Installation Guide for CNDG3003 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.
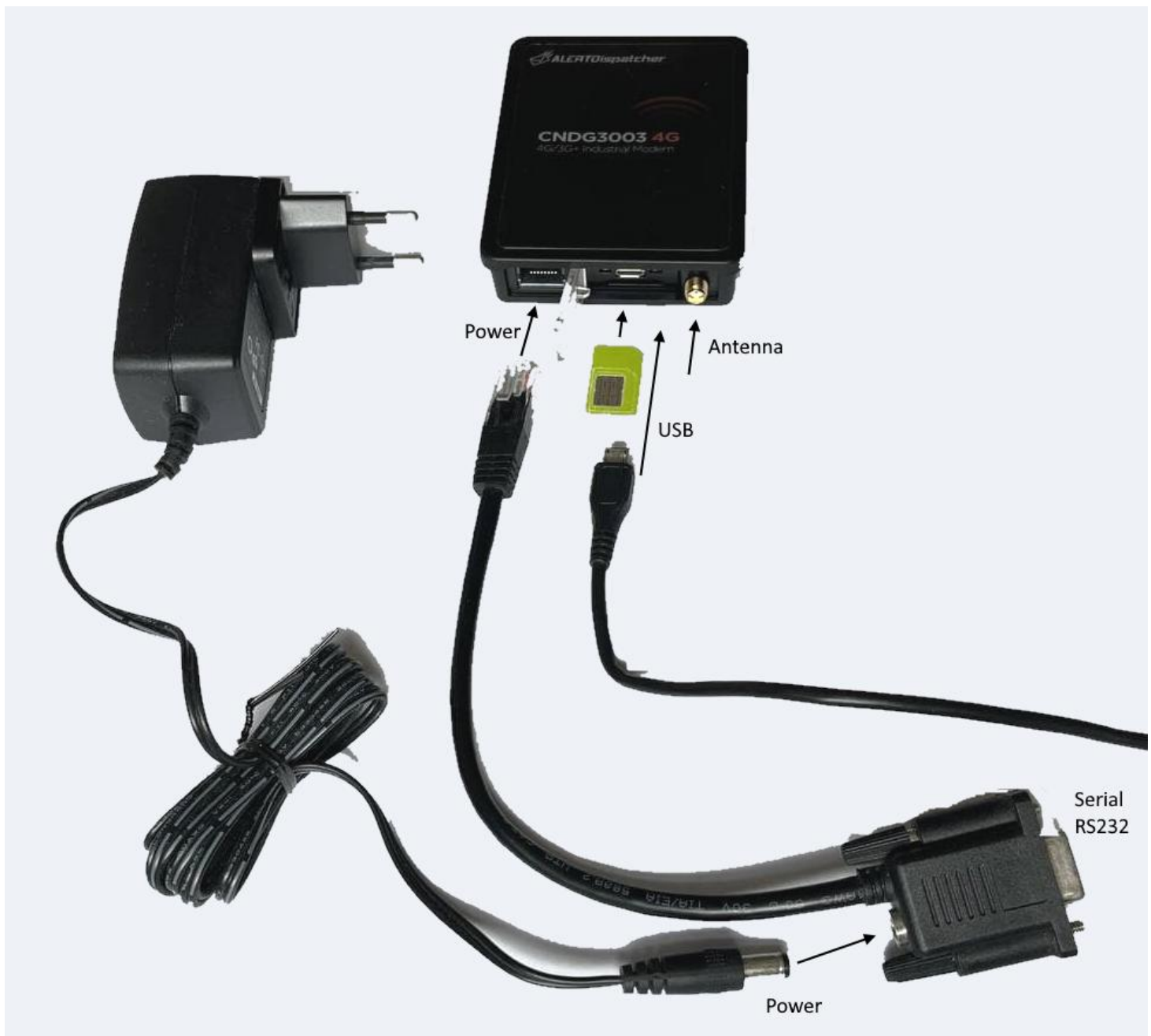
1). Install the SIM card into the modem and then connect the modem to your PC or Server.

Installing SIM card into Modem:

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

*ii). Place the SIM card with the __gold contact facing upwards and SIM card cut out corner pointing towards the SIM slot opening__. Then carefully insert the SIM card into the modem into the SIM slot opening located below the Type B micro USB port. **Note: If you're using a SIM card adapter, please do it very slowly to avoid the nano card slipping out of the SIM card adapter!!!*

iii). To eject an inserted SIM card, simply depress the SIM card gently into the modem and it will pop out.

2). Connect the CNDG3003 4G Modem to your PC/Server using the USB cable.
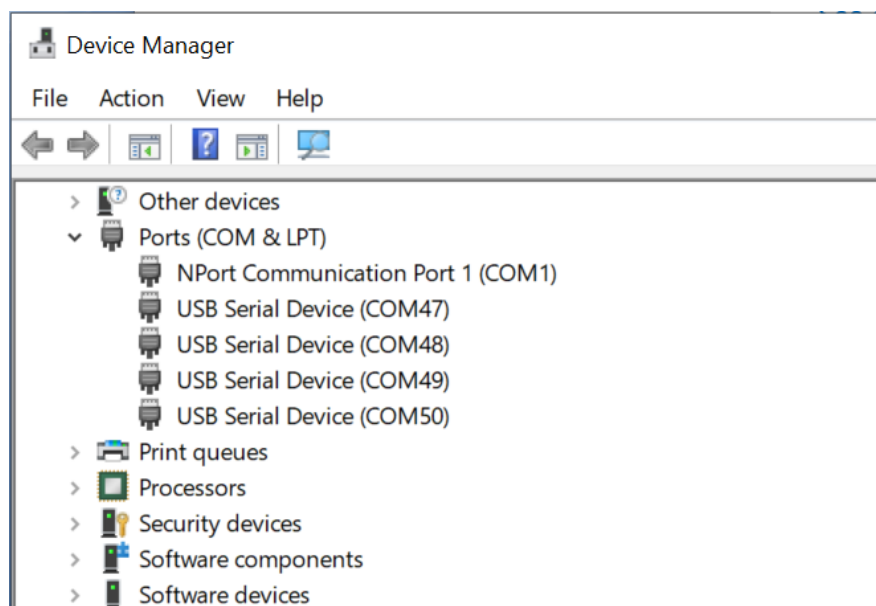
Connecting Modem to PC/Server:

A USB Type A (PC end) to Type B Micro USB adapter cable is provided to connect the modem to your PC Type A USB port. When connecting the Type B Micro USB adapter to the modem, please ensure you position the wider side of the male adapter closest to the top of the modem.

The CNDG3003 4G 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 MC89 LTE 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)".

Service	Server/Network Monitoring	Messages	S
Templates	Users and Departments	Help/Registration	
Modem Setup	Messaging Service Setup	System Setup	Servers Setup

Port	Status	Signal	Operator	Error(Warning)	Description

Adding Modem Port   ✕

☑ Enable Port

COM port: [▼]   [Open Device Manager]

CNCA0
CNCB0
COM1 (NPort Communication Port 1)
COM47 (USB Serial Device)(Device 1)

Baudrate: [Autodetect]

Mode:

Network Mode: [▼]

Description: [   ]

Modem CFUN (for expert user): [AT+CFUN=1,1   ]

[Ok]   [Cancel]

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

Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive M
Help/Registration			
Service	Server/Network Monitoring	Messages	Send

Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM47	Connected	12(Very poor)	starhub (LTE 4G)			115200	In and Out