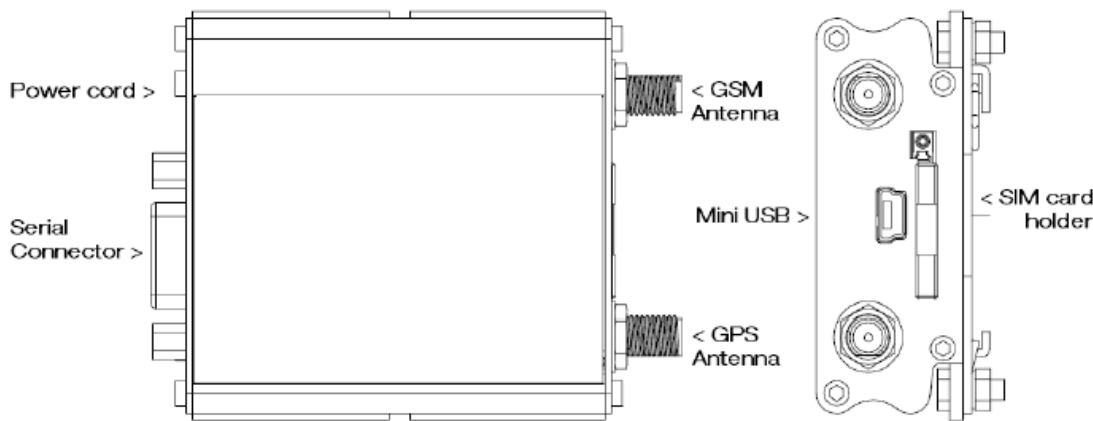# *Important Installation Notes for CNDM100 3G Modem*

1. Exercise caution. The modem parts (especially the connections) are <u>delicate</u>. Please <u>proceed slowly</u> when connecting the <u>power supply cable</u> to the modem and when inserting the <u>SIM card</u> into the modem.

2. Installing/Changing SIM card (Standard SIM Size - not micro or nano). Please <u>ensure that you are using a new 3G SIM card</u>. <u>Before inserting the SIM card</u>, the modem power supply should be <u>switched off</u>. Use a ball pen to eject the SIM holder by pressing the yellow eject button. Put the SIM card to the tray, make sure flushes and fits onto the tray, then carefully and slowly put back the tray into the slot. The SIM card tray should slip in easily, and if it doesn't, this means the SIM card is placed wrongly.

Note: When removing the SIM card, <u>do not</u> pull out the SIM holder without pushing the ejector button.
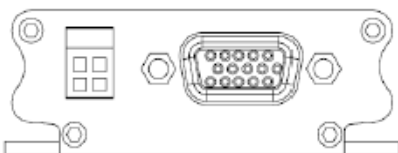

3. Installing magnetic mount antenna and Power supply. Connect the mounted cable antenna to the SMA male connector (on your right when facing the connectors) marked "GSM" or "Cellular" on the modem.

Carefully plug the DC Molex connector of the power cord in the modem and the indicator light will turn on.

*** WARNING *** 1. When removing the Power supply cable, **<u>DO NOT</u>** attempt to pull out the cable without squeezing the release lock found on the sides of the connector.
2. If you need to move the antenna, **<u>DO NOT</u>** pull the antenna cable after the magnetic mount has been mounted. Detach the magnetic mount and move it.
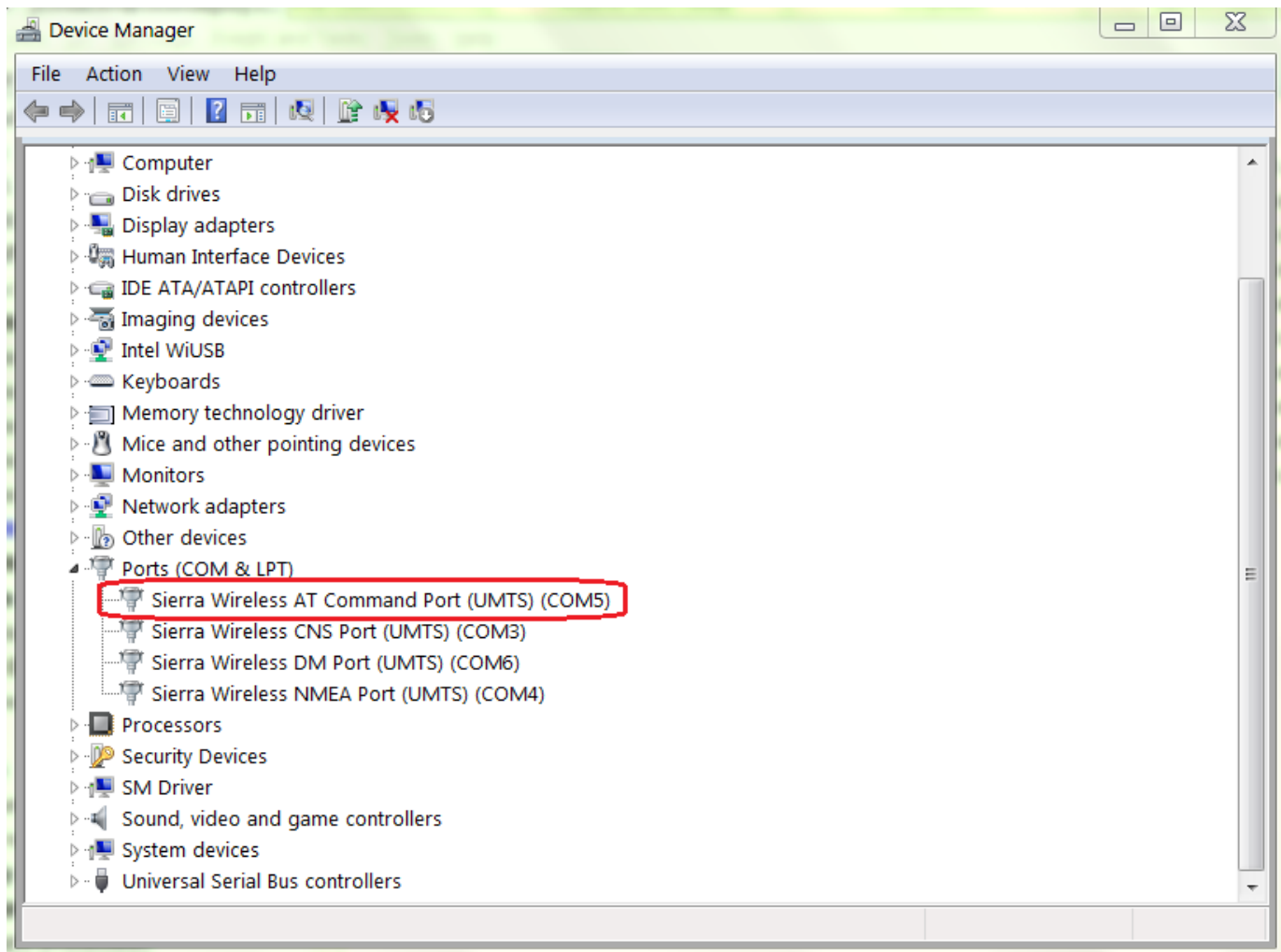
4. Connecting modem to machine.

A. Serial Cable: If you're installing onto an old machine (Windows 2008), to avoid USB driver issues, please use the serial cable if your PC has a working RS232 serial port. You do not need to install a driver if you are connecting via serial port (usually COM1, baud rate 115200).

B. USB Cable: If you're using USB cable, please install the 3G modem USB Driver from the CDROM. The USB driver will create 4 virtual COM ports as shown below. After you have installed the USB driver and connected the modem, go to *Control Panel --> System --> Device Manager --> Ports (COM & LPT).*

Please use the COM Port labelled *"Sierra Wireless AT Command Port (UMTS)"* to configure your modem in AlertDispatcher - COM5 in the following example (baud rate: 115200).

****NOTE: If Sierra Wireless device doesn't appear under "Device Manager" -> "Ports", please **turn off and then on** the power supply. If "SL8082TR" appears as "Unknown device" under "Other devices", right click on the icon, select "Update Driver Software", followed by "Browse my computer for driver software" and search for driver software in this location - "C:\Program Files\Sierra Wireless\USBDriverInstaller_SL80XX\Drivers". You will need to repeat this action for all "SL8082TR" devices.