

# Industrial Cellular VPN Router NR500 Pro User Manual



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### **REVISION HISTORY**

Revision	Date	Revision Details
0	May 2018	Initial release.
1	Aug 2018	Add Schedule Reboot, OpenVPN, IPSec

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### **Technical Support**

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### Interference Issues

Avoid possible radio frequency (RF) interference by following these guidelines:

- The use of cellular telephones or devices in aircraft is illegal. Use in aircraft may endanger operation and disrupt the cellular network. Failure to observe this restriction may result in suspension or denial of cellular services to the offender, legal action, or both.
- Do not operate in the vicinity of gasoline or diesel fuel pumps unless use has been approved or authorized.
- Do not operate in locations where medical equipment that the device could interfere with may be in use.
- Do not operate in fuel depots, chemical plants, or blasting areas unless use has been approved and authorized.
- Use care if operating in the vicinity of protected personal medical devices, i.e., hearing aids and pacemakers.
- Operation in the presence of other electronic equipment may cause interference if equipment is incorrectly protected. Follow recommendations for installation from equipment manufacturers.

### **Declaration of Conformity**

NR500 Series products are in conformity with the essential requirements and other relevant provisions of the CE and RoHS.







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# **Chapter 1. Product Overview**

### 1.1 Overview

Navigateworx NR500 series industrial cellular VPN router offers a single, flexible platform to address a variety of wireless communications needs with over-the-air configuration and system monitoring for optimal connectivity. This router enables wireless data connectivity over public and private LTE cellular networks at 4G speeds.

NR500 series router has dual SIM backup, 2 or 4 LAN ports, 1 port could be changed to Ethernet WAN connection (for fixed internet fail over to cellular). An optional 802.11 b/g/n Wi-Fi interface access point and client operations supports connectivity to IP applications in a variety of different connection scenarios. RS232 and RS485 interfaces are provided to support Serial to IP communication. NR500 series router also support 2 x digital input and 2 x Digital output for alarm applications.

NR500 series router supports 9 to 48 VDC wide range power inputs, designed with reverse-voltage protection mechanism for greater reliability. It is an advanced choice for universal wireless M2M applications with reliable features for data transmission.

### 1.2 Features and Benefits

### Industrial internet access

- Wireless Mobile Broadband 2G / 3G / 4G Connection
- Remote access to SCADA System for Industrial Automation
- Reduce high costs for on-site maintenance

### Designed for industrial usage

- Power Input Range 9 to 48 VDC
- Industrial designed for harsh environment
- Compact metal casing for easy mounting

### Secure and reliable remote connection

- Connection manager ensure seamless communication
- Support Multiple VPN tunnels for data encryption
- Firewall prevents unsafe and unauthorized access

### Easy to use and easy maintenance

- User-friendly web interface for human interaction
- Easy configuration for deployment
- Support 3rd Party remote management cloud

### 1.3 General Specifications

### **Cellular Interface**

- Standards: FDD-LTE/TDD-LTE, WCDMA/UMTS/HSPA/HSPA+/EDGE/GPRS,
- 2× SMA female antenna connector
- 2 x SIM (3.0V & 1.8V)

### Wi-Fi Interface (Optional)

- Standards: 802.11b/g/n, 300Mbps
- 2 x RP-SMA male antenna connector
- Support Wi-Fi AP and Client modes
- Security: WEP, WPA and WPA2 encryption
- Encryption: AES, TKIP, WEP64

### **Ethernet Interface**

- Standard: IEEE 802.3, IEEE 802.3u
- Number of Ports:

NR500-Standard: 2 x 10/100 Mbps, RJ45 connector

NR500-Pro: 4 x 10/100 Mbps, RJ45 connector

- 1 x WAN interface (configurable on Web GUI)
- 1.5KV magnetic isolation protection

### **Serial Interface**

- 1×RS232 (3 PIN): TX, RX, GND
- 1 x RS485 (2 PIN): Data+(A), Data-(B)
- Baud rate: 300 bps to 115200 bps
- Connector: terminal block
- 15KV ESD protection

### DI/DO Interface

• Type: 2 x DI + 2 x DO

Connector: terminal block

Isolation: 3KVDC or 2KVrms

Absolute maximum VDC: 36VDC

Absolute maximum ADC: 100mA

### Other Interfaces

1× RST button

LED instruction: 1 x SYS, 1 x NET, 1 x USR, 3 x RSSI

#### Software

Network protocols: DHCP, ICMP, PPPoE, HTTP, HTTPS, DNS, VRRP, NTP...

VPN: IPSec, PPTP/L2TP client, GRE, OpenVPN, DMVPN

Policy: RIPv2/OSPF/BGP dynamic route (optional)

Firewall & Filter: Port forwarding, DMZ, anti-DoS, ACL

Serial port: TCP server and client, UDP

Management: Web, SNMP, 3<sup>rd</sup> party platform

### **Power Supply and Consumption**

• Connector: 3-pin 3.5 mm female socket with lock

Input voltage range: 9~48VDC

Power consumption:

Idle: 100 mA@12V

Data link: 400 mA (peak) @12V

### **Physical Specification**

Ingress Protection: IP30

Housing & Weight: Metal, 300g

Dimension: 104mm x 104mm x 38mm (excluding antenna)

Installations: Din-rail mounting

### **Environmental**

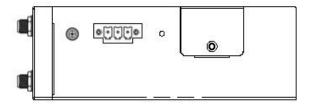
Operation temperature: -40~+75℃

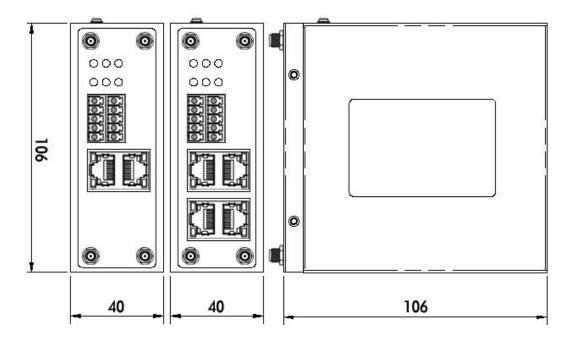
• Store temperature: -40~+85℃

Operation humidity: 5% to 95% non-condensing

# 1.4 Mechanical Specifications

Dimension: 106mm x 106mm x 40mm (excluding antenna)





# 1.5 Package Checklist

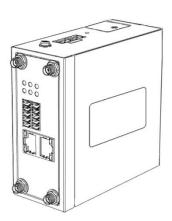
NR500 series Router includes the parts shown in below, please verify your components.

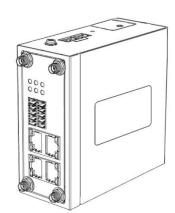
**NOTE:** if any of the below items is missing or damaged, please contact your sales representative.

### Included equipment

• 1 x Naviageteworx NR500 series Industrial Cellular VPN router (Wi-Fi optional)

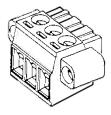
NR500 Standard NR500 Pro





or

1 x 3-pin 3.5 mm male terminal block with lock for power supply



1 x 10-pin 3.5 mm male terminal block for R\$232/R\$485/DI/DO



1 x Ethernet cable

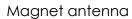


### 1 x Quick Start Guide



### Optional Accessories (sold separately)

3G/4G cellular antenna Stubby antenna





RP-SMA Wi-Fi antenna Stubby antenna



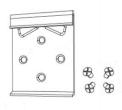
Magnet antenna



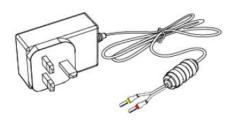
35mm Din-rail mounting kit







• AC/DC power adapter (12VDC, 1.5A; EU/US/UK/AU plug optional)



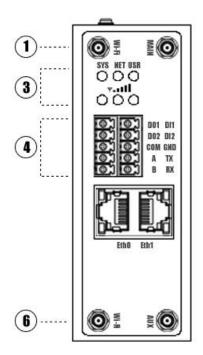
### 1.6 Order Information

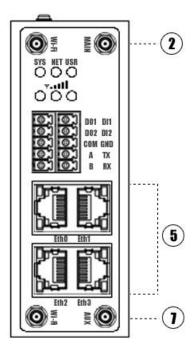
Model	Part Number	Description
	A502433	4G LTE, Dual SIMs, 2 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC
NR500-S4G	A512433	4G LTE, Dual SIMs, 2 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC, 2.4GHz Wi-Fi
	A502333	3G, Dual SIMs, 2 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC
NR500-\$3G	A512333	3G, Dual SIMs, 2 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC, 2.4GHz Wi-Fi
	A504433	4G LTE, Dual SIMs, 4 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC
NR500-P4G	A514433	4G LTE, Dual SIMs, 4 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC, 2.4GHz Wi-Fi
	A504333	3G, Dual SIMs, 4 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC
NR500-P3G	A514333	3G, Dual SIMs, 4 x Eth, 1 x RS232 (3 PIN), 1 x RS485, 2 x DI, 2 x DO, 9 - 48VDC, 2.4GHz Wi-Fi

# **Chapter 2.** Installation

### 2.1 Product Overview

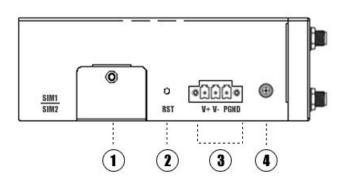
### • Front Panel





- (1) Wi-Fi Antenna
- (2) MAIN Cellular Antenna
- 3 LED Indicator
- 4 Serial port & DIDO
- ⑤ Ethernet port
- 6 Wi-Fi Antenna
- AUX Cellular Antenna

### • Left Side Panel



- (1) SIM Card Slot
- 2 Reset Button
- ③ Power Connector
- 4 Grounding Stud

# 2.2 LED Indicators

Name	Color	Status	Description
		Slow Blinking (500ms duration)	Operating normally
SYS	Green	Fast Blinking	System initialing
		Off	Power is off
		On	Register to Highest priority network
			service (depend on Radio, e.g.
			Radio support LTE as Highest priority
			network).
	Green	Fast Blinking (250ms duration)	Register to Non-Highest priority
NET	Gleen		network service (depend on Radio,
			e.g. Radio support LTE as Highest
			priority network, then WCDMA and
			GPRS is non-highest priority network).
		Off	Register failed
		On	Router is trying cellular connection
			with SIM1
USR: SIM	Green	Fast Blinking (250ms duration)	Router is trying cellular connection
			with SIM2
		Off	No SIM detected
		On	Wi-Fi is enabled and data
USR: Wi-Fi	Green		transmission
		Off	Wi-Fi is disable or initialize failed
Signal Strength		On, 3 LED light up	Signal strength (21-31) is high
Indicator	Green	On, 2 LED light up	Signal strength (11-20) is medium
9.11 <b>1</b>	GIEELI	On, 1 LED light up	Signal strength (1-10) is low
		Off	No signal

### 2.3 Ethernet Port Indicator

Name	Status	Description
	On	Connection is established
Link indicator	Blinking	Data is being transmitted
	Off	Connection is not established

**NOTE:** There are two LED indicators for each Ethernet port. Due to the chipset design NR500 router would only light up the green one (Link indicator) on left side, the right LED is Off without meaning.

### 2.4 PIN Definition of Terminal block

### • Serial Port & DIDO



PIN	RS232	RS485	DI	DO	Direction
1				DO1	Router>Device
2				DO2	Router>Device
3				СОМ	
4		Α			Router<>Device
5		В			Router<>Device
6			DI1		Router <device< td=""></device<>
7			DI2		Router <device< td=""></device<>
8	GND				
9	TX				Router>Device
10	RX				Router <device< td=""></device<>

### Power Input



PIN	Description
V+ (Red line)	Positive
V- (Yellow line)	Negative
PGND	GND

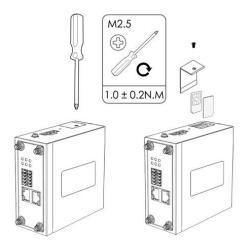
### 2.5 Reset Button

Function	Action
Reboot	Press the RST button within 3s under operation status
	Press the RST button between 3s to 10s, all LED blink few times then
Factory Reset	reboot automatically.

### 2.6 Insert SIM card

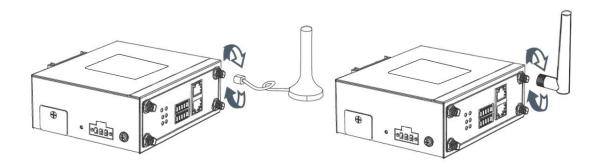
### • Insert / Remove SIM card

- 1. Make sure the power is disconnected.
- 2. Use a Philips-head screwdriver to remove SIM slot cover.
- 3. Insert the SIM card(s) in to the SIM sockets.
- 4. Replace the SIM slot cover.



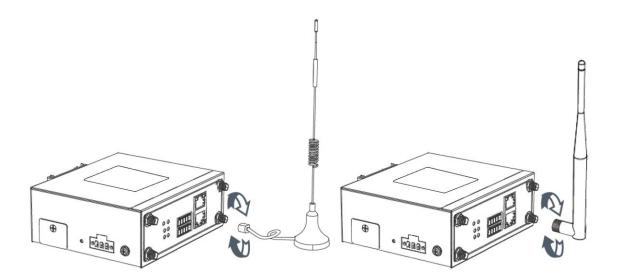
### 2.7 Install Antenna

Connect the cellular antenna to the MAIN and AUX connector on the unit.



**NOTE:** NR500 router supports dual antennas with MAIN and AUX connectors. MAIN connector is for data receiving and transmission. AUX connector is for enhancing signal strength, which cannot be used separately.

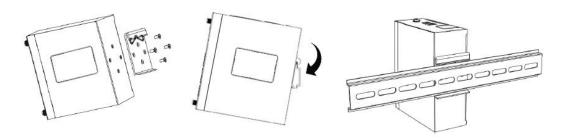
Connect the Wi-Fi antenna to the Wi-Fi connector on the unit.



### 2.8 DIN-rail Mounting

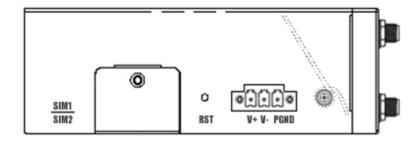
- 1. Use 4 pcs of M3x6 flat head phillips screws to fix the DIN-rail to the router.
- 2. Insert the upper lip of the DIN-rail into the DIN-rail mounting kit.
- 3. Press the router towards the DIN-rail until it snaps into place.





## 2.9 Protective Grounding Installation

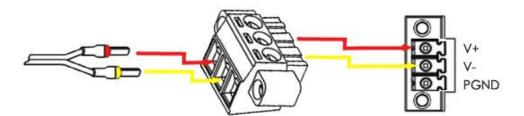
- 1. Remove the grounding nut.
- 2. Connect the grounding ring of the cabinet's grounding wire onto the grounding stud and screw up the grounding nut.



**NOTE:** Strongly recommended the router to be grounded when deployed.

# 2.10 Power Supply Installation

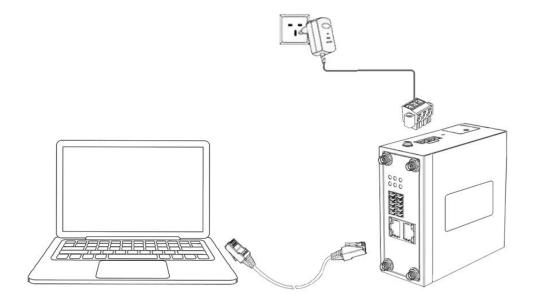
- 1. Remove the pluggable connector from the unit, then loosen the screws for the locking flanges as needed.
- 2. Connect the wires of the power supply to the terminals.



COLOR	POLARITY
RED	V+
YELLOW	V-

### 2.11 Power On The Router

- Connect one end of the Ethernet cable to the LAN port on the unit and the other end to a LAN port on a PC.
- 2. Connect the AC power to a power source.
- 3. Router is ready when SYS LED is blinking.



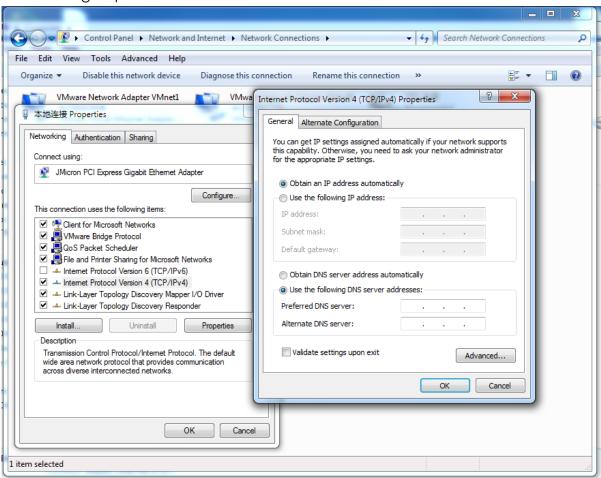
# Chapter 3. Access to Web page

### 3.1 PC Configuration

NR500 router contains a DHCP server which will automatically assign an IP address to your PC, however in some cases the user may need to change the network settings on their PC to accept the IP address from the NR500. or you can configure a static IP address manually.

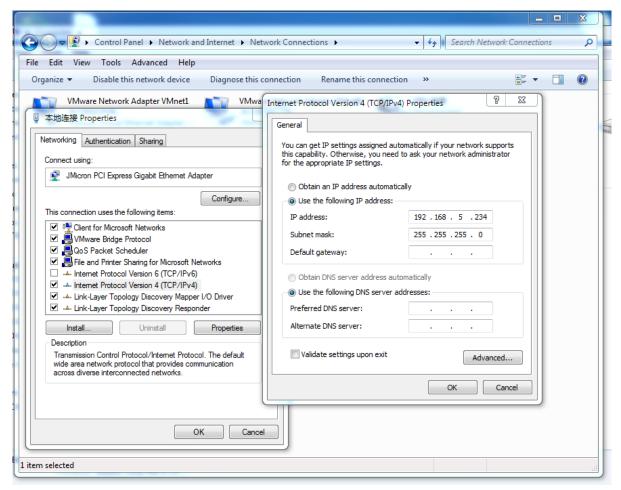
### Obtain an IP address automatically

The process required to do this differs depending on the version of Windows you are using. **NOTE:** The following steps are based on Windows 7.



select Start » Control Panel » Network Connections. Right click Local Area Connection and select Properties to open the configuration dialog box for Local Area Connection. Select Internet Protocol (TCP/IP) and click Properties to open the TCP/IP configuration window. On the General tab, select Obtain an IP address automatically and Obtain DNS server address automatically. Click OK to complete TCP/IP configuration.

### Set to a static IP address



click "**Use the following IP address**" to assign a static IP manually within the same subnet of the router

**NOTE:** *Default gateway* and *DNS server* is not necessary if PC not routing all traffic go through NR500 router.

### 3.2 Factory Default Settings

NR500 router supports Web-based configuration interface for management. If this is the first time for you to configure the router, please refer to below default settings.

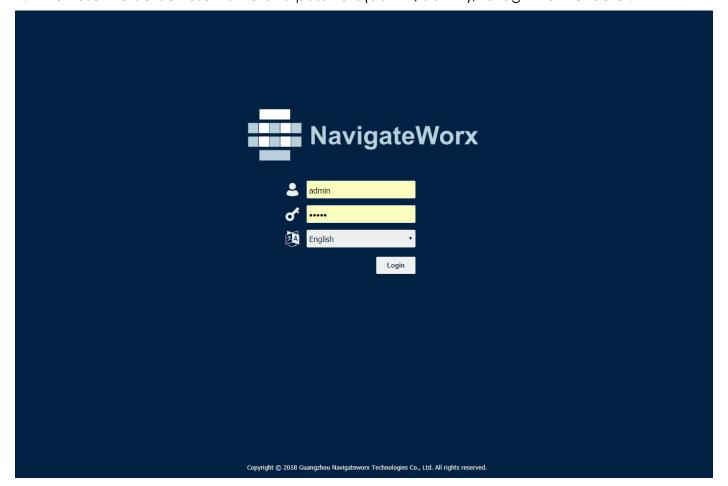
Username: **admin** Password: **admin** 

LAN IP Address: 192.168.5.1 (Eth0~Eth1/Eth3 bridge as LAN mode)

**DHCP Server: Enabled** 

### 3.3 Login to Web Page

- 1. Start a Web browser on your PC (Chrome and IE are recommended), enter 192.168.5.1 into the address bar of the web browser.
- 2. Then use the default username and password(admin/admin), to log in to the router.

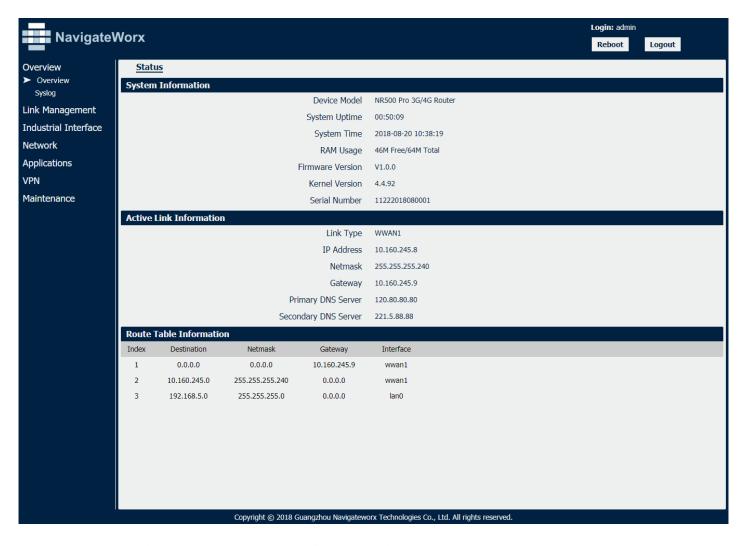


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# Chapter 4. Web Configuration

### 4.1 Web Interface

The NR500 router Web interface is divided into two sections. In the left pane is the main navigation menu. On the right is the content area for each page.



**NOTE:** The navigation menu may contain fewer sections than shown here depending on which options are installed in your unit.

- **Reboot:** reset the router within power disconnect.
- Logout: logout to web authorization page.



- Save: save the configuration on current page.
- **Apply:** apply the changes on current page immediately.



• Close: exit without changing the configuration on current page.



### 4.2 Overview

### **4.2.1 Status**

You can view the system information of the router on this page.



### **System Information**

### • Device Module

Displays the model name of router

### System Uptime

Displays the duration the system has been up in hours, minutes and seconds.

### System Time

Displays the current date and time.

### RAM Usage

Displays the RAM capacity and the available RAM memory.

### • Firmware Version

Displays the current firmware version of router.

### Kernel Version

Displays the current kernel version of router.

### Serial Number

Display the serial number of router.

Active Link Information	
Link Type	WAN
IP Address	192.168.111.33
Netmask	255.255.255.0
Gateway	192.168.111.1
Primary DNS Server	192.168.129.1
Secondary DNS Server	192.168.111.1

### **Active Link Information**

### Link Type

Current interface for internet access.

### IP Address

Displays the IP address assigned to this interface.

### Netmask

Displays the subnet mask of this interface.

### Gateway

Displays the gateway of this interface. This is used for routing packets to remote networks.

### • Primary DNS Server

Displays the primary DNS server of this interface.

### Secondary DNS Server

Displays the secondary DNS server of this interface.

Route 1	Table Information  Destination	n		
Index	Destination	Netmask	Gateway	Interface
1	0.0.0.0	0.0.0.0	192.168.111.1	wan
2	192.168.5.0	255.255.255.0	0.0.0.0	lan0
3	192.168.111.0	255.255.255.0	0.0.0.0	wan

### **Route Table Information**

### Destination

Displays the destination of routing traffic.

### Netmask

Displays the subnet mask of this routing.

### Gateway

Displays the gateway of this interface. This is used for routing packets to remote networks.

### Interface

Displays the outbound interface of this route.

### 4.2.2 Syslog

```
Syslog
Syslog Information
Aug 17 20:18:24 navigateworx user debug connection_manager[6588]: connection_manager proc_disconnected
Aug 17 20:18:24 navigateworx user.debug connection_manager[6588]: cancel timer by disconnected action
Aug 17 20:18:24 navigateworx user.debug connection_manager[6588]: connection of wwan1 is disconnected
Aug 17 20:18:24 navigateworx user debug connection_manager[6588]: optimal connection wan health state 0 cs 2, current connection wwan1
health state 16 cs 0
Aug 17 20:18:24 navigateworx user.warn connection_manager[6588]: wwan1 is unusable
Aug 17 20:19:52 navigateworx authpriv.info webserver: pam_unix(login:session): session opened for user admin by (uid=0)
Aug 17 20:19:52 navigateworx authpriv.info webserver: pam_unix(login:session): session closed for user admin
Aug 17 20:20:07 navigateworx authpriv.info webserver: pam_unix(login:session): session opened for user admin by (uid=0)
Aug 17 20:20:07 navigateworx authpriv.info webserver: pam_unix(login:session): session closed for user admin
Aug 17 20:20:12 navigateworx authpriv.info webserver: pam_unix(login:session): session opened for user admin by (uid=0)
Aug 17 20:20:12 navigateworx authpriv.info webserver: pam_unix(login:session): session closed for user admin
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 available DHCP range: 192.168.5.2 -- 192.168.5.200
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 vendor class: MSFT 5.0
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 client provides name: Chen
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 DHCPREQUEST(1an0) 192.168.5.2 f0:76:1c:5a:4e:cc
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 tags: 1an0
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 DHCPACK(1an0) 192.168.5.2 f0:76:1c:5a:4e:cc Chen
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 requested options: 1:netmask, 3:router, 6:dns-server, 15:domain-name,
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 requested options: 31:router-discovery, 33:static-route, 43:vendor-
encap.
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 requested options: 44:netbios-ns, 46:netbios-nodetype, 47:netbios-
scope,
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 requested options: 119:domain-search, 121:classless-static-route,
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 requested options: 249, 252 Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 next server: 192.168.5.1
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 1 option: 53 message-type 5
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 54 server-identifier 192.168.5.1
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 51 lease-time 2h Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 58 T1 54m43s
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 59 T2 1h39m43s
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size:
                                                                                           4 option: 1 netmask 255.255.255.0
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 28 broadcast 192.168.5.255
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size:
                                                                                           7 option: 81 FQDN 03:ff:ff:43:68:65:6e
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 6 dns-server 192.168.5.1
Aug 17 21:06:02 navigateworx daemon.info dnsmasq-dhcp[5060]: 181367734 sent size: 4 option: 3 router 192.168.5.1
Aug 17 21:09:57 navigateworx daemon.err udhcpc[6639]: sending renew
Aug 17 21:09:57 navigateworx daemon.err udhcpc[6639]: lease of 192.168.111.33 obtained, lease time 7200
Aug 17 21:09:57 navigateworx user.debug udhcpc: dhcpc update configuration of wan
Aug 17 21:09:57 navigateworx user.debug connection_manager[6588]: connection_manager proc_connected
                                                                          Download Diagnosis
                                                                                                   Download Syslog
                                                                                                                             Clear
                                                                                                                                               Refresh
```

### **Syslog Information**

### Download Diagnosis

Download the Diagnosis file for analysis.

### Download Syslog

Download the complete syslog since last reboot.

#### Clear

Clear the current page syslog printing.

#### Refresh

Reload the current page with latest syslog printing.

### 4.3 Link Management

This section shows you the setup of link management.

### 4.3.1 Connection Manager



### **Connection Manager->Status**

### Type

Displays the connection interface

### Status

Displays the connection status of this interface.

### IP Address

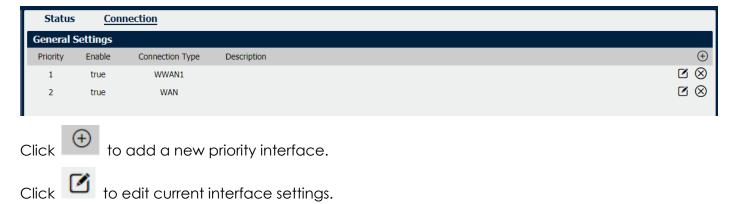
Displays the IP Address of this interface.

### Netmask

Displays the subnet mask of this interface.

### Gateway

Displays the gateway of this interface. This is used for routing packets to remote networks.



Click to delete current interface.

### **Connection Manager->Connection**

### Priority

Displays the priority list of default routing selection.

### Enable

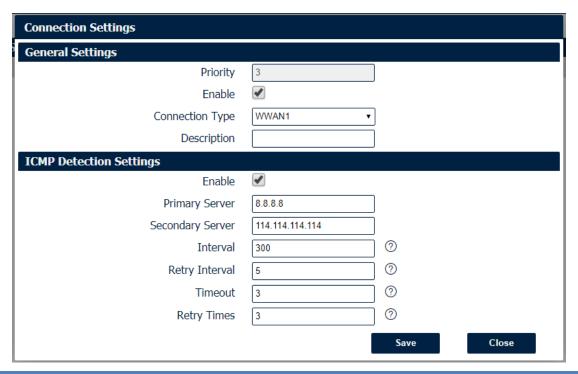
Displays the connection enable status.

### Connection Type

Displays the name of this interface.

### Description

Displays the description of this connection.



### **Connection Settings**

### Priority

Displays current index on priority list.

### Connection Type

Select the available interface as outbound link.

NOTE: specify SIM1 carrier link as WWAN1, SIM2 carrier link as WWAN2.

### ICMP Detection Settings->Enable

Check this box to detect link connection status based on pings to a specified IP address.

### Primary Server

Enter the primary IP address that pings will be sent to, to detect the link state. Recommend entering the IP address of known external reachable server or network (e.g. 8.8.8.8).

### Secondary Server

Enter the secondary IP address that pings will be sent to, when the primary server is ping failed, router would try to ping the secondary server.

### • Interval

The duration of each ICMP detection in seconds.

### • Retry Interval

The interval in seconds between each ping if no packets have been received.

### Timeout

Enter timeout for received ping reply to determine the ICMP detection failure.

### Retry Times

Displays the outbound interface of this route.

### 4.3.2 Cellular

NR500 Router main function is connecting to Internet by cellular modem.



### Cellular->Status

#### Modem

Displays the model of the modem used by this WWAN interface.

### Registration

Displays the registration status of SIM card.

### CSQ

Displays the signal strength of the carrier network.

### Operator

Displays the wireless network provider.

### Network Type

Displays the RF technology currently active. Example: LTE, UMTS, or CDMA.

#### IMEI

International Mobile Electronic Identifier. Depending on the carrier and technology used, this may be required for the carrier when activating the data contract. In some cases this will be blank.

### PLMN ID

Displays the current PLMN ID, including MCC, MNC, LAC and Cell ID.

### Local Area Code

Displays the location area code of the SIM card.

### Cell ID

Displays the Cell ID of the SIM card location.

### IMSI

International Mobile Subscriber Identity, as read from the SIM. This is the user's network subscription.

### TX Bytes

Displays the total bytes transmitted since the time the unit was connected. NR500 router would record this data with same SIM card, reboot would not erase this data.

### RX Bytes

Displays the total bytes received since the time the unit was connected. NR500 router would record this data with same SIM card, reboot would not erase this data.

### Modem Firmware

Displays firmware version of the modem used by the WWAN interface.

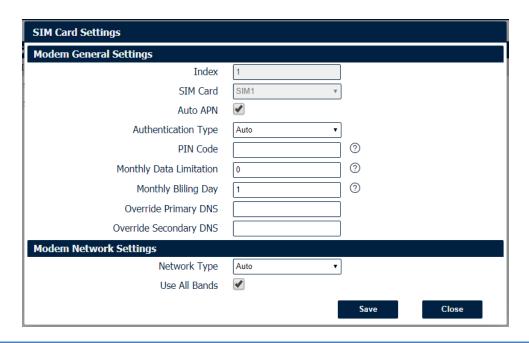


### SIM Card

Displays the SIM card support on this unit.

### Auto APN

Displays the Enable status of auto APN function.



### **SIM Card Settings**

### SIM Card

Displays the current SIM card settings.

#### Auto APN

Check this box enable auto checking the Access Point Name provided by the carrier.

### Authentication Type

Authentication method used by the carrier. Possible selections are Auto, PAP, CHAP.

### PIN Code

Enter a 4-8 characters PIN code to unlock the SIM.

### Monthly Data Limitation

Enter the data total amount for SIM card, SIM card switchover when data reach limitation.

### Monthly Billing Day

Enter the date of renew data amount every month.

### Override Primary DNS

Enter the primary DNS server will override the automatically obtained DNS.

### Override Secondary DNS

Enter the secondary DNS server will override the automatically obtained DNS.

### Network Type

Select the mode of operation of the cell module (Auto, 4G Firstly, 4G Only, etc.).

### Use All Bands

Check this box to enable all bands selection or choose specified bands.

### 4.3.3 Ethernet

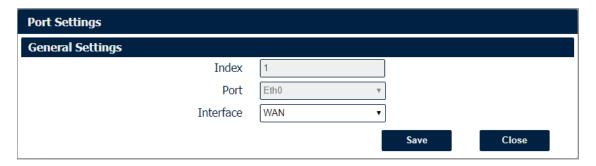
The same instructions apply to settings for all Ethernet interfaces.



### **Ethernet->Port Assignment**

- Port
  - Displays the port states and numbers of this unit.
- Interface

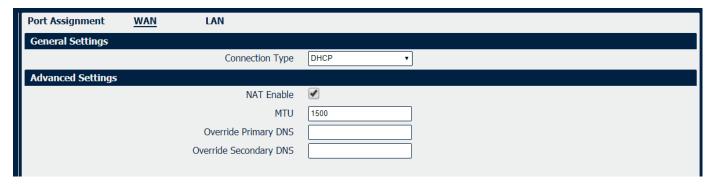
Displays the port states of belong subnet.



### **Ethernet->Port Settings**

- Port
  - Indicate the current configurate port.
- Interface

Select belong subnet for current configurate port.



### **Ethernet->WAN**

### Connection Type

If you select DHCP Client, external DHCP server will assign an IP address to this unit.

#### NAT Enable

Enable or Disable NAT (Network Address Translation).

#### MTU

Maximum Transmission Unit, maximum packet size allowed to be transmitted. Should be left as default value of 1500 in most cases.

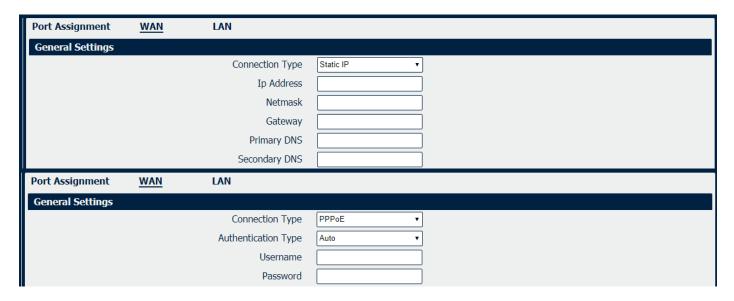
### Override Primary DNS

Enter the primary DNS server will override the automatically obtained DNS.

### Override Secondary DNS

Enter the secondary DNS server will override the automatically obtained DNS.

NR500 also support WAN connection type set to Static IP and PPPoE mode.



### Ethernet->WAN->Static IP or PPPoE

### IP Address

Static address for this interface. It must be on the same subnet as the gateway.

Netmask

Will be assigned by the gateway.

### Gateway

IP address of the Gateway (DHCP Host). If not known this can be left as all zeros.

### Primary DNS

IP address of the primary DNS server.

### Secondary DNS

IP address of the secondary DNS server.

### Authentication Type

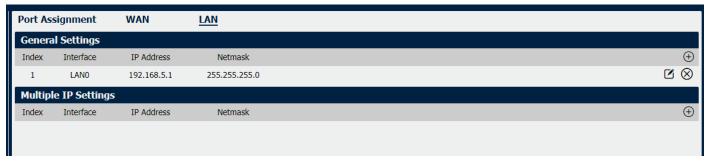
Authentication method used by the carrier. Possible selections are Auto, PAP, CHAP.

#### Username

Username to provide when connecting.

### Password

Password to provide when connecting.



### **Ethernet->LAN**

#### Interface

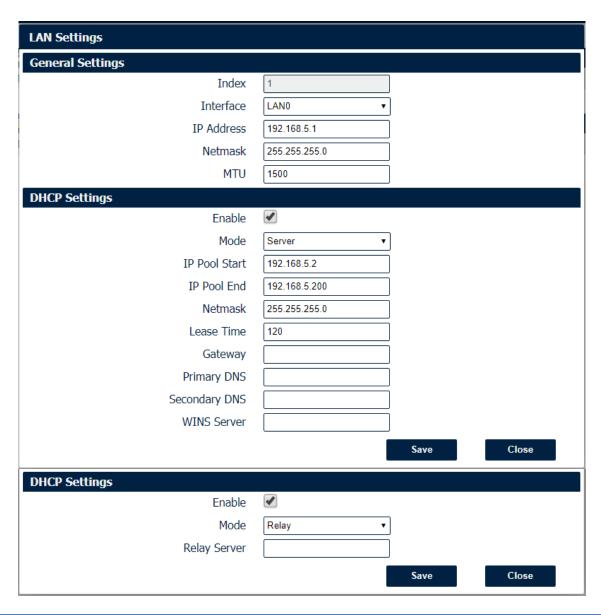
Displays current name of LAN subnet.

### IP Address

Displays LAN IP address of this subnet.

### Netmask

Displays subnet mask for this subnet.



# **Ethernet->LAN**

#### Interface

Select the configurate LAN port of this subnet.

#### IP Address

Enter LAN IP address for this interface.

### Netmask

Enter subnet mask for this subnet.

### MTU

Maximum Transmission Unit, maximum packet size allowed to be transmitted. Should be left as default value of 1500 in most cases.

#### Enable

Check this box to enable DHCP feature on current LAN port.

#### Mode

Select the DHCP working mode from "Server" or "Relay".

#### Relay Server

Enter the IP address of DHCP relay server.

#### IP Pool Start

External LAN devices connected to this unit will be assigned IP address in this range when DHCP is enabled. This is the beginning of the pool of IP addresses.

#### IP Pool End

This is the end of the pool of IP addresses.

#### Netmask

Subnet mask of the IP address obtained by DHCP clients from DHCP server.

#### Lease Time

The lease time of the IP address obtained by DHCP clients from DHCP server.

# Gateway

The gateway address obtained by DHCP clients from DHCP server.

# Primary DNS

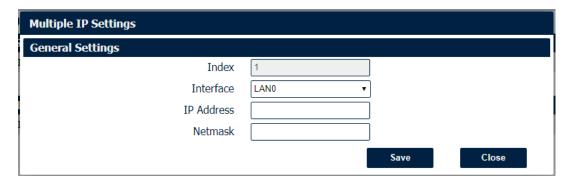
Primary DNS server address obtained by DHCP clients from DHCP server.

#### Secondary DNS

Secondary DNS server address obtained by DHCP clients from DHCP server.

#### WINS Server

Windows Internet Naming Service obtained by DHCP clients from DHCP server.



# **Ethernet->LAN->Multiple IP Settings**

### Interface

Select the configurate LAN port of this subnet.

#### IP Address

Enter multiple IP address for this interface.

#### Netmask

Enter subnet mask for this subnet.

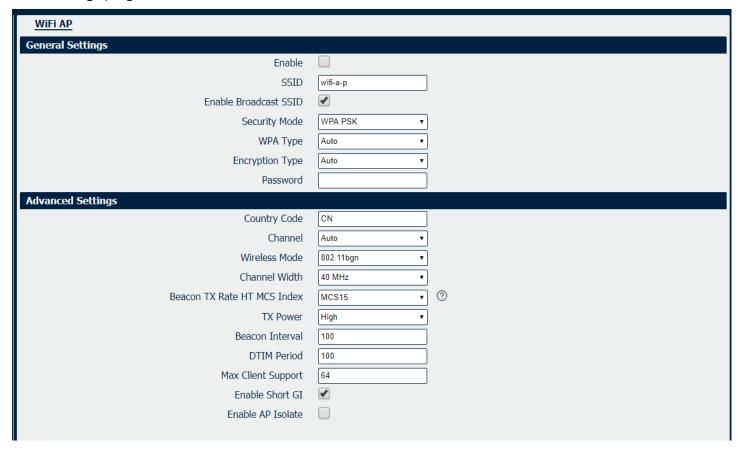
# 4.3.4 Wi-Fi

Select Wi-Fi (Access Point) from the main navigation menu to navigate to the Wi-Fi (Access Point) page, which contains tabs for configuration of the Wi-Fi Access Point interface.

You could review the Wi-Fi connection status as below.



Wi-Fi settings page as below.



#### Wi-Fi->Wi-Fi AP

#### Enable

Check this box will enable the Wireless interface.

#### SSID

The SSID is the name of the wireless local network. Devices connecting to the Nr500 router WiFi access will identify the Access Point by this SSID.

#### Enable Broadcast SSID

When the checkbox is not checked, SSID broadcast is disabled, other wireless devices can't not find the SSID, and users have to enter the SSID manually to access to the wireless network.

#### Security Mode

Select security mode from "None" or "WPA PSK".

#### WPA Type

Select WPA Type from "Auto", "WPA" and "WPA2".

### Encryption Type

Select the encryption method. Options are "Auto", "TKIP", or "CCMP". Because these options depend on the authentication method selected, some options will not be available.

#### Password

Enter the pre-shared key of WPA encryption.

### Country Code

Select the country where the AP is located.

#### Channel

Select the Wi-Fi channel the module will transmit on. If there are other Wi-Fi devices in the area the NR500 router should be set to a different channel than the other access points. Channels available for selection depend on the selected Band.

#### Wireless Mode

Select the Wi-Fi 802.11 mode: B, G, or N. Available selections depend on selected Band.

#### Channel Width

Select the width of the Wi-Fi channel. 20 MHz will limit the channel to 20 MHz wide; 20/40 MHz will enable the use of a 40 MHz wide channel when available.

#### Beacon TX Rate HT MCS Index

Modulation and Coding Scheme, The MCS modulation coding table is a representation proposed by 802.11n to characterize the communication rate of the WLAN. The MCS takes the factors affecting the communication rate as the columns of the table and uses the MCS index as a row to form a rate table.

#### TX power

Select the transmission power for the AP from "High", "Medium" and "Low".

#### Beacon Interval

Enter the interval of time in which the router AP broadcasts a beacon which is used for wireless network authentication.

#### DTIM Period

Enter the delivery traffic indication message period and the router AP will multicast the data according to this period.

# • Max Client Support

Enter the maximum number of clients to access when the router is configured as AP.

#### • Enable Short GI

Check this box to enable Short GI (guard interval), Short GI is a blank time between two symbols, providing a long buffer time for signal delay.

# • Enable AP Isolate

Check this box to enable AP isolate, the route will isolate all connected wireless devices.

# 4.4 Industrial Interface

The Industrial page contains tabs for making configuration settings for Serial RS232 and RS485, Digital input and output. Select Serial & Digital IO from the main navigation menu to navigate to this page.

# **4.4.1 Serial**

You could review the status of serial connection.



# Serial->Status

#### Enable

Displays status of current serial function.

### Serial Type

Displays the serial type of COM port.

#### • Transmission Method

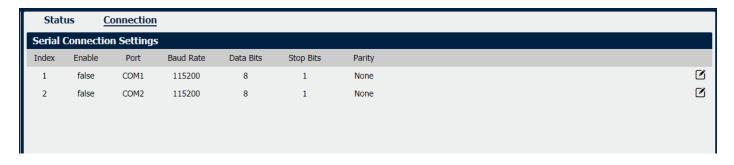
Displays the transmission method of this serial port.

# Protocol

Displays the protocol used by this serial port.

#### • Connection Status

Displays the connection status of this serial port.



# **Serial->Connection**

#### Enable

Displays status of current serial function.

#### Port

Displays the serial type of COM port.

# Baud Rate

Displays the serial port baud rate.

#### Data Bits

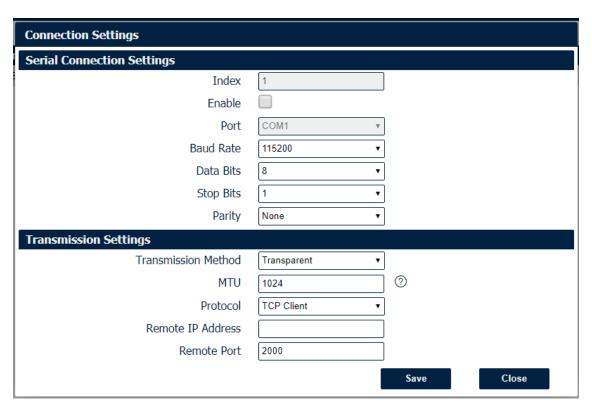
Displays the serial port Data Bits.

# Stop Bits

Displays the serial port Stop Bits.

# Parity

Displays the serial port parity.



# **Serial->Connection Settings**

#### Baud Rate

Select the serial port baud rate. Supported values are 2400, 4800, 9600, 19200, 38400, 57600, or 115200.

#### Data Bits

Select the values from 5, 6, 7 or 8.

#### Stop Bits

Select the values from 1 or 2.

#### Parity

Select values from none, even, odd.

#### Transmission Method

Select the transmission method for serial port.

#### MTU

Maximum Transmission Unit, maximum packet size allowed to be transmitted. Should be left as default value of 1024 in most cases.

#### Protocol

Select the mode for Serial IP communication. Supported modes are UDP, TCP Server, or TCP Client.

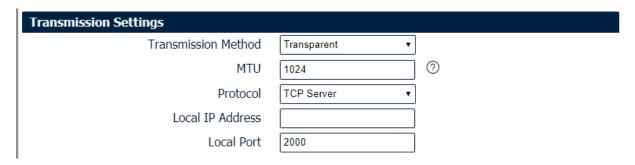
#### Remote IP Address

Enter the IP address of the remote server.

#### Remote Port

Enter the port number of the remote server.

Below window displays different settings when you select **TCP Server** on Protocol.



# **Serial->Connection Settings**

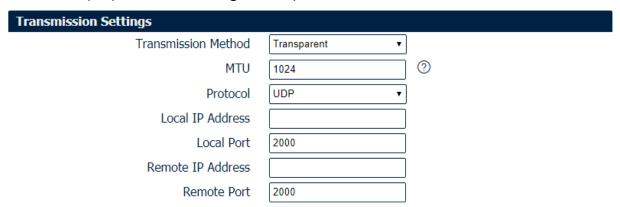
#### Local IP Address

Enter the IP Address of the local endpoint.

#### Local Port

The port number assigned to the serial IP port on which communications will take place.

Below window displays different settings when you select **UDP** on Protocol.



# **Serial->Connection Settings**

# Local IP Address

Enter the IP Address of the local endpoint.

#### Local Port

The port number assigned to the serial IP port on which communications will take place.

# • Remote IP Address

Enter the IP address of the remote server.

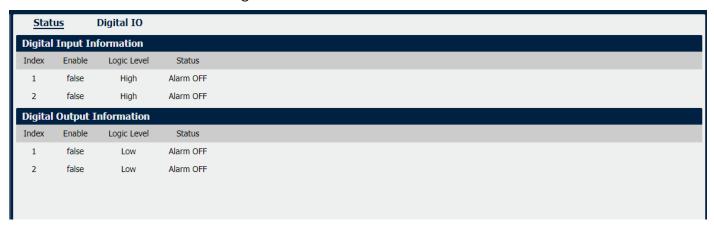
#### Remote Port

Enter the port number of the remote server.

# 4.4.2 Digital IO

This section allows you to set the Digital IO parameters. The Digital input could be used for triggering alarm, and Digital output could be used for controlling the slave device by digital signal.

You could review the status of Digital IO as below.



# **Digital IO->Status**

#### Enable

Displays status of current digital IO function.

# Logic Level

Displays the electrical level of digital IO port.

### • Status

Displays the alarm status of digital IO port.



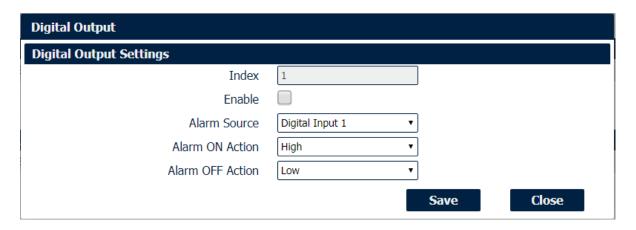
# **Digital IO->Digital Input**

#### Enable

Check this box to enable digital Input function.

# Alarm ON Mode

Select the electrical level to trigger alarm. Option are "Low" and "High".



# **Digital IO->Digital Output**

#### Enable

Check this box to enable digital output function.

#### Alarm Source

Select from "Digital Input1" or "Digital Input2", Digital output triggers the related action when there is alarm comes from Digital Input.

# Alarm ON Action

Select from "High", "Low" or "Pulse". High means high electrical level output. Low means low electrical level output. Pulse will generate a square wave as specified in the pulse mode parameters when triggered.

#### Alarm OFF Action

Initiates when alarm disappeared. Select from "High", "Low" or "Pulse". High means high electrical level output. Low means low electrical level output. Pulse will generate a square wave as specified in the pulse mode parameters when triggered.

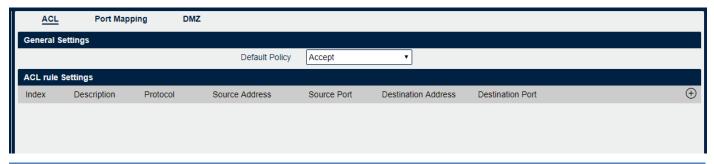
#### Pulse Width

This parameter is available when select "Pulse" as "Alarm ON Action/Alarm OFF Action". The selected digital output channel will generate a square wave as specified in the pulse mode parameters.

# 4.5 Network

# 4.5.1 Firewall

Firewall rules are security rule-sets to implement control over users, applications or network objects in an organization. Using the firewall rule, you can create blanket or specialized traffic transit rules based on the requirement.

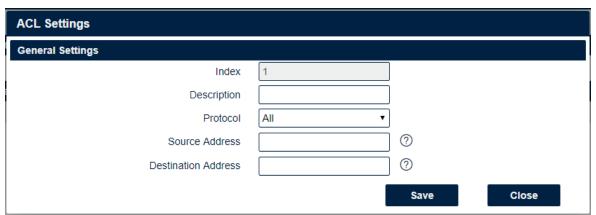


# Firewall->ACL

#### Default Policy

Select the "Accept" or "Drop" from the list, the packets which are not included in the access control list will be processed by the default filter policy.

An access control list (ACL), with respect to a computer file system, is a list of permissions attached to an object. An ACL specifies which users or system processes are granted access to objects, as well as what operations are allowed on given objects.



# Firewall->ACL

# Description

Add a description for this rule.

#### Protocol

Any: Any protocol number.

TCP: The TCP protocol. UDP: The UDP protocol.

TCP & DUP: both TCP and UDP protocol

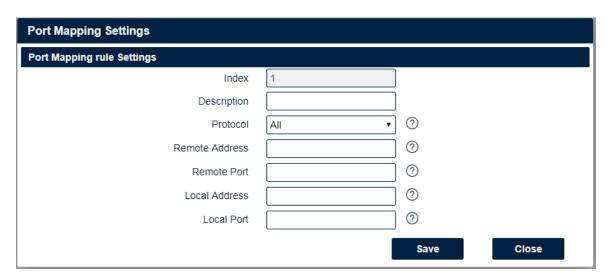
ICMP: The ICMP protocol.

#### Source Address

A specific host IP address can also be specified, or a range of IP addresses via a bitmask (the box following the /).

#### Destination Address

A specific IP address can also be specified, or a range of IP addresses via a bitmask (the box following the /).



# Firewall->Port Mapping

#### Description

Add a description for this rule.

#### Protocol

Any: Any protocol number.

TCP: The TCP protocol.

UDP: The UDP protocol.

#### Remote Address

Enter a WAN IP address that is allowed to access the unit.

#### Remote Port

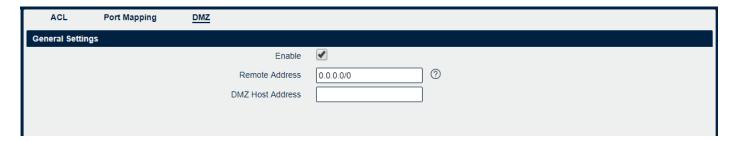
Enter the external port number range for incoming requests.

#### Local Address

Sets the LAN address of a device connected to one of the Fusion's LAN interfaces. Inbound requests will be forwarded to this IP address.

# Local Port

Sets the LAN port number range used when forwarding to the destination IP address.



# Firewall->DMZ

#### Enable

Check this box to enable DMZ function.

# Remote Address

Optionally restricts DMZ access to only the specified WAN IP address.

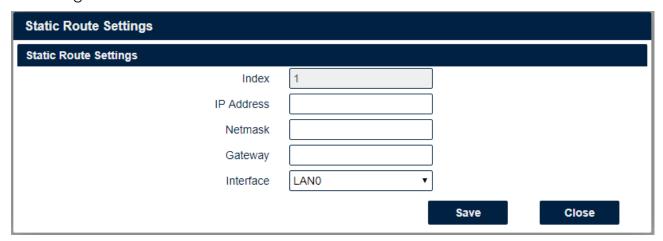
**NOTE:** If set to 0.0.0.0, the DMZ is open to all incoming WAN IP addresses.

#### DMZ Host Address

The WAN IP address which has all ports exposed except ports defined in the Port Forwarding configuration.

# 4.5.2 Route

Static Routing refers to a manual method of setting up routing between networks. Select the Static Routing tab to add static routes to the Static Route Table.



# **Route->Static Route Settings**

#### IP Address

Enter the IP address of the destination network.

#### Netmask

Enter the subnet mask of the destination network.

# Gateway

Enter the IP address of the local gateway.

#### Interface

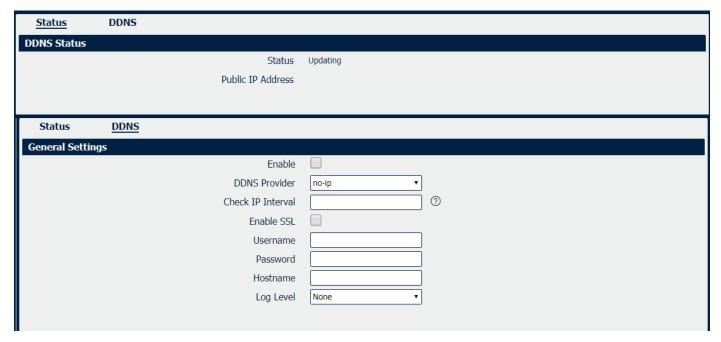
Select the interface the route is bound to.

# 4.6 Applications

# 4.6.1 DDNS

DDNS is a system that allows the domain name data of a computer with a varying (dynamic) IP addresses held in a name server to be updated in real time in order to make it possible to establish connections to that machine without the need to track the actual IP addresses at all times. A number of providers offer Dynamic DNS services (DDNS), free or for a charge.

You could review the status of DDNS as below.



#### **DDNS**

#### Enable

Check this box to enable the DDNS service.

#### DDNS Provider

Select the DDNS provider from the list, options from "DynDNS", "no-ip", "3322" and custom.

#### Check IP Interval

Enter the interval, in minutes (0 to 65,535), the modem will update the Dynamic DNS server of its carrier assigned IP address.

# DDNS Server

The internet address to communicate the Dynamic DNS information to. This option is available after you select **custom** on DDNS Provider.

#### DDNS Path

DDNS path for custom type.

### Check IP Server

Check IP Server for custom type

# • Check IP Path

Check IP Path for custom type.

# Enable SSL

Enable SSL for connection.

#### Username

Enter the user name used when setting up the account. Used to login to the Dynamic DNS service.

# Password

Enter the password associated with the account.

#### Hostname

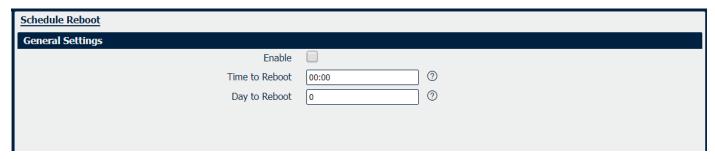
Enter the hostname associated with the account.

# Log Level

Select the log output level from "none", "Debug", "Notice", "Info" and "Error".

# 4.6.2 Schedule Reboot

Schedule reboot allows user to define the time for router reboot itself.



# **Application->Schedule Reboot**

- Enable
  - Check this box to enable schedule reboot feature.
- Time to Reboot

Enter the time of each day to reboot device. Format: HH(00-23):MM(00-59).

Uptime

Enter the day of each month to reboot device. 0 means every day.

# **4.7 VPN**

# 4.7.1 OpenVPN

OpenVPN is an open source virtual private network (VPN) product that offers a simplified security framework, modular network design, and cross-platform portability.

You could review all OpenVPN connection as below.



# **VPN->OpenVPN->Status**

# Enable

Displays current OpenVPN settings is enable or disable.

### • Status

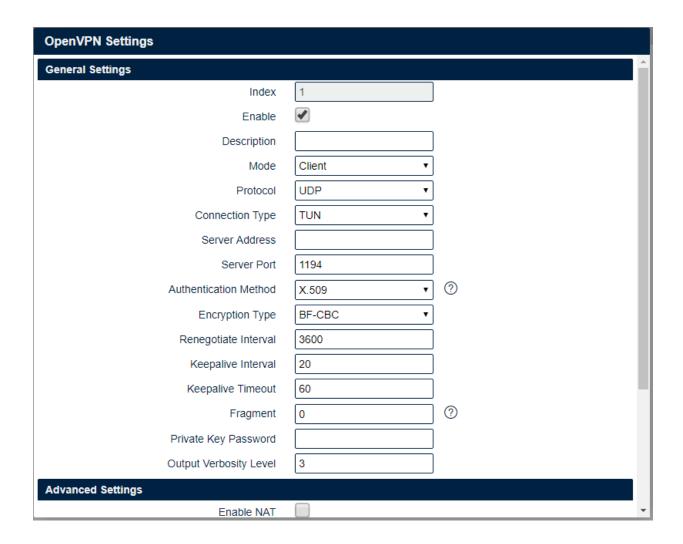
Displays the current VPN connection status.

# • Uptime

Displays the connection time since VPN is established.

#### Virtual IP

Displays the virtual IP address obtain from remote side.



# **VPN->OpenVPN**

### • Enable

Check this box to enable OpenVPN tunnel.

#### Description

Enter a description for this OpenVPN tunnel.

#### Mode

Select from "Client" or "P2P".

# Protocol

Select from "UDP" or "TCP Client".

#### Connection Type

Select from "TUN", "TAP" which are two different kinds of device interface for OpenVPN. The difference between TUN and TAP device is that a TUN device is a point-to-point virtual device on network while a TAP device is a virtual device on Ethernet.

### Server Address

Enter the IP address or domain of remote server.

#### Server Port

Enter the negotiate port on OpenVPN server.

#### Authentication Method

Select from "X.509", "Pre-shared", "Password", and "X.509 And Password".

# Encryption Type

Select from "BF-CBC", "DE-CBC", "DES-EDE3-CBC", "AES-128-CBC", "AES-192-CBC" and "AES-256-CBC".

#### Username

Enter the username for authentication when selection from "Password" or "X.509 And Password".

#### Password

Enter the password for authentication when selection from "Password" or "X.509 And Password".

#### Local IP Address

Enter the local virtual IP address when select "P2P" mode.

#### • Remote IP Address

Enter the remote virtual IP address when select "P2P" mode.

#### Local Netmask

Enter the local netmask when select "TAP" connection type.

# TAP Bridge

Select the specified LAN that bridge with OpenVPN tunnel when select "TAP" connection type.

#### Renegotiate Interval

Enter the renegotiate interval if connection is failed.

#### Keepalive Interval

Enter the keepalive interval to check the tunnel is active or not.

#### • Keepalive Timeout

Enter the keepalive timeout, once connection is failed it will trigger the OpenVPN reconnect.

#### Fragment

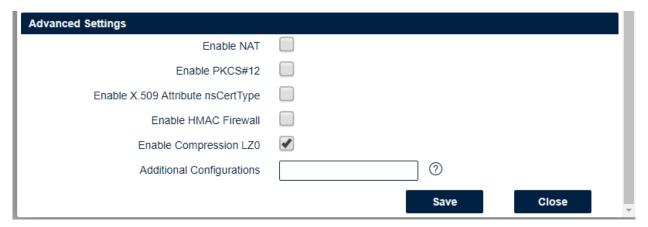
Enter the fragment size, 0 means disable.

#### Private Key Password

Enter the private key password for authentication when selection from "X.509" or "X.509 And Password".

#### Output Verbosity Level

Enter the level of the output log and values.



# VPN->OpenVPN->Advanced Settings

#### Enable NAT

Check this box to enable NAT, the source IP of host behind router will be disguised before accessing the remote end.

#### • Enable PKCS#12

It is an exchange of digital certificate encryption standard, used to describe personal identity information.

#### Enable X.509 Attribute nsCertType

Require that peer certificate was signed with an explicit nsCertType designation of "server".

#### Enable HMAC Firewall

Add additional layer of HMAC authentication on the top of the TLS control channel to protect against DoS attacks.

# Enable Compression LZO

Compress the data.

#### Additional Configurations

Enter some other options of OpenVPN in this field. Each expression can be separated by a ';'.



# VPN->OpenVPN->X.509 Certificate

#### Connection Index

Displays the current connection index for OpenVPN channel.

# CA Certificate

Import CA certificate file.

# • Local Certificate File

Import Local Certificate file.

# Local Private Key

Import Local Private Key file.

# • HMAC Firewall Key

Import HMAC Firewall Key file.

# Pre-shared Key

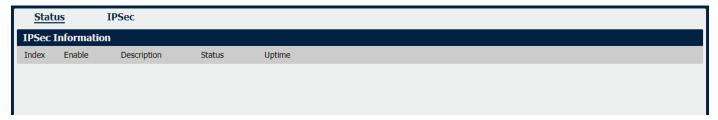
Import the pre-shared key file.

# PKCS#12 Certificate

Import PKCS#12 Certificate

# 4.7.2 IPSec

IPSec facilitates configuration of secured communication tunnels. The various tunnel configurations will be displayed in the Tunnel Table at the bottom of the page. All tunnels are create using the ESP (Encapsulating Security Payload) protocol.



# **VPN->IPSec->Status**

#### Enable

Displays current IPSec settings is enable or disable.

#### Description

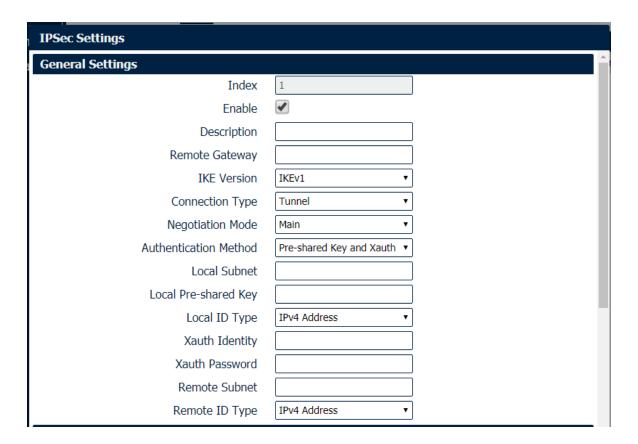
Displays the description of current VPN channel.

#### Status

Displays the current VPN connection status.

### Uptime

Displays the connection time since VPN is established.



#### **VPN->IPSec**

#### Enable

Select Enable will launch the IPSec process.

#### Description

Enter a description for this IPSec VPN tunnel.

#### • Remote Gateway

Enter the IP address of the remote endpoint of the tunnel.

#### IKE Version

Internet Key Exchange, select from "IKEv1" or "IKEv2".

### Connection Type

Select from "Tunnel" or "Transport".

Tunnel: In tunnel mode, the entire IP packet is encrypted and authenticated. It is then encapsulated into a new IP packet with a new IP header. Tunnel mode is used to create virtual private networks for network-to-network communications.

Transport: In transport mode, only the payload of the IP packet is usually encrypted or authenticated. The routing is intact, since the IP header is neither modified nor encrypted.

#### Negotiation Mode

Select from "Main" or "Aggressive".

#### Authentication Method

Select from "Pre-shared Key" or "Pre-shared Key and Xauth".

#### Local Subnet

Ener the IP address with mask if a network beyond the local LAN will be sending packets through the tunnel.

**NOTE:** The Remote subnet and Local subnet addresses must not overlap!

### Local Pre-shared Key

Enter the pre-shared key which match the remote endpoint.

# Local ID Type

The local endpoint's identification. The identifier can be a host name or an IP address.

#### Xauth Identity

Enter Xauth identity after "Pre-shared Key and Xauth" on authentication Method is enabled.

#### Xauth Password

Enter Xauth password "Pre-shared Key and Xauth" on authentication Method is enabled.

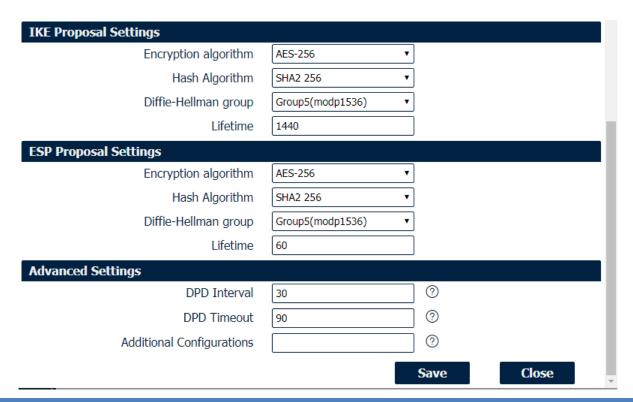
#### Remote Subnet

Enter an IP address with mask if encrypted packets are also destined for the specified network that is beyond the Remote IP Address.

**NOTE:** The Remote subnet and Local subnet addresses must not overlap!

# Remote ID Type

The authentication address of the remote endpoint.



# **VPN->IPSec**

# • Encryption Algorithm (IKE)

Select 3DES AES-128, AES-192, or AES-256 encryption.

#### Hash Algorithm (IKE)

Select from MD5, SHA1, SHA2 256, SHA2 384 or SHA2 512 hashing.

# Diffie-Hellman Group (IKE)

Negotiate (None) or use 768 (Group 1), 1024 (Group 2), 1536 (Group 5) or 2048 (Group 14) etc.

# • Lifetime (IKE)

How long the keying channel of a connection should last before being renegotiated.

#### Encryption Algorithm (ESP)

Select 3DES AES-128, AES-192, or AES-256 encryption.

#### Hash Algorithm (ESP)

Select from MD5, SHA1, SHA2 256, SHA2 384 or SHA2 512 hashing.

# • Diffie-Hellman Group (ESP)

Negotiate (None) or use 768 (Group 1), 1024 (Group 2), 1536 (Group 5) or 2048 (Group 14) etc.

#### • Lifetime (ESP)

How long a particular instance of a connection should last, from successful negotiation to expiry.

#### DPD Interval

Enter the interval after which DPD is triggered if no IPsec protected packets is received from the peer.

#### DPD Timeout

Enter the remote peer probe response timer.

#### Additional Configurations

Enter some other options of IPSec in this field. Each expression can be separated by a ';'.

# 4.8 Maintenance

# 4.8.1 Upgrade

When newer versions of NR500 firmware become available, the user can manually update the unit by uploading a package to the unit.

**NOTE:** The unit automatically reboots once the upload completes, thus taking the NR500 router out of service during approximately 1 minute. Unless otherwise stated, the user is not expected to take any special precautions.

**CAUTION:** It is important to have a stable power source and ensure that power to the Fusion is not interrupted during a firmware upgrade.



# 4.8.2 System

This section allows you to review the device system settings.



# System->General

#### Hostname

User-defined router name, which might be use for IPSec local ID identify.

#### User LED Type

Defined the User LED behavior.

#### Time Zone

Select the zone where the device is in use.

#### Customized Time Zone

Customized the zone where the device is in use.

# • Enable (NTP Client)

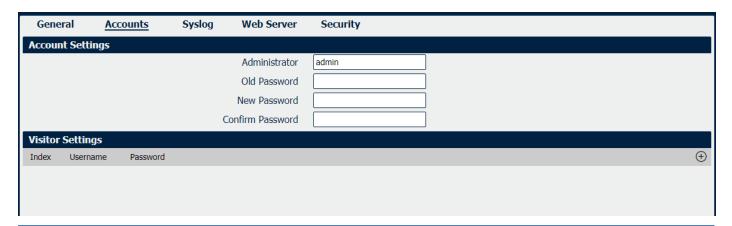
Selected Enabled to utilize the NTP client to synchronize the device clock over the network using a time server (NTP server).

# Primary NTP Server

Enter the IP address (or host name) of the primary time server.

#### Secondary NTP Server

Enter the IP address (or host name) of the secondary time server.



# System->Account

#### Administrator

Displays the name of current administrator, default as "admin".

#### Old Password

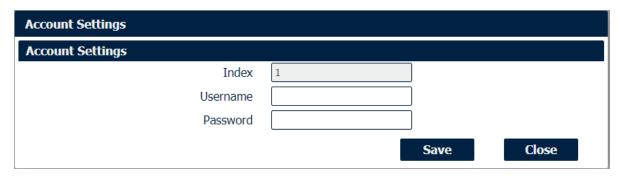
Enter the old password of administrator.

#### New Password

Enter the new password of administrator.

#### • Confirm Password

Confirm the new password of administrator.



# System->Account

#### Username

Enter a username of visitor privilege

#### Password

Enter the new password of current visitor account.

Syslog displays system logs that are stored in the log buffers.



# System->Syslog

#### Log Location

Select the log store location from "RAM" or "Flash".

#### Log Level

Select the log output level from "Debug", "Notice", "Info", "Warning" or "Error".

### Enable Remote Syslog

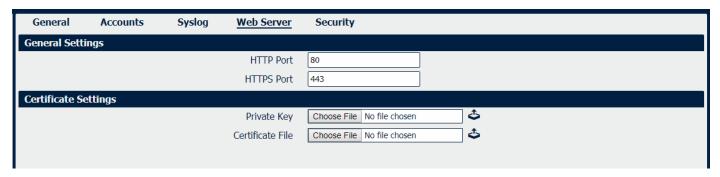
Check this box to enable remote syslog connection.

# Remote Syslog Server

Enter the IP address of remote syslog server.

#### Remote Syslog Port

Enter the port for remote syslog server listening.



# System->Web Server

HTTP Port

Enter the port for Hypertext Transfer Protocol. A well-known port for HTTP is port 80.

HTTPS Port

Enter the port for HTTPS Protocol. A well-known port for HTTPS is port 443.

Private Key

Import private Key file for HTTPS connection.

Certificate File

Import certificate file for HTTPS connection.



# System->Security

Remote HTTP Access

Check this box to allow remote HTTP access.

• Remote HTTPS Access

Check this box to allow remote HTTPS access.

# 4.8.3 Configuration

The Unit Configuration tab allows you to save parameters (settings in the Web interface) to a file. Conversely, if you have saved settings from the NR500 router to a file, you can Import these previously-saved configuration settings to the NR500 router as well.



# **System->Configuration**

Restore

Reset the unit to factory default settings.

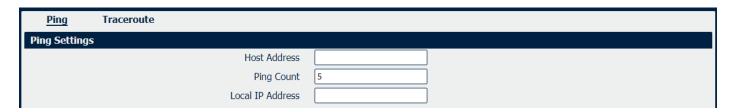
Download

Download the configuration file from NR500 router.

• Configuration File Upload

Import previously-saved configuration file.

# 4.8.4 Debug Tools



# **Debug Tools->Ping**

Host Address

Enter a host IP address or domain name for ping.

Ping Count

Enter the ping times.

Local IP Address

Enter the ping source IP address or leave it blank.



# Debug Tools->Traceroute

# Host Address

Enter a host IP address or domain name for traceroute.

# Max Hops

Enter the max hops for traceroute.

# **Appendix A - Glossary**

**APN:** Access Point Name

GPRS: General Packet Radio Service
HSPA: High Speed Packet Access

**HSDPA:** High-Speed Downlink Packet Access **HSUPA:** High-Speed Uplink Packet Access

LTE: 3GPP Long Term Evolution

IMEI: International Mobile Equipment Identity

ICCID: Integrated Circuit Card Identifier
PIN: Personal Identification Number

**PPP:** Point-to-Point Protocol

**RSSI:** Received Signal Strength Indication

SIM: Subscriber Identity Module
SMS: Short Message Service

**DHCP:** Dynamic Host Configuration Protocol

LAN: Local Area Network

LED: Light-Emitting Diode

NTP: Network Time Protocol

**SMA:** SubMiniature version A (connector)

**SSID:** Service Set Identifier

TCP/IP: Transmission Control Protocol / Internet Protocol

UDP: User Datagram ProtocolVPN: Virtual Private Network

Wi-Fi or WiFi: Wireless Fidelity

**VDC:** Voltage, Direct Current

# **Appendix B-Q&A**

# No Signal

#### Phenomenon

NR500 Router modem status show no signal.

#### **Possible Reason**

- Antenna installation is wrong.
- Modem failure.

#### Solution

- Check the LTE antenna or replace with new one.
- Check the cellular page confirm modem is detected correctly or not.

# Cannot detect SIM card

#### **Phenomenon**

NR500 Router cannot detect SIM card, cellular is not failed to connect to base station.

#### **Possible Reason**

- SIM card damage.
- SIM bad contact.

#### Solution

- Replace SIM card.
- Re-install SIM card.

# **Poor Signal**

#### **Phenomenon**

NR500 Router no signal or poor signal.

# Possible Reason

- Antenna installation is wrong.
- Area signal weak.

### Solution

- Check the antenna and re-connect it.
- Contact Telecom Operator to confirm signal problem.
- Change to high-gain antenna.

# IPSec VPN established, but LAN to LAN cannot communicate

#### **Phenomenon**

IPSec VPN established, but LAN to LAN cannot communicate

#### **Possible Reason**

- Both subnets are not match the interested traffic.
- IPSec second phase (ESP) settings is not match.

#### Solution

- Check the both subnet settings.
- Check IPSec second phase (ESP) setting.

# **Forget Router Password**

#### **Phenomenon**

Forget router login password.

#### **Possible Reason**

User has changed the password.

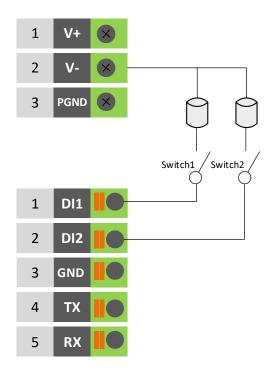
#### Solution

After router power on, press RESET button between 3 to 10 seconds then release, router will automatically reboot and reset to factory default settings (Username/Password is admin/admin).

# Appendix C -Digital IO Scenario

# **Digital Input**

Typical Application Diagram



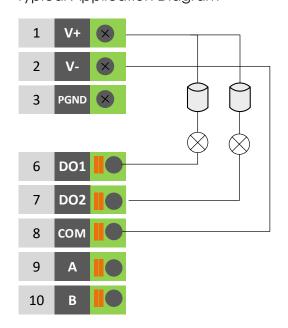
DI ELECTRICAL CHARACTERISTICS

- 1, galvanic isolation;
- $2\sqrt{\text{Over-Voltage Protection: 36 VDC}}$
- 3. Over-Current Protection: 100mA per channel @ 25°C

Dry Contact Typical Application
Switch ON(Short to V-): DI Logic LOW
Switch OFF(Open): DI Logic HIGH

# **Digital Output**

Typical Application Diagram



DO ELECTRICAL CHARACTERISTICS

- 1, galvanic isolation;
- 2、Over-Voltage Protection: 36 VDC

Wet Contact Typical Application DO Logic LOW: Switch ON(Led ON) DO Logic HIGH: Switch OFF(Led OFF)