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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.
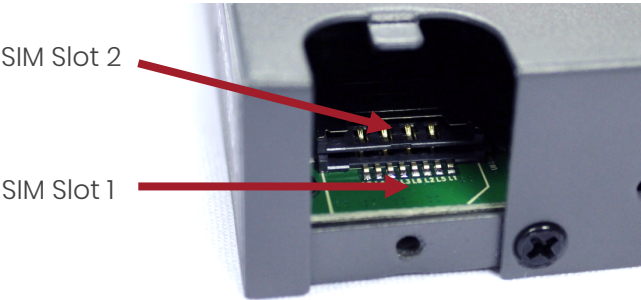
SUPPORT

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**.

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Innovative Network Services

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.
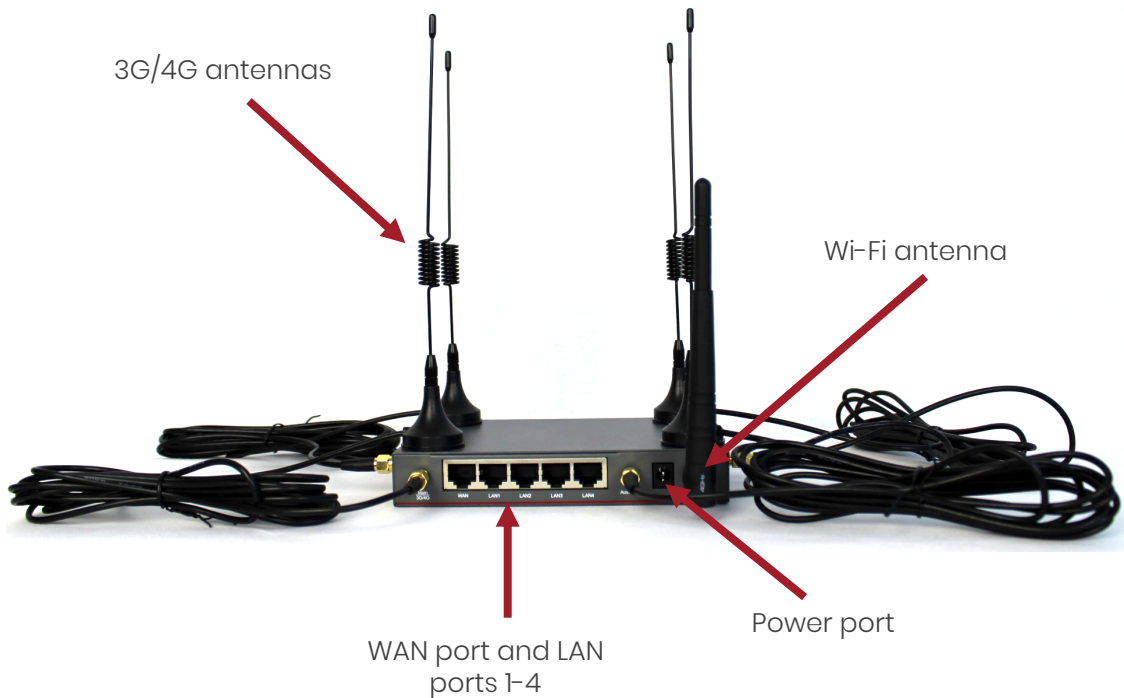

SIM Slot 2

SIM Slot 1

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'.

3G/4G antennas

Wi-Fi antenna

Power port

WAN port and LAN ports 1-4

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.

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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:

      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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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

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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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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'

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'.

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