

# **Memory Editor**

## **Frequently**

### **Asked Questions**

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The most recently revised copy of any NEC Wireless Phone user document and *Memory Editor Frequently Asked Questions* document can be found at the website [www.nechdm.com](http://www.nechdm.com).

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NOTE: Use of the NEC Memory Editor requires the purchase of an optional NEC Authorized Accessory, the NEC USB cable. Your service provider can tell you where to purchase this USB cable. **WARNING:** Use of anything other than an NEC Authorized Accessory approved for your model of wireless phone may void your wireless phone warranty and may be dangerous.

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# Memory Editor FAQ's

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## 1. Q: What is NEC Memory Editor?

A: NEC Memory Editor (“Memory Editor” or “Memory Editor Software”) is a software tool to download or upload picture and audio files between your computer and an NEC Wireless Phone utilizing an NEC approved USB cable. The picture files may be used as a wallpaper or caller identification picture in an NEC Wireless Phone. The audio files may be used as a ring tune in an NEC Wireless Phone.

## 2. Q: Why should I use Memory Editor?

A: Memory Editor is used to transfer picture and audio files between your computer and NEC Wireless Phone.

In the Memory Editor program, you may edit the transfer list, change a file name, or view file data size.

## 3. Q: What are the steps to ensure that Memory Editor is working?

A: Ensure that:

- The NEC USB Drivers properly installed.
- The NEC Memory Editor Software properly installed with the correct COM port set.
- The USB cable correctly connected.
- The NEC Wireless Phone turned on.

## 4. Q: Do I have to follow the Memory Editor user guide for the operating system on my computer?

A: Yes. It would be helpful to reference the user guide that corresponds with your PC's (personal computer) operating system.

## 5. Q: What USB drivers should I use to ensure Memory Editor works correctly?

A: NEC provides two sets of USB drivers to use with Memory Editor for Windows® operating systems. One set, the WIN98 folder, supports Windows 98SE and ME. The other set, the WinXP\_2000 folder, supports Windows 2000 and XP.

You can access and install these drivers from the website: [www.nechdm.com](http://www.nechdm.com).

**6. Q: Who do I call for customer service regarding Memory Editor questions and technical assistance?**

**A:** For technical support and assistance during regular business hours (Central Standard Time), contact NEC at: 1-800-637-5917.

**7. Q: How do I uninstall the USB Drivers?**

**A:** Running the application in the C:\MemoryEd\USB DriverV1.1.1\UnInst folder performs deactivation of the USB driver support. It unregisters the USB drivers from the Windows registry and removes the drivers from the Windows Driver folder. It does not remove, or delete the C:\MemoryEd directory, or any of its sub-folders. The PC must be restarted for the un-install to finish.

**8. Should I use the same USB port every time for NEC Memory Editor?**

**A:** NEC encourages you to use the same USB port each time. Plugging in the NEC USB cable into different ports will cause Windows to record multiple instances of the NEC USB Drivers for each USB port used in Windows.

**9. Can I use Memory Editor on Windows ME?**

**A:** No.

**10. Q: Can I use the NEC USB Drivers on the following operating systems: Windows NT, MacIntosh, Linux, or MAC OS?**

**A:** No.

**11. Q: Where can I find updates to the Memory Editor instructions?**

**A:** The NEC [www.nechdm.com](http://www.nechdm.com) website will contain the most recent versions of NEC Wireless Phone instructions and information.

**12. Q: What are the hardware and software requirements for utilizing the Memory Editor feature?**

**A:** These requirements are in the *System Requirements* section of each Memory Editor User Guide.

**13. Q: What should I do if Windows displays a screen that is not shown in the user guide?**

**A:** You should provide the information that the screen requests and follow the wizard process.

**NOTE:** The user guides contain pictures that were captured by live Windows systems while installing the NEC USB Drivers and NEC Memory Editor. Windows may display other dialog boxes and screens during installation and setup procedures that are informational and quickly disappear as Windows accomplishes each stage of processing. Windows displays a variety of screens depending upon the configuration that you have already setup and established on your computer.

**14. Q: What is the maximum length of the USB cable?**

**A:** The length of the NEC Authorized Accessory USB cable is 30 inches. However, the USB drivers implement the USB 1.1 protocol, which specifies that the total distance of the cable from the phone to the computer should be less than 10 feet. A USB extension cable can be used as long as the overall connection length is less than 10 feet.

**15. Q: Can I connect my PDA or pocket PC to the NEC Wireless Phone using the NEC USB cable?**

**A:** The NEC Wireless Phone should only be connected to the USB port of desktops and laptops with supported Windows operating systems. The NEC USB Drivers cannot work with Win CE, PALM, or Pocket PC operating systems used in PDAs.

**16. Q: Does NEC sell an USB cable, which can be used for charging the battery and Memory Editor at the same time?**

**A:** No.

**17. Q: Can I receive phone calls while I am using Memory Editor?**

**A:** No. During a data transfer using Memory Editor, phone calls cannot be received, the clock/scheduler alarm cannot occur, and incoming messages cannot be received.

**18. Q: Will Memory Editor overwrite the existing images, pictures, or ring tones already in the NEC Wireless Phone?**

**A:** No. Existing images/pictures and ring tones in your phone will not be affected by using Memory Editor. However, a computer file will overwrite any image/picture or ring tune in the phone that has the same name as the computer file.

**19. Q: What will happen if there is not enough phone memory while downloading resources from PC to phone?**

**A:** A message box displays “Phone returns an error.”

**20. Q: Why are some of my computer files not displayed in the Memory Editor Source List?**

**A:** Unsupported file formats and DRM proprietary files do not display in the Source List, and cannot be uploaded from the computer to the NEC Wireless Phone.

**21. Q: Why am I getting a message “The Handle is invalid?”**

**A:** You have inadvertently deleted a file from your computer that you had listed in the Memory Editor Destination List.

**22. Q: Why am I getting a message “The selected resource does not correspond?”**

**A:** The file that you have selected to move to the Destination List has an unrecognized file format that cannot be transferred to the NEC Wireless Phone.

**23. Q: Why am I getting a message “All rights reserved. Cannot select?”**

**A:** You have selected a file that is copyright protected. You cannot transfer this file to your NEC Wireless Phone.

**24. Q: Why am I getting a message “Communication carried out the timeout?”**

**A:** Check the COM port from the Options Tool Bar of Memory Editor to make sure that you have selected the correct port number. Check that the NEC Wireless Phone is correctly connected to the computer with the USB cable. Check that the NEC Wireless Phone is powered-on.

**25. Q: Why am I getting the message “HHP type unmatched?”**

**A:** Check the HHP type from the Options Tool Bar of Memory Editor. It should be set to match the type of NEC Wireless Phone that you have.

**26. Q: Why does the NEC Wireless Phone turn off after each transfer using Memory Editor?**

**A:** To send and retrieve data, the NEC Wireless Phone is put into a special mode to prevent you from interrupting the datastream during data transfer. After a data transfer, to return the NEC Wireless Phone back to normal mode, simply power on (turn on) the NEC Wireless Phone.

**27. Q: Can I download phone contacts, Scheduler, or ToDo items using Memory Editor?**

**A:** No.

**28. What file format types and data sizes are allowed in Memory Editor?**

	<b>Picture</b>	<b>Maximum Data Size</b>	<b>Audio</b>	<b>Maximum Data Size</b>
<b>File Format</b>	JPEG	64 Kb	SMAF	32 Kb
	GIF87a	64 Kb	SMF	32 Kb
	GIF89a (contains animated GIF)	64 Kb	AMR	32 Kb
	WBMP	64 Kb	iMelody	128 bytes
	PNG	64 Kb		

## Glossary of Terms

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AMR	Adaptive Multi-Rate Codec file format for speech files. AMR was originally designed for circuit-switched radio systems. They are suitable for other real-time speech communication services over packet-switched networks.
GIF	CompuServe bitmap image. Graphics Interchange Format bitmap graphics hold and transfer images in index color mode
GIF87a	An animated GIF file.
GIF89a	An animated GIF file.
HHP	Hand-held Phone.
iMelody	iMelody was developed by the IRDA association (infrared communications) as a standard file format for melodies that has been adopted as the ring tone for Enhanced Message Service (EMS), a smart messaging standard.
ISP	Internet Service Provider.
JPEG	Bitmap graphics (Joint Photography Experts Group) Very high compression.
PC	Personal computer.
PNG	Bitmap graphics (Portable Network Graphics) is a portable, well-compressed storage of raster images.
SMAF	Synthetic-music Mobile Application Format specified by Yamaha that defines multimedia content for use on hand-held portable devices, such as mobile phones and PDAs. The most common application of SMAF is the creation of ring tones for wireless phones.
SMF	Standard MIDI Format.
USB	Universal Serial Bus.
WBMP	Wireless Bitmap with image format in the Wireless Application Protocol.