
USB Driver

Installation Guide



USB Driver Installation Guide

MTCMR-xx-All Versions, MTSMC-xx-IP/GP-All Versions, MTCBA-H3/EV1-U1, MTSMC-H3/EV1-U, S000507A, Revision A

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Revision History

Revision	Date	Description
A	10/19/11	Initial release.

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To create an account and submit a Support Case on the Portal, visit <https://support.multitech.com>

Online Web Portal

<https://support.multitech.com>

The Knowledge Base provides immediate answers to your questions and gives you access to support resolutions for all Multi-Tech products. Visit our support area on the website for other support services.

Knowledge Base and Support Services

www.multitech.com/support.go

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Chapter 1 – Product Description

Introduction

The Multi-Tech® USB Driver Installation Guide provides driver installation procedures for the Multi-Tech SocketModem®, MultiModem® Cell and MultiModem® iCell products. This Installation Guide is organized into four chapters; Chapter 2 provides installation procedures for the USB CDC-ACM drivers on a Windows Operating System; Chapter 3 provides installation procedures for the Huawei drivers on a Windows Operating System; and finally Chapter 4 provides installation procedures on Linux Kernel 2.6.X and newer Operating Systems.

Operating System	Models	Use Procedure in Chapter
USB CDC-ACM on Windows	MultiModem® iCell MTCMR-XX (All Versions) SocketModem® iCell MTSMC-XX-IP/GP (All Versions)	Chapter 2
USB Huawei on Windows	MultiModem® Cell MTCBA-H3-U1, MTSMC-EV1-U1 SocketModem® Cell MTSMC-H3-U, MTSMC-EV1-U	Chapter 3
Linux Kernel 2.6.X	All SocketModem and MultiModem	Chapter 4

The SocketModem models with Universal IP capabilities in a Windows environment use the USB CDC-ACM driver; SocketModem models without UIP capabilities in a Windows environment use the Huawei Driver; modem models in a Linux environment have the drivers embedded in the Linux Operating System. An example Linux installation, using Ubuntu Operating System version 11.04 with the Linux kernel 2.6.38 is provided in Chapter 4 for the Linux environment.

After you have installed the modem driver, you need to activate your modem by going to the Multi-Tech Activation website and establishing an account with your cellular carrier.

Models and Build Option Descriptions

CDC-ACM Drivers	MTCMR-xx – All versions MTSMC-xx-IP/GP – All versions
Huawei Drivers	MTCBA-H3/EV1-U1 MTSMC-H3/EV1-U

Chapter 2 – USB CDC-ACM Driver Installation on Windows

Introduction

For Windows XP (SP3 or greater), VISTA, 2003/2008 Server, Windows 7 (32-bit or 64-bit), run the automatic installer from the driver you just downloaded from the Multi-Tech website.

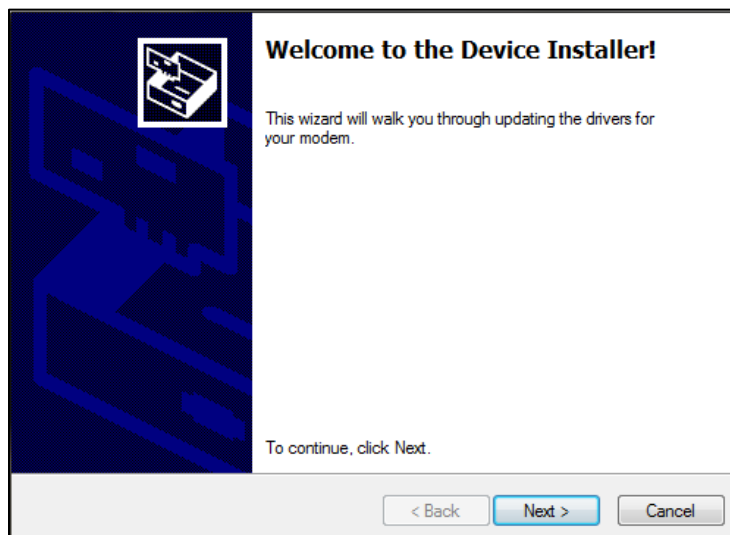
Note: Certain versions of Windows have an issue with their CDC-ACM driver (Usbser.sys). If you are having connection problems (file download, web pages not loading) your version of Usbser.sys must be updated. Microsoft article 925681 documents this issue and provides a fix.

After installing the virtual com port, the correct modem driver may be installed to the com port. This is covered below.

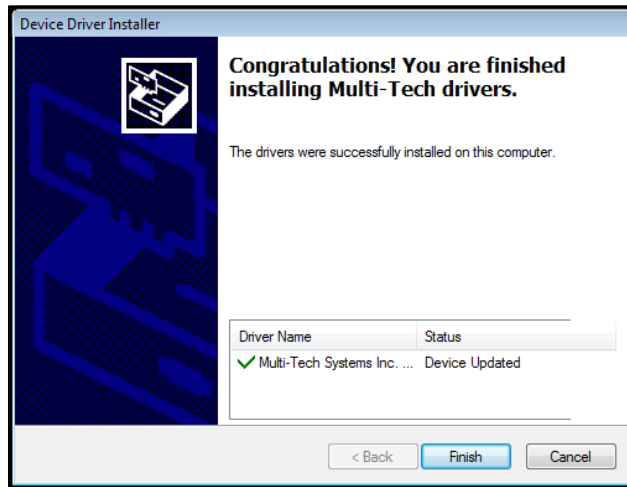
Installing a Virtual COM Port

Your downloaded driver files contain an installer program for current Windows operating systems (Windows XP and newer only) . Run install.bat from the VCOM_autoinstall directory you down loaded.

1. Ensure that the USB cable is connected to your PC.
2. For GSM build options, ensure that the SIM card is installed prior to powering up.
3. From the Drivers folder, run the **install.bat** file to initiate the install.
4. If any Windows Install Wizard pops up, close or cancel the wizard.
5. Windows may pop-up a **User Account Control** window. Select the **YES** button to continue with the driver installation.
6. Click on the **Next** button to start the driver pre-installation.



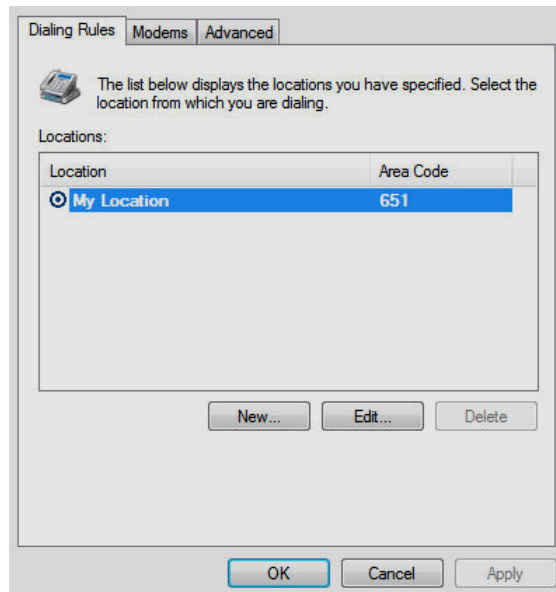
7. There will be a transitory screen, then the process will complete. Click on the **Finish** button.



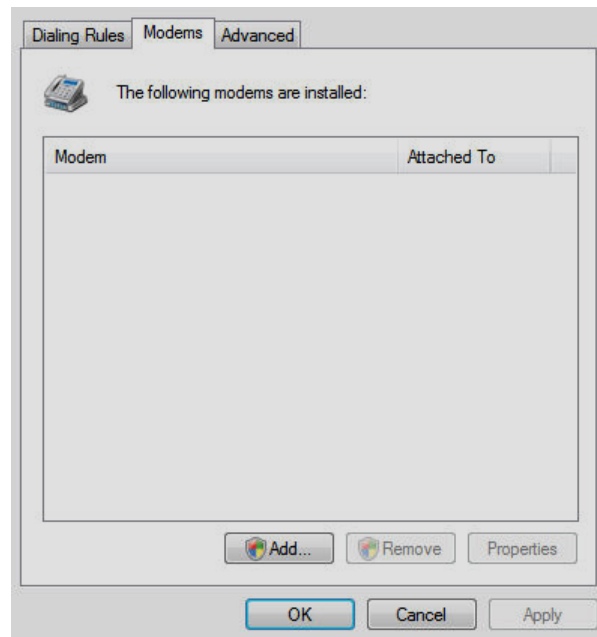
8. Next, continue with installing the modem driver.

Installing the Modem Driver

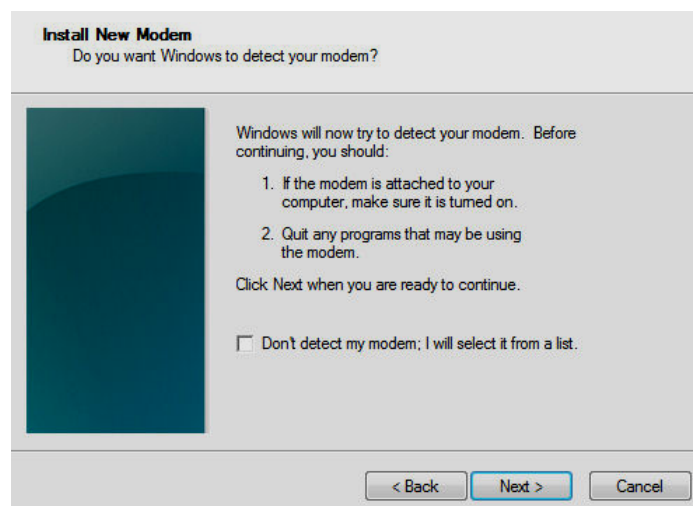
1. Click on the **Control Panel** button. On the Control Panel screen, double-click on **Phone and Modem Options** icon. Then click on the **Modems** tab.



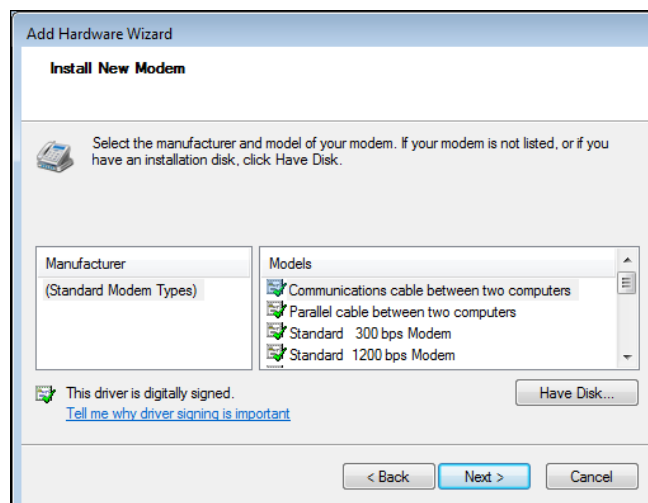
2. When this **Phone and Modem Options** screen appears, click on the **Add** button.



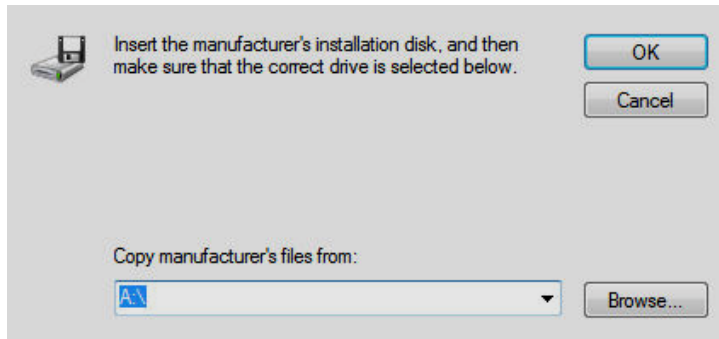
3. On the **Install New Modem** screen, click **Don't detect my modem, I will select it from a list**. Then click **Next >**.



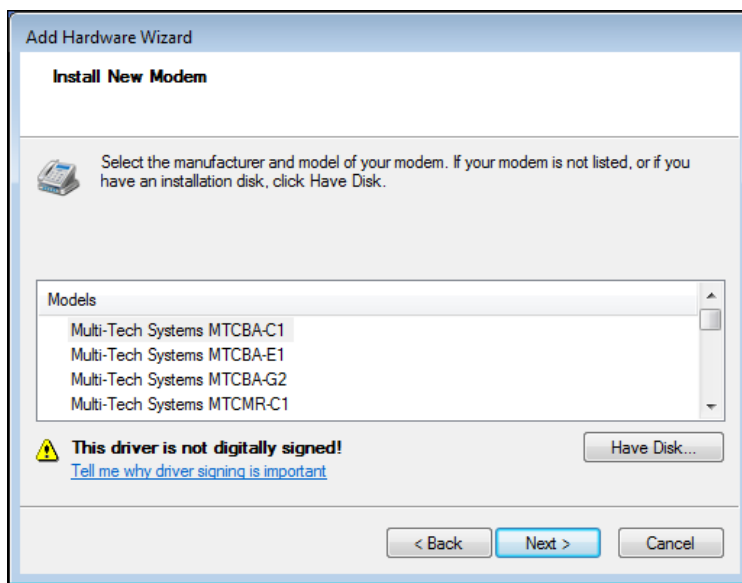
4. On the **Install New Modem** screen, click the **Have Disk** button to browse to the Driver folder on your local PC.



5. Browse to the Driver folder on local PC.

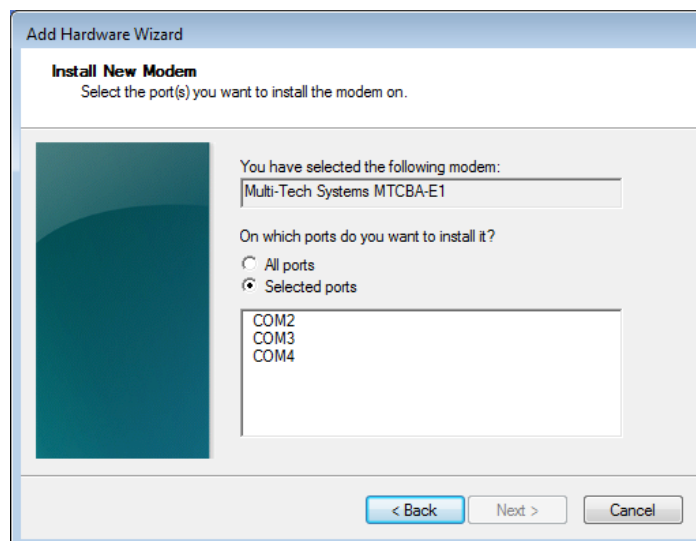


6. Select the **MTSMCIP_MTCMRIP.INF** file. Then click **OK**.
7. In the **Models** window, scroll down the list of Models and select the model that is applicable to your modem.



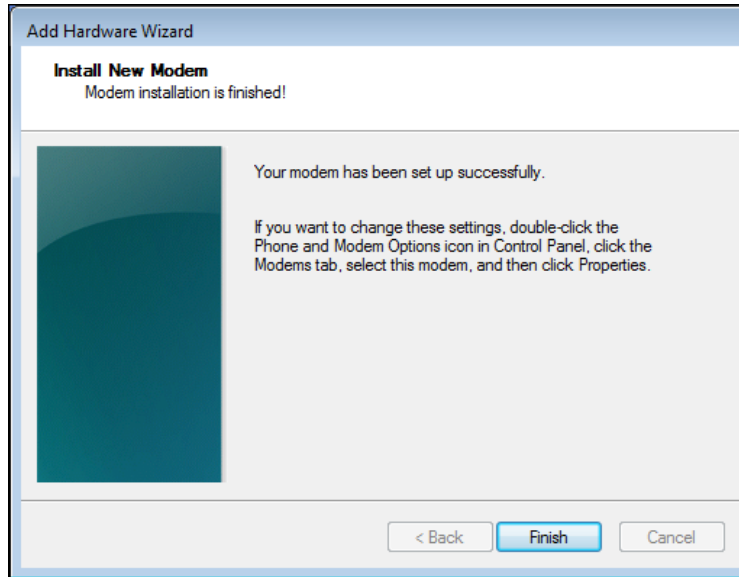
Once you have selected your model, click on **Next>**.

8. You will now have to choose which com port the MultiModem is connected to.



If you know exactly which port your modem is on, click on that port; otherwise, go to **Device Manager > Ports (COM & LPT)** to verify which port your modem is installed on. Click **Next >**.

- To finish the install, click on **Finish**.



You have now successfully installed the MultiModem driver to your PC.

Verifying That Your Modem Has Been Installed Successfully

- After you have successfully installed the MultiModem driver as stated above, you should be brought back to the **Phone and Modems Options** screen. Make sure that the modem is now listed under the column **Modem** and **Attached To** (the correct com port).
- Highlight the modem and then click on **Properties**.
- A **Properties** screen will open for the Multi-Tech modem. Click on the tab labeled **Diagnostics**.
- In the middle of the screen, click on the **Query Modem** button. Windows will now try to query the Multi-Tech modem. If this process passes, the second box on this screen will show the columns **Command** and **Response**.
Note: To make sure that the modem is correctly being queried, look at the LED lights of the modem after you click on **Query Modem**. The TR light should come on and the TD and RD lights should flicker.
- If this process passes, then the modem should be properly installed and ready for use. Click **OK** to close the modem **Properties** window. Then click on **OK** to close the **Phone and Modem Options** window.

Account Activation for Cellular Devices

Pre-Configured Multi-Tech Products

Some Multi-Tech cellular modems have been pre-configured to operate on a specific cellular network, such as Verizon Wireless.

However, before you can begin to use the modem, you must set up a cellular data account with your cellular network provider. Please refer to Multi-Tech's Cellular Activation Web site <http://www.multitech.com/activation.go> for information on activating your cellular modem.

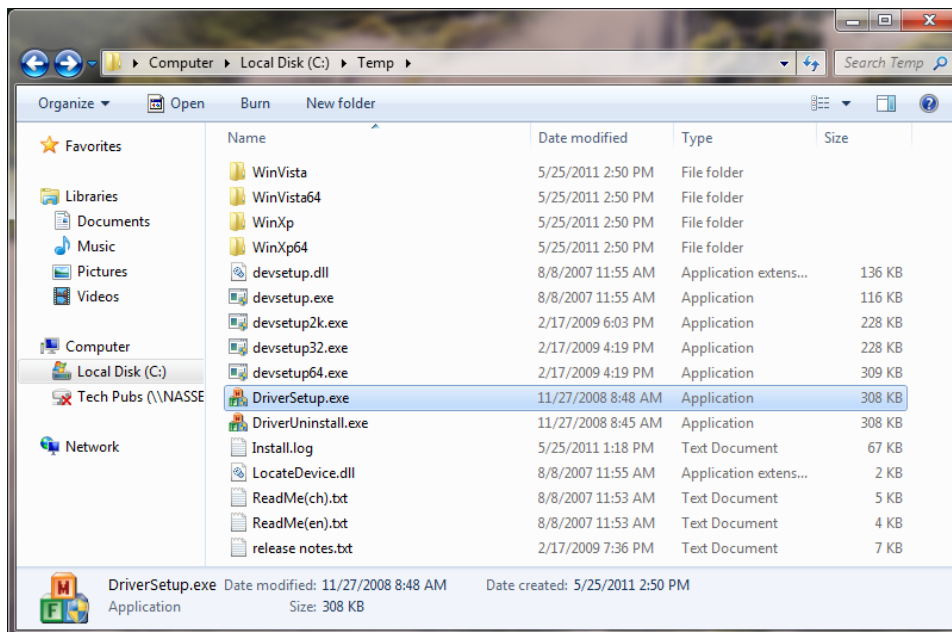
Chapter 3 – USB Huawei Driver Installation on Windows

Introduction

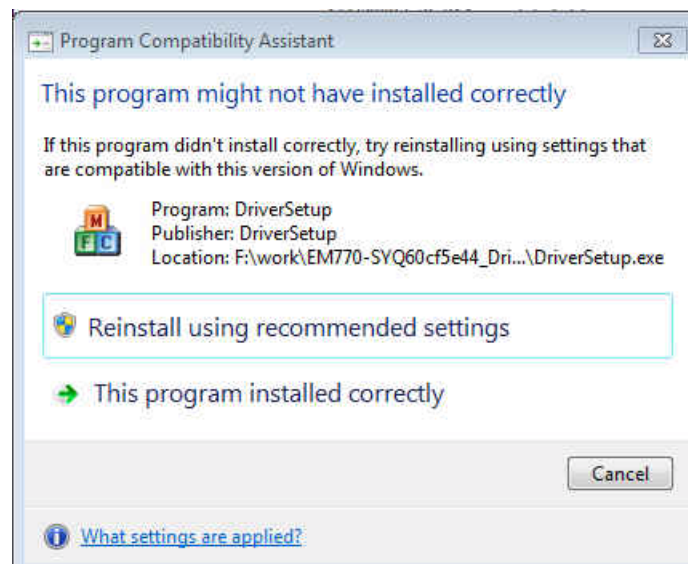
This chapter provides procedures on how to install the Huawei Drivers on a Windows Operating System.

Installing the Huawei Driver

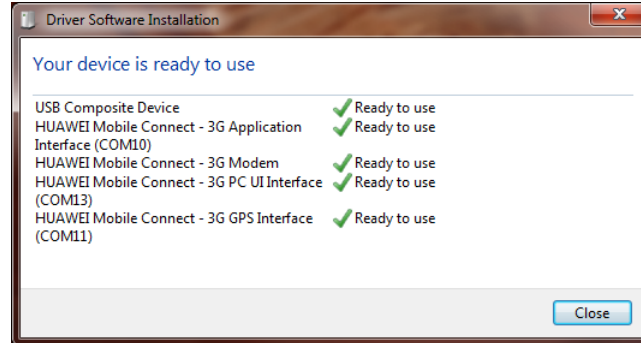
1. Download drivers to a Temp folder on your local PC.
2. From the Temp folder, select **DriverSetup.exe** file.



3. The **Program Compatibility Assistant** screen appears.



4. Click **This program installed correctly.**
5. Plug in the USB cable into the PC.
6. When the **Driver Software Installation** screen states **Your device is ready to use, your modem is installed.**



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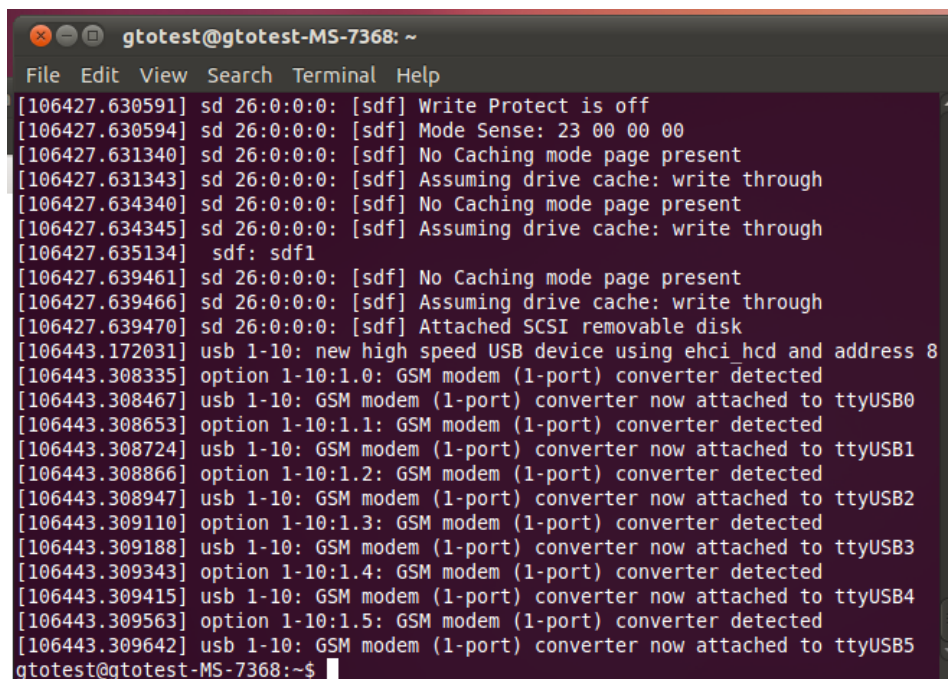
However, before you can begin to use the modem, you must set up a cellular data account with your cellular network provider. Please refer to Multi-Tech's Cellular Activation Web site <http://www.multitech.com/activation.go> for information on activating your cellular modem.

Chapter 4 – Installing Drivers on Linux kernel 2.6.x

Introduction

This chapter provides procedures on how to install drivers on Linux kernel 2.6.X or higher. The drivers are embedded in the Linux kernel.

1. Boot Ubuntu Operating System
2. Plug in the USB cable into the PC.
3. The Multi-Tech modem will be detected and installed immediately.
4. To show system status and the last devices installed, enter **dmesg** command. The following screen is an example.



```
gtotest@gtotest-MS-7368: ~
File Edit View Search Terminal Help
[106427.630591] sd 26:0:0:0: [sdf] Write Protect is off
[106427.630594] sd 26:0:0:0: [sdf] Mode Sense: 23 00 00 00
[106427.631340] sd 26:0:0:0: [sdf] No Caching mode page present
[106427.631343] sd 26:0:0:0: [sdf] Assuming drive cache: write through
[106427.634340] sd 26:0:0:0: [sdf] No Caching mode page present
[106427.634345] sd 26:0:0:0: [sdf] Assuming drive cache: write through
[106427.635134]   sdf: sdf1
[106427.639461] sd 26:0:0:0: [sdf] No Caching mode page present
[106427.639466] sd 26:0:0:0: [sdf] Assuming drive cache: write through
[106427.639470] sd 26:0:0:0: [sdf] Attached SCSI removable disk
[106443.172031] usb 1-10: new high speed USB device using ehci_hcd and address 8
[106443.308335] option 1-10:1.0: GSM modem (1-port) converter detected
[106443.308467] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB0
[106443.308653] option 1-10:1.1: GSM modem (1-port) converter detected
[106443.308724] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB1
[106443.308866] option 1-10:1.2: GSM modem (1-port) converter detected
[106443.308947] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB2
[106443.309110] option 1-10:1.3: GSM modem (1-port) converter detected
[106443.309188] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB3
[106443.309343] option 1-10:1.4: GSM modem (1-port) converter detected
[106443.309415] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB4
[106443.309563] option 1-10:1.5: GSM modem (1-port) converter detected
[106443.309642] usb 1-10: GSM modem (1-port) converter now attached to ttyUSB5
gtotest@gtotest-MS-7368:~$
```

Account Activation for Cellular Devices

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