

Installation Guide for CNDMC89-LTE 4G 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 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 level with the top edge of the opening, otherwise the SIM card tray will not fit and may become jammed, or your SIM card may slide off and drop into the modem casing.**

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





WARNING: SIM Card tray is not inserted correctly and will jam!



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

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

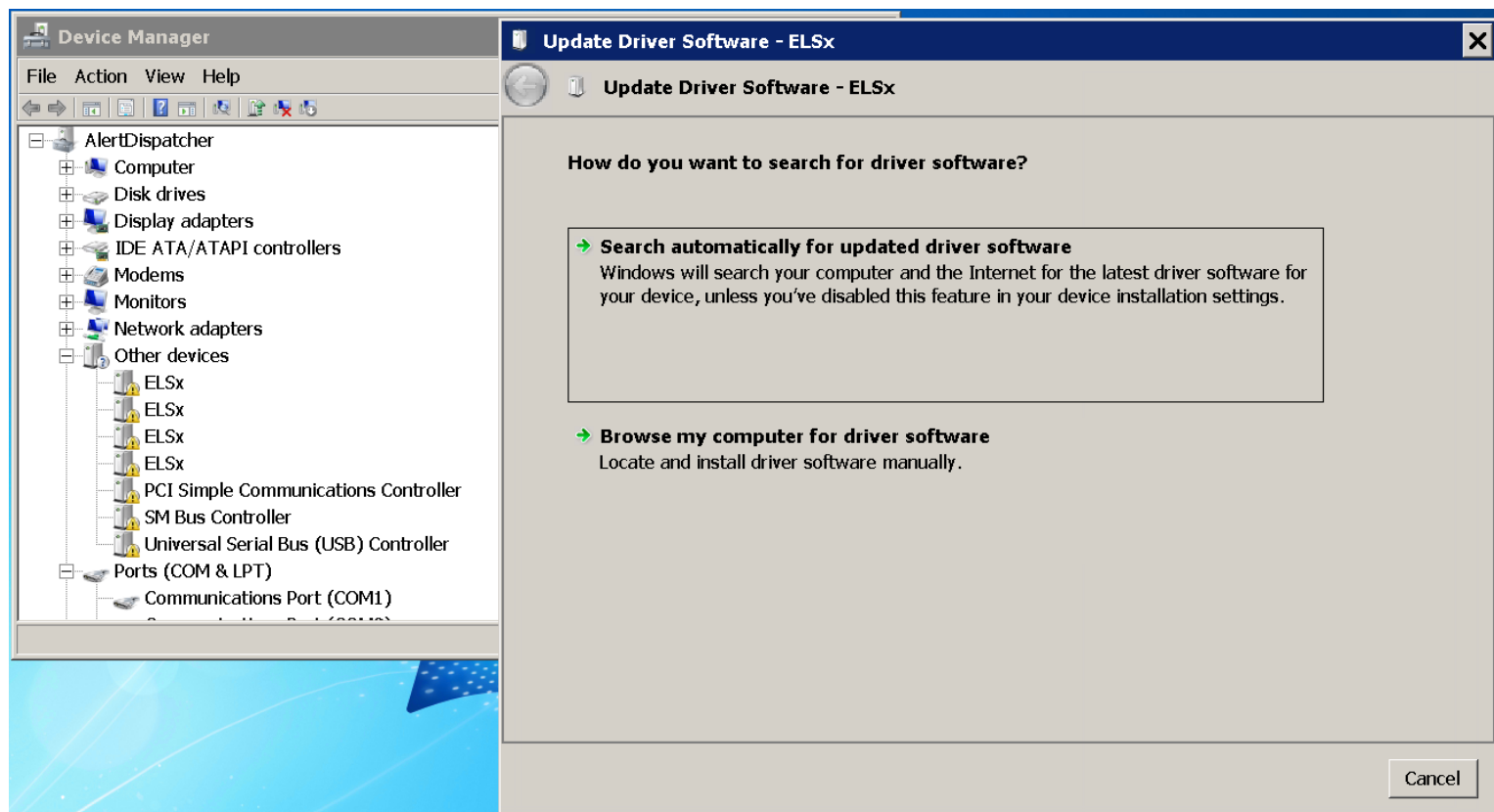
Connecting Modem to PC/Server:

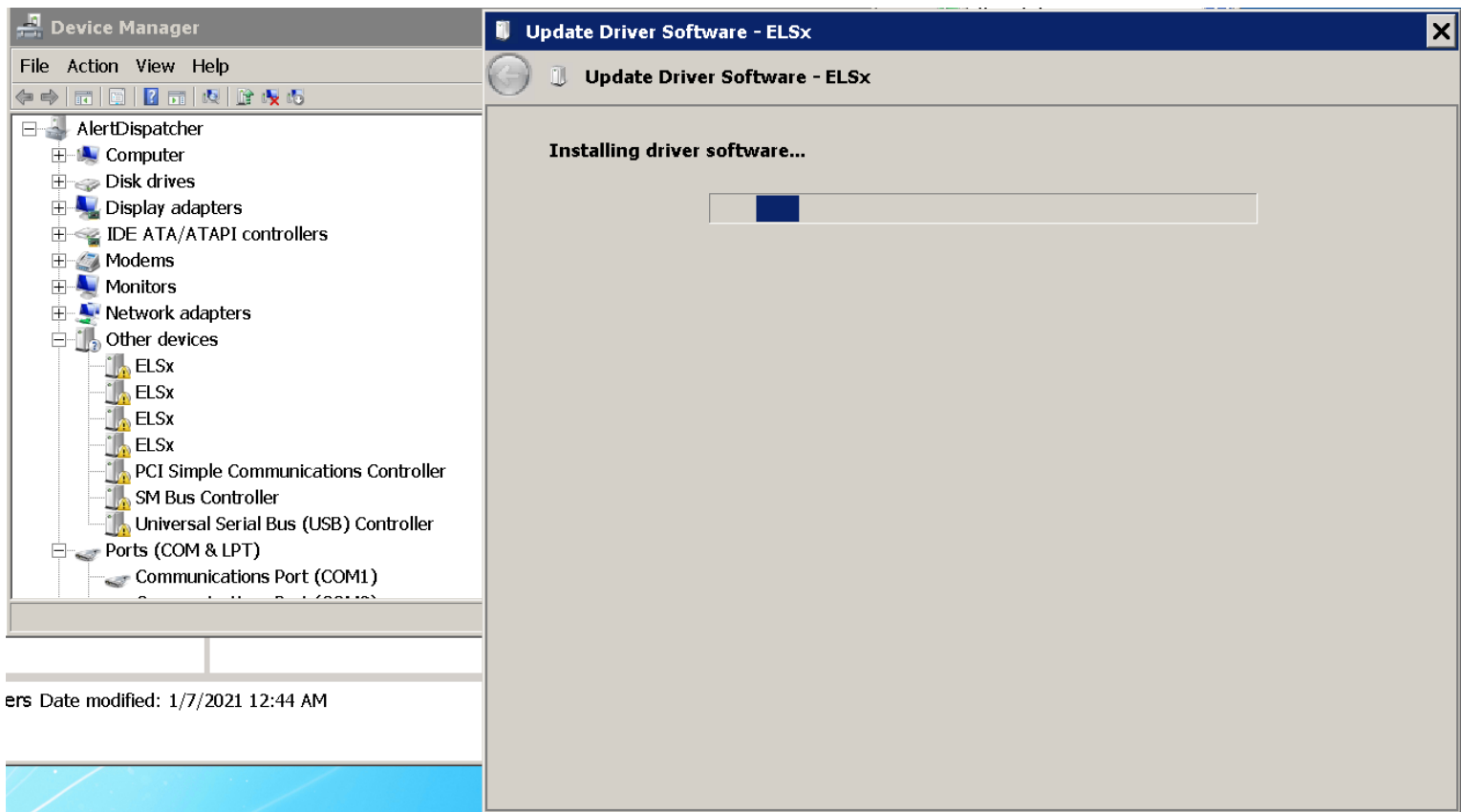
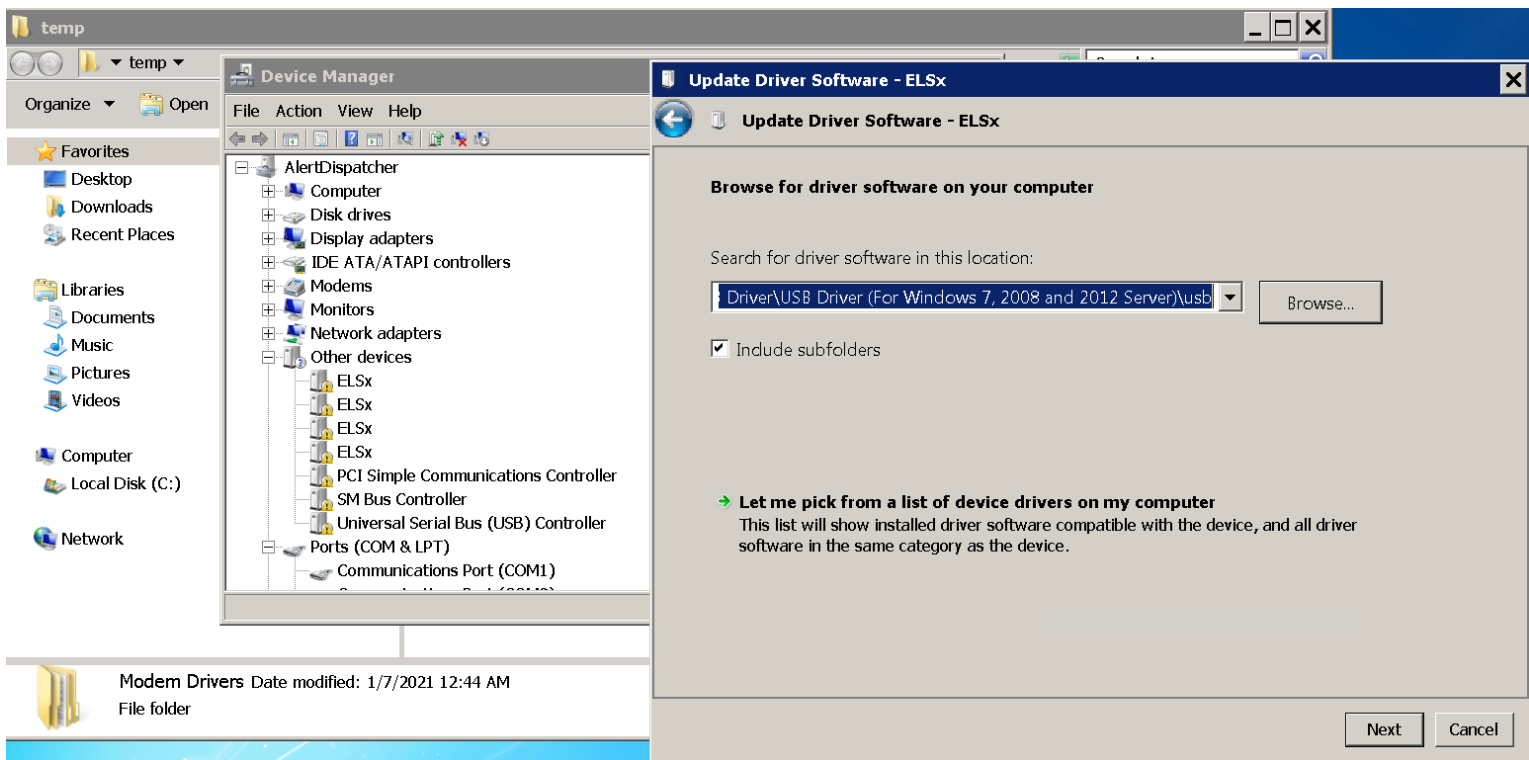
- i). Connect the Modem to your PC/Server using the USB cable.
- ii). The Modem also supports direct serial port interface which does not require USB driver.

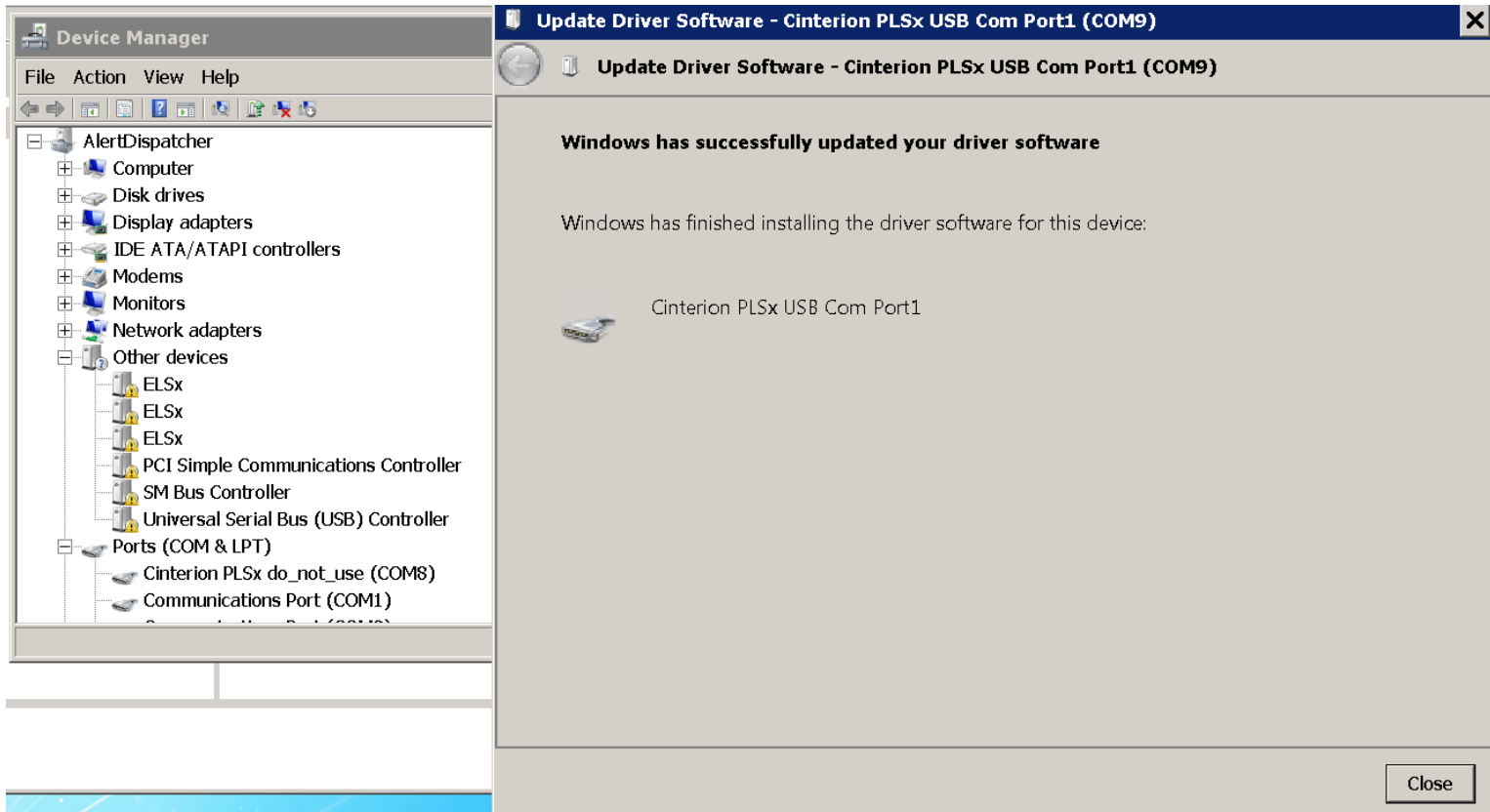
For Windows 7, 2008 and 2012, you will need to install the USB driver to use Modem.

Browse my computer to the folder "Modem Drivers\CNDMC89-LTE 4G Modem USB Driver\For Windows 7, 2008 and 2012 Server\usb"

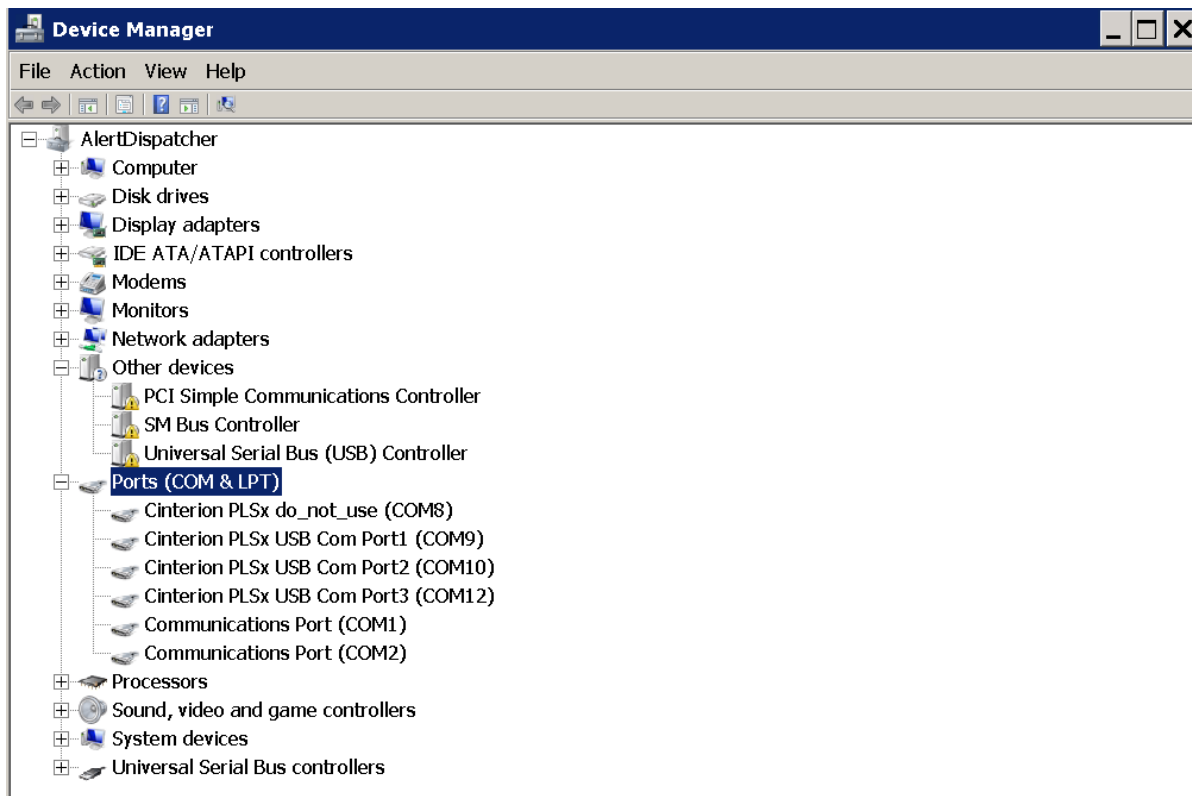
Warning: You must browse to \usb folder, please do not browse into \usb\x64 or \usb\x86 sub-folders as there are some drivers in the main \usb folder that must be installed, otherwise it can't work.





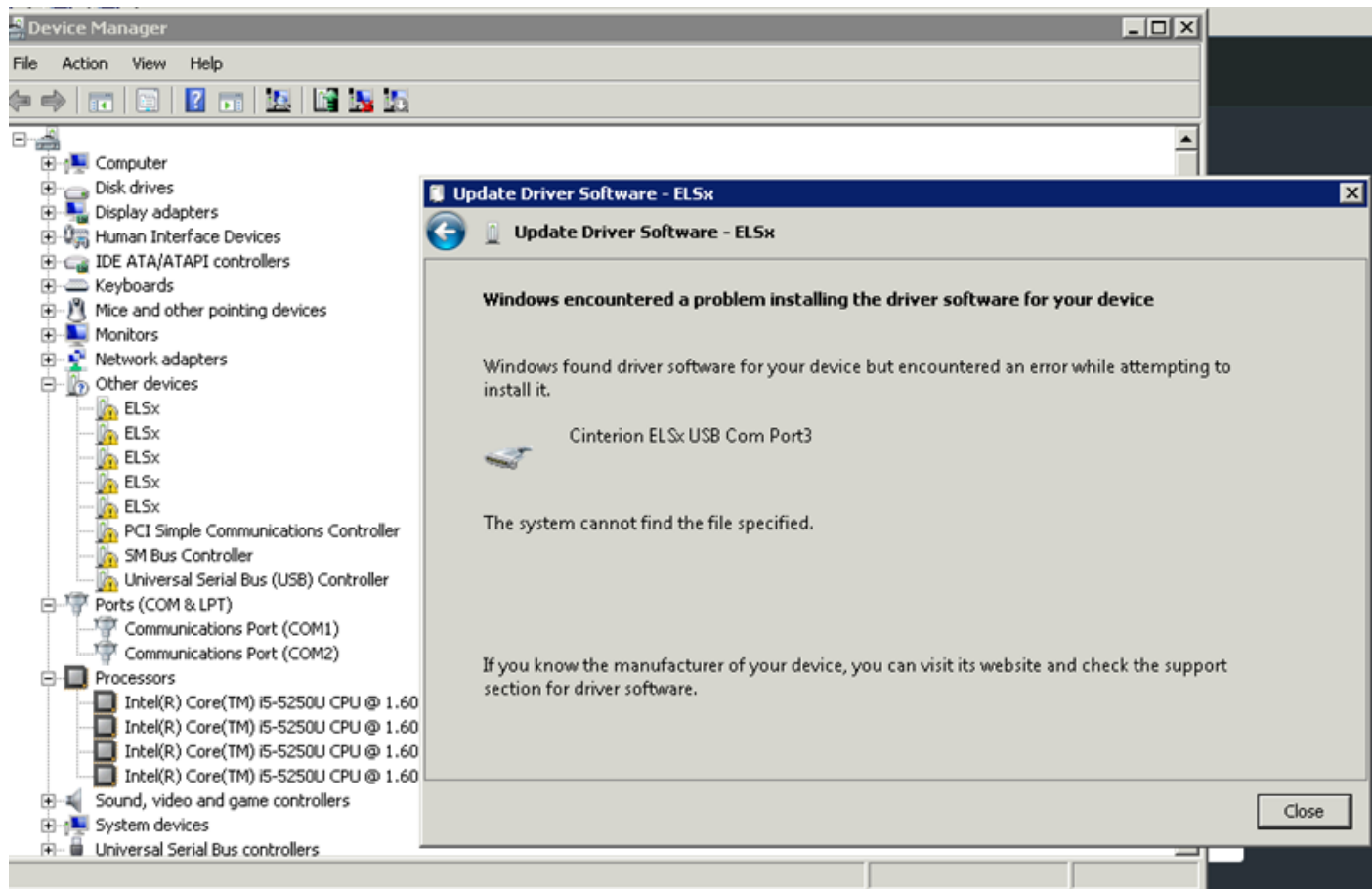


If the driver installed is "Cinterion PLSx USB Com Port1", you do not need to install the rest of the ELSx devices as we only need to use "Port1". Otherwise, you can select "Scan for hardware changes" to automatically installed the rest of the devices which will take some time. If this doesn't work,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



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.

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



Port	Status	Signal	Operator	Error(Warning)	Description	Baudrate	In/Out
COM9	Connected	18(Below Average)	single(LTE 4G)			115200	In and Out

Editing Modem Port

☒ Enable Port

COM port: COM9 (Cinterion PLSx USB Com Port1)

☒ Show only existing ports

Baudrate: 115200

Mode: In and Out

Network Mode:

Description:

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

Open Device Manager

Autodetect

Ok

Cancel