



Troubleshooting Join ME

Note:

For basic instructions on Windows operations and using computer & peripherals, please refer to the respective user's manual.



Compatibility – F Series

At a glance...

Model	Win 2000 (SP4)	Win XP	Vista	mac o/s	Win 7
F150/F151	✓	✓	✗	✗	✗
F850/F851	✓	✓	✗	✗	✗
F252/F256	✓	✓	✓	✗	✗
F152/F153 F156	✓	✓	✓	✗	✗
F165	✓	✓	✓	✓	✓
F158/F159	✓	✓	✓	✓	✓
F852/F858	✓	✓	✓	✓	✓



Compatibility - T Series

At a glance...

Model	Win 2000 (SP4)	Win XP	Vista	mac o/s	Win 7
T6	✓	✓	✓	✓	✓
T7	✓	✓	✓	✓	✓
T165i	✓	✓	✓	✓	✓
T2	✓	✓	✓	✓	✓
T90	✗	✓	✓	✓	✓
T106	✓	✓	✓	✓	✓



Compatibility - T Series

At a glance...

Model	Win 2000 (SP4)	Win XP	Vista	mac o/s	Win 7
T100	✓	✓	✓	✓	✓
T108	✗	✓	✓	✓	✓
T202	✗	✗	✗	✗	✗
T165+	✗	✓	✓	✓	✓
T870	✗	✓	✓	✓	✓
T930	✗	✓	✓	✓	✓

Is JoinME installed?

q. Is Join ME *installed* on your computer?



Join ME



Join ME

If you are unsure,

- Is there a Join ME icon on your PC desktop?
- Have you accepted the software license agreement?

If 'YES':

Please continue to next page.

If 'NO':

Please install JoinME from the supplied CD or visit the ZTE website to download www.zte.com.au



if 'YES'

q. Can you please try to load Join ME?

➤ Have you ever been able to connect?

If **yes**, for more information

visit the FAQ section of the ZTE website (www.zte.com.au)

➤ Do any error messages appear when you try to connect?

See the next page for more information.



Other Errors

If **any other** message window appears that differs to the ones on the next page. This problem may be a software conflict on your PC.

❑ **Please:**

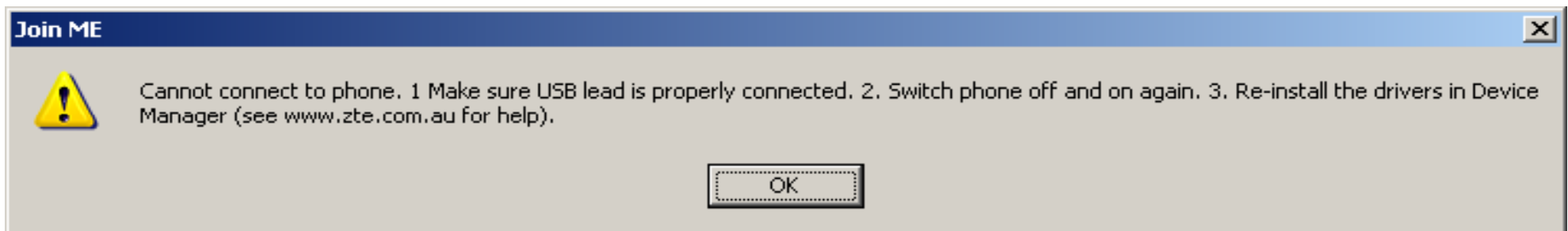
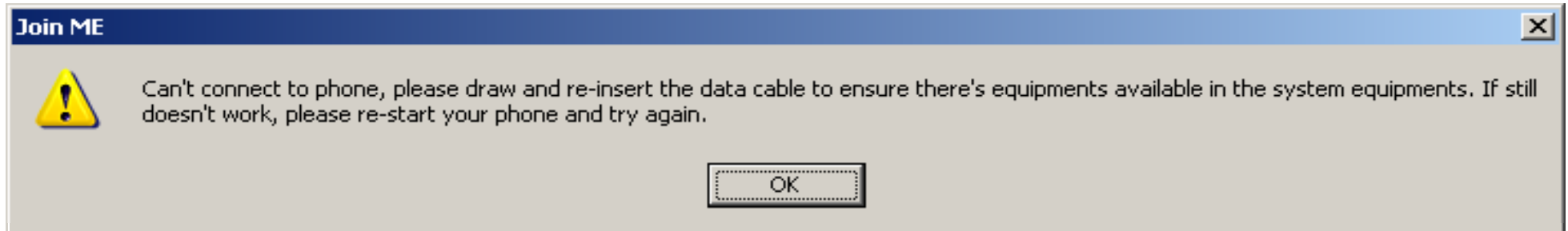
- uninstall Join Me from your PC
- download the newest version of Join Me from our website
(www.zte.com.au/main/zte-downloads.htm)
- install the downloaded JoinME_ to a different file path than the default
(eg. C:\Program Files\ZTE-Join ME)

Alternatively, you can:

- consult an IT specialist
- repair Windows
- reinstall Windows

Alternatively, you can test on an alternate computer. This will identify if the fault is with the handset or your PC.

Examples of Errors



See the next page for more information.



Can you please...

Confirm the following:

- You are not currently talking on the phone
- The phone is turned 'ON'
- PC Connection is set to USB (Settings>>Handset)
- The phone is connected to the computer using the USB cable

Action the following:

- Turn your phone OFF & then turn back ON (ie. power cycle)
- Reboot your computer

then

- Re-try to connect to Join ME.

If you are still unable to connect continue to next page.



Where to from here...

The results of this investigation indicate the Windows drivers have not correctly loaded to run the Join ME software.

For further assistance to get the drivers loaded please:

- refer to your user manual
- re-visit the FAQ section to follow the [Device Manager Procedure](#)
- obtain further assistance from someone familiar with computers
- consult an IT professional

To ADVISE

ZTE is unable to assist further.