Installation Guide for CNDG3003 Modem (For Windows 7, 2008, 2012 Server)

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.mc

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.

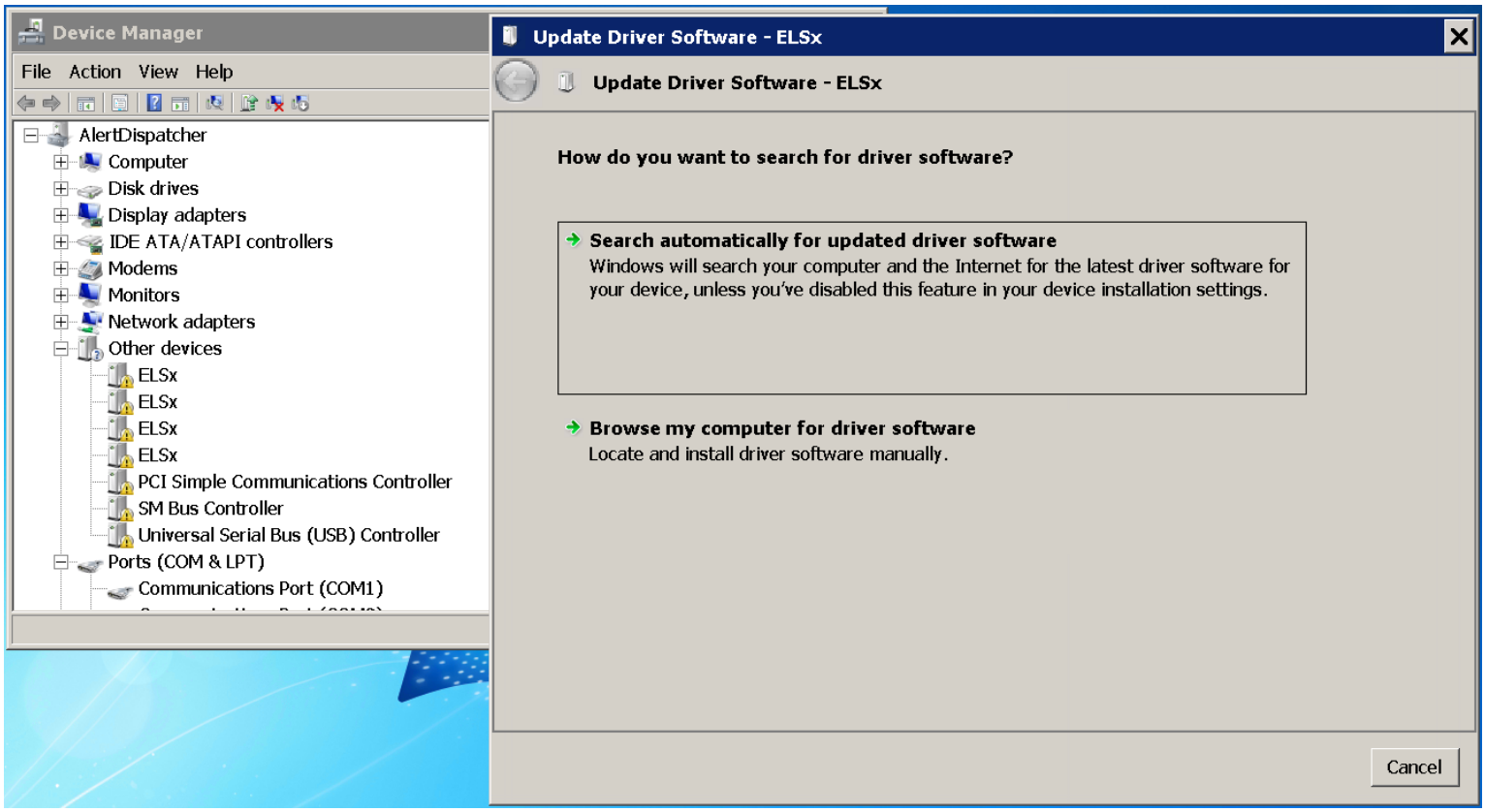
i). Connect the CNDG3003 4G Modem to your PC/Server using the USB cable.

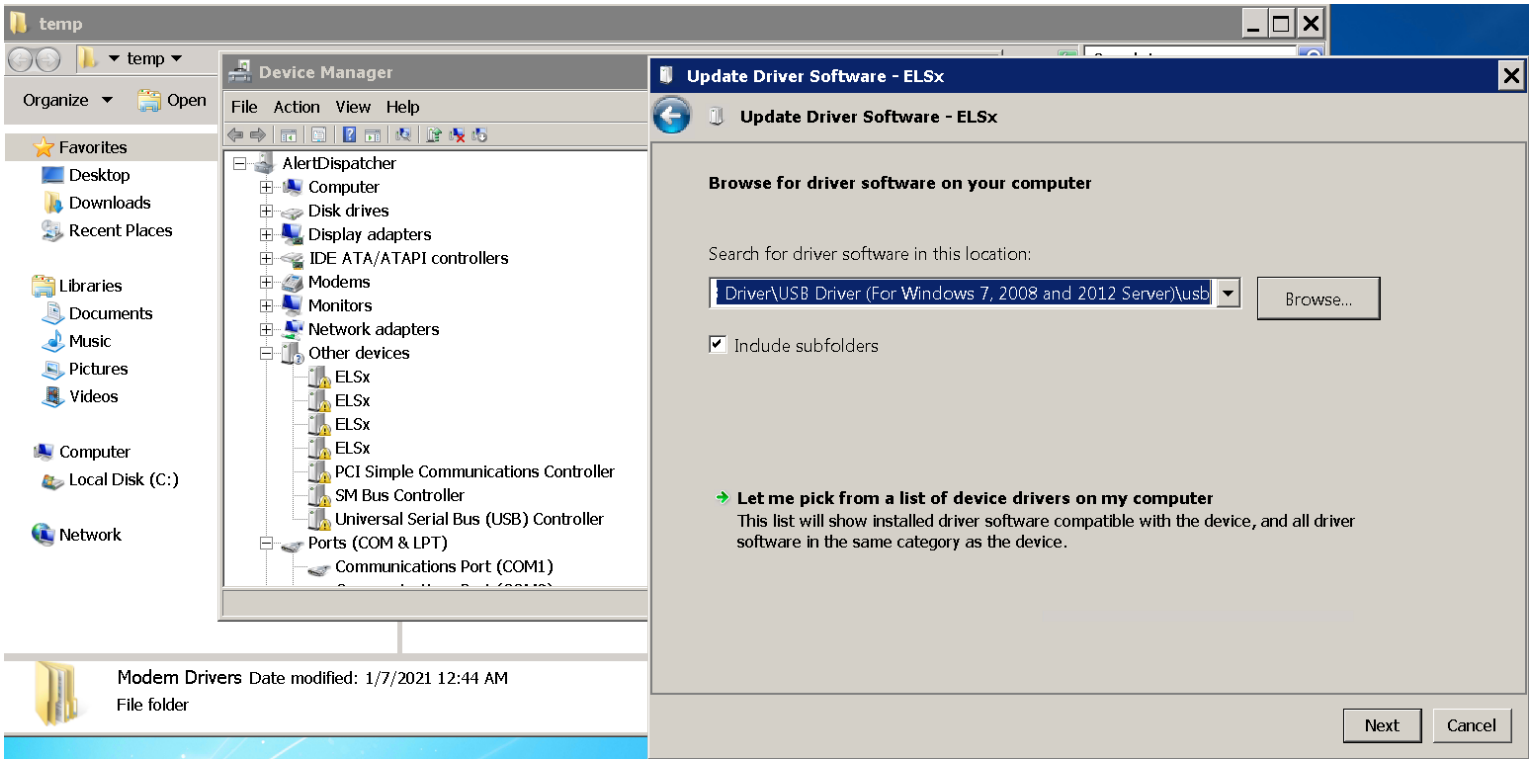
ii). The CNDG3003 4G Modem also supports direct serial port interface which does not require USB driver.

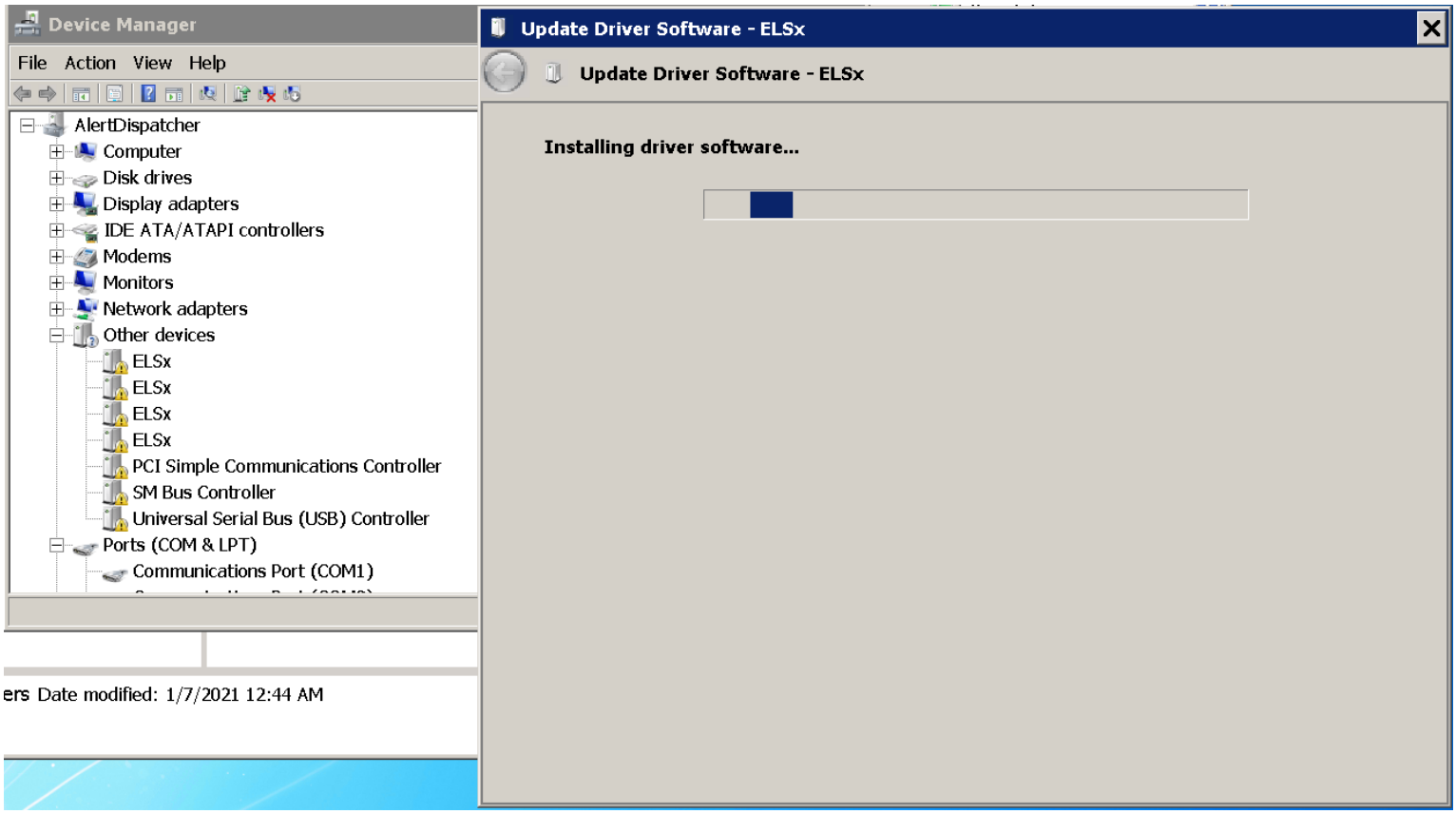
For Windows 7, 2008 and 2012, you will need to install the USB driver to use CNDG3003 4G Modem.

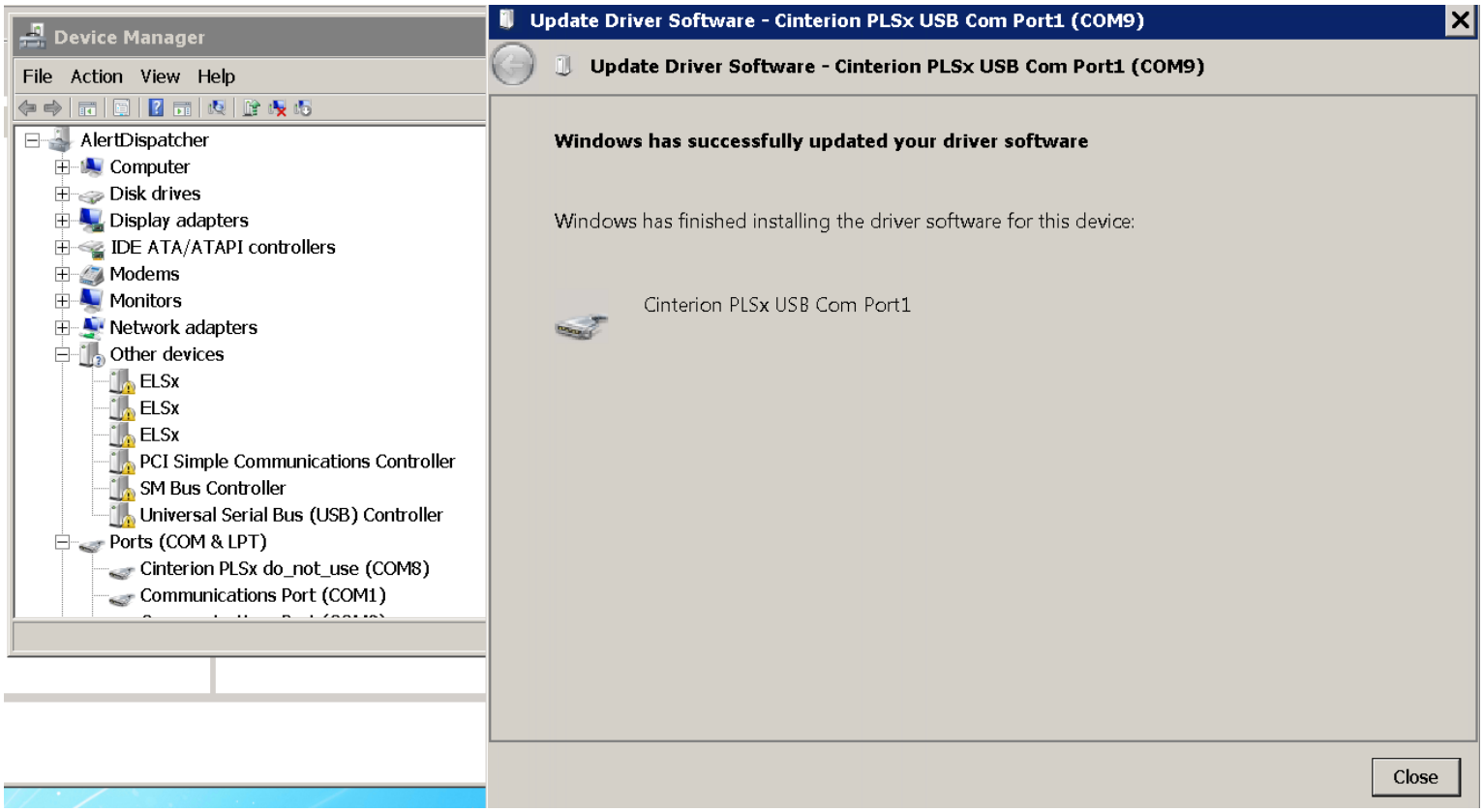
Browse my computer to the folder "Modem Drivers\CNDG3003 4G Modem USB Driver\For Windows 7, 2008 and 2012 Server\usb"

Warning: You must browse to \usb folder, please do not browse into \usb\x64 or \usb\x86 sub-folders as there are some drivers in the main \usb folder that must be installed, otherwise it can't work.

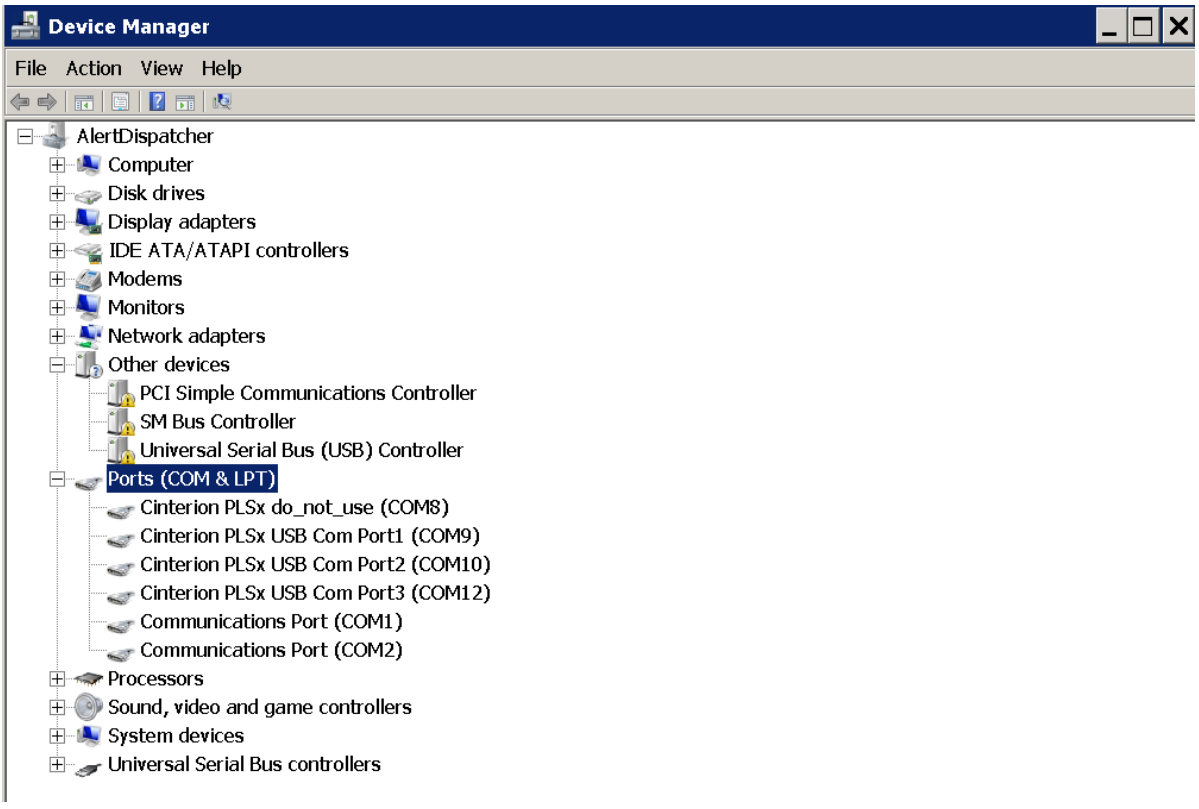



temp
Organize
Open
Favorites
Desktop
Downloads
Recent Places
Libraries
Documents
Music
Pictures
Videos
Computer
Local Disk (C:)
Network
Device Manager
File Action View Help
AlertDispatcher
Computer
Disk drives
Display adapters
IDE ATA/ATAPI controllers
Modems
Monitors
Network adapters
Other devices
ELSx
ELSx
ELSx
ELSx
PCI Simple Communications Controller
SM Bus Controller
Universal Serial Bus (USB) Controller
Ports (COM & LPT)
Communications Port (COM1)
Update Driver Software - ELSx
Update Driver Software - ELSx
Browse for driver software on your computer
Search for driver software in this location:
Driver\USB Driver (For Windows 7, 2008 and 2012 Server)\usb
Browse...
Include subfolders
Let me pick from a list of device drivers on my computer
This list will show installed driver software compatible with the device, and all driver software in the same category as the device.
Next
Cancel
Modem Drivers Date modified: 1/7/2021 12:44 AM
File folder


Device Manager
File Action View Help
AlertDispatcher
Computer
Disk drives
Display adapters
IDE ATA/ATAPI controllers
Modems
Monitors
Network adapters
Other devices
ELSx
ELSx
ELSx
ELSx
PCI Simple Communications Controller
SM Bus Controller
Universal Serial Bus (USB) Controller
Ports (COM & LPT)
Communications Port (COM1)
Update Driver Software - ELSx
Update Driver Software - ELSx
Installing driver software...
ers Date modified: 1/7/2021 12:44 AM

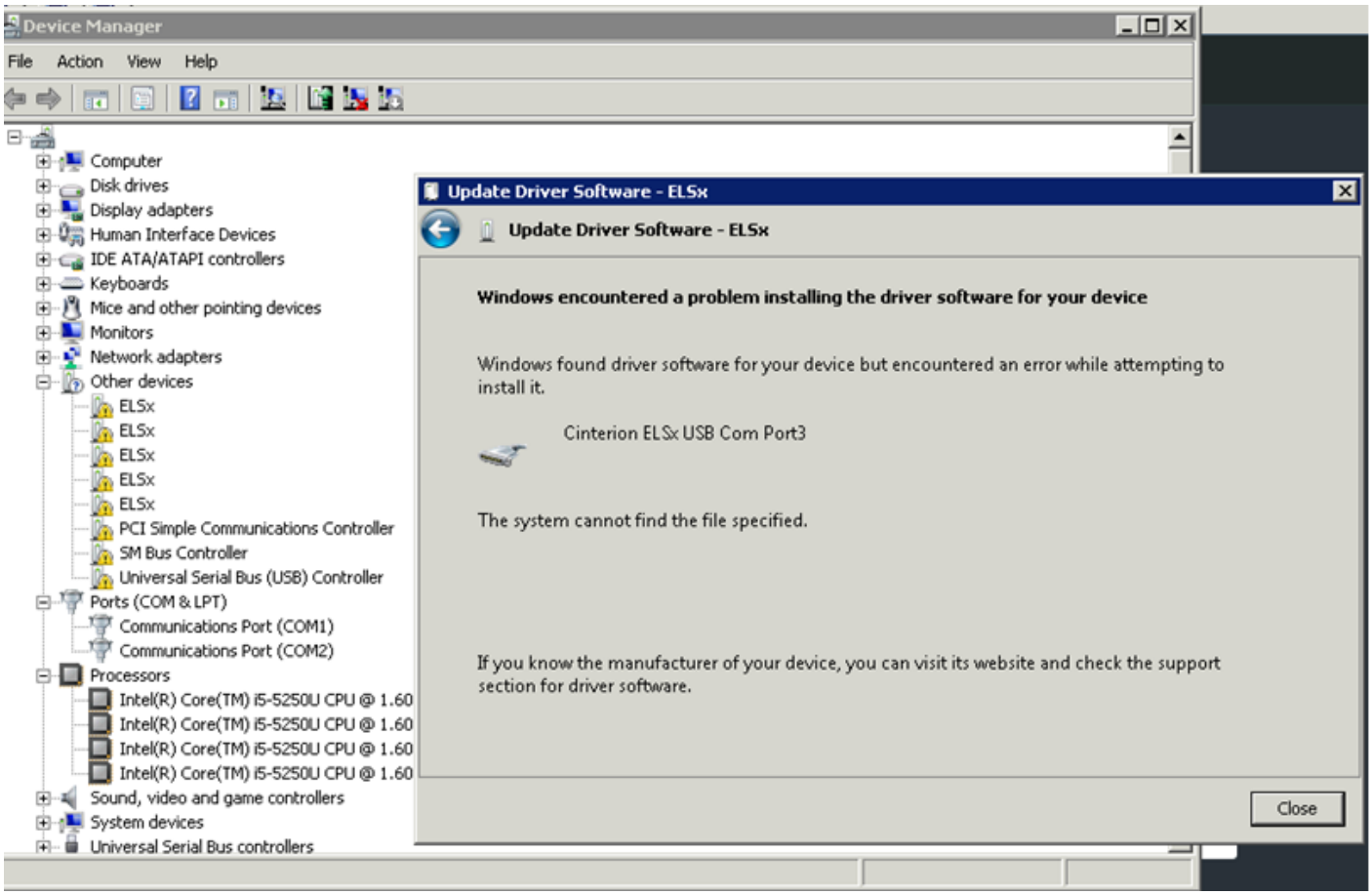


If the driver installed is "Cinterion PLSx USB Com Port1", you do not need to install the rest of the ELSx devices as we only need to use "Port1". Otherwise, you can select "Scan for hardware changes" to automatically installed the rest of the devices which will take some time. If this doesn't work, you can update them separately.

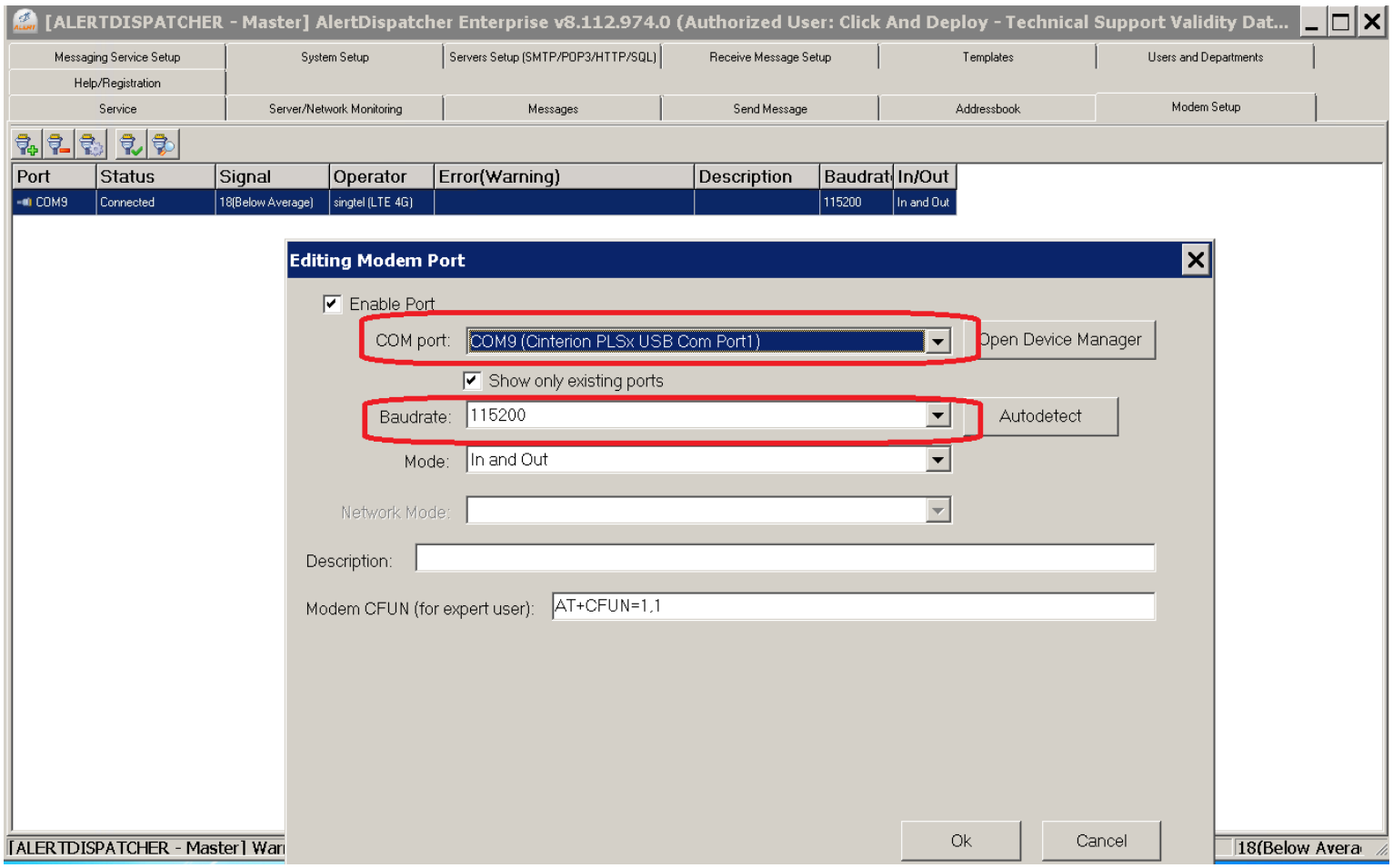


In the above example, the actual COM port to configure in AlertDispatcher is COM9 (Cinterion PLSx USB Com Port1).

The following error means Windows USB Serial Driver (usbser.sys) might not be installed on your Windows. Please go to Windows Event Viewer and check the Application logs for Driver installation error. Contact your dealer for further assistance.


Device Manager
File Action View Help
Computer
Disk drives
Display adapters
Human Interface Devices
IDE ATA/ATAPI controllers
Keyboards
Mice and other pointing devices
Monitors
Network adapters
Other devices
ELSx
ELSx
ELSx
ELSx
ELSx
PCI Simple Communications Controller
SM Bus Controller
Universal Serial Bus (USB) Controller
Ports (COM & LPT)
Communications Port (COM1)
Communications Port (COM2)
Processors
Intel(R) Core(TM) i5-5250U CPU @ 1.60
Intel(R) Core(TM) i5-5250U CPU @ 1.60
Intel(R) Core(TM) i5-5250U CPU @ 1.60
Intel(R) Core(TM) i5-5250U CPU @ 1.60
Sound, video and game controllers
System devices
Universal Serial Bus controllers
Update Driver Software - ELSx
Update Driver Software - ELSx
Windows encountered a problem installing the driver software for your device
Windows found driver software for your device but encountered an error while attempting to install it.
Cinterion ELSx USB Com Port3
The system cannot find the file specified.
If you know the manufacturer of your device, you can visit its website and check the support section for driver software.
Close

3). Configure the Modem on AlertDispatcher

After you have installed AlertDispatcher, you need to configure AlertDispatcher to use the "Cinterion PLSx USB Com Port1". This is done under the Modem Setup tab.

In the following example, the COM port to configure in AlertDispatcher is COM9, baud rate set to 115200.