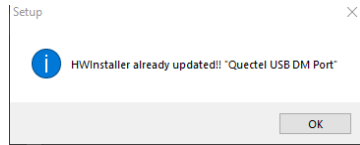
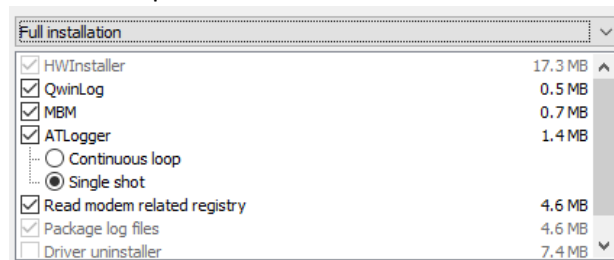


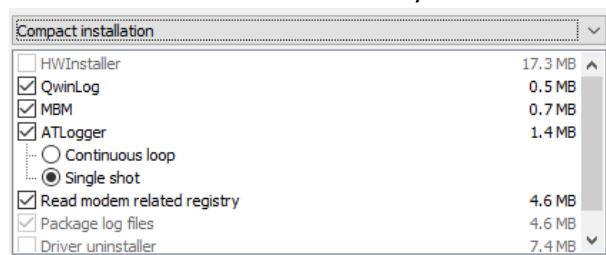
1. Run the program by clicking the executable
  - a. Modem\_problem.exe
2. If you have run the program before, it will notify that HW installer is already updated.



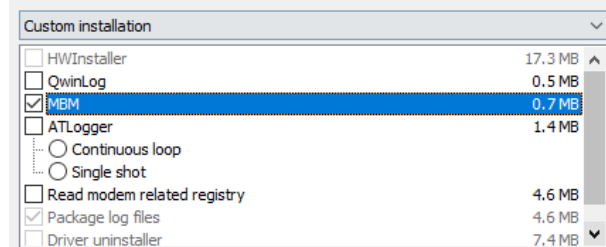
- a.
  - b. This means that the HW install is disabled
  - c. This could also come up, if you are using system that has updated HW installer already installed
3. You can select multiple different software's to be ran



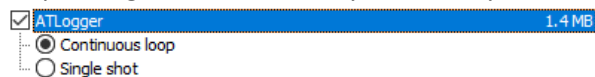
- a.
  - b. Basic mode is to run the FULL INSTALL, which will run all the programs
  - c. Note that the HW Installer is always run even if it has been previously installed



- d.
  - e. Compact mode will run the necessary files, without HWinstaller



- f.
  - g. Depending on the situation, you can only run one of the components



- h.
  - i. AT-logger can be run either in continuous loop or single shot
    - i. Continuous will keep running until user is closing the program
    - ii. Single shot will take one sample, and then close automatically
4. Basic operation should be to run it in **FULL INSTALLATION** mode
  - a. Select full installation and press next
5. System will run first the hw installers
6. Next QWin log is started, user needs to check **PORT** is displaying the Quectel USB DM Port
  - a. Press **START**
  - b. If port could not be opened, press start again
    - i. If this didn't help, restart the system and try again
  - c. Press **STOP** after you have gotten the problem replicated

- d. Close the program with X
- 7. Next the MBM tool will open and close quickly
  - a. No user interaction required
  - b. **THIS WILL STOP NETWORK**
    - i. Remote support will break after this
- 8. AT Logger will start
  - a. Depending on the mode, continuous you will close the program yourself
    - i. Program will take logging data in 1 minute intervals
  - b. Single shot will take one minute and close automatically
- 9. Lastly, the LOGS will be written to a ZIP-file in C:\Tools\Modem
  - a. Take the logs to USB-drive and send to Novatron Remote Support or R&D
  - b. LOG files will be timecoded such that there might be multiple ZIP-files, depending if you have run them multiple times