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OSTENT Wavecom Q24 PLUS

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Model: Wavecom Q24 PLUS

1. PRODUCT OVERVIEW

The OSTENT Quad-Band GSM GPRS Modem is an industrial-grade device designed for reliable wireless communication. It integrates the Wavecom Q24PLUS module, offering robust performance for various applications including SMS, data, and fax transmission. This modem features a USB interface for easy connectivity and supports quad-band frequencies for global compatibility.

Package Contents:

- One USB cable
- One DB Antenna (80mm)
- Modem Body (white aluminous shell)
- One Sliding SIM Card Slot



Image 1.1: The OSTENT Quad-Band GSM GPRS Modem shown with its standard accessories, including the USB cable and antenna.

2. SPECIFICATIONS

This section details the technical specifications of the OSTENT Quad-Band GSM GPRS Modem.

Feature	Description
Model	Wavecom Q24 PLUS
Design	Industrial Design, Aluminum Casing
Based On	WAVECOM Module Q24PLUS
Band	850/900/1800/1900MHz (ETSI GSM Phase2 + Standard)
Internet Access	Wireless Access to internet
TCP/IP Stack	Yes
AT Commands	Remote control GSM 07.07 & 07.05
Interface	USB Interface (male connector), SIM card reader, Antenna connector SMA (male)
SIM Slot	3 Volt SIM Card slot
GPRS Class	GPRS Class 10
Transmitting Speed	Maximum 115.2Kbps
Functions	Send and Receive SMS, Data, FAX, E-mail voice, MMS
Output Power	850/900MHz 2W (Class 4), 1800/1900MHz 1W (Class 1)
Input Voltage	5V to 24V DC
Input Current	1A to 2A
Working Temperature	-20°C to +60°C
Storage Temperature	-25°C to +70°C

3. SETUP GUIDE

Follow these steps to set up your OSTENT GSM GPRS Modem for initial use.

3.1 SIM Card Installation

1. Locate the sliding SIM card slot on the modem body.
2. Gently push the button next to the SIM slot to extract the SIM tray.
3. Insert a standard 3 Volt SIM card into the tray, ensuring correct orientation as indicated on the modem.
4. Slide the SIM tray back into the modem until it clicks securely into place.



Image 3.1: Detailed view of the modem's interfaces, including the SIM card slot and its extraction mechanism.

3.2 Antenna Connection

1. Identify the SMA (male) antenna connector on the modem.
2. Screw the provided DB Antenna onto the SMA connector clockwise until it is finger-tight. Do not overtighten.

3.3 USB Connection

1. Connect one end of the provided USB cable to the USB interface (male connector) on the modem.
2. Connect the other end of the USB cable to an available USB port on your computer (PC, Laptop) or compatible device.
3. The modem will draw power from the USB port. Ensure the USB port provides sufficient power (5V DC).



Image 3.2: The modem connected via USB, ready for operation.

4. OPERATING INSTRUCTIONS

The OSTENT modem is primarily controlled via AT commands, allowing for versatile applications.

4.1 Driver Installation (Windows)

For Windows operating systems, you may need to install specific drivers for the modem to be recognized as a serial port. These drivers are typically available from the manufacturer's support website or included on a CD with the product. Once installed, the modem will appear as a COM port in your device manager.

4.2 AT Command Interface

Communication with the modem is done through AT commands, compliant with GSM 07.07 & 07.05 standards. You can use a serial terminal program (e.g., PuTTY, HyperTerminal, or a custom application) to send commands to the assigned COM port.

Basic AT Commands Examples:

- **AT:** Checks modem presence (should return 'OK').
- **ATI:** Requests product identification information.
- **AT+CSQ:** Checks signal quality.
- **AT+CMGF=1:** Sets SMS message format to text mode.
- **AT+CMGS="<phone_number>":** Sends an SMS message.

Refer to the Wavecom Q24PLUS AT Command Set documentation for a comprehensive list of commands and their usage.

4.3 Data Communication (GPRS)

The modem supports GPRS Class 10 for wireless internet access. It includes a TCP/IP stack. For data connections, you will typically configure a dial-up networking connection on your operating system, using the modem as the communication device. The modem supports GPRS link detection and redial functionality, compatible with Microsoft dial-up software.

4.4 SMS, MMS, Voice, and Fax

The modem is capable of sending and receiving SMS (Point-to-point MO and MT, cell broadcast, Text and

PDU mode), MMS, data, FAX, and E-mail voice. These functionalities are typically accessed and controlled via specific AT commands or through software applications designed to interface with GSM modems.

5. MAINTENANCE

To ensure the longevity and optimal performance of your OSTENT GSM GPRS Modem, follow these maintenance guidelines:

- **Cleaning:** Use a soft, dry cloth to clean the modem's exterior. Avoid using liquid cleaners or solvents, which can damage the casing or internal components.
- **Environment:** Operate and store the modem within the specified temperature ranges (-20°C to +60°C for working, -25°C to +70°C for storage). Avoid extreme temperatures, high humidity, and direct sunlight.
- **Ventilation:** Ensure the modem has adequate ventilation to prevent overheating, especially during continuous operation. The aluminum casing is designed for heat dissipation.
- **Connections:** Periodically check all cable connections (USB, antenna) to ensure they are secure and free from damage.
- **SIM Card:** Handle the SIM card with care. Avoid touching the gold contacts. Only insert or remove the SIM card when the modem is disconnected from power.

6. TROUBLESHOOTING

This section provides solutions to common issues you might encounter with your modem.

6.1 Modem Not Detected by Computer

- **Check USB Connection:** Ensure the USB cable is securely connected to both the modem and the computer. Try a different USB port.
- **Power Supply:** Verify that the USB port provides sufficient power. Some older or unpowered USB hubs may not supply enough current.
- **Driver Installation:** Confirm that the necessary USB drivers are correctly installed on your operating system. Check Device Manager for any unknown devices or driver errors.
- **Restart:** Try restarting your computer.

6.2 Cannot Connect to Network / No Signal

- **Antenna Connection:** Ensure the antenna is securely attached to the modem.
- **SIM Card:** Verify the SIM card is correctly inserted and activated with a valid plan. Check if your region is covered by GSM/GPRS 850/900/1800/1900MHz.
- **Signal Strength:** Use the AT+CSQ command to check the signal quality. If the signal is weak, try relocating the modem to an area with better network coverage.
- **Network Availability:** Confirm that the GSM/GPRS network is operational in your area.

6.3 AT Commands Not Responding

- **Correct COM Port:** Ensure your terminal program is connected to the correct COM port assigned to the modem.
- **Baud Rate:** Verify that the baud rate and other serial port settings (data bits, parity, stop bits) in your terminal program match the modem's settings (typically 115200, 8N1).
- **Command Syntax:** Double-check the syntax of your AT commands, including the 'AT' prefix and

carriage return.

- **Modem State:** Ensure the modem is not in a busy state (e.g., during a data call).

7. WARRANTY AND SUPPORT

For warranty information, technical support, or further assistance, please refer to the documentation provided with your purchase or contact OSTENT customer service through their official website or the platform where the product was purchased.

Please retain your proof of purchase for warranty claims.