

How to configure AlertDispatcher to use the Windows USB Serial Device Port of CNDG3003 4G Modem (For Windows 10, 2016 or higher)

1). First install the SIM card and then connect the modem to your PC or Server.

Installing SIM card into Modem:

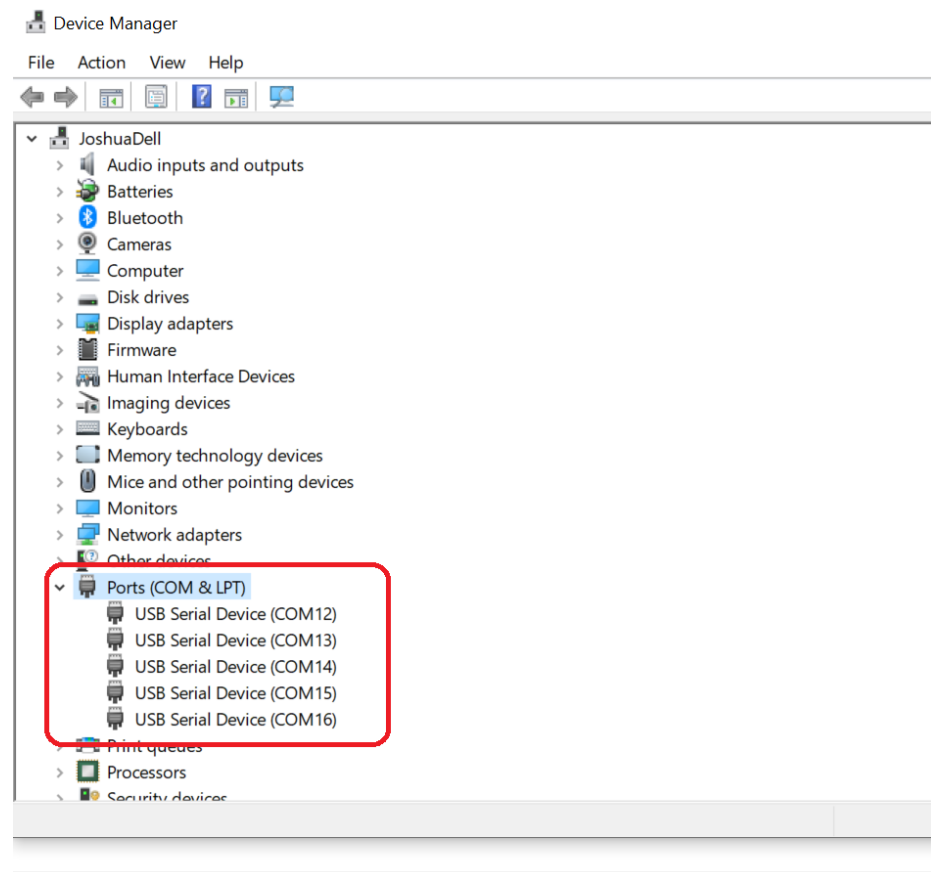
- i). For this test connection, you must install a working SIM card into the modem into the SIM slot opening located below the Type B micro USB port.
- ii). Power off the modem (before installing SIM card) by disconnecting power cable (RJ45 adapter), or turn off the power supply. Before inserting, place the SIM card with the gold contact facing upwards and SIM card cut out corner pointing towards the SIM slot opening.
- iii). 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!!!
- iv). To reject the inserted SIM card, simply depress the SIM card gently.

Connecting Modem to PC/Server:

i). 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, to avoid damage, please ensure you position the wider side of the male adapter closest to the top of the modem.

2). The CNDG3003 4G Modem supports USB plug and play for Windows 10, 2016 or higher using the native Windows USB Serial Driver. However, up to 5 USB Serial Device drivers (COM port numbers in sequence) are installed for each modem you connect to the PC and only some of the ports can be used by AlertDispatcher.

In the following example, COM12 to COM16 are used by the modem.



Install AlertDispatcher, go to Modem Setup tab and add the first USB Serial Device (lowest COM Port number) which in our example is COM12. Please set Baud rate to 115200.



Service	Server/Network Monitoring	Messages	Send Message	Addressbook
Templates	Users and Departments	Help/Registration		
Modem Setup	Messaging Service Setup	System Setup	Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup



Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
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Adding Modem Port



☒ Enable Port

COM port: COM12 (USB Serial Device)

Open Device Manager

☒ Show only existing ports

Baudrate: 115200

Autodetect

Mode: In and Out

Network Mode:







Description:

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

If you're getting an "AT Error", this means the COM Port used is not correct. Please try the next USB Serial Device.

AlertDispatcher Enterprise v8.112.974.0 (Authorized User: Click And Deploy - Technical Support Validity Date: 2021-07-25, MaxS...)

Service	Server/Network Monitoring	Messages	Send Message
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Addressbook	Modem Setup	Messaging Service Setup	System Setup









Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM12	Error	Unknown		AT Error. Please ensure that you are connecting to e		115200	In and Out

e] SMS Error: No working modem available

The next COM Port, COM13 works as shown in the next screen capture.

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Service	Server/Network Monitoring	Messages	Send Message
Servers Setup (SMTP/POP3/HTTP/SQL)	Receive Message Setup	Templates	Users and Departments
Help/Registration			
Addressbook	Modem Setup	Messaging Service Setup	System Setup



Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM13	Connected	13(Poor)	starhub (LTE 4G)			115200	In and Out