How to install USB driver for CNDG3003 4G Modem (For Windows 7, 2008, 2012)

1). First install the SIM card and then connect the modem to your PC or Server.
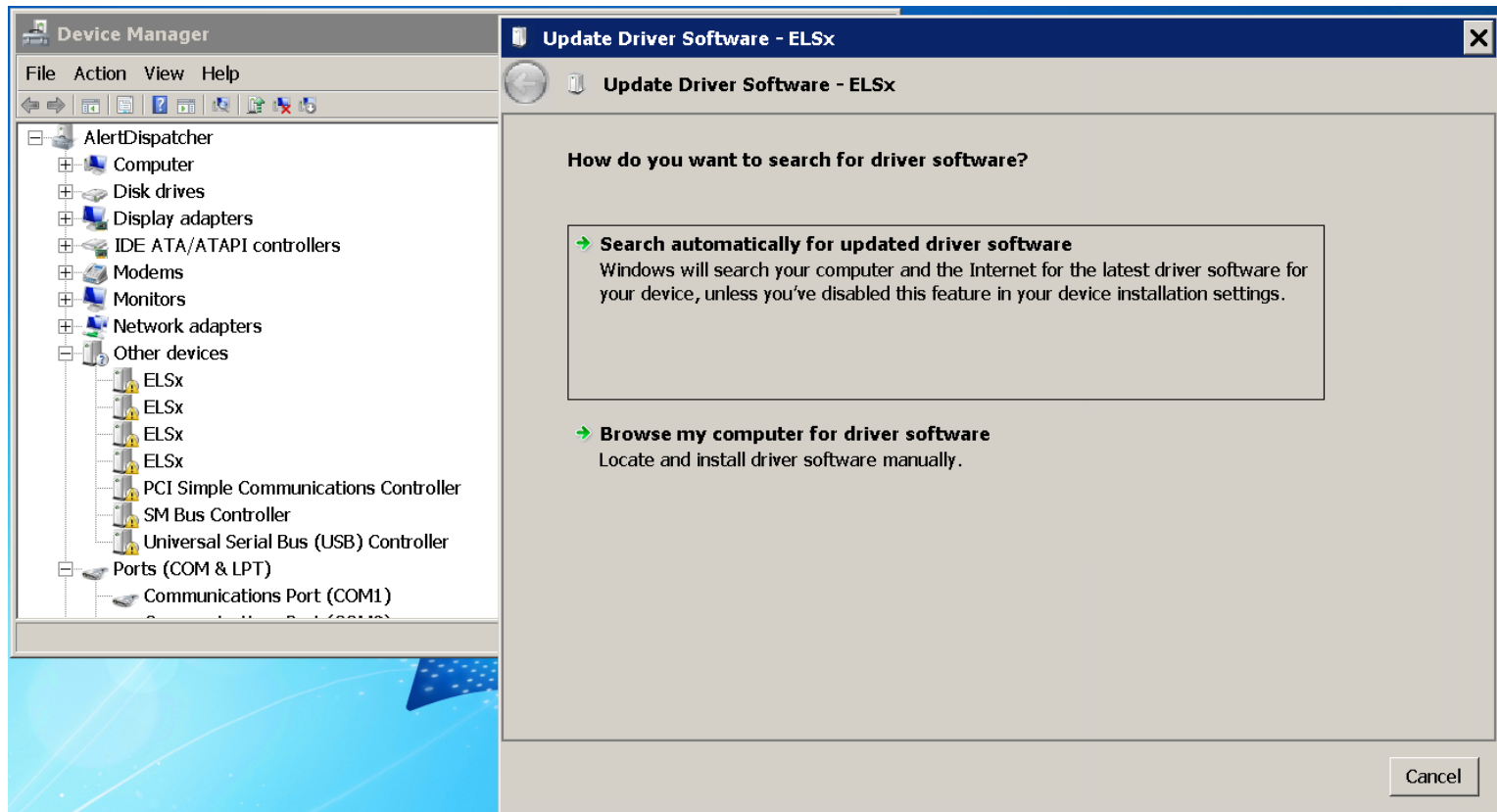
Installing SIM card into Modem:
i). For this test connection, you must install a working SIM card into the modem into the SIM slot opening located below the Type B micro USB port.

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, <u>please do it very slowly to avoid the nano card slipping out of the SIM card adapter!!!</u>

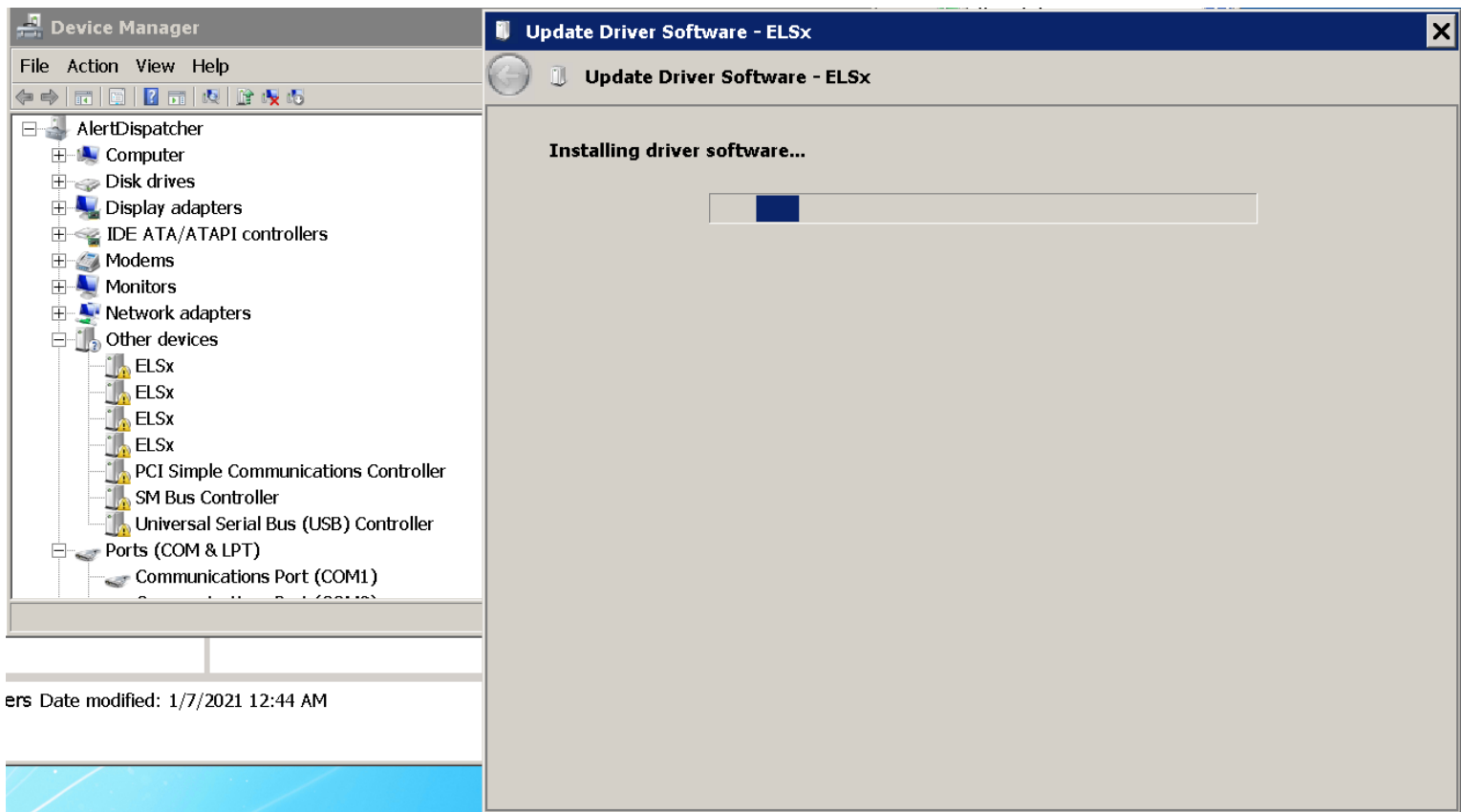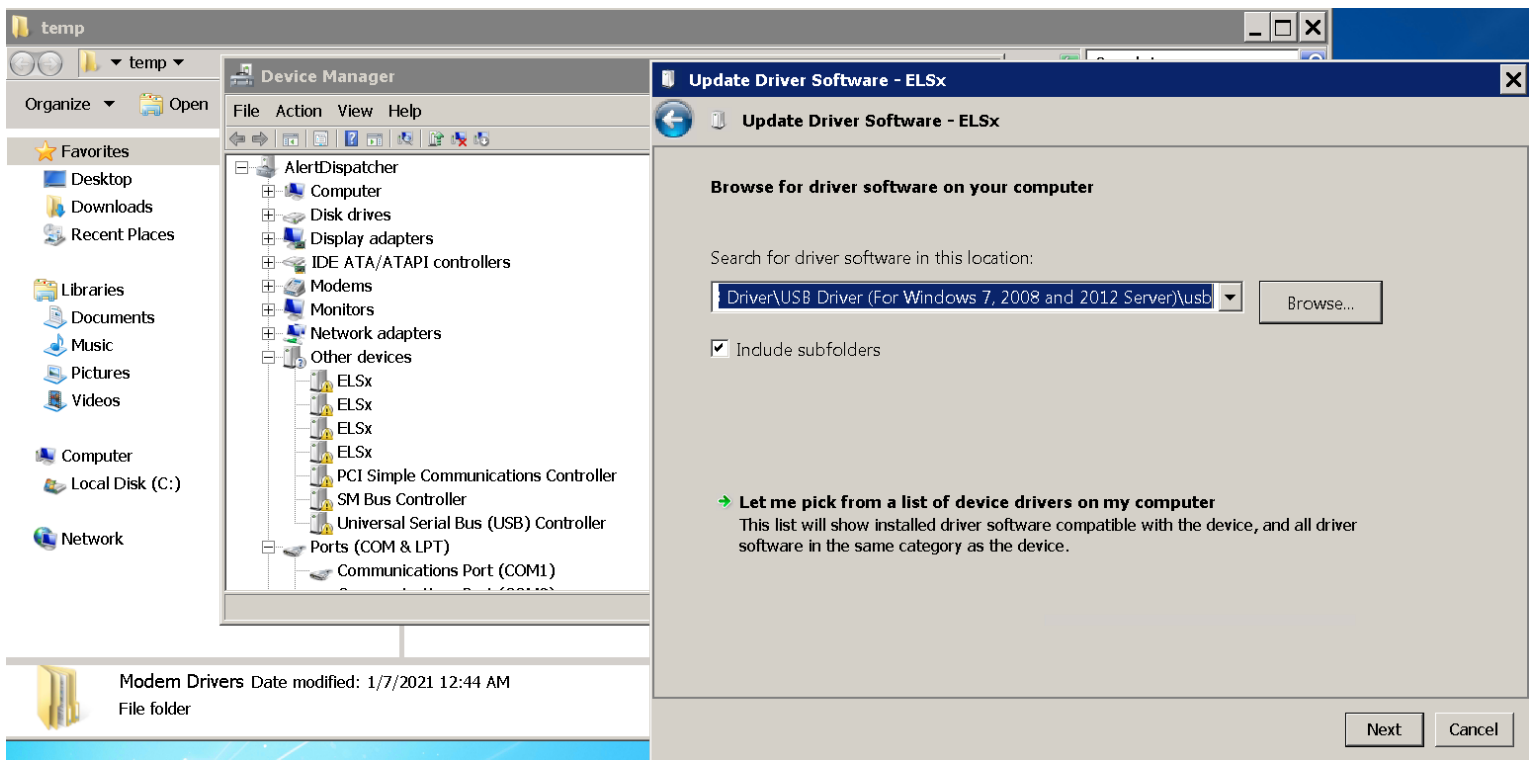*iv). To reject the inserted SIM card, simply depress the SIM card gently.*

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.

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

2). 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\USB Driver (For Windows 7, 2008 and 2012 Server)\usb".

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Favorites
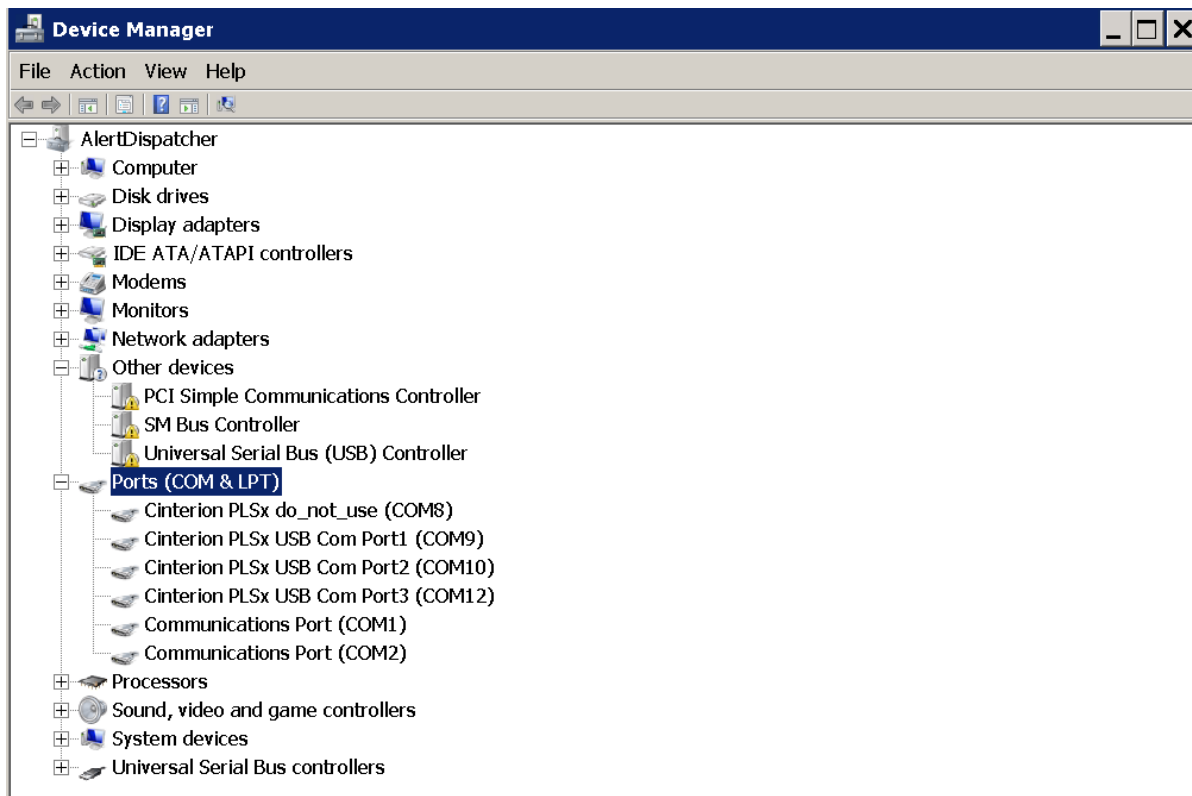Desktop
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Libraries
Documents
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Pictures
Videos

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)

Modem Drivers Date modified: 1/7/2021 12:44 AM
File folder

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

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)

ers Date modified: 1/7/2021 12:44 AM

Update Driver Software - ELSx

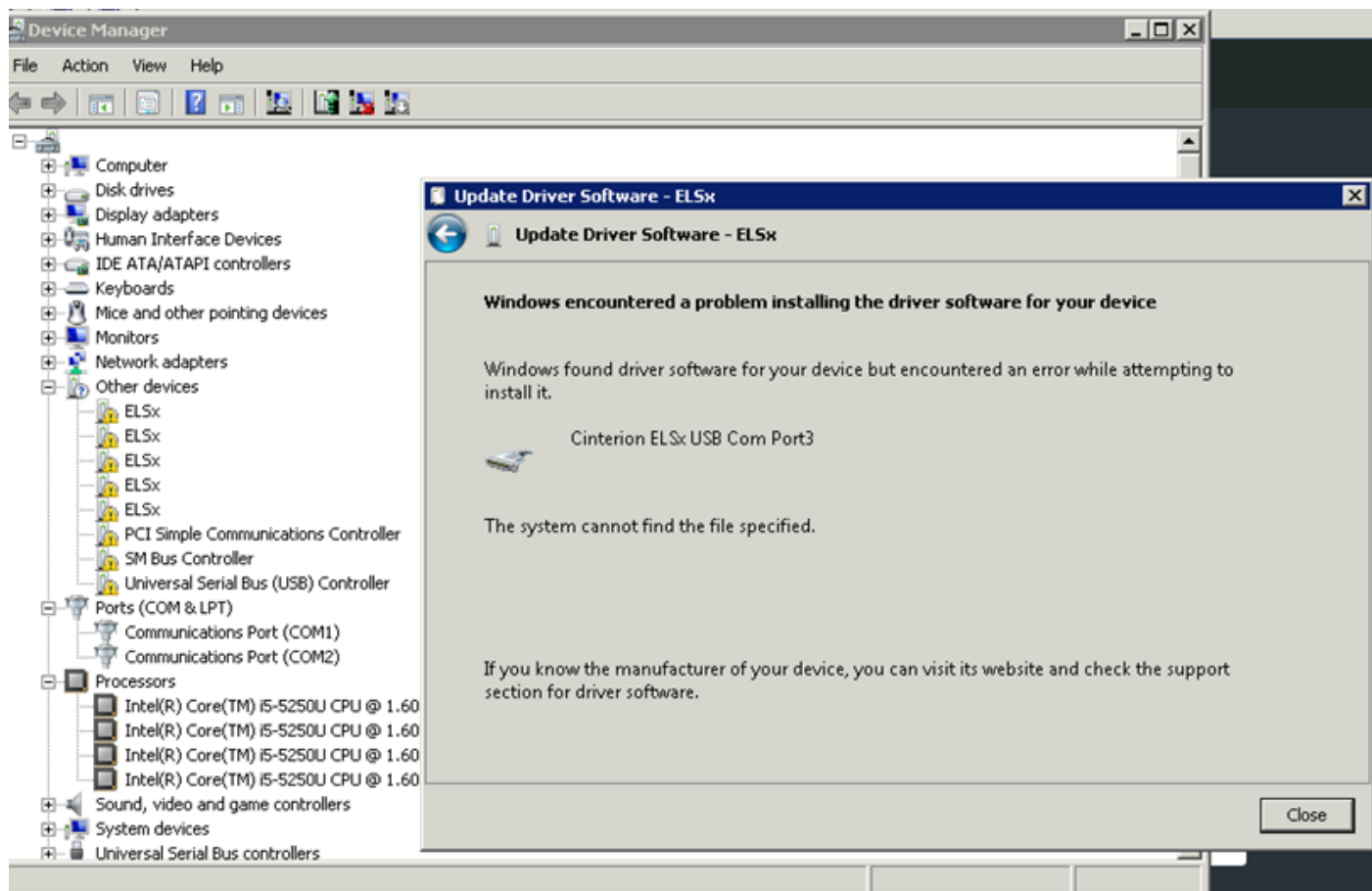Update Driver Software - ELSx

Installing driver software...

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). 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.