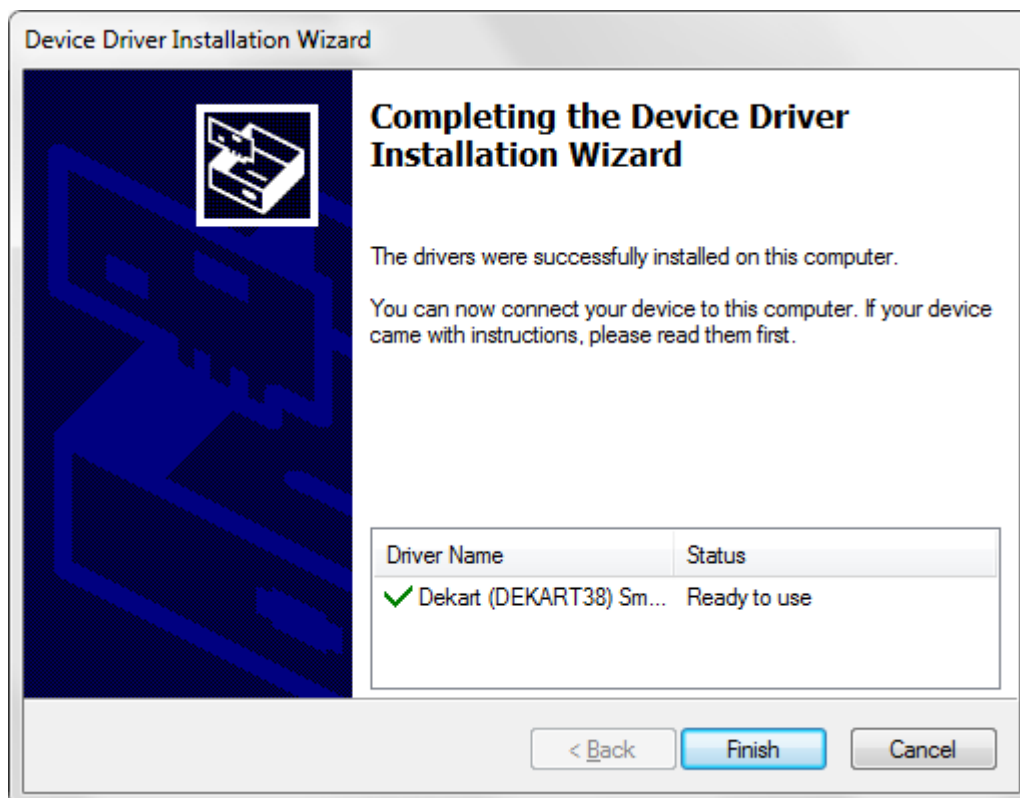# SIM Card Reader
Quickstart guide

Getting ready

- Connect the card reader to your computer's USB port
- Plug the SIM card in, as shown on the card reader

Installing the driver

- Download the driver: dekart.com/pub/products/SIM Reader 4/current/English/SIMReader4.exe
- Install the driver by running the downloaded file - SIMReader4.exe
- Follow the instructions until the installation is finished and you see the next window.
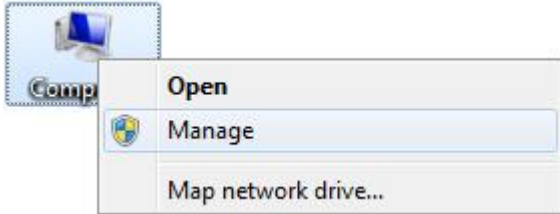
Troubleshooting

Q: I followed the driver installation instructions but the driver has not been installed, what should I do?

A: Use the alternative installation method:

Another way to install the driver is:
1.   Download the driver from here: http://files.dekart.com/drivers/DK38-PCSC-2K-XP-Vista-VistaX64.zip, and extract it to a directory of your choice.
2.   Run Device Manager – right-click **Computer** and choose **Manage**

3.   In the list to the left, choose **Device Manager**
4.   Find in the new list, under the category **Other devices**, the **Dekart Smart Card Reader**, right-click it and choose **Update Driver Software…**

5.   In the new window, select **Browse my computer for driver software**

6.   Select the directory where you extracted the driver and click **Next**
7.   After Windows notifies you that it has found the driver, click **Install**, and wait for the following window:

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Q: When I press *Read from card* in SIM Manager's interface, I get a message that says *"PC/SC readers were not found in the system! Check the key reader installation."* What do I do?

A: It seems that the driver of the card reader was not installed correctly.

Solutions:

1. You should make sure that you have the right driver
2. Follow the instructions given in the previous section
3. After the driver is installed, verify the status of the card reader in the system's device manager
4. As well as the status of the Smart Card service

Q: When I try to install the driver, I get a message that says that the driver is not signed, is it safe to install it?

A: Yes, it is safe to continue the installation of the driver. Even though it is not digitally signed, it has been tested on a wide range of computers.

Q: I cannot start the Smart Card service, I get the error code 5, how can I fix this?

A: The cause of the problem seems to be the fact that you do not have sufficient privileges to start the service. Make sure you are logged on as an administrator, or as a user that has administrative privileges, then attempt to start the service again.

SIM Manager FAQ

Dekart SIM Card Reader comes with a free license for SIM Manager 1.x, which enables you to manage your SIM cards, make card backups, as well as synchronize the phonebook with the address books of other software (such as email clients, calendar applications, etc)

Q: I forgot my PUK code, is there a way to read the contents of the SIM card or to generate the PUK code?

A: No, it is impossible to access a protected card without entering the PIN, or access a locked card without the PUK. The design of a SIM cards prevents these attempts to circumvent security, and there is no workaround.

Q: I have successfully installed the card reader and SIM Manager; when I read the card, I see no entries in the phonebook - the list is empty, but in the phone all my contacts are shown correctly; what should I do?

A: The most common explanation is that the numbers you see in the phone are not stored on the SIM card, but in the phone's own memory; which is why SIM Manager does not show any entries in that list. If that's the case, try to look for a 'migrate contacts to SIM' or 'copy contacts to SIM' option. You can verify this by plugging your card into a different phone - if the contacts are not on the SIM, you won't be able to see them on the other phone.

Either way, you can test it yourself by using the SIM with a phone of a different brand. If the contacts are stored on the device's internal memory, then the SIM address-book will be empty.

Q: I am trying to read my SIM card, and the only entry in the phonebook is "See iDen phbk", how can I see the real contacts on the SIM card?

A: This means that you have a Nextel iDEN SIM card. The 1.x versions of SIM Manager do not support such SIM cards, which is why you should update to SIM Manager 2.x, which is compatible with Nextel SIM cards.

Q: I want to make a copy of my SIM card so that I can have the same second SIM card in my other phone, is this possible to do with your card reader and software?

A: This cannot be achieved with our software, and generally there is no solution to such a problem. One is unable to make a clone (i.e. an exact copy) of a SIM card, because many of the files on the SIM card cannot be copied or read, being protected by access codes that are only known to the mobile operator. Only some data on the SIM can be read by end-users (ex: phonebook, SMS archive, etc), but this is not enough to make a SIM card copy and have two cards assigned the same phone number to them.

Verifying the "Smart Card" service:
1. Right-click on My computer, select Manage. The Computer Management Window will appear.
2. Go to Services and Applications->Services.
3. Find the service in the list.

Starting the Device Manager:
1. Right-click on My computer, select Properties
2. Go to Hardware\Device Manager
3. Find the reader in the list and see its status (the device is functioning correctly, or not).

Useful links

Everything that you need can be downloaded from
- our ftp server: ftp.dekart.com/pub/products
- our web-site: dekart.com/free_download

Further, you can find various resources related to SIM Card Reader and SIM Manager by exploring the links on the products' pages.

Other resources you'll find useful:
- forum.dekart.com
- lazybit.com

Below is a list of *direct* links to files and pages which were mentioned in this guide. The links are clickable, so you don't have to type them manually. Otherwise, if you are reading a printed version of this manual, we suggest that you navigate the download section of the site or the ftp server, perhaps you'll find other interesting things you might like.

SIM Card Reader driver for Windows 9x, 2000, XP, Vista, Seven (32 and 64-bit)
dekart.com/pub/products/SIM%20Reader%204/current/English/SIMReader4.exe

Discount for SIM Manager 1.x users who update to SIM Manager 2.x
dekart.com/en/store/special_offers/simmanupgrade/

Our software update policy
dekart.com/store/sales_faq/

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