

## MAESTRO 100 3G

### QUICK START GUIDE & USER MANUAL VERSION 1

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# Revision history

Version	Date	Details	Originated by
1	29 April 2013	First issue	Samuel Chéreau

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# Safety precautions

## General precautions

- The modem generates radio frequency (RF) power. When using the modem care must be taken on safety issues related to RF interference as well as regulations of RF equipment.
- Do not use the modem in aircraft, hospitals, petrol stations or in places where using GSM products is prohibited.
- Be sure that the modem will not be interfering with nearby equipment. For example: pacemakers or medical equipment. The antenna of the modem should be away from computers, office equipment, home appliances, etc...
- An external antenna must be connected to the modem for proper operation. Only used approved antennas with the modem. Please contact authorized dealer on finding an approved antenna.
- Always keep the antenna with minimum safety distance of 26.6cm or more from human body.
- Do not put the antenna inside metallic box, containers, etc.

## Using the modem in vehicle

- Check for any regulation or law authorizing the use of GSM in vehicle in your country before installing the modem.
- Install the modem by qualified personnel. Consult your vehicle dealer for any possible interference of electronic parts by the modem.
- The modem should be connected to the vehicle's supply system by using a fuse-protected terminal in the vehicle's fuse box
- Be careful when the modem is powered by the vehicle's main battery. The battery may be drained after extended period.

## Protecting your modem

To ensure error-free usage, please install and operate your modem with care. Remember the following:

- Do not expose the modem to extreme conditions such as high humidity/temperatures, rain, direct sunlight, caustic/harsh chemicals, dust, or water.
- Do not try to disassemble or modify the modem. There is no user serviceable part inside and the warranty would be void.
- Do not drop, hit or shake the modem. Do not use the modem under extreme vibrating condition.
- Do not pull the antenna or power supply cable. Please attach or detach by holding the connector.
- Connect the modem only according to the instruction manual. Failure to do it will void the warranty.





# Chapter 1

## Engineering Sample known issues

Below are the know issues of the M100 3G Engineering Samples:

1. For audio, when a call is initiated, you can hear the other party but the other party cannot hear you.
2. Operating temperature range tests are still pending.
3. GPIO is available on 4-pin Molex connector but position is not identical with M100evo.
4. Engineering Sample supports only passive GPS antenna, final product will support both passive and active GPS antenna.
5. Engineering Sample doesn't support CSD call, updated firmware will be provided by Sierra Wireless end of June.



# Chapter 2

## Specifications

- Quad band GSM 850/900/1800/1900MHz
- WCDMA: 850/1900MHz (SL8080T) or 900/1800MHz (SL8082T) or 800/850/2100MHz (SL8084T)
- Support Data, SMS, Voice and Fax
- SIM Tool Kit Class 2
- AT command set (GSM 07.05, GSM 07.07 and Sierra Wireless proprietary)

### Power supply requirement:

- Input voltage range: 6-32V
- Rated current: 650mA

### Typical current consumption:

	@6V	@12V	@32V
Transmission GPRS	TBC	TBC	TBC
Transmission HSDPA	TBC	TBC	TBC
Idle mode	TBC	TBC	TBC
Idle mode (RS232 not connected)	TBC	TBC	TBC

### Interfaces:

- SIM Holder
- 15 pin sub-D connector
- 4 pin power supply connector
- mini-USB Female port
- SMA Cellular antenna connector (50Ω)
- SMA GPS antenna connector (50Ω)

### Dimensions:

- Overall size: 74.3mm x 60mm x 21.7mm
- Weight: 90g

**Temperature range:**

- Operating: -30 °C to +75 °C (Final tests are pending)
- Storage: -40 °C to +85 °C

**CAUTION**

In accordance with the European directive EN60590, if the ambient temperature exceeds or might exceed 65 °C, it is required that the installer:

- Avoid physical contact with the Maestro 100 3G when the temperature exceeds 65 °C.
- Adds a marking on the assembly indicating that this part is hot (for example showing the “symbol IEC 60417-5041: Caution, hot surface”; and/or having a wording similar to “CAUTION - HOT SURFACE - DO NOT TOUCH”).

## Chapter 3

# Related documents

This document presents technical and hardware specifications of the Maestro 100 3G industrial modem. It covers a hardware installation, quick start guide, accessories listing, and troubleshooting details.

This document will not cover the embedded application details, neither the common 3GPP AT command list, for more information please refer to the following documentations available on our website:

- SmartPack User Manual, intelligent embedded application
- Maestro 100 3G - AT command guide
- Application note - Automatic connections
- Application note - Power supply & Audio
- Application note - How to upgrade your modem in 5 steps

Please download related documents on <http://support.maestro-wireless.com/knowledgebase.php?article=17>



## Chapter 4

# Hardware installation

### 4.1 Mounting the modem

If delivered with the DIN clip accessory, detailed on page 24, use two M3 screws to mount the DIN clip on the back of the modem as shown on figure 4.1.1.

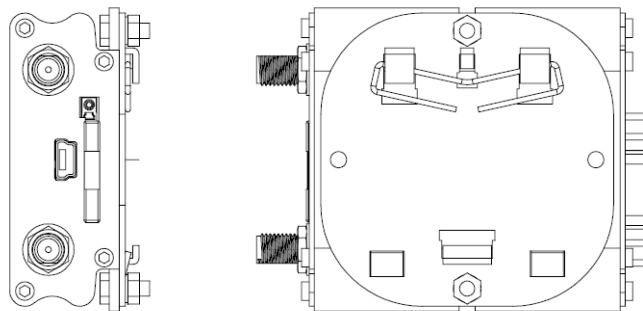


Figure 4.1.1: DIN clip mounted on M100 3G

### 4.2 Installing the SIM card

Use a ball pen or paper clip to eject the SIM holder by pressing the eject button. Put the SIM card to the tray; make sure it is completely inserted in the tray, then carefully put back the tray into the slot.

**Note:** DO NOT pull out the SIM holder without pushing the ejector button.

### 4.3 Connecting the external antenna (SMA type)

Connect an antenna with SMA male connector on the modem, make sure the antenna is tightly secured. Select an antenna with the right GSM frequency and an impedance of 50Ω; incorrect antenna will affect communication and even damage the modem.

**Note:** Respect a safety distance of at least 26.6cm to the antenna during the modem operation.

### 4.4 Connecting the modem to external device

Use Maestro standard DB15 to DB9 straight cable, detailed on page 23, or a common USB to mini-USB cable, to connect an external controller or a computer. Refer to section 6.3 for more details on some other cable option or adapter.

**Note:** If the Maestro 100 3G is connected with another DCE device please use a cross cable.

## 4.5 Connecting the DC power supply

Connect the open ending of the provided power cord to a DC supply. Refer to the following for power supply requirement:

- Input voltage range: 6-32V
- Rated current: 650mA

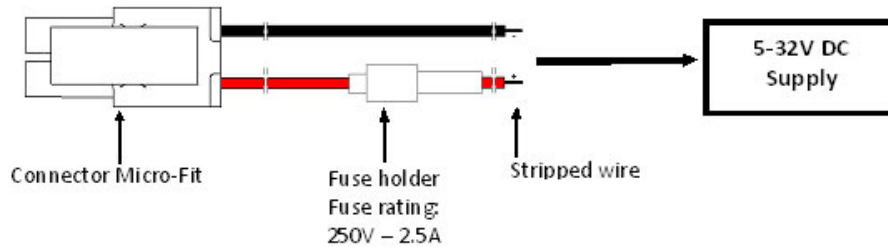


Figure 4.5.1: Power cord included in the package

Plug the DC Molex connector of the power cord in the modem and it will turn on automatically. The status indicator led will light when power is applied. After few seconds it will blink slowly, meaning the modem is registered on the network.

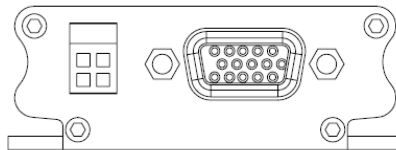


Figure 4.5.2: Side view showing power and serial connector

**Note:** device can also be powered and connected by USB only using the ACC-CA41 Maestro 'X' Cable as detailed in 6.3 on page 23.



## Chapter 5

# Maestro 100 3G easy setup guideline

Maestro 100 3G (M100) is a range of ready-to-use GSM modems for voice, data, fax and SMS services. It also supports GPRS Class 10 for packet mode data transfer. The M100 is easily controlled by using AT command for all kinds of operations. Fitted with a standard fifteen pins RS232 port and Windows configuration tool the M100 can be set up with minimal effort. The M100 also features a digital input/output pin and an analog input pin.

Maestro 100 3G Series:

- M100 3G
- Coming soon M100 3G Lite (without GPS and USB)
- M100 3G Tracker: supporting tracking application for GPS based alert report (Q3 2013)

## 5.1 Downloading the Maestro Configuration Software

Start the web browser of your choice and download the Maestro Configuration Software at this address:

<http://www.maestro-wireless.com/configuration-software/>.

Please start the setup.exe application and follow instructions shown on screen. It will also create a shortcut on your desktop.

## 5.2 Using the Maestro Configuration Software

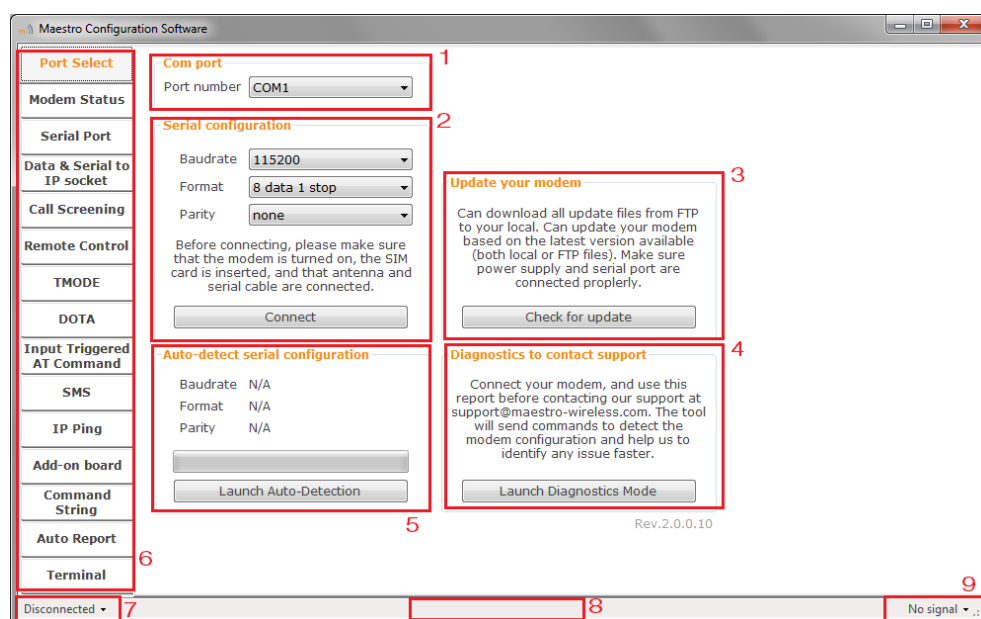


Figure 5.2.1: Start page - Maestro Configuration Software

The window shown on Figure 5.2.1 on the preceding page will appear when the application starts, you need to enter your COM port settings and click “Connect” button. Default settings are 115200, 8 data 1 stop, parity none, detailed on page 25. The serial configuration settings will be saved upon connection.

Details of Figure 5.2.1:

1. Com port: select the correct COM port to use. The box will auto-refresh on click. Selected COM port will be saved after connection.
2. Serial configuration: select the correct settings for the serial port, and click “Connect”. Settings will be saved on connection. If modem reply to AT+VAFV command it will automatically switch the window to the “Modem Status” page and if it only reply to AT command the window will switch to “Terminal” page.
3. Update your modem: use this tool to upgrade your modem, that handle both firmware and latest Maestro application.
4. Diagnostics to contact support: as stated please use this button to generate a report of all common AT command that will help us solve any issue you have with the modem easily.
5. Auto-detect serial configuration: will detect your modem serial configuration automatically, though it may take some time.
6. Menu tab page: once connected menu will show ready for use and could do configuration of all modem features.
7. Quick connect/disconnect button.
8. AT command sent status message: will show the current AT command sent to the modem for a quick debug.
9. Quick signal strength overview which can be deactivated.

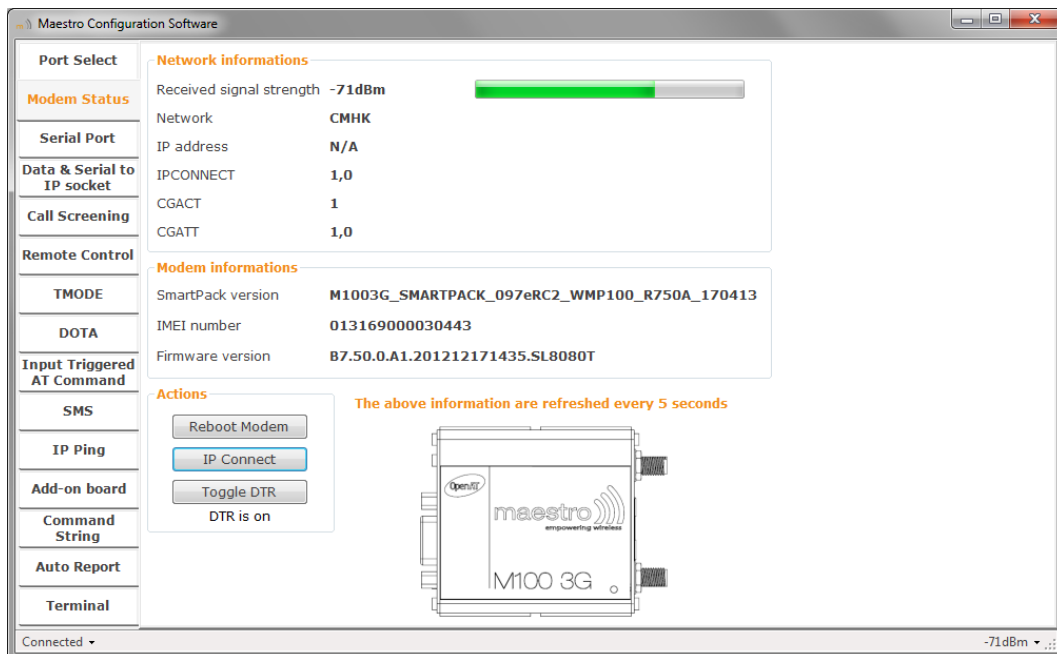


Figure 5.2.2: Status page - Maestro Configuration Software

Once connected, the interface will switch to the “Modem Status” page, see Figure 5.2.2, displays the reception signal strength (RSSI, refreshed every five seconds), your SIM card network name, as well as the revision number for the embedded application and firmware.

The Maestro Configuration Software add an easy to configure interface to all the SmartPack features, detailed as:

- **Data & Serial to IP socket:** AutoTCP/UDP, IP packet settings, ...
- **Call Screening,**

- **Remote control:** both SMS and TCP/terminal, and Dynamic DNS,
- **TMODE,**
- **DOTA,**
- **Input triggered AT command,**
- **SMS:** for both reading and sending in Text mode, and AutoPIN,
- **IP Ping,**
- **Command String** scripting language,

The last and not least page of the Maestro Configuration Software is the Terminal, which is a Windows HyperTerminal replacement with log, quick command features, see Figure 5.2.3.

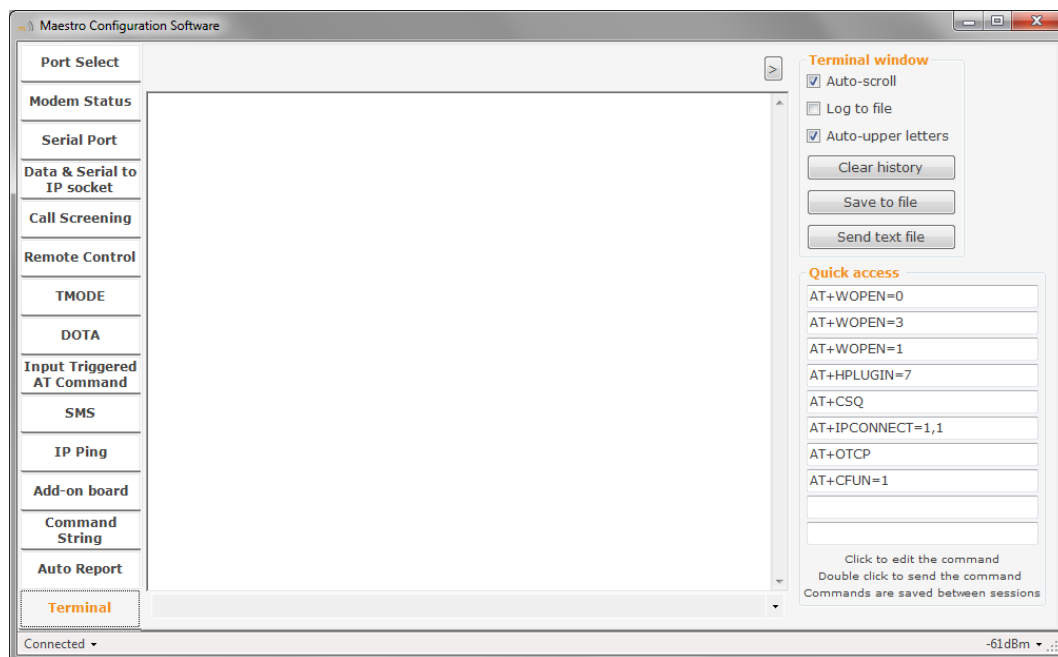


Figure 5.2.3: Terminal page - Maestro Configuration Software



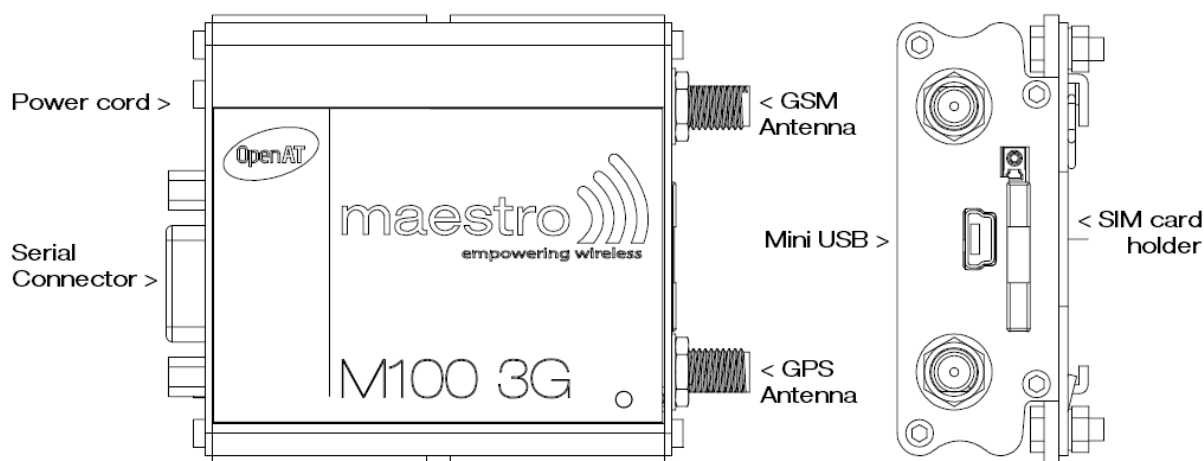
## Chapter 6

# Equipments description

### 6.1 Package

The Maestro 100 3G package is packed in carton box of 50 pieces.

### 6.2 Interfaces



Above picture reflects real device dimensions.

#### 6.2.1 Status indicator

The LED will indicate different status of the modem:

- OFF: modem is switched off
- ON: modem has no network and GPS doesn't have a fix
- ON, and OFF pulse every 10 second: modem has no network and GPS has a fix
- Flashing slowly: modem is registered on the network and GPS doesn't have a fix
- Flashing rapidly: modem is registered on the network and GPS has a fix

#### 6.2.2 SMA female antenna connector

Connect an antenna with SMA male connector on the modem, make sure the antenna is tightly secured. Take good care of choosing an antenna with the right GSM frequency and an impedance of 50Ω; incorrect antenna will affect communication and even damage the modem.

▲ Important note the Engineering Sample support only passive GPS antenna ▲

### 6.2.3 Mini USB B Female connector

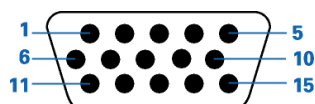
USB port is used for data communication and configuration, driver are available for Windows XP, 7, Android and Linux. Please make sure you install the driver package (File: USBDriverInstallerV3841.exe) before plugging the device in. If you already plug it in, please reinstall the driver using those from the package.

USB will enable and emulate a Device, a Network Adapter and multiple COM Port on computer to access:

- CNS port,
- DM port,
- NMEA port,
- and AT command port.

### 6.2.4 15-Pin D-Sub Female connector (RS232/Audio)

This connector provides serial link and audio link to the modem.



Pin Number	Name	EIA designation	Type	Note
1	NC			
2	TX	Transmit Data	Input	
3	NC			
4	MICROPHONE +		Input	With 2VDC bias output
5	MICROPHONE -		Input	With 2VDC bias output
6	RX	Receive Data	Output	
7	NC			
8	NC			
9	GND	Ground	Ground	
10	SPEAKER +		Output	
11	CTS	Clear To Send	Output	
12	RTS	Request To Send	Input	
13	RI	Ring Indicator	Output	
14	RESET		Input	Pull low to reset
15	SPEAKER -		Output	

Specification of microphone and speaker to be connected:

Parameters	Min	Typical	Max
Microphone current @2V/2K Ohm		0.5mA	
Microphone input level			100mVpp
Speaker output current 150 Ohm/1nF		16mA	
Speaker impedance	32Ω	50Ω	

Please refer to the document "Application note - Power supply & Audio" for more information about audio connection.

## 6.2.5 4-Pin Micro-fit Molex connector (Power and input/output)

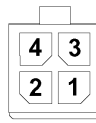


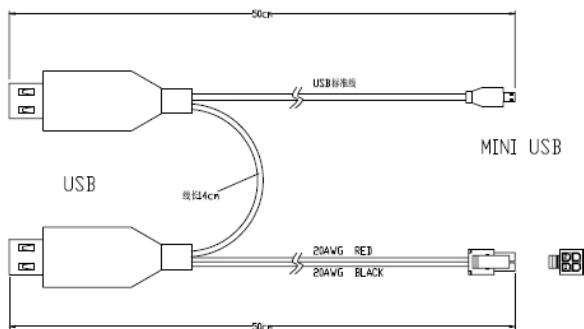
Figure 6.2.1: Pin assignment of 4-Pin connector

Pin number	Name	Functions
1	GPIO	General purpose I/O ( <b>2.8V max.</b> )
2	GPIO	General purpose I/O ( <b>2.8V max.</b> )
3	POWER -	DC power negative input (or ground)
4	POWER +	DC power positive input (6V to <b>32V max.</b> )

## 6.3 Optional accessories

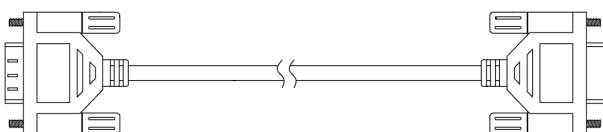
You may contact your sales agent for the following optional accessories:

### USB 'X' Cable - ACC-CA41



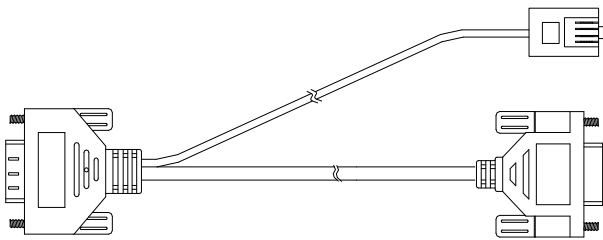
- Direct connection with standard USB for power and data channels
- Shielded cabled
- Cable length 50cm
- **Make sure the current given to the USB connectors from computer is sufficient, especially while in 3G communication**
- **Using USB 'X' Cable may alter performance of the M100 3G if used in very poor area or with too low power supplied**

### DB15 Serial cable - ACC-CA01



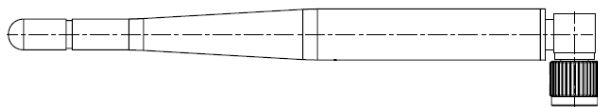
- Direct connection with standard 9-pin RS-232 port (DTE)
- Shielded cable
- Cable length 1.1m (w/connector)

## 'Y' cable - ACC-CA14



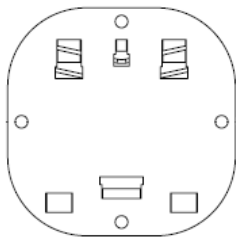
- Direct connection with standard 9-pin RS-232 port (DTE)
- Direct connection with common handset of telephone for voice call
- Shielded cable
- Cable length 1.1m (w/connector)

## Penta-band - L-shape antenna - ACC-A11



- Frequency GSM 850/900/1800/1900/2100 band
- Gain 6dB

## DIN rail mount - ACC-DIN



## DB15 to DB9 adapter - OTH-004



# Chapter 7

## Default firmware settings

### 7.1 Factory settings

The modem has the following factory settings. Please refer to the AT command document for the meaning of each setting.

Related AT commands	Factory settings	Description
AT+IPR	115200	DTE-DCE data rate
AT+IFC	2,2	DTE-DCE flow control
AT+ICF	3,4	DTE-DCE character framing
ATE	1	ECHO
ATQ	0	Result code suppression
ATV	1	Response format
ATS0	0	Auto answer
AT+CSCS	"PCCP437"	Character Set
AT+CMGF	1	Short message format

### 7.2 General Purpose Input/Output port

This port can be configured as either an input or an output and is mapped to GPIO26 in the internal micro-controller.

- To setup this port as an input, type **AT+WIOM=1,"GPIO26",0** on the serial port. Then to read the status of the input, type **AT+WIOR="GPIO26"**. *+WIOR: 0* means 0V while *+WIOR: 1* means a positive voltage of no more than 12V. Higher voltages may damage the unit.
- To setup this port as an output, type **AT+WIOM=1,"GPIO26",1** on the serial port. Then set the state of the output with **AT+WLOW="GPIO26",0** for 0V, or **AT+WLOW="GPIO26",1** for 2.8V.

**Note:** Please note that the input port is put by default to High status internally, so you just need to short it to the ground to make it low, and open to make it high.

### 7.3 RS232 auto-online mode (power saving)

When on auto-online mode, the RS232 transceiver will shut down most of its hardware, to save power, if it does not detect a valid input for more than 100 $\mu$ s. The RS232 transceiver will wake up when valid input is detected again. By default, auto-online mode is not active. To activate it, issue **AT+WIOM=1,"GPIO22",1,0** followed by **AT+WIOM=4**. This setting needs to be set once, and will be saved in memory.



# Chapter 8

## Troubleshooting

### 8.1 The modem's LED does not light

- Check if the modem has been properly connected to a 5-32V power supply
- Check if the power connector is properly inserted
- Check the fuse in the power cord

### 8.2 The modem's LED lights but does not blink long time after power up

- Check if a valid SIM card has been properly inserted
- Check if the SIM card has been locked (refer to AT+CPIN command in AT command guide)
- Check if the external power has been properly connected to the modem
- Check if the network coverage is available
- Make sure that the CTS and DTR pins of the serial port are not connected together

### 8.3 The modem does not respond to the terminal program

- Check if the RS232 cable has been properly connected
- Check if your program has proper settings. Factory setting of the modem is:
  - 115200 bps
  - 8 data bits
  - No parity bit
  - 1 stop bit 4.

### 8.4 No voice could be heard for the modem's speaker output when a call is answered

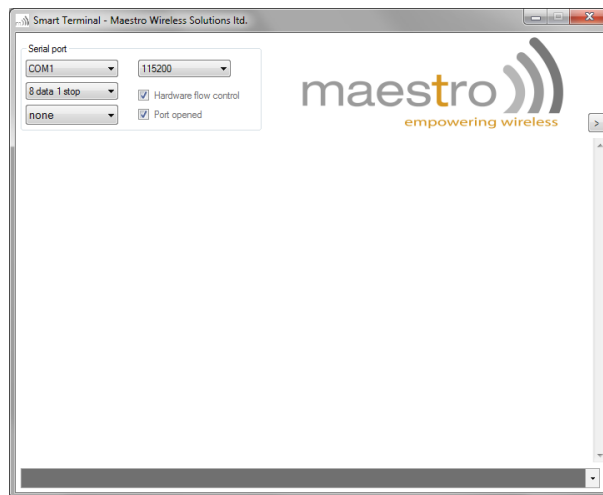
- Make sure a voice call has been made (refer to AT command guide)
- Enter the AR+SPEAKER=1 command

## 8.5 Debug, or further command using Smart Terminal as example

First, you can find our Hyper Terminal substitute at the following address: <http://www.maestro-wireless.com/smart-terminal>

Then follow the steps:

- Open the software, you can find the shortcut on your desktop, or access it by the Start menu > All Programs > Maestro Wireless Solutions > Smart Terminal.
- Once open you will have to select the good serial port configuration (By default: COM1, 115200, 8 data 1 stop, none, with hardware flow control)
- Open the port by ticking the Port opened box :



- Then you can type command like "AT" and check the "OK" response from the modem.



## 8.6 Basic operations

Followings are examples of some AT commands. Please refer to the AT command document for a full description.

**Note:** Issue AT+CMEE=1 to have extended error code (+CME ERROR)

Description	AT commands	Modem response	Comments
Network registration checking	AT+CREG?	CREG=<mode>,1	Modem registered to the network
		CREG=<mode>,2	Registration lost, re-registration attempt
		CREG=<mode>,0	Modem not registered on the network, no registration attempt
Receiving signal strength	AT+CSQ	+CSQ:20,0	The first parameter has to be at least 15 for normal communication
Receiving an incoming call		RING	An incoming call is waiting
	ATA	OK	Answer the call
Make a call	ATD1234567;	OK	Communication established (Don't forget the ";", at the end for "voice" call)
		+CME ERROR: 11	PIN code not entered (with +CME=1 mode)
		+CME ERROR: 3	AOC credit exceeded or a communication is already established
Make an emergency call	ATD 112;	OK	Communication established (Don't forget the ";", at the end for "voice" call)
Communication loss		NO CARRIER	
Hang up	ATH	OK	
Enter PIN code	AT+CPIN=1234	OK	PIN Code accepted
		+CME ERROR: 16	Incorrect PIN code (with +CME=1 mode)
		+CME ERROR: 3	PIN already entered (with +CME=1 mode)
Saves parameters in non-volatile memory	AT&W	OK	The configuration settings are stored