Advantech Product FAQ

How to collect Sierra LTE module status for trouble-shooting

Applicable model list	FWA-1012VCR, FWA-1010VCR (included Sierra EM 7455 LTE module)
Model name version	FWA-1012VCR-4CA1S, FWA-1012VCR-8CA1S, FWA-1010VCR-8CA2S
BIOS Version	N/A

Description:

When customer doesn't success initial Sierra LTE module to link mobile network, please suggest customer key-in following command to collect Sierra LTE module information, and E-mail this information to Advantech.

LTE module trouble-shooting command:

1. When user needs to collect Sierra LTE module information, please stop/logout LTE application (ex: wvdial & modem_manager)
2. Please use console utility (ex:minicom), set Serial Device as "/dev/ttyUSB2", key-in following AT command and capture feedback information, an E-mail this information to Advantech.

Item	AT command
1. Display Product Identification Information	ATI
2. PIN Authentication	AT+CPIN?
3. Report frequency bands / queries current selection	AT!BAND?
4. Display LTE module F/W version	AT!IMPREF?
5. Display LTE IMSI(SIM info)	AT+CIMI
6. Display LTE IMSI(LTE module code info)	AT+CGSN
7. Display SIM slot,only for FWA-1012VCR	at!uims?
8. Display operational status	AT!GSTATUS?
9. Display Operator Names	AT+COPS=?

3. If customer OS doesn't have console utility (ex:minicom), please download "LTE_info_collect.sh" script and key-in following command to create a log file, and E-mail log file to Advantech

```
#./LTE_info_collect.sh &> test.log
```

PS: it needs more time to collect "Display Operator Names" , if last item is report error from LTE log file, please execute following command ,capture & E-mail feedback information to Advantech

```
# chat -V -s -t 1 '' 'AT+COPS=? ' 'OK' '' > /dev/ttyUSB2 < /dev/ttyUSB2; echo
```