

# Zipit Wireless Messenger 2 - FAQ

## **Do I need a Service Plan?**

Yes, you will be required to purchase a 1 year service plan in order to IM and text. After the 1 year service plan has expired you will be able to IM for free without a service plan. If you wish to continue texting you will need to continue with your service plan.

## **How and when do I activate my Z2?**

Activation is quick and easy and can be done at any time after you receive your Zipit Z2. You need to have your Z2 in hand before purchasing a service plan because you first need to turn your Z2 on to create a user name and password (see How do I get started in the FAQ), and you also need to have your serial number. When you first turn your Z2 on you will be prompted to create a login and password, in order to IM and Text Message you will be instructed go to <http://www.zipitwireless.com/activate.aspx?skinid=6> to purchase a service plan which activates your Z2.

## **My Zipit keeps turning off (my screen keeps going black)?**

The Zipitwireless Messenger 2 has a bright color screen. To make sure you get the most of your battery life the Zipit has default settings that tell your Zipit to go into "battery save" mode after a period of non use. You can adjust these settings by pressing the HOME key and selecting Tools then Backlight.

## **My Zipit appears to be frozen?**

The Zipit Wireless Messenger 2 has many cool new features. One new feature is that you can listen to internet radio stations. On rare occasions some stations and even some songs can appear to "freeze" your Zipit. This could be just the standard delay sometimes seen on the internet but in the off chance that it's not you may try powering your Zipit off and back on. If nothing happens after hitting the power button a "reset" may be needed. To do this first locate the hole on the left side of the Zipit, next to the head phone port. Get a paper clip and open up one end, gently push the end of the paper clip into the hole and then turn your Zipit back on by pressing the power button like normal. Your Z2 should proceed to function like normal.

## **Texting - How does it work, do I have to be connected to wi-fi?**

The Zipit Wireless Messenger 2 uses its existing wi-fi technology to allow you to send text messages to cell phones. To start texting you first create an account on your Z2, this account is created the first time you turned your Z2 on (see Getting Started). Once you create an account a unique identifier is associated with your account and your Z2. In order to send a text to someone you have to enter them into your MyFriendz list as a cell phone buddy. Once you add a cell phone buddy you can then text them and it works just like a IM chat. The Z2 supports texting for the following service providers;

Alltel Wireless  
AT&T Mobility  
Bell Mobility (Canada)  
Boost Wireless  
Carolina West Wireless  
Cellular One  
Cellular South  
Centennial Wireless  
CenturyTel  
Dobson Cellular Systems  
Fido Wireless (Canada)  
Leap Wireless (Cricket)  
Metro PCS  
Midwest Wireless  
NTELOS Wireless  
Qwest Wireless  
Rogers (Canada)  
Sprint PCS  
T-Mobile USA  
US Cellular  
Verizon Wireless  
Virgin Mobile USA

### **Texting-How much does it cost?**

The Zipit Service plan gives you unlimited IM and texting (5000 incoming, 5000 outgoing per month). To start IM'ing and texting, you should go to [www.zipitwireless.com](http://www.zipitwireless.com) and click the activate button, this will show you a service agreement and then give you two service plan options. Once your order for your service plan is complete your Zipit Z2 will be activated with unlimited IM and texting (texting; 5000 incoming, 5000 outgoing per month).

If you purchase the monthly service plan of \$9.99 a recurring monthly charge will be posted to your credit card each month. If you purchase the yearly service plan of \$109.89 you will be charged only once. At the end of that year if you wish to

continue with your service plan you can simply purchase the service plan again.

### **Texting-What if I go over on text messages?**

The Zipit service plans were designed with a cap so there won't ever be overage fees. If the number of messages you purchased is not enough (5000 incoming, 5000 outgoing) you can purchase additional service plans.

### **I forgot my Zipit password, how do I reset it?**

If you have forgotten the password to log on to your Zipit you can reset it. This is done by typing ZIPIT in capital letters in the password field, then press the MyFriendz™ key followed by the Next key. For security reasons when you reset your Zipit password all of your user settings are cleared and you will need to enter your account information, and any wireless WPA or WEP keys again.

### **MyFriendz, how do I add and delete IM and texting buddies?**

The MyFriendz list shows all of your texting and IM buddies that are online for each instant messaging account that you are logged into. You can get to the MyFriendz list by pressing the MyFriendz key (big square key, top middle) or by pressing Home, then Messaging, then MyFriendz. The MyFriendz list displays in alphabetical order and shows the icon of the protocol (AIM/AOL, Yahoo, MSN, Texting) for that buddy to the left. Any buddy that you have a chat window open with will display at the top of your MyFriendz list in bold. If one of your buddies is online but they are "away" they will show in italics.

To navigate through the MyFriendz list you can use the up and down arrow keys, the previous and next buttons, or you can type in the first letter or letters of your buddies screen name and you will be taken to that name in the list.

### **Add a Texting Buddy**

To add a texting buddy to your MyFriendz list press the Home button, then Messaging, then select Add MyFriendz. Press ALT twice to set the ALT lock, type in the cell number, and press ALT again to clear the ALT lock. Press NEXT. Then enter a nickname for that number and press NEXT again. Your friend's cell phone appears in your MyFriendz list, with all of your IM buddies.

Note: If you add a texting buddy and the cell phone number is registered to a service provider that is not one of the Zipit supported cellular services, the buddy will not be saved to your MyFriendz list.

### **Add an IM Buddy**

To add an IM buddy to your MyFriendz list press the Home button, then Messaging, then select Add MyFriendz. You must be logged in to the service of your buddies account (example; if you are adding a Yahoo buddy you must be logged in to Yahoo with your IM account). The default protocol is texting so arrow down and select the correct protocol (AIM/AOL, Yahoo, MSN) then up arrow and enter in your buddies screen name and press Next.

### **Delete a Texting/IM Buddy**

To Delete a buddy from your MyFriendz list press the Home button, then Messaging, then select Delete MyFriendz. All your buddies are listed, your buddies that are not on-line are shown in italics. Arrow down to the buddy you want to delete and press Enter. You will get a confirmation window asking you if you are sure you want to delete that buddy. If you are sure you want to delete arrow over to Yes and press Enter.

### **Universal Plug and Play (UPnP) server not found?**

Some of our first User Guides sent out with the Zipit Wireless Messenger 2 state that your Z2 will automatically detect UPnP servers. This feature is currently not activated for the Z2's. Zipit Wireless will be activating the UPnP feature in the near future and the update will automatically be sent to your Zipit. We apologize for any inconvenience.

### **How does the Zipit work?**

The Zipit Wireless Messenger 2 is a Wi-Fi device and will connect to any wireless Wi-Fi router that supports the 802.11b and 802.11g standard. Any typical home wireless router that is connected to a high speed Cable or DSL connection should work. It will also work in thousands of public hotspots around the country. Wireless routers can be purchased at any retail location.

Zipit Wireless Messenger 2 will find your wireless router and use it to connect to the Internet. Because it is Wi-Fi compliant and uses an existing AIM, Yahoo or MSN IM service, there are no monthly service or per message fees.

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### **What is a 411 and a Dynamic Alert?**

Zipit Wireless, Inc. has a couple ways of sending you important information. One of those ways is through a 411. A 411 is a message that is sent to your Zipit, when the 411 is sent you will receive a message telling you a new 411 is available. If your Zipit is off you will get the message/411 the next time you turn your Zipit on. If you want to

read the 411 press the Home button and then select 411. When the 411 is new and has not been read before it will display as the first option on your Home menu. If the 411 has already been read it will be displayed as the last option on your Home menu and you can go back and view it at any time.

A Dynamic Alert is another way we can send important information to your Zipit. A Dynamic Alert will pop up on your Zipit screen no matter what you are doing at the time. Once you read it and press ok, it is gone for good. An example of when a Dynamic Alert would be used is when you are reaching or have reached your text message limit.

### **What IM Service does Zipit support?**

The Zipit Wireless Messenger 2 uses any existing AOL™/AIM™, Yahoo™ Messenger and MSN™ Messenger (hotmail, msn, passport) accounts that have been set up previously, and can even use all of them at the same time. If your buddies use any of the IM services, such as AOL/AIM, Yahoo or MSN on their cell phone or computer, you will be able to IM with them with the Zipit Wireless Messenger 2.

With the Zipit Wireless Messenger 2, you can chat away with anybody using the same IM service you are using whether they are on a cell phone, a computer, or another Zipit device and you can chat with all of them at the same time.

### **Can I use all IM services at the same time?**

Yes, you can login to any AOL™/AIM™, Yahoo™, and MSN™ (hotmail, msn, passport) account at the same time. Your MyFriendz list will display the screen names of all of your online friends from all three services in a single list.

### **Can I login to an IM service with more than one screen name at the same time?**

You can login to AOL™/AIM™, Yahoo™, and MSN™ at the same time - but you can only login with one screen name per IM service. You can easily log out of an IM Service at any time and log back in with a different screen name and password.

To login with a different screen name, press HOME and select Messaging then Manage IM Accounts from the drop down list. Use the left and right arrow keys to select the desired IM service, press the Spacebar if the service is currently not enabled, and then cursor down to enter a new screen name and password. Repeat this step for each IM

service that you want to change. Press Next when you are ready to login.

### **What if I don't have an IM account?**

If you don't already have an IM account, please go to <http://www.aim.com/>, <http://messenger.yahoo.com/>, or <http://messenger.msn.com/> to setup one or more accounts.

### **Can I import my contact list?**

You don't have to import your contact list. Once you login using your existing IM screen name and password, your contact list (MyFriendz List) will already be available to you.

### **How do I get started?**

What's in the box:

Zipit Wireless Instant Messenger (Z2)  
Users Guide  
AC Adaptor  
Zipit Decal

Connect your Z2 to the AC Adapter and press the power button to turn it on.

The Setup Wizard comes up and will step you through getting familiar with your Z2. Read and follow the instructions on each window.

Your Z2 will do a scan for all wireless networks in range of your Z2 and connect to the strongest (signal) open network.

If your network is hidden see Hidden Networks

If your network is encrypted (WEP/WPA) please see WEP/WPA Keys

If you want to select which network to connect to please see Connecting Manually

Once connected to a network your Z2 will go through authenticating (checking into the database server to get the latest software and any news or information).

*Note: If there is a software update for your Z2 you will see a window called System Update.*

*a) Your Zipit may not go through the system update until the next time you power your Z2 on.*

*b) The system update has several parts and will go through several variations of updates.*

*c) Once all the parts of the system update are completed your Z2 will reboot.*

*Note: You may also receive Dynamic Alert messages and notifications of new 411's during this update.*

The Zipit Login window is called up which allows you to create a user name and password for your Zipit account. This is the user name and password that you will use when logging in to the website to do customizations. This is also the username and password that will be associated with your texting account. Enter the user name and password you would like to have and press next.

You will receive an alert telling you the User/Password is invalid and it will ask you if you would like to create an account. Arrow over and select Yes to create your account.

You will be brought back to the Create Account window. Press next and re-enter your password in the confirm password field and press next. Your Z2 will go through Logging In and will give you an alert that you have successfully logged in.

Press OK and the Setup Wizard will be called up again to walk you through entering all your instant messaging screen names and password.

You will first be prompted for AOL (AIM). If you do not have an AOL/AIM IM account press next to accept the default of No to continue. If you have an AOL instant messaging account arrow over to Yes and press next. You will be prompted to enter your AOL/AIM screen name and password, type them in and press next to continue. You will then be prompted for MSN and then Yahoo where should follow the same steps as with AOL/AIM. Press next to continue.

Your Z2 will then log in to all your Instant Messaging accounts.

If you receive a message that login to your IM account failed please see IM Login Failed.

The Setup Wizard will give you a congratulations window and tell you to press the MyFriendz key to start chatting.

### **How do I connect to a hidden network?**

Wireless Access Points typically broadcast a name or identifier - called an SSID - so that the network can easily be identified and selected by wireless device users. Access points can be configured to not broadcast the SSID so that the network is not easily available to other users, making it a hidden network.

If your network is hidden you can manually select it any time during the network connection process. To do this press the next button when you Z2 is scanning for wireless networks (you should see the spinning Zipit logo). This interrupts the Setup

Wizard and you will then see a list of available networks and an option to "Add Network". Select "Add Network" from the list of available networks and then enter the SSID.

### **What are WEP and WPA keys/passwords?**

Sometimes, a person may choose to add a password to their router so that only devices (like the Z2) that know the password can access the router. The two most widely used types of encryptions are WPA and WEP, WPA stands for Wi-Fi Protected Access and WEP stands for Wired Equivalent Privacy. The Z2 supports both WEP and WPA passwords. If your network is encrypted, you will be prompted during the network connection process to enter the WPA or WEP Key. The Z2 will remember which network you connected to last and what your password was so you will only have to enter this one time.

For WEP encryption, the Z2 currently only supports HEX keys for the WEP password. HEX codes use only the characters 0-9 and A-F and are between 10 and 26 characters long. It is common for people to use their 10 digit telephone number as the WEP password since it's all numeric and easy to remember. If you do not know what your WEP key is, you can look at the administration page of your router to find out. To access the administration page on your router you will need to open up your web browser on your PC and connect to the IP address listed in your routers documentation. For example, most Linksys routers have a default IP address of 192.168.1.1. To connect to the Linksys you would type in <http://192.168.1.1> in the address bar on your web browser.

### **How do I connect to a network manually?**

When scanning for networks, your Z2 scans for the strongest open networks first. If the network you are trying to connect to does not have as strong a signal as another network, or is not open (meaning your network requires a password) then you may want to manually select your network.

To manually select your network you can press the next button when your Z2 is scanning for wireless networks (you should see the spinning Zipit logo). This interrupts the Setup Wizard and you will then see a list of available networks. You should see your network in the list of available networks, select it and press next button to continue the connection process. Once you have successfully connected to your network, your Z2 will always attempt to connect to it first before attempting other networks.

## **IM login failed - now what?**

If one of your IM accounts fail to login you will receive a Login window telling you which IM account failed to login. This window has three options for you to choose from. You should first verify that the username and password you entered are correct, to do this select the first option "Change login and try again." When you select this option the Account Setup window is called up where you can verify and reenter your username and password. If your username and/or password contain numeric or special characters make sure you are familiar with using the ALT key.

If you are unsure about how to enter numeric or special characters please see ALT and Shift Key.

Restricted AOL accounts, such as KAOL accounts, are not supported. MSN accounts sometimes require the full account name, not just the screen name. For example, if you have a Hotmail account, you must add '@hotmail.com' to your screen name. Your router's firewall settings could be preventing access to IM accounts.

## **How do I type in numbers and capital letters, use ALT and Shift?**

The ALT key and the Shift key (up arrow button in white) are located on the Z2 keyboard in the bottom left corner and are used to enter capital letters and numeric/special characters.

The ALT key is in red lettering on the keyboard and you will notice that in the top left corner of all your other keys there is a numeric or special character also in red. To enter in a numeric or special character you must press and release the ALT key once then press the key with the numeric or special character on it. After pressing the ALT button once you will see an A in the top right corner. When you then press the special/numeric key the A goes away. If you are entering multiple special or numeric characters in a row, press the ALT key twice. You will see an A that is underlined in the top right corner. This means the ALT key is locked. To release the ALT-lock just press the ALT key again and the underlined A in the top right corner goes away.

The Shift key (white up arrow) is used for capital letters and works exactly as the ALT key does. Press and release the Shift key once to type in one capital letter and press the shift key twice to lock Shift for multiple key entries. When the Shift key is pressed once you will see an up arrow in the top right corner, when it is hit twice the up arrow will be underlined. To release the Shift-lock hit the up arrow again.

## **What if I have a broadband connection but I don't have a wireless home network?**

Many homes with broadband Internet access only have one computer and therefore no need for a home network. However, by adding a low cost wireless router, Zipit Wireless Messenger can be used without even turning the PC on or while someone else is using the PC. Wireless routers are low cost (many are available in the \$19.99 to \$39.99 range) and are typically very easy to install. 802.11b or 802.11g routers are available from many companies. Be sure to get one that is Wi-Fi compliant and supports 802.11b or 802.11g devices.

## **My Users Guide says to register my Zipit?**

Some of our first User Guides sent out with the Zipit Wireless Messenger 2 state that when you first setup your Zipit you should register your it through the Setup Wizard. These instructions (page 12) should be disregarded, your Zipit is not registered in this way.

## **Mini-SD - How does it work?**

The Z2 has a slot for a Mini-SD card located on the front right side of the Zipit. When you plug your Mini-SD card into your Z2 you will see a message, "Mini-SD card inserted". Press the Home key and select MyTunez then SD Card to make your selections.

To load music and pictures onto your Mini-SD card you need to have a Mini-SD card slot on your laptop or PC.

*If you do not have a Mini-SD card slot on your laptop or PC you will need a USB card reader. The USB card reader plugs into a USB port on your laptop or PC. You can buy a USB card reader from any electronics store or from our website at /store.*

Create a folder named "music" and a folder named "pictures" on the Mini-SD. Put any MP3's you would like to listen to in the music folder and put any .JPG's you would like to view in the pictures folder. The Z2 will go to these folders to play/show the contents.

## **What is Wi-Fi, what is a hotspot?**

Wi-Fi is a signal that is broadcast out that wireless devices, like the Zipit, can connect to for access to the Internet. Most homes and businesses already have a Wi-Fi network created but if you are trying to build a wireless network for the first time it is very simple and fairly inexpensive. All you need is a wireless access point or router

connected to a broadband Internet service like a cable or DSL connection. Routers can be purchased from any electronic store and are as low as \$20.00. There are many websites on the Internet, like <http://www.microsoft.com/athome/moredone/wirelesssetup.mspx>, that will walk you through setting up a wireless network.

An area blanketed in wireless access is called a wireless hotspot, and a wireless hotspot that does not require you to pay for access to it is a free wireless hotspot. Some businesses require you to pay by the hour or by the day for use of their Wi-Fi. McDonalds is a "for fee" hotspot but on a Zipit you can connect for free! There are some wireless hotspots that even though they are free they require you to enter in personal information and accept certain terms before they allow you to access their network in which case you would need a browser to display and enter this information. Zipit supports any free wireless hotspot that does not require a browser. There are many websites available on the Internet, like <http://www.wififreespot.com/>, that allows you to search for free wireless hotspots in your area.

The Zipit Wireless Messenger 2 contains an 802.11g radio and will work with both 802.11b and 802.11g networks.

### **MyTunez™?**

MyTunez plays MP3 files from your Mini-SD memory card and Internet radio. To access MyTunez press the HOME key and then select MyTunez. You can close the lid and listen to tunez and you can also listen while you chat and watch a slideshow.

### **What is MyPhotoz™?**

MyPhotoz lets you view pictures and slideshows loaded on your Mini-SD card from your Zipit Wireless Messenger 2 . The Z2 has a high-resolution display perfect for viewing and you can easily create one or multiple slideshows to select from.

### **What is MyStationz™?**

With MyStationz you can listen to music and you do not need a music server or a Mini-SD card, you can simply select from a wide range of radio stations from / that stream over the Internet.

### **How many people can I chat with at once and how do I go from one conversation to another?**

You can chat with up to 99 friends at the same time. Each conversation has a number associated with it. This is followed by another number which tells you how many conversations you have open. For example, if you had 4 active conversations and you were viewing the second conversation, you would see **2/4** at the top of the conversation window. To move to the next or previous conversation you can use the PREV and NEXT buttons to switch between conversations.

### **What is Parental Control?**

With the Zipit Wireless Messenger 2 you can set the amount of time your teen is allowed to instant message. Please visit our parental control page at <https://parents.zipitwireless.com/> to find out more.

### **Is the Z2 User Guide available online?**

Yes. You can download the current Z2 User Guide at [http://www.zipitwireless.com/download/z2\\_users\\_guide.pdf](http://www.zipitwireless.com/download/z2_users_guide.pdf).