

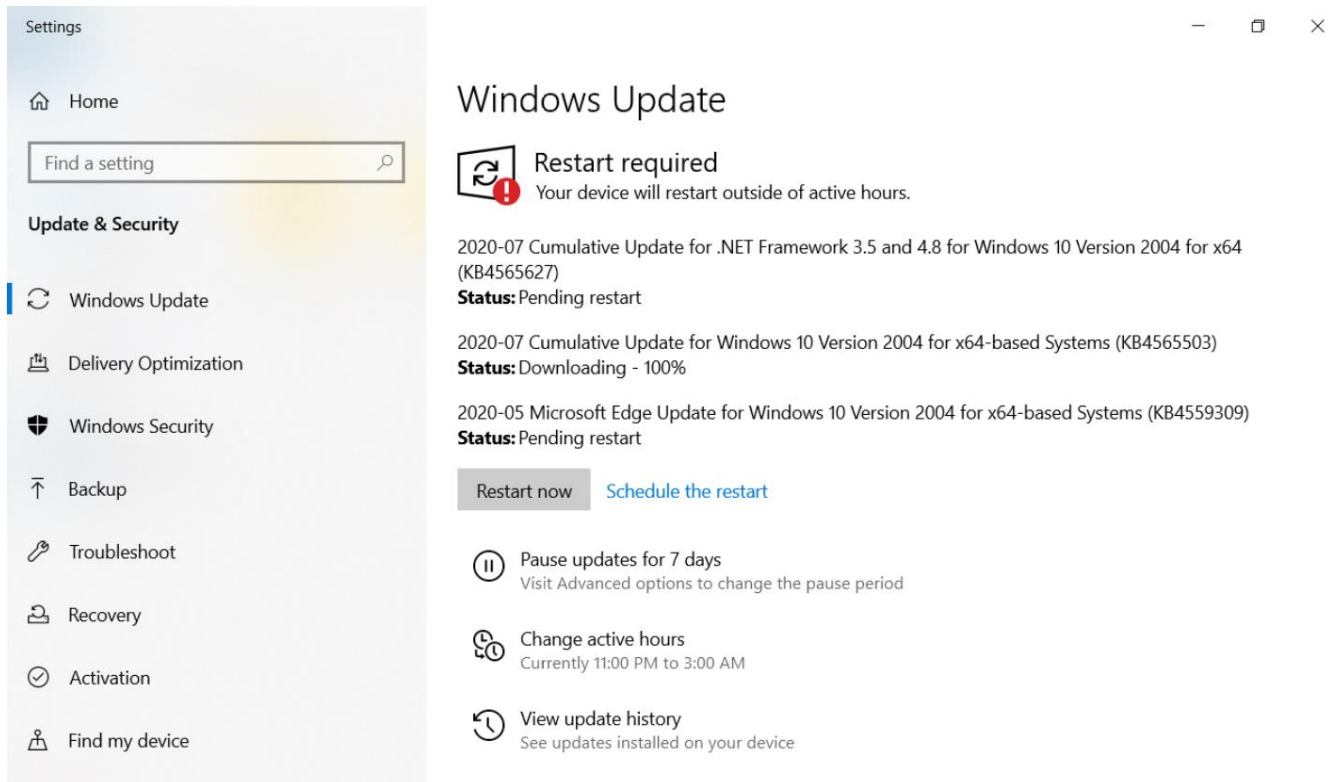



On some Windows 10 devices the cellular button may not be viewable and a cellular option itself may not be available.

To remedy this situation:

1. Verify all Windows Updates have been completed. To check this, click on the Windows icon

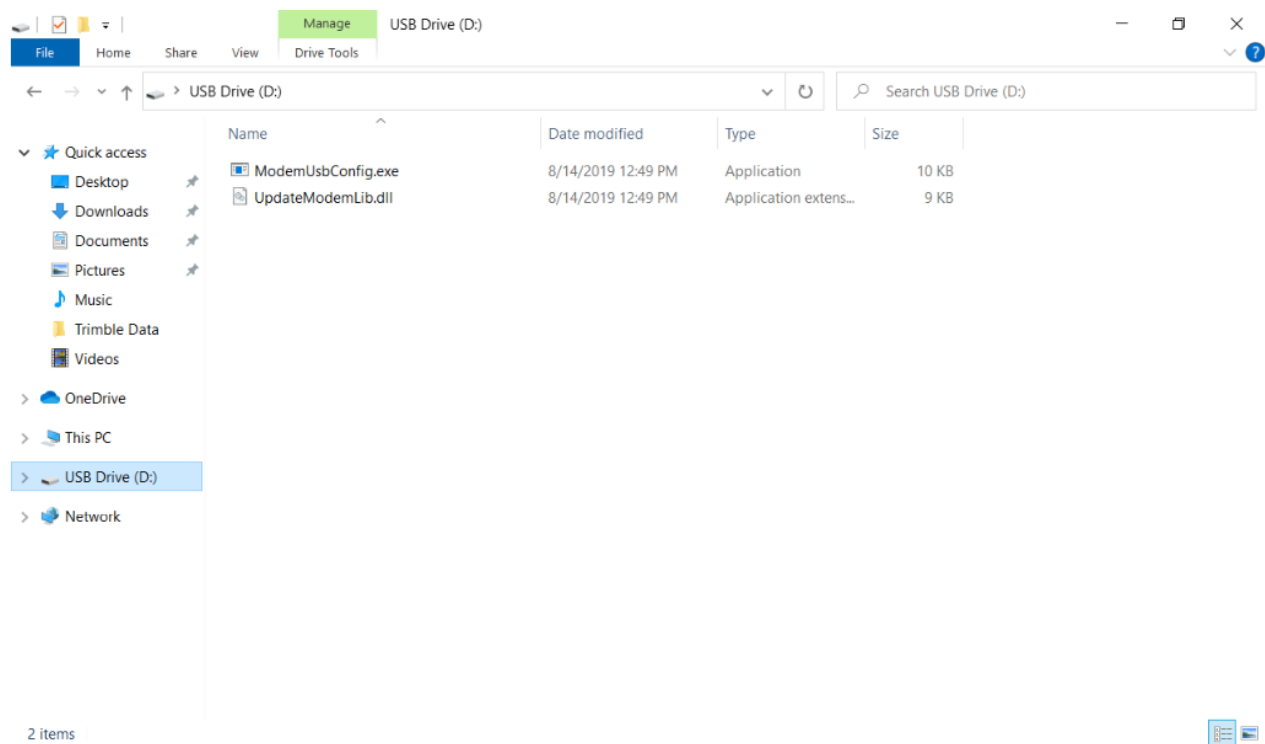
on the lower left of the screen  then select the Settings icon . Select Update & Security and verify the windows updates.



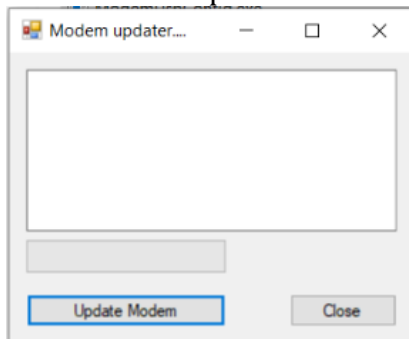
2. Once all updates are completed Restart the device by clicking on the Windows icon 

and then click the power icon  and then click Restart.

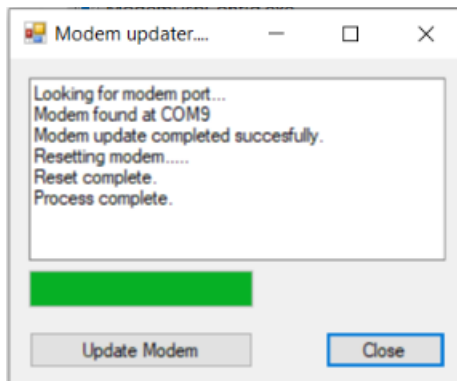
3. If the Windows Updates do not fix the issue download a ModemUSBConfig.exe file here: <https://workdrive.zoho.com/file/5axhwc017b04b1a5f4e639c5625d60e42c994>
 - a. There will be two files to download “ModemUSBConfig.exe” & “UpdateModemLib.dll”
4. Copy both files to a USB thumb drive and insert into your Windows 10 device. Open the “ModemUSBConfig.exe” file by double-clicking.





5. A Modem updater window will open, click on Update Modem.



6. When completed click on close.



7. Lastly, restart by clicking on the Windows icon  and then click the power icon  and then click Restart.