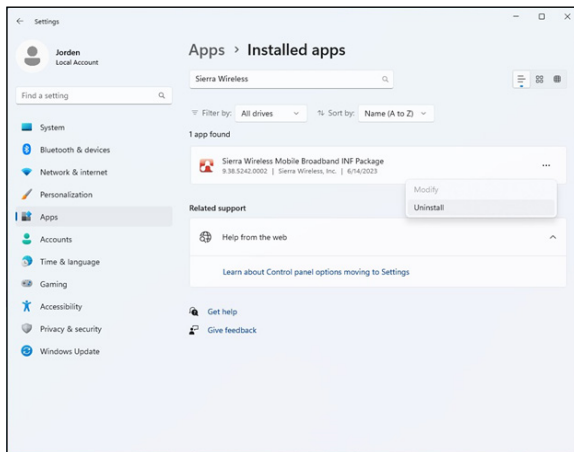# Change the Cell Driver Package on Mesa Pro

Errors in the current Windows 11 cell driver package can cause the cell modem to disappear on the Mesa Pro. Sierra Wireless is resolving the issues with the cell driver, but a temporary solution is to change the cell driver package to the Generic Windows 10 driver and then load the carrier-specific firmware. To change the cell driver package, follow these instructions.

1. Remove the Sierra Wireless Driver

To remove the Sierra Wireless driver,

1. On the Mesa Pro, select **Settings** > **Apps** > **Installed Apps**.

2. Locate Sierra Wireless Mobile Broadband INF package, and tap the three dots.

3. Tap Uninstall.

    Windows notifies you that the driver has been successfully removed.

2. Install the Generic Windows 10 Driver

Note: Before you install the Generic Windows 10 driver, install any pending Windows updates.

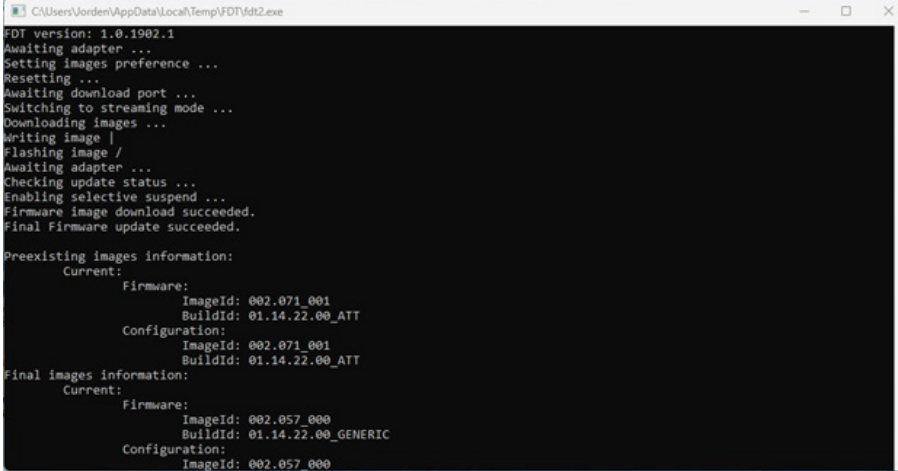To install the Generic Windows 10 driver,

1. Run the file GenericDriverSetup_5087.exe.

2. When the installation is complete, restart the device.

3. Load the Carrier Firmware

To load the carrier firmware,

1. Run the carrier-specific firmware file that corresponds to the installed SIM card.

    - **Verizon**: SWI9X50C_01.14.20.00_00_VERIZON_002.058_000.exe
    - **AT&T**: SWI9X50C_01.14.22.00_00_ATT_002.071_001.exe
    - **All other carriers**: SWI9X50C_01.14.22.00_00_GENERIC_002.057_000.exe

The carrier firmware utility firmware loads, as shown below.

2. If the firmware fails to load, restart the Mesa Pro and repeat step 1.