

APPLICABILITY TABLE

PRODUCT
HE863 Family
HE910 Family
GE910

SW Version

U8.00.04



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1. Introduction

1.1. Scope

This document should provide information needed to install the USB drivers for Telit modules.

1.2. Audience

This User Guide is intended for users who need to install and use one of Telit HE or GE910 modems.

1.3. Contact Information, Support

Our aim is to make this guide as helpful as possible. Keep us informed of your comments and suggestions for improvements.

For general contact, technical support, report documentation errors and to order manuals, contact Telit's Technical Support Center at:

EMEA: TS-EMEA@telit.com

NorthAmerica: TS-NorthAmerica@telit.com

LatinAmerica: TS-LATINAMERICA@telit.com

APAC: TS-APAC@telit.com

Telit: <http://www.telit.com/en/products/technical-support-center/contact.php>

Telit appreciates feedback from the users of our information.

1.4. Product Overview

HE863 and HE910 modules contain a fully featured HSPA modem and UMTS/GSM/GPRS module. The GE910 is Telit's first GSM/GPRS family of cellular modules to provide USB 2.0 full speed interface.



1.5. Document Organization

This manual contains the following chapters:

- “Chapter 1, Introduction” provides a scope for this manual, target audience, technical contact information, and text conventions.
- “Chapter 2, Requisites” describes requisites for install Telit HE863, HE910 or GE910 USB driver in a PC with Windows 2000, XP, Vista, 7 and 8 OS installed.
- “Chapter 3, USB Driver download and Installation” describes how to add the Telit HE863, HE910 or GE910 USB driver in a PC with Windows 2000, XP, Vista, 7 and 8 OS installed.
- “Chapter 4, Dial-Up Connection” describes how to use the Telit HE863, HE910 or GE910 USB driver for start a dial-up connection.
- “Chapter 5, Known limits” describes the driver known limits

1.6. Text Conventions

This section lists the paragraph and font styles used for the various types of information presented in this user guide.

Format	Content
Arial monospaced	Filesystem paths, and Windows Xp, Vista and 7 OS menu items



2. Requirements

Below there are the HW and SW requirements to install HE module:

- PC Windows 2000, XP, Vista, 7 or 8 OS installed,
- HE or GE910 module,
- USB Drivers, to get the driver please contact Telit Support :
 - EMEA: TS-EMEA@telit.com
 - NorthAmerica: TS-NorthAmerica@telit.com
 - LatinAmerica: TS-LATINAMERICA@telit.com
 - APAC: TS-APAC@telit.com



3. USB driver download and installation

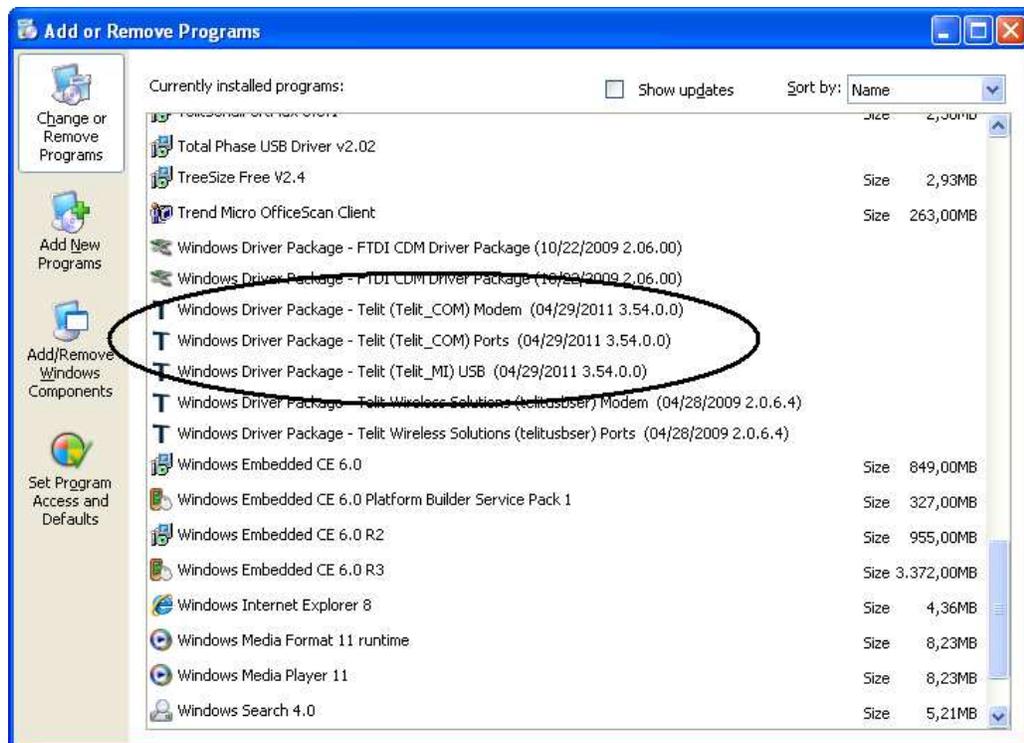
3.1. Installation

The following list of files needs to be available on the PC used for the installation procedure:

- TelitUSBInstaller_In_xx.xx.xx.zip (x.xx.xx depends on the version)

To install the USB driver follow these steps:

1. Download driver archive and uncompress it in a specific directory (e.g. c:\Telit_Usb_driver) where the installer executable can be found
2. If connected, disconnect the HE module from the PC. If installed, uninstall previous versions of the driver using following steps:
 - a. Start -> ControlPanel;
 - b. Double click on "Add or Remove Programs";
 - c. Scroll down until "Windows Driver Package - Telit (Telit_XXX)..."



- d. Firstly, select “Windows Driver Package – Telit (Telit_COM) Modem” and press on “Change/Remove” button.
- e. The following window will appear, press Yes:



- f. Now remove the other drivers, Ports and USB.
3. Run the installer and follow the instructions (note: in Windows 8 OS run the installer as administrator)



If there appears one of the following windows click “Continue anyway” or “Install this driver software anyway”





4. After finishing the installation connect the HE module to the PC using the USB cable: the procedure "Found new hardware wizard" will start. If requested, don't let Windows connect to Windows Update and choose "Install the software automatically (Recommended)".





At the end of the installation 6 COM ports and a modem device are installed in the system:

- a) Telit Mobile Highspeed Modem
- b) Telit Mobile (USB1)
- c) Telit Mobile (USB2)



- d) Telit Mobile (USB3)
- e) Telit Mobile (USB4)
- f) Telit Mobile (USB5)
- g) Telit Mobile (USB6)

For the GE910 you will find two ports:

- a) Telit Mobile Modem
- b) Telit Mobile (USB1)

3.2. Disabling USB IMEI identification

By default each time a device with a different IMEI is connected, the operating system will not require searching for the drivers again and will use the same ports created in a previous installation.

For disabling this behaviour double click on the file `Telit_enable_USB_IMEI_identification.reg`, found inside the installation package, **before installing the driver** (if already installed, uninstall it and reinstall after adding the required registry keys).

In that way, each time you will connect a new module with different IMEI, the operating system will require searching for the drivers and will create a new set of ports (with different COM enumeration).

For disable again this behaviour, uninstall the driver, double click on the file `Telit_disable_USB_IMEI_identification.reg` and reinstall the driver.



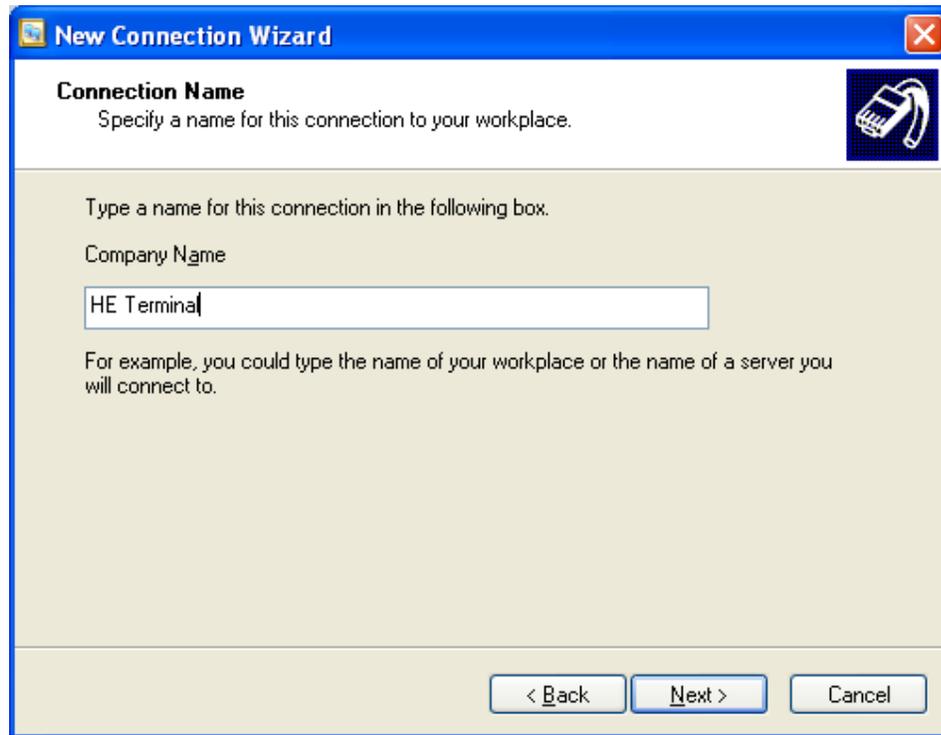
2. Click on "Create a connection to the network at your workspace"



3. Tick "Dial-up connection" checkbox, then click "Next".



4. Check the "Modem – Telit Mobile Highspeed Modem" then click "Next" checkbox.
5. Type a name for the new connection then click "Next"



6. Type the phone number “*99#” then click “Next”.



7. Tick “Do not use my smart card” radio button then click “Next”



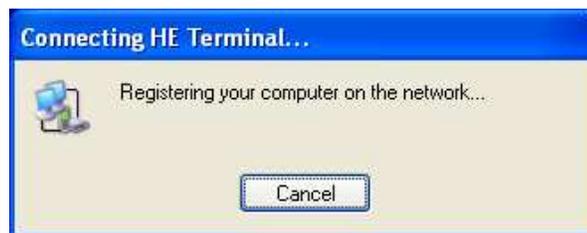
8. Check "Add a shortcut..." checkbox then Click "Finish" to complete the procedure.



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The windows below should appear, and after them the connection is active.



Browse the Internet to check that connection is available.



5. Known limits

The Dial-up disconnection causes the disconnection of the voice call active on all the other ports. This behavior is caused by the command &D2 sent in the modem initialization sequence. With the setting &D2 a high to low transition of the DTR signal causes the closure of the active call. To fix the problem the command AT+CVHU=1 could be added in the initialization of the modem.



6. Document History

Revision	Date	Changes
0	2011-08-30	First issue
1	2011-09-23	HE910 support has been introduced
2	2011-10-03	Modem baud rate update
3	2011-11-03	Beta part for HE910 eliminated
4	2012-06-13	Update document: name installer file
5	2012-11-08	Disable USB IMEI identification by default.
6	2013-03-15	Added GE910 and Windows 8 support; Added "Known limits" paragraph

