Installation Guide for CNDMC89-LTE 4G Modem (For Windows 10, 2016 or higher)

Note: No external driver needs to be installed if you're using Windows 10/2016 or higher as the modem will use the native Windows USB Serial Driver.

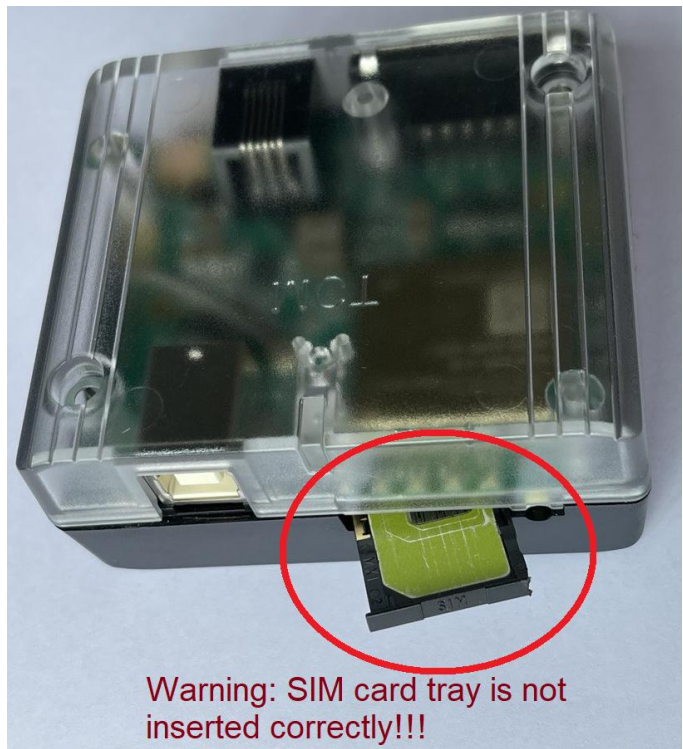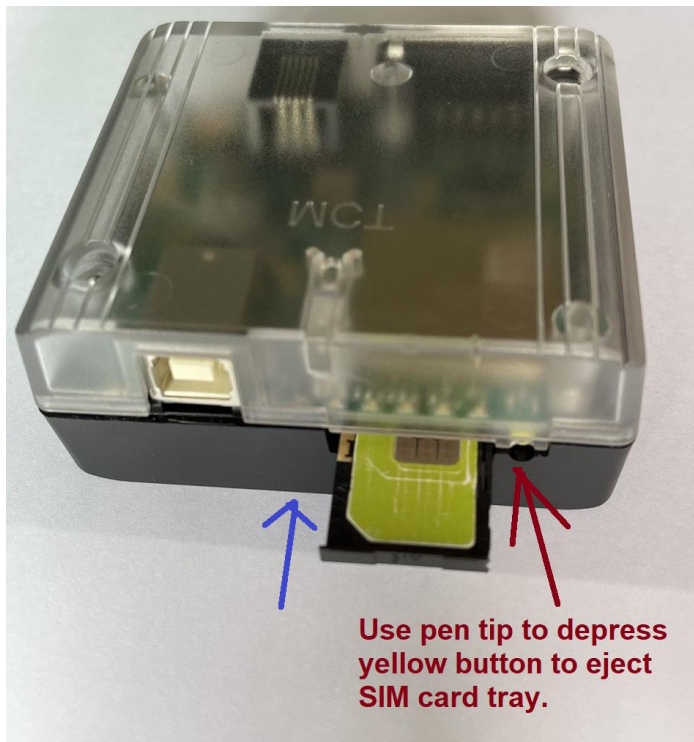## 1). Install the SIM card into the modem and then connect the modem to your PC or Server.

Installing SIM card into Modem:

i). If the modem is powered on, power off the modem (before installing SIM card) by disconnecting power cable (RJ45 adapter), or turn off the power supply at the mains.

ii). Eject SIM card tray by slowly depressing the yellow button using a pen tip or test pen. Place your SIM card on the SIM card tray so that it fits snugly (**take note that the SIM card tray has a cut out corner that should fit the cut out corner of the SIM card**). If you're using a SIM card adapter, press the entire SIM card and adapter down on the SIM card tray to ensure that the SIM card doesn't pop out.

iii). Before inserting the SIM card tray, visually examine the SIM card tray opening. After that **carefully insert** the SIM card tray into the modem such that the entire **length of the SIM card tray is horizontally flushed with the top** of the modem.

**Warning: Do NOT insert the SIM card tray unless it's leveled, otherwise the SIM card tray will not fit and become jammed, or your SIM card may slide off and drop into the modem chassis.

Use pen tip to depress yellow button to eject SIM card tray.

Warning: SIM card tray is not inserted correctly!!!

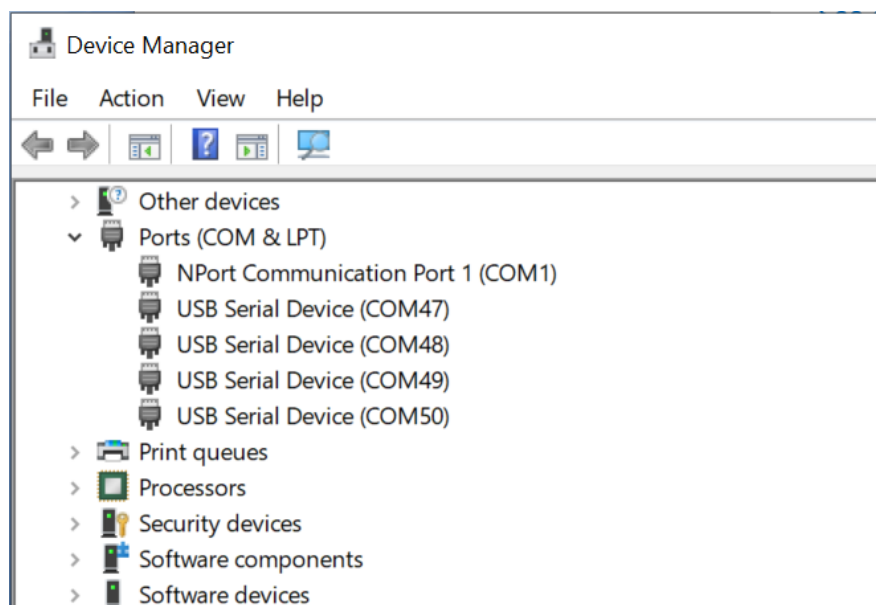iv). To eject an inserted SIM card, simply slowly depress the yellow button so that the SIM card tray slides out.

2). Connect the Modem to your PC/Server using the USB cable.

Connecting Modem to PC/Server:

Connect the Modem to your PC/Server using the USB cable or Serial cable. For USB connectivity, the Modem supports USB plug and play for Windows 10/2016 or higher using the native Windows USB Serial Driver.

Up to 5 USB Serial Device drivers (COM port numbers in sequence) are installed for each Modem you connect to the PC, but only some of the ports can be used by AlertDispatcher. If you're adding the modem using AlertDispatcher, the correct COM port will be automatically displayed on the COM port setting for your selection.

In the following example, COM47 to COM50 are used by the same USB modem.

3). Configure the Modem on AlertDispatcher

Install AlertDispatcher, go to "Modem Setup" tab, add a Modem Port, and under "COM port", select "USB Serial Device (Device 1)", which in our example is COM47. Set Baud rate to 115200 (default selection).

Tip: If you are connecting more than 1 modem, the next modem device to added will be "USB Serial Device (Device 2)".

If the Modem has a working SIM card and is connected to the mobile operator, the Status will show "Connected".