



C365-4GDS-DM-W

COMMS365 DUAL SIM / DUAL MODEM
4G ROUTER WITH WI-FI



Quick Start Guide

This guide is to assist you in the set-up of the C365-4GDS-DM-W router. Inside the box you will find:

- 1 x C365-4GDS-DM-W router
- 1 x Wi-Fi antenna
- 1 x Power supply
- 1 x Ethernet cable
- 4 x 3G/4G antennas

Please check all components listed are present on receipt.

SUPPORT

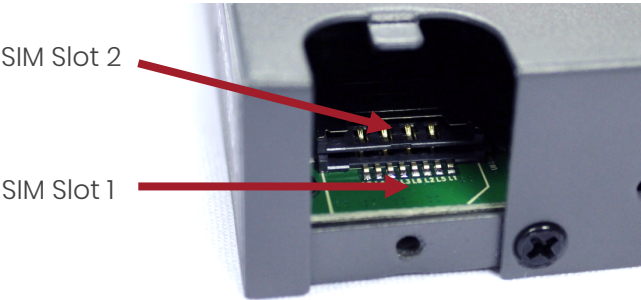
If you have any questions or experience any issues, please send a Support Request Ticket to the Comms365 Helpdesk <https://comms365.mojohelpdesk.com/>, or phone 01234 865880, Option 2.

C365-4GDS-DM-W Quick Start Guide – v1 (June 2018)

INSERTING SIM(S)

You will need to unscrew the blue cover to insert the SIM(s) into the router. There are two SIM slots. SIM slot one is located underneath SIM slot two, as shown in the below image.

If using only one SIM in the router, please use SIM slot 1. This will correspond with Modem 1 in the configuration settings.

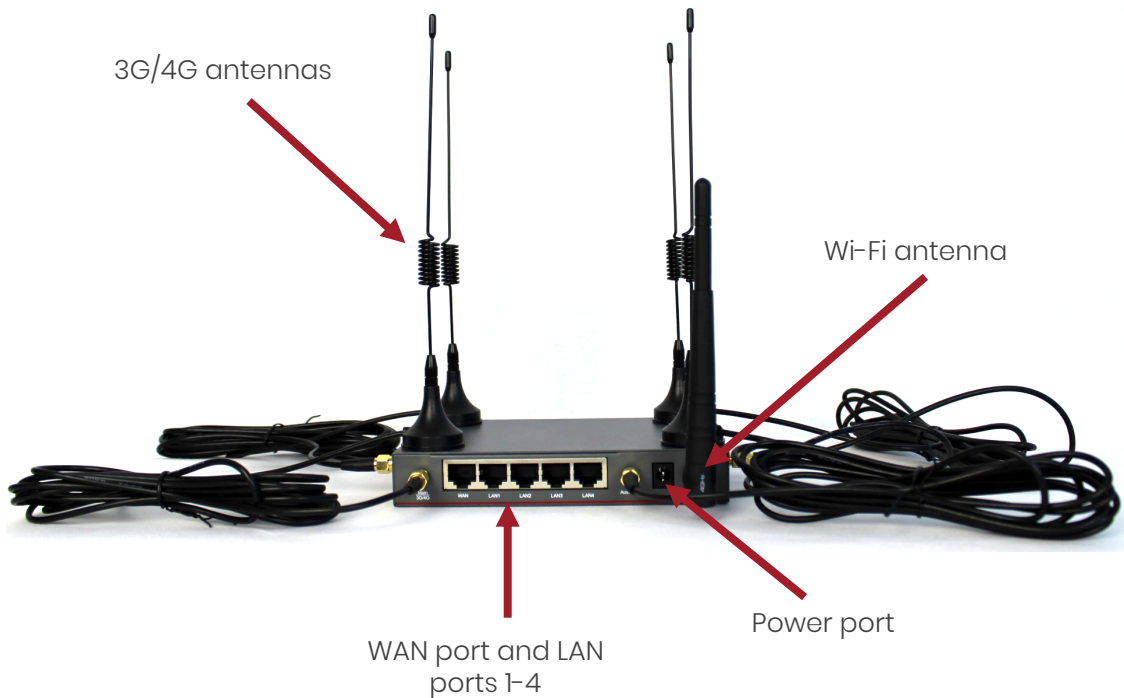


Once the SIM(s) have been inserted, we recommend you screw the blue cover back on for protection.

ATTACHING THE ANTENNAS

Attach the four 3G/4G antennas to the two ports on the back of the router labelled 'Main 3G/4G' and 'Aux/GPS' and the two ports on the sides of the router (not labelled). Place the antennas on top of the device as shown in the below image. Alternatively, the antennas can be positioned next to a window for improved signal speeds, but they must be attached to a metal structure as this forms part of the transmission and reception path.

The Wi-Fi antenna should be connected to the port labelled 'WIFI'.



The Ethernet cable can be used to connect any of the LAN/WAN ports.

Once you have attached all of the antennas and the Ethernet cable, plug the power supply into the port labelled 'PWR' to start the router.

CONFIGURING THE ROUTER - LOG IN

To configure the C365-4GDS-DM-W router, you will need to log in and follow the steps detailed in this guide.

Connect the Ethernet cable to the port labelled LAN1 on the router and the Ethernet port on your laptop/PC. Power the router on by plugging in the power supply. Open a web browser (e.g. Chrome, Internet Explorer, etc.) and type '192.168.1.1' into the URL bar. You will be prompted to enter a username and password:

Authentication required

http://192.168.1.1

Your connection to this site is not private

Username

Password

Log in

Cancel

Default Username: admin

Default Password: admin

CHANGE PASSWORD AND CONFIGURE REMOTE ACCESS

First, you will need to change the password of the router. This will allow you to configure the router for remote access.

In the 'Administration' > 'Admin Access' tab, set the new password in the 'Password' section and click 'Save'. After entering the new password, you may be asked to log back in using the new password.

To configure remote access on the router, select 'HTTPS' from the 'Remote Access' dropdown menu. Click 'Save'.

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Cellular Router

Status

Basic Network

WLAN

Advanced Network

Firewall

VPN Tunnel

Administration

Identification

Time

Admin Access

Scheduled Reboot

SNMP

Storage Settings

M2M Settings

DI/DO Setting

Configuration

Logging

Upgrade

Reboot...

Debugging

Logout

WebAccess

Router

Local Access

HTTP & HTTPS

HTTP Access Port

80

HTTPS Access Port

443

SSL Certificate

Common Name (CN)

(optional: space separated)

Regenerate

Save In NVRAM

Remote Access

HTTPS

Access Port

8080

Allowed Remote IP Address

(optional: ex: "1.1.1.1", "1.1.1.0/24", or "1.1.1.1 - 2.2.2.2")

Allow Wireless Access

☒

SSH Enable at Startup

☐

Allow Telnet Remote Access

☐

Open Menus

Status

☐

Basic Network

☐

WLAN

☐

Firewall

☐

VPN Tunnel

☐

Advanced Network

☐

Administration

☐

Debugging

☐

Password

Password

(re-enter to confirm)

Language

System Language

English

Save

Cancel

CONFIGURE MOBILE SETTINGS

The next step is to configure the Mobile Settings to allow the router to connect to the Internet via the SIM.

1. Navigate to the 'Basic Network' > 'Modem 1' tab (if using two SIMs you will need to repeat these steps for the 'Modem 2' tab)
 2. Check the 'Enable' checkbox
 3. Under the 'Modem Connect Mode' dropdown, there are several variations to choose from:
- | Modem 1 selection | Modem 2 selection | Function |
|---|---|---|
| Modem-1 to Primary Link | N/A - no changes required | Using only one SIM in SIM slot 1 |
| Load balance | Load balance | Both modems will work simultaneously and each provide a connection on a different IP address |
| Modem-1 to Primary Link | Failover | Modem 1 will provide the primary connection and Modem 2 will only be used if the Modem 1 connection is lost |
| Failover | Modem-2 to Primary Link | Modem 2 will provide the primary connection and Modem 1 will only be used if the Modem 2 connection is lost |
| Select modem according to signal strength | Select modem according to signal strength | The connection will be chosen based on whichever modem/SIM has the strongest signal strength at that time. |
4. Check the 'ICMP Check' checkbox. The 'Check Interval' and 'Ping times' fields should populate automatically
 5. Add an IP address to the 'Check IP' field, for example '8.8.8.8'
 6. Enter the 'APN', 'User' (username) and 'Password' details of the SIM to the relevant fields. Ask your SIM provider for these details
 7. Click 'Save'. Repeat for Modem 2 if applicable

Status

Basic Network

WAN

Modem 1

Modem 2

LAN

DDNS

Routing

WLAN

Advanced Network

Firewall

VPN Tunnel

Administration

Debugging

Logout

FDD-LTE/HSPA+/HSUPA Cellular Settings

C365-Office

Cellular Network Type

ME90X:FDD-LTE/HSPA+/WCDMA

Enable

☒

Modem Connect Mode

Modem-1 to Primary Link

ICMP Check

☒

Check Interval

10

(seconds)

Ping times

50

(times)

Check IP

8.8.8.8

Backup Ip

Packet loss detection

☐

Delay detection

☐

Cellular Mode

Auto

Dial Number

*99#

APN

comms365.ee4g.com

User

demo45

Password

Save

Cancel

TEST THE INTERNET CONNECTION

Return to the 'Status' > 'Overview' tab. Here you will be able to see if Modem 1 (and Modem 2 if applicable) has an IP address.

If there is an IP address you should be able to access the Internet. Test this by attempting to access a website from your web browser (ensure cache has been cleared or that you have not visited the website before).

If an IP address is not displayed, ensure the SIM(s) and antennas have been inserted/attached correctly and that the 'Configure Mobile Settings' steps have been followed correctly. Confirm with your provider that the SIM is active and that there is sufficient data.

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Router

Status

Overview

LAN

Device List

Basic Network

WLAN

Advanced Network

Firewall

VPN Tunnel

Administration

Debugging

Logout

System Status

Internet Status

C365-Office

Router Name

C365-Office

Hardware Verion

C11-D20

Firmware Version

R50-4.0.0.1-180306-185236

Time

Wed, 28 Mar 2018 23:40:58 +0800

Clock Sync.

Uptime

0 days, 00:02:52

CPU Load (1 / 5 / 15 mins)

0.66 / 0.22 / 0.08

Total / Free Memory

60.06 MB / 48.74 MB (81.15%)

Internet Status

Internet Status

Modem 1 Working

MAC Address

WAN Connection Type

DHCP

WAN IP Address

0.0.0.0

WAN Subnet Mask

0.0.0.0

WAN Gateway

0.0.0.0

WAN DNS

WAN Connection Uptime

-

Modem-1 Type

ME90X:FDD-LTE/HSPA+/WCDMA

Modem-1 Status

Ready

Modem-1 IMEI

867377023775889

Modem-1 USIM Status

Ready

Modem-1 ISP

"EE"

Modem-1 Network

"DC-HSPA+"

Modem-1 CSQ

9 (-95 dBm)

Modem-1 IP Address

10.255.123.6

Modem-1 Subnet Mask

255.255.255.255

Modem-1 Gateway

10.64.64.64

Modem-1 DNS

208.67.222.222 5.226.60.162

Modem-1 Connection Uptime

0 days, 00:01:03

CONFIGURE THE WI-FI

To configure the Wi-Fi, navigate to the 'WLAN' > 'Basic Settings' tab.

1. Check the 'Enable Wireless' checkbox
2. Under 'Wireless Mode', ensure 'Access Point' is selected from the dropdown options
3. Enter the 'SSID' of your choice. This is what the name of the router will be displayed as when searching for available Wi-Fi connections from your device
4. Ensure the 'Broadcast' checkbox is checked
5. From the 'Security' dropdown options, select 'WPA2 Personal'
6. Enter the 'Shared Key' (password)
7. Click 'Save'

Status

Basic Network

WLAN

Basic Settings

Wireless Filter

Advanced Wireless

Wireless Survey

Advanced Network

Firewall

VPN Tunnel

Administration

Debugging

Logout

Wireless (2.4 GHz / eth1)

Enable Wireless☒

MAC Address34:0A:82:07:50:1E

Wireless ModeAccess Point

Wireless Network ModeAuto

SSIDrouter-wifi-501E

Broadcast☒

Channel6 - 2.437 GHz Scan

Channel Width40 MHz

Control SidebandUpper

SecurityWPA2 Personal

EncryptionAES

Shared Key.....Random

Group Key Renewal3600 (seconds)

Save

Cancel

CONFIGURATION COMPLETE

The C365-4GDS-DM-W router is now configured and ready to use. If desired, you can unplug the Ethernet cable from your laptop/PC and connect to the router via Wi-Fi.

To make changes to any of the configuration settings, log in with the username 'admin' and the password you chose in section 'Change Password and Configure Remote Access'.