

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.

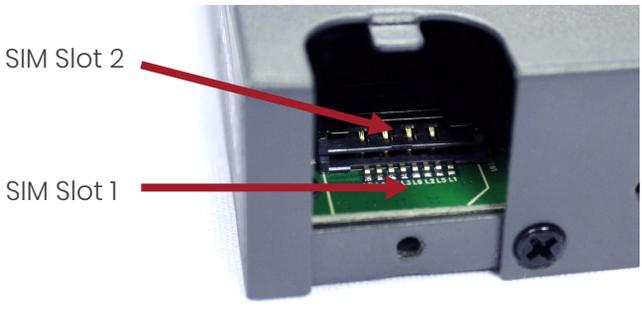
SUPPORT

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.

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.

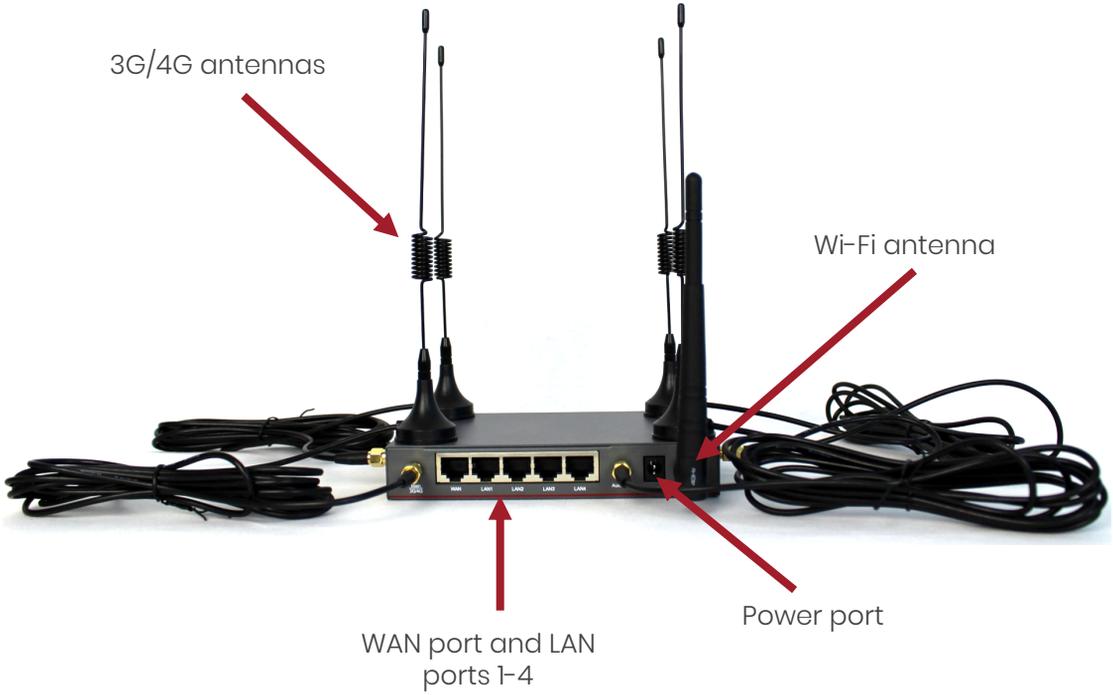


Once the SIM(s) have been inserted, we recommend you screw the blue cover back on for protection.

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

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'.

comms365 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

Local Access: HTTP & HTTPS
HTTP Access Port: 80
HTTPS Access Port: 443

SSL Certificate
Common Name (CN):
Regenerate:
Save In NVRAM:

Remote Access: HTTPS
Access Port: 8080
Allowed Remote IP Address:
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

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

C365-Office

FDD-LTE/HSPA+/HSUPA Cellular Settings

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

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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365Router

- Status
- Overview
- LAN
- Device List
- Basic Network
- WLAN
- Advanced Network
- Firewall
- VPN Tunnel
- Administration
- Debugging
- Logout

C365-Office

System Status

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'

The screenshot shows the 'Wireless (2.4 GHz / eth1)' configuration page for a C365-Office router. On the left is a blue sidebar menu with options: Status, Basic Network, WLAN (selected), Basic Settings, Wireless Filter, Advanced Wireless, Wireless Survey, Advanced Network, Firewall, VPN Tunnel, Administration, Debugging, and Logout. The main configuration area includes the following settings:

- Enable Wireless:**
- MAC Address:** 34:0A:82:07:50:1E
- Wireless Mode:** Access Point
- Wireless Network Mode:** Auto
- SSID:** router-wifi-501E
- Broadcast:**
- Channel:** 6 - 2.437 GHz (with a Scan button)
- Channel Width:** 40 MHz
- Control Sideband:** Upper
- Security:** WPA2 Personal
- Encryption:** AES
- Shared Key:** A field of dots with a Random button next to it.
- Group Key Renewal:** 3600 (seconds)

At the bottom right of the configuration area are 'Save' and 'Cancel' buttons.

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'.