



ModemCOM/G10 (CM1100) Quick Start v0.1

Thank you for purchasing our device! We hope this feature-packed, user-friendly device will satisfy your expectations. Please take few minutes to read this Quick Start Guide before starting to work with ModemCOM/G10. This would make the installation and use of the device easier.

INTRODUCTION

This **Quick Start Guide** has been prepared for **Windows XP (SP2)** operating system. For installation guide on other supported operating systems, please refer to **User Guide** provided on CD.

ModemCOM/G10 is a device designed for data transmission via GSM Network. The design of this modem enables the connection to your PC through COM interface. Once connected to the PC, you can send SMS or access the Internet via one of the data transmission types supported by your GSM operator. ModemCOM/G10 supports the following data-bearers: GPRS, CSD and SMS.

CONTENT OF YOUR PACKAGE

- 1) ModemCOM/G10 device.
- 2) COM extension cable.
- 3) CD (including drivers and appropriate documentations).
- 4) Quick Start Guide.

If any of the components are missing please contact your local distributor.

HOW TO BEGIN?

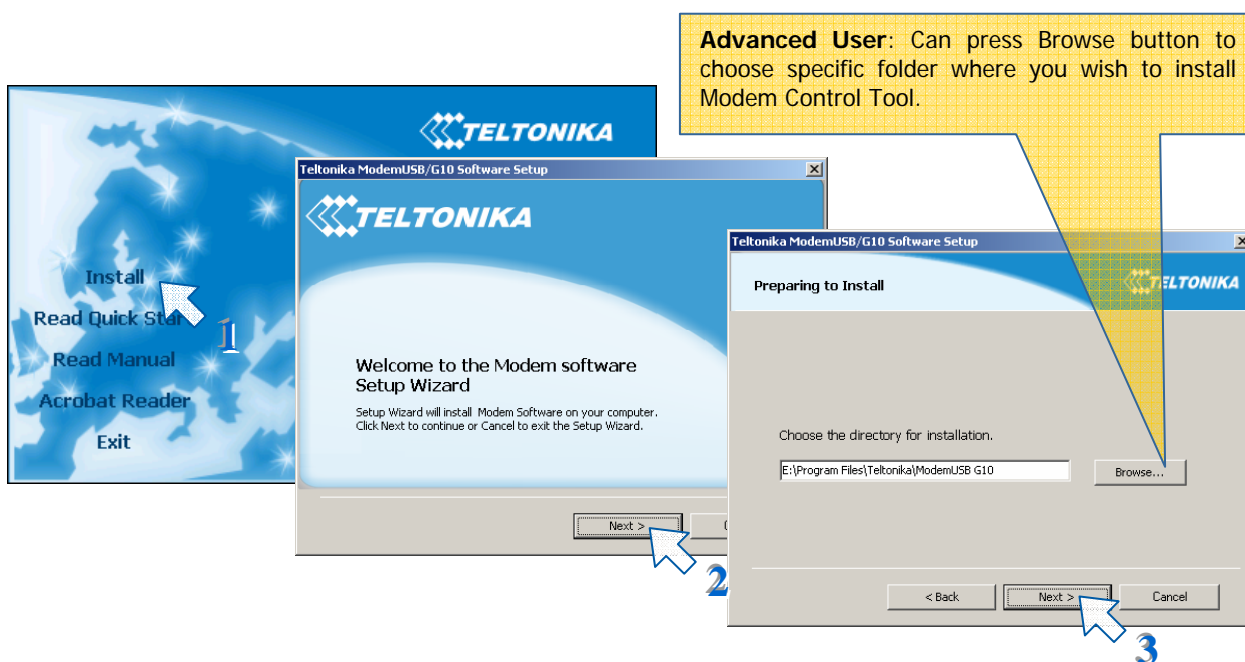
Before you begin make sure that:

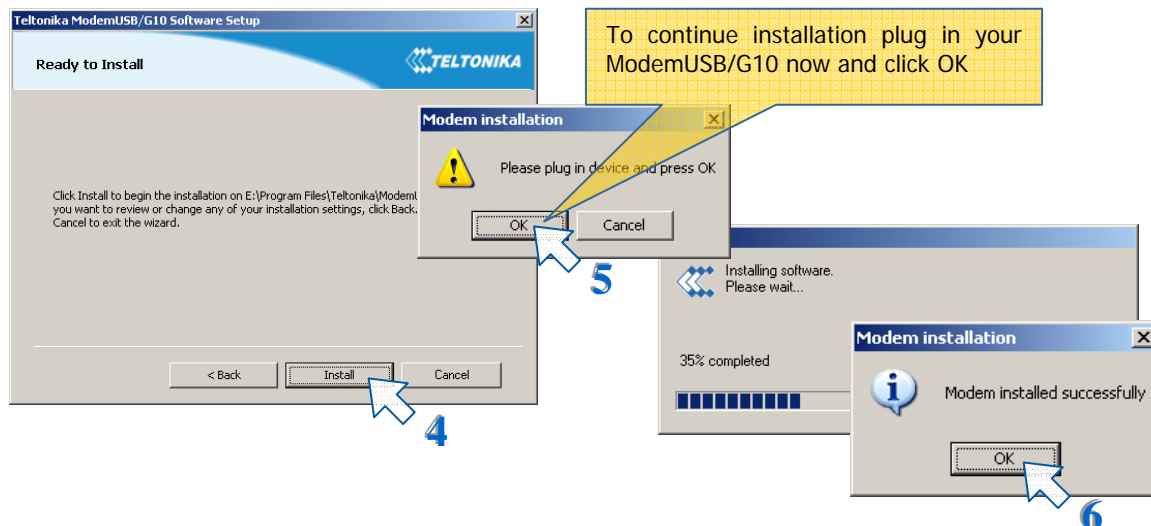
- You are using Windows XP operating system with SP2 installed and your personal computer hardware meets minimal requirements of this operating system. For installation guide on other supported operating systems, please refer to **User Guide available** on CD.
- You have a GSM SIM card with activated data transfer service.
- ModemCOM/G10 is ready to work – SIM card is pushed in.
- Dial-up networking is installed on your PC (OS) (this should be installed with OS by default).
- TCP/IP protocol is installed on your PC (it should be present in your OS by default).

INSTALLING THE MODEM CONTROL TOOL

*Notice: Whenever the driver installation is going to be performed, the modem should be **unplugged** from the PC!*

Open the ModemCOM/G10 package, take out the CD and insert it into your CD drive. Click Install in automatically opened window. If the window did not appear, run autorun.exe file located on the CD. The installation procedure of the ModemCOM/G10 modem will begin.





SETTING UP AN INTERNET CONNECTION

Using ModemCOM/G10 you can access the Internet via one of the following data transmission types:

- GPRS packet data transfer. In this case you have to know the APN, User Name and Password (all these parameters would be provided by your GSM operator).
- CSD data transfer. You have to know the phone number of a dial-up server (all these parameters would be provided by your GSM operator).

In this section we will provide you with general information and procedures necessary for setting up an Internet connection to your PC.

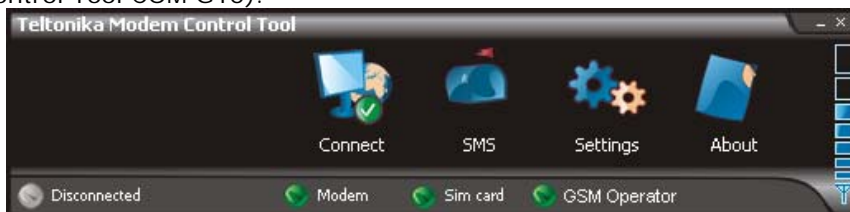
If GPRS data transfer is used, you have to set up an APN (Access Point Name), Phone Number, User Name and Password if necessary (all these parameters would be provided by your GSM operator). If you are using CSD, you have to know the phone number of the dial-up server. Setting up an Internet connection to your PC:

- 1) Start the **Modem Control Tool**.
- 2) Select **Settings -> Connection**.
- 3) Enter the **APN, User Name** and **Password** (user name and password are not always needed; it depends on your network operator).
- 4) Enter the Phone Number: ***99#**.
- 5) Click **Update** after the data was entered.

Connecting to the Internet

Make sure, that the SIM card is properly inserted into device, the device is properly connected to the PC its „Power“LED is ON and the drivers are installed properly.

Start the **Modem Control Tool** program. The program can be started from the PC desktop by double-clicking on the Modem Control Tool G10 shortcut (or Start -> Programs -> Teltonika ModemCOM G10 -> Modem Control Tool COM G10).



- 1) The program should automatically detect a connected modem. If this does not happen, select **Settings->Main**. Select present modem from list of modems and click **Set as current modem** button.
- 2) When **Connect** is clicked, the modem will start establishing connection to the Internet.

Sending SMS

Note: Please make sure that SMS service is supported by your operator. Please ensure that a SMS centre number is entered (Modem Control Tool -> Settings -> SMS). If it isn't, ask your GSM operator for the SMS centre number and enter it manually.

SMS sending sequence:

- 1) Run **Modem Control Tool**.
- 2) Click **SMS**.
- 3) Enter recipient's phone number.
- 4) Enter the text.
- 5) Click **Send**.

Wait for a dialogue box, which will inform you about successful or unsuccessful procedure.



INDICATION

A LED indicator "Power" is" is located on the side of ModemCOM/G10. This LED indicates the operating mode and failure conditions of the modem.

"Power" is" LED's Status	Modem status
„Power" LED is on	Modem power supply is on
„Power" LED is off	Modem power supply is off

A LED indicator "Status" is" is located on the side of ModemCOM/G10. This LED indicates the operating mode and failure conditions of the modem.

"Status" is" LED colour	LED Status	Modem Description
Green	ON	Modem ready
Green	Slow blink	Initialization
Green	Double blink	Limited service PIN/PUK required
Orange	Continuously blinking	Network absent
Orange	Slow blink	GPRS fail
Orange	Double blink	No SIM



TROUBLESHOOTING

- 1) Problem: Modem Control Tool does not detect the modem.
Solution 1: Remove and insert back the modem, check if the SIM card inserted properly.

Solution 2: Check if the device is properly connected and Power LED is on. Also check if the modem is being displayed in "Windows Phone and Modem Options" (control panel) Modems menu. If not remove the modem and insert it back. If removing the modem does not help, please try to reboot your PC.
Solution 3: Check if the drivers are installed properly. Driver status you can checked in Windows Device Manager, if there will be problems with the Modem or COM ports, please uninstall the software and try to install it again. If does not help contact your local distributor.
- 2) Problem: Can't connect to the Internet.
Solution: Check if the network parameters are entered correctly.
- 3) Problem: If Windows/Modem Control Tool cannot find the modem when it is physically connected to different COM port.
Solution: If the modem is inserted into a COM port other than the port in which it was inserted previously, please wait until Windows detects the device and installs the drivers automatically. If this does not happen, please uninstall and install it again.



This sign on the package means that it is necessary to read the User Manual, which is on the CD before you start using the device.

This sign on the package means, that used electronic and electric equipment should be stored separately.



FINAL NOTES

For more information, please read the ModemCOM/G10 User Manual present on the CD. If you face any problems related to the device, which you are not able to solve by yourself, please contact your local distributor they would be glad to help you.