settings > SMS Settings to open the SMS Settings window.



- 2 Edit the field entries.

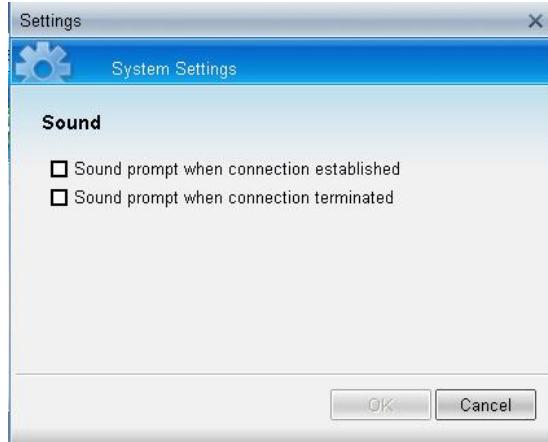
- The SMS Center field displays the default number for routing your text messages. This number is defined by your SIM card's service provider. Check with your service provider before changing this number.
- The Validity Period menu specifies time limits that the message server uses for text message delivery. For example, if the recipient is unavailable (the phone is turned off), the server will try to deliver the message up to the specified time limit. The options are: 1 hour, 6 hours, 1 day, 1 week, and Maximum. The default value is Maximum.
- The Message Alert field specifies the sound (the .wav file) used to signal that you've received a new message. You can select a different .wav file by using the Browse option. Your selection will be saved on your PC.

- 3 Click the checkbox to enable the Message Alert.

- 4 Click OK to save your changes.

To set the Internet connect/disconnect alert

- 1 From the Settings menu, select Settings > System Settings to open the System Settings window.

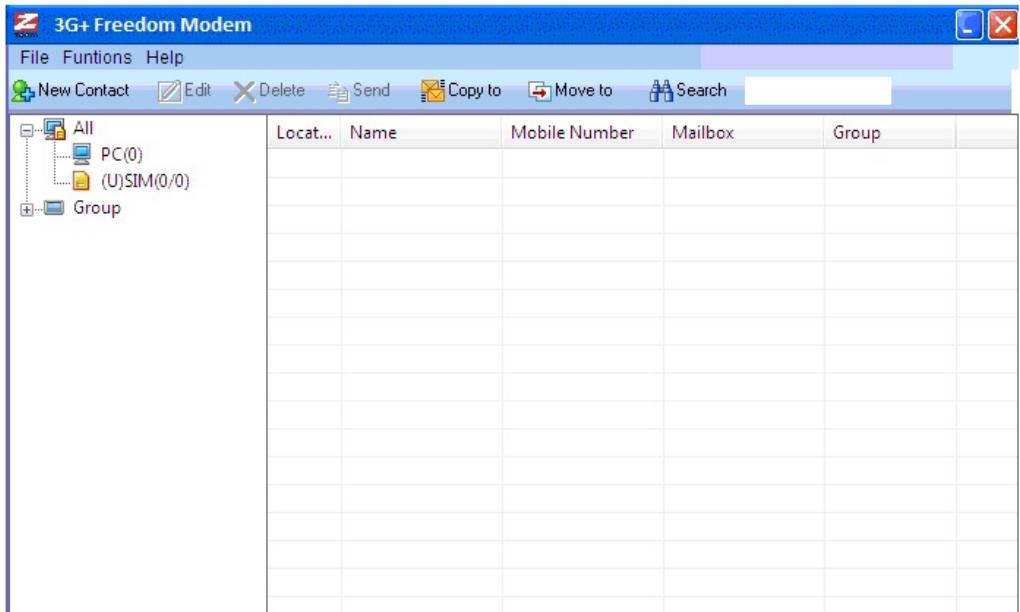


- 2 Click the checkboxes to specify whether or not you want a sound prompt when the Internet connection is established and when it is terminated.
- 3 Click OK.

Using the Phonebook

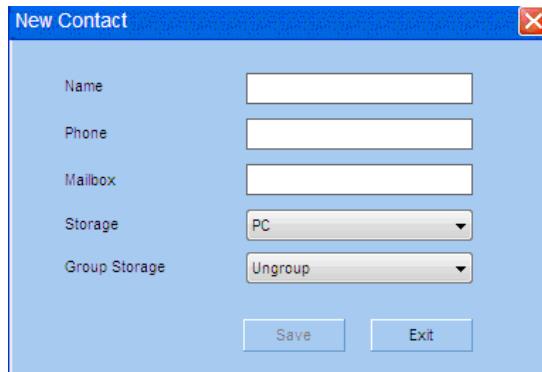
You can use the Phonebook service to set up and manage your contacts for text messaging.

Click the Phonebook icon  on the modem's main window to open the Phonebook window.



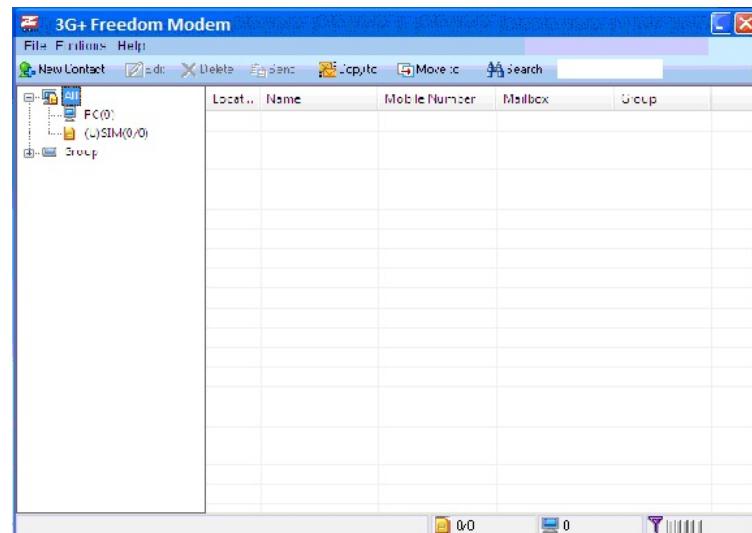
To add a new contact

- 1 On the Phonebook window, click New Contact to open the New Contact window.
- 2 Enter the New Contact information, select PC or (U)SIM from the Storage menu, then click Save.



To view your contact list

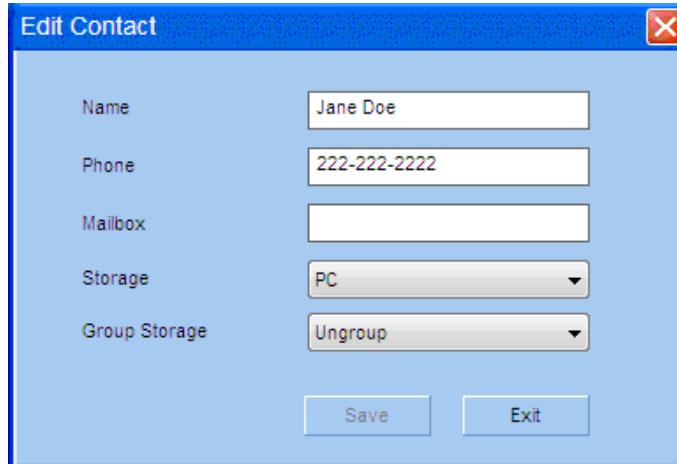
- 1 On the Phonebook window, click All to see the list of contacts. The icon to the left of the contact name specifies where the information is stored.



You can store contact information on both your PC and (U)SIM by editing the initial entry and changing the Storage selection on the Edit Contact dialog.

To edit contact information

- 1 On the Phonebook window, click a Contact entry. Click **Edit** on the Tool Bar.
- 2 On the Edit Contact window, edit the Contact information, select PC or (U)SIM from the Storage menu, then click Save.



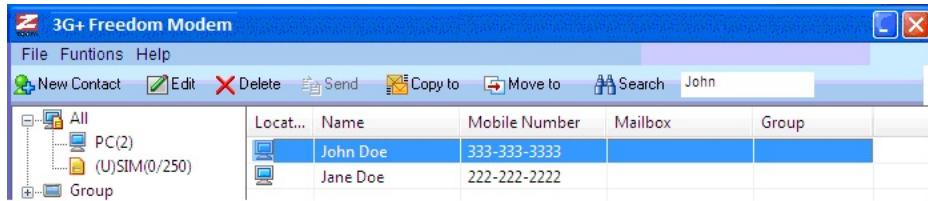
To delete contact information

- 1 On the Phonebook window, click a Contact entry, then click Delete on the Tool Bar.
- 2 When prompted, click OK to confirm that you want to delete the contact information.

To find contact information

- 1 On the Phonebook window, type the contact name or number in the search field on the Tool Bar, then click Search.

If the information is stored, the application retrieves and displays it.



To copy contact information to a new location

- 1 On the Phonebook window, select one or more contacts from the contacts list.
- 2 Click Copy to from the Tool Bar, then select a new location for storing the information.

To export contact information

- 1 On the Phonebook window, select one or more contacts from the contacts list.
- 2 Click File > Export from the menu.
- 3 On the displayed window, specify whether you want to store the information on your PC as a text file or as a vCard (which can be imported into your email address book), and where on your PC you want the information to be stored.
- 4 Click OK to confirm.

To import vCard contact information

- 1 Click File > Import from the menu.
- 2 On the displayed window, specify where you want to import the contact information.

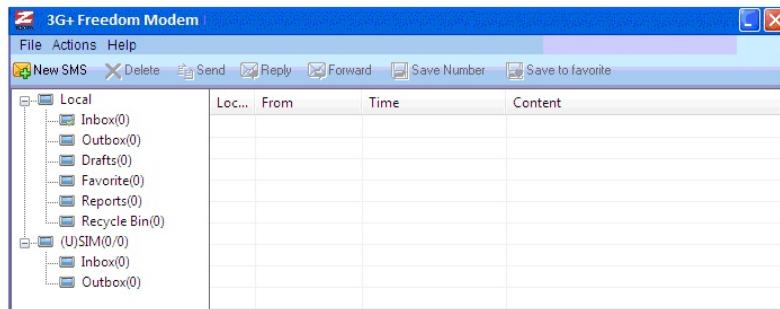
- 3 Click OK to confirm

Using the Short Message Service (SMS)

You can use the Short Message Service (SMS) to create and manage your text messages.

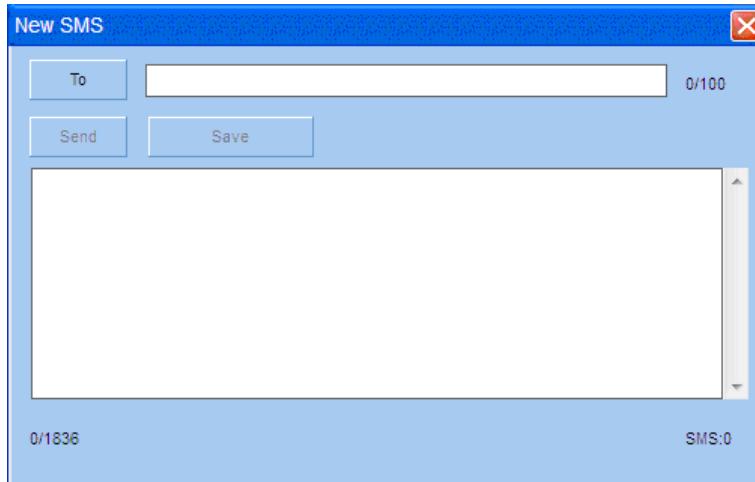
To open the SMS window

Click the SMS icon  on the modem's main window to open the SMS window.

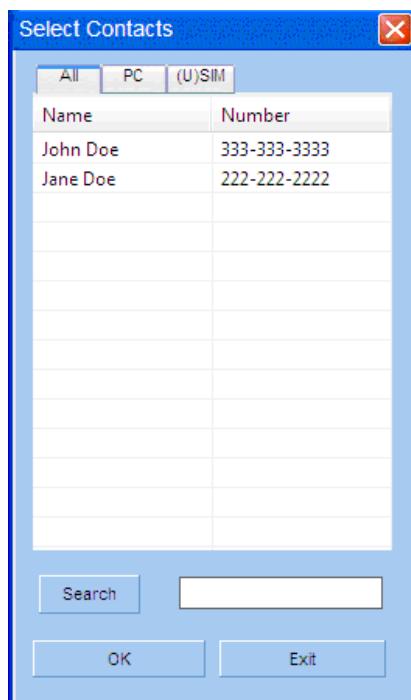


To create a new text message

- 1 On the SMS window, click New SMS.



- 2 In the New SMS window, type your message.
- 3 Type a contact name(s) or number(s) in the To... field. Separate each name or number with a comma.
- 4 Alternately, you can click To... to view a list of contacts and select the name(s) or number(s) of your message recipients.



You can select multiple names or numbers from the displayed list, using the SHIFT or CTRL keys.

Click OK to close the list.

- 5 Send the message or Save as a Draft.

To edit a draft text message

- 1 On the SMS window, click Drafts.
- 2 From the displayed list of draft messages, double-click the message to be edited.
- 3 Edit, then Save or Send the message.

To view received text messages

When you receive a text message, the SMS displays a message icon



in the status field on the main window.



- 1 To view your message(s), click to open the SMS window.
- 2 On the SMS window, click Inbox, then double-click the unread message(s).

To reply to a message

- 1 On the SMS window, select a message from the Inbox and then click on Reply.

A message window opens with the recipient's number displayed in the To... field.

- 2 Type your reply in message field, and then click Send.

To forward a message

- 1 On the SMS window, select a message from the Inbox and then click on Forward.

A message window opens with the text message displayed in the message field.

- 2 Enter the recipient's name or number in the To... field, then click Send.

To delete a message

- 1 On the SMS window, select one or more messages from a message folder. Then click Delete.
- 2 When prompted, click OK to confirm the deletion.

To resend a message

- 1 On the SMS window, select one or more message(s) from the Outbox folder, then click on Send.

To export a message

- 1 On the SMS window, select a message from one of the message folders.
- 2 Click File > Export from the menu bar.
- 3 On the displayed window, specify where on your PC you want to store the message. (The message will be stored as a text file.)
- 4 Click OK to confirm.

Closing the Zoom 3G+ Freedom Modem Application

To close the application, follow these steps:

- 1 Close the application's main window.
- 2 Right click the Zoom modem's icon in the lower right tray bar on your Desktop or Dock.

Declaration of Conformity



Declaración de conformidad Déclaration de conformité

Manufacturer/Constructeur/Fabricante	Zoom Telephonics, Inc. 207 South Street Boston, MA 02111 USA 617-423-1072 www.zoomtel.com
Brand/Marke/Marca	Zoom 3G+ Freedom Modem
Type/Typ/Tipo	Series 1085, Model 4597

The manufacturer declares under sole responsibility that this equipment is compliant to required directives. This product is CE marked. For details, please refer to the Declaration of Conformity in the **Quick Start**.

El fabricante declara bajo su exclusiva responsabilidad que este equipo satisface las Directivas requeridas. Este producto tiene marca CE. Para los detalles, refiera por favor a la Declaración de Conformidad en el **Inicio Rapido**.

Le constructeur declare sous son entiere responsabilite que ce materiel est conforme a les Directives requises. Ce produit a recu le marquage CE. Pour les details, referez-vous a la Declaration de Conformite dans le **Debut Rapide**.

P. Prohodski
6 August 2010
1085/TF, Boston, MA, USA

Director, Hardware Engineering
Directeur, Ingénierie de soutien
Director, Ingéniería de apoyo