



AM4000D Outdoor CPE User Manual

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PLEASE READ THESE SAFETY PRECAUTIONS!

RF Energy Health Hazard



The radio equipment described in this guide uses radio frequency transmitters. Although the power level is low, the concentrated energy from a directional antenna may pose a health hazard.

Do not allow people to come in close proximity to the front of the antenna while the transmitter is operating.

Protection from Lightning



Before connecting this instrument to the power line, make sure that the voltage of the power source matches the requirements of the instrument. The unit must be standards.

Disposal and Recycling Information



Pursuant to the WEEE EU Directive electronic and electrical waste must not be disposed of with unsorted waste. Please contact your local recycling authority for disposal of this product.

Reduction of Hazardous Substances



This CPE is compliant with the EU Registration, Evaluation, Authorisation and Restriction of Chemicals (REACH) Regulation (Regulation No 1907/2006/EC of the European Parliament

and of the Council) and the EU Restriction of Hazardous Substances (RoHS) Directive (Directive 2002/95/EC of the European Parliament and of the Council).

FCC Notice, USA

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

NOTE 1: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

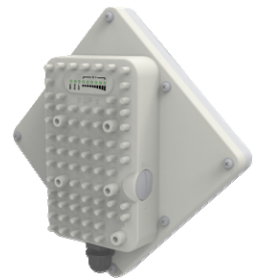
NOTE 2: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

FCC Radiation Exposure Statement:

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 30cm between the radiator & your body.

1. Overview

The ODU is a high performance 4G LTE outdoor CPE product designed to enable quick LTE fixed data service deployment to the remote customers. It provides high data throughput and networking features to end users who need both bandwidth and quality service in the remote area.



1.1. User Interface Specification

Model	Description & User Interface
ODU	- Panel antenna: B41 13dBi - 1 RJ45 10/100M LAN Port - PWR, RUN, LAN, SIM, LTE(1-5) LEDs - 24 VDC PoE supply, ODU Power <12 Watts - Dimensions: 203 mm (L) × 203 mm (W) × 76.5 mm (D) - Weight: < 1.5 Kg

1.2. LTE Interface Specification

Frequency Bands	Band 41
Radio Access	3GPP LTE Release9
Operation Mode	TDD, 2RX, 1TXD, DLMIMO
Output Power	> 23 dBm at antenna port
Throughput	Category 4
SIM Support	SIM card slot

2. GettingStarted

2.1. Packing list and CPE Unit

Upon receiving the product, please unpack the product package carefully. Each product is shipped with the following items:

Table 2-1 Packing List

Outdoor CPE Products	Quantity
ODU unit	1
Power adapter	1
Power Line	1
Mounting brackets	1
PC Ethernet Cable	1

If you find any of the items missed, please contact our local distributor immediately.

CPE Unit:

Please unpack the package and check the units as following list.



2.2. Installing the Equipment

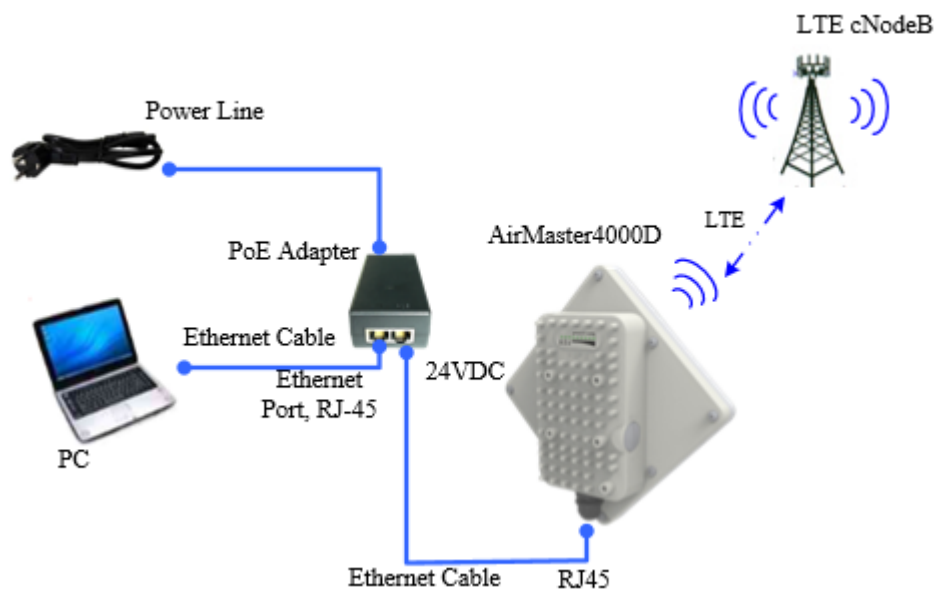
◆ **Device logic connection**

For outdoor CPE product, it is suggested that the CPE device be installed in a shaded area to avoid direct sun light exposure which may cause over heat in certain extreme weather condition.

The CPE should be properly grounded for proper protection against lightning or power surge.

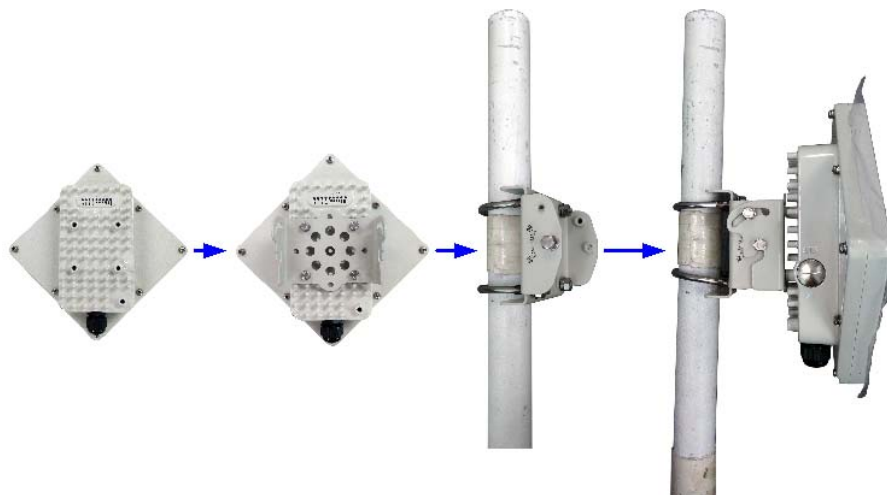
To power on the device, the outdoor CPE must uses a 24V PoE integrated DC power supply adapter. The power adapters can operate in 90-250V AC range and therefore can be used in different country. Once the device is powered up, the user should wait for about 2 minutes before the device becomes operational. For CPE with the RUN LED indicator, a slowly flashing light indicates the system has completed the startup procedure.

To connect PC, LAN switch or other type of IP device to the CPE product, the user should use standard CAT5 Ethernet cable and connect to the appropriate LAN port. Once connect the CPE LAN LED indicator should come on.



◆ Installing Outdoor Unit (ODU)

Mounting Bracket::



Header Connection:





◆ LED Display

LED Indicator	Function	Description
PWR	Power Indicator	Green Color – Device is powered on
RUN	System Run Indicator	Fast Blinking – Device is rebooting Slow Blinking – Device is in normal operation
LAN	LAN port status	Solid Green – LAN port is up Blinking Green – LAN data activity in progress
SIM	SIM Card Indicator	Light is on – SIM card state ready.
RF(5LEDs)	RF Signal Strength	5 level signal strengths indication by 5 green LEDs 1 green LED: RSRP<= -118dBm 2 green LEDs: -118 dBm <=RSRP< -105 dBm 3 green LEDs:-105dBm<=RSRP< -95dBm 4 green LEDs:-95dBm<=RSRP< -85dBm 5 green LEDs:-85dBm<=RSRP

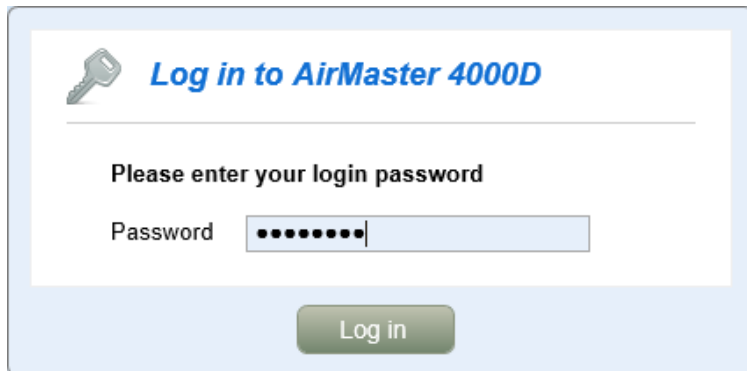
3. Managing CPE Device

The ODU supports several management interfaces including TELNET, WEB, and TR-069 for local or remote managements. However normal end user is only provided with WEB based access

3.1. WEB Login--192.168.0.1

It is a preferred to setup the CPE using a Web browser from a local PC connected to device LAN

port. The user should ensure that the connected PC acquired IP address via DHCP from the device. After IP connectivity is established between the PC and CPE device, the user may launch a Web browser and specify <http://192.168.0.1> in the address bar. A window will pop up requesting password. Input the user login password and then click the “Log In” button. After successful log on, the default home page of the WEB GUI interface will appear. Note that the default user password is “[admin123](#)”.



3.2. LTE Status Display-Overview

Once the user is logged in, the following window LTE Information window will be prompted for viewing. The page gives quite detailed LTE information including the System Information, the PCI and the Connection status.

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

Overview

ND&S

PLMN Selection

eNB Settings

Bearer Settings

SIM Card

PIN Management

admin

LTE Information

System Information

Manufacturer	KZ TECH
Model Name	AirMaster 4000D
Chip Model	SQN31X0
Serial Number	KZT082FFD984
IMEI	864423020401062
IMSI	460119990623071
Duplexing Scheme	TDD
Supported Band	41
Firmware Version	3.3.2.0-0_[M]

Radio Information

RSRP	-115.34 / -117.15 dBm
RSSI	-73.61 dBm
RSRQ	-11.44 dB
SINR	6.03 dB
CQI	10
Rank Indication	0
Transmit Mode	TM3
UL/DL Bandwidth	20000 / 20000 KHz
UL/DL Earfcn	41140 / 41140
RRC State	active
EMM State	registered home
CRNTI	4387
PCI	237
eNodeB ID	492295
Cell ID	96
TX Power	23 dBm
UL/DL Throughput	0 / 0 Kbps

Connection

Media State	ATTACHED
Connection Time	2min 52 sec
SIM Card State	Ready
Signal Quality	25%
Network Description	ctlte.MNC011.MCC460.GPRS
Registered PLMN	46011
Bearer Info	ID 5, QCI 8, RLC TM
IPv4 Address	10.95.77.139
IPv4 DNS	202.96.128.86 202.96.134.133
IPv6 Address	
IPv6 DNS	

Activity

Sent	18,323 bytes / 133 packets
Received	42,359 bytes / 98 packets

Help

System Information:

This section shows the basic device 4G Radio hardware and firmware information.

Radio Information:

This section shows the basic wireless information.

Connection:

This section shows the status of connection for 4G Radio.

Activity:

Shows received and sent wan packet/byte statistics

3.3. LTE Configuration

◆ Radio Settings-ND&S Configure

There is a LTE radio button which is used for the user can turn the radio on or off to restart the LTE module.

The CPE would scan frequency auto as soon as the system has completed the startup procedure, and you can configure the fixed Frequency manual as follow:

The screenshot shows the 'ND&S' configuration page. At the top, there are tabs for 'LTE', 'Network', 'Security', 'Applications', 'Management', 'Maintenance', and 'Status'. Below these are sub-tabs: 'Overview', 'ND&S', 'PLMN Selection', 'eNB Settings', 'Bearer Settings', 'SIM Card', and 'PIN Management'. The 'ND&S' sub-tab is selected. The main content area is titled 'ND&S' and contains a '4G Radio Setting' section with a radio button set to 'ON'. Below this is a 'Discrete Band Setting' section with a 'Frequency Scanning Step' set to '500KHz'. A table with columns 'Band ID', 'Start Frequency(MHz)', 'End Frequency(MHz)', 'Start Earfcn', 'End Earfcn', and 'Delete' is shown. The first row has '41' in the 'Band ID' column. At the bottom are 'Save & Apply' and 'Cancel Changes' buttons. On the right, a 'Help' section explains the ND&S settings and provides 'Earfcn Range' (B41 39650 - 41589) and 'Frequency Range' (B41 2496 - 2689.9 MHz).

Note: After configure any parameters of the device, you must click the “**Save & Apply**” button to save the configuration otherwise the configuration will not take effect.

◆ APN Setting-Bearer configure

The Bearer List is design for the operator to configure the APN. You can configure the only one APN for all the service classes, as follow:

The screenshot shows the 'Bearer Settings' page. At the top, there are tabs for 'LTE', 'Network', 'Security', 'Applications', 'Management', 'Maintenance', and 'Status'. Below these are sub-tabs: 'Overview', 'ND&S', 'PLMN Selection', 'eNB Settings', 'Bearer Settings', 'SIM Card', and 'PIN Management'. The 'Bearer Settings' sub-tab is selected. The main content area is titled 'Bearer Settings' and contains a 'Bearer List' section with a table. The table has columns 'Index', 'APN Name', 'Class ID', 'IP Type', 'Priority', and 'Delete'. The first row has '1' in the 'Index' column, 'internet1' in the 'APN Name' column, '1' in the 'Class ID' column, 'IPv4v6' in the 'IP Type' column, 'Up' in the 'Priority' column, and a 'Delete' button. At the bottom are 'Save & Apply' and 'Cancel Changes' buttons. On the right, a 'Help' section explains the Bearer List and states 'Setting up to 8 bearers, The most length of APN name is 64 bytes.'

And the operator also can configure two APNs for Manage and data service classes. As follow picture, the Management Data Class will be transport via the “internet1 “ network and the Data Traffic Class will be transport via the “internet2” network.

Bearer Settings

Bearer List

Index	APN Name	Class ID	IP Type	Priority	Delete
1	internet1	1	IPv4v6	Up	Delete
2	internet2	2	IPv4v6	Up	Delete

Add Cancel

Save & Apply Cancel Changes

Help

Bearer List:
Setting up to 8 bearers. The most length of APN name is 64 bytes.

And the CPE will obtain two different IP for two networks, as follow:

Network Status

PDN Info

PDN Index: 1

APN: clite.MNC011.MCC460.GPRS

IP Address: 10.71.72.38

DNS: 202.96.128.86 202.96.134.133

IPv6 Address:

IPv6 DNS:

CID: 1

Route

Destination	Default Gateway	Genmask	Flags	Metric	Ref	Use	Iface
default	*	0.0.0.0	U	0	0	0	icc0.1121
10.1.1.0	*	255.255.255.0	U	0	0	0	br0
127.0.0.0	*	255.0.0.0	U	0	0	0	lo
192.168.0.0	*	255.255.255.0	U	0	0	0	br0

ARP

IP Address	HW type	Flags	HW Address	Mask	Device
192.168.0.100	0x1	0x2	f4:8e:38:72:fa:c0	*	br0
202.96.128.86	0x1	0x2	6c:ad:f0:02:d9:86	*	icc0.1122

Help

PDN Info:
When the wanprotol is PDN show PDN IP Map.

Route:
The routing table information.

ARP:
The ARP table information.

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

System

Network

LAN

admin

Network Status

PDN Info

PDN Index

2

APN

ctlte.MNC011.MCC460.GPRS

IP Address

100.100.220.73

DNS

202.96.128.86 202.96.134.133

IPv6 Address

IPv6 DNS

CID

2

Route

Destination	Default Gateway	Genmask	Flags	Metric	Ref	Use	Iface
default	*	0.0.0.0	U	0	0	0	icc0.1121
10.1.1.0	*	255.255.255.0	U	0	0	0	br0
127.0.0.0	*	255.0.0.0	U	0	0	0	lo
192.168.0.0	*	255.255.255.0	U	0	0	0	br0

ARP

IP Address	HW type	Flags	HW Address	Mask	Device
192.168.0.100	0x1	0x2	f4:8e:38:72:fa:c0	*	br0
202.96.128.86	0x1	0x2	6c:ad:f0:02:d9:86	*	icc0.1122
202.96.134.133	0x1	0x2	6c:ad:f0:02:d9:86	*	icc0.1122

Help

PDN Info:

When the wanprotol is PDN show PDN IP Map.

Route:

The routing table information.

ARP:

The ARP table information.

3.4. eNodeB Selection

The CPE would lock on the ND&S to connecting after the operator enabled the **Lock ND&S** when the Co-Channel Interference (CCI) is around.

◆ PLMN Selection

Setting “**Network Mode**” as **Nomadic**, then click the “**Search**” button, After the CPE searched the “**PLMN ID**”, select the applicable PLMN ID and click “**Add Info list**” button to add the PLMN ID to the PLMN-List.

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

Overview

ND&S

PLMN Selection

eNB Settings

Bearer Settings

SIM Card

PIN Management

admin

PLMN Selection

PLMN Selection

Network Mode

Nomadic

PLMN ID

460 01 UNICOM

Home PLMN-ID

460,11

Allow Roaming

☒ Enable

Search

Add into list

Equivalent PLMN-ID list

Index	MCC	MNC	Priority	Delete
1	460	01	Up	Delete

Add

Cancel

Save & Apply

Cancel Changes

Help

PLMN Selection:

Enable manual search. It will interrupt the current data network when searching available network.

Equivalent PLMN-ID list:

PLMN-ID configuration and priority setting. Equivalent PLMN-ID isn't configured, select Home PLMN to attach

◆ eNodeB Setting

After Enable the **Preferred eNB List** and configure the **Earfcn/PCI**, the CPE will scan the corresponding ND&S and connecting to it.

LTE→eNB Settings→**Enable Preferred eNB List**→**Enable Lock ND&S to the preferred list**→**add the Earfcn and PCI**→**Save & Apply**

eNB Settings

Preferred eNB Settings

Preferred eNB List ☒ Enable

Lock ND&S to the preferred list ☒ Enable

Auto-Rescan Duration Mins(15~65535)

Priority	Earfcn	PCI(0~503)	Delete
1	41140	237	Delete

Sorted eNB List

Index	Earfcn	PCI	RSRP(dBm)	RSRQ(dB)	RSSI(dBm)	CINR(dB)
1	41140	237	-117.9	-14	-96.1	1

Help

eNB Settings:
UE selects eNB from the preferred eNBs preferentially only when enabled.

Earfcn Range:
B41 39650 - 41589

Auto-Rescan Duration:
Range 15-65535 mins; 0 - timer is disabled!

3.5. Network Configuration

◆ Modify MTU Size

The default Operation Mode is Router, and the PC of the user that connected to device LAN port will obtain IP address via DHCP server of the device. The default MTU Size is 1400, user can modify the MTU Size if necessary

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

Internet

LAN

VPN

QoS

DDNS

Traffic Control

admin

Internet Setup

Help

Internet Connection

Connection Mode

☒ Router / NAT
☐ L2 Bridge (GRE)
☐ L3 Bridge

NAT

☒ Enable

Optional

Device Name

KZ TECH

Host Name

Domain Name

MTU

Manual

1300

IP Type

☐ IPv4
☐ IPv6
☒ IPv4v6

DS-Lite Connection

DS-Lite Configuration

☒ Disable
☐ Manual Config

AFTR IPv6 Address

B4 IPv4 Address

192 . 0 . 0 .

(Optional)

WAN IPv6 Address

IPv6 WAN Default Gateway

Save & Apply

Cancel Changes

◆ **Change model from Router to Bridge**

The operation mode could be changed from Router to Bridge if necessary .Change model as follow picture: **Network→Internet→L3 Bridge→Save & Apply**

Internet Setup

Internet Connection

Connection Mode: ☐ Router / NAT ☐ L2 Bridge (GRE) ☒ L3 Bridge

Optional

Device Name: KZ TECH

Host Name:

Domain Name:

MTU: Manual 1300

IP Type: ☐ IPv4 ☐ IPv6 ☒ IPv4v6

DS-Lite Connection

DS-Lite Configuration: ☒ Disable ☐ Manual Config

AFTR IPv6 Address:

B4 IPv4 Address: 192 . 0 . 0 . (Optional)

WAN IPv6 Address:

IPv6 WAN Default Gateway:

Save & Apply Cancel Changes

Help

Host Name:
Enter the host name provided by your ISP.

Domain Name:
Enter the domain name provided by your ISP.

DS-Lite Connection:
Enter the AFTR address information provided by your Internet Service Provider(ISP).

The operator's PC which connected the LAN port of CPE will auto obtain the IP of APN Net when the CPE attached to the APN network, then you can connected to the APN network for data services. And the PC should configure a static IP address as 10.1.1.x manual in order to visit the CPE managing page <http://10.1.1.1>.

3.6. Service Configuration-DMZ Setting

By enabling this option will make the specified local LAN host (DMZ IP) was exposed to the Internet, all ports can be accessed by other computers on the Internet.

Demilitarized Zone (DMZ)

DMZ

DMZ Enable Status: ☒ Enable ☐ Disable

DMZ Host IP Address: 192.168.0.100

Exclude Web Server Port: ☒ Enable

Exclude Remote Port: ☒ Enable

Exclude Ping: ☒ Enable

Save & Apply Cancel Changes

Help

DMZ:
Enabling this option will expose the specified host to the Internet. All ports will be accessible from the Internet.

3.7. System Maintenance

WEB GUI menu to configure the device in more details (see diagram below). The configuration is easy to use and self explanatory.

◆ Telnet Enable (for beta release)

The users can telnet to the CPE in the beta release when set the Remote connection as Enable. Then set the Access Control as Unrestricted Access.

LTE	Network	Security	Applications	Management	Maintenance	Status	Exit
Device Management		TR069 Configuration			admin		
Device Management Setting						Help	
Device Management Device Management Mode: TR069 ▼						Local: Means user will configure all the device setting locally.	
Device Management Control Remote connection(telnet&ssh): ☒ Enable Access Control: Unrestricted Access ▼ Auto-Logout Timeout: Enable ▼ 20 (minutes: 1 ~ 25)						TR069: Means the device will be managed remotely using standard TR069 platform.	
Save & Apply Cancel Changes						Access Control: It defines the login restriction for Web and SSHD access, as well controls how hard RESET works.	

cmd shell and run command:

telnet 192.168.0.1

Login: root

Password: root123

◆ TR069 Configuration

After setting the Device Management Mode as TR069, you must also configure the validity ACS URL for monitoring the device via standard TR-069 ACS systems.

LTE	Network	Security	Applications	Management	Maintenance	Status	Exit
Device Management		TR069 Configuration			admin		
Device Management Setting						Help	
Device Management Device Management Mode: TR069 ▼						Local: Means user will configure all the device setting locally.	
Device Management Control Remote connection(telnet&ssh): ☒ Enable Access Control: Unrestricted Access ▼ Auto-Logout Timeout: Enable ▼ 20 (minutes: 1 ~ 25)						TR069: Means the device will be managed remotely using standard TR069 platform.	
Save & Apply Cancel Changes						Access Control: It defines the login restriction for Web and SSHD access, as well controls how hard RESET works.	

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

Device Management

TR069 Configuration

admin

TR069 Management Setting

TR069 Configuration

ACS URL

http://10.3.0.15:8080/im2000/acs

ACS Username

ACS Password

Re-enter Password

Periodic Inform Enable

☒

Periodic Inform Interval

3600

seconds(90~604800)

Periodic Inform Time

2001

01

01

T

00

:

00

:

00

(eg2000-01-01T01:01:01)

CPE Username

admin

CPE Password

Re-enter Password

ACS STUN Configuration

STUN Enable Status

☐ Enable

Server Address

Server Port

3478

{0~65535}

Username

Password

Re-enter Password

Minimum Keep Alive Period

10

seconds(10~90)

Maximum Keep Alive Period

90

seconds(10~90)

Save & Apply

Cancel Changes

Connect ACS

Help

TR069 Configuration

This part contains TR069 ACS server and ACS STUN server configuration.

◆ Firmware Upgrade over HTTP

Select the **Default settings** to reset the CPE after upgrade

Click on the Browser button to select the firmware file to be uploaded to the device.

Click the" **Upgrade**" button to begin the upgrade process.

LTE

Network

Security

Applications

Management

Maintenance

Status

Exit

General

Firmware Upgrade

Config Management

Ping

System Reset

admin

Firmware Management

Local Firmware Upgrade

Reset to defaults after upgrade

☐ No Reset
☒ Reset to Factory Defaults

Please select a file to upgrade

C:\Users\Administrator\Desktop\KZTECH_AM

Browse...

Upgrade

Remote Firmware Upgrade

Update Method

None

▼

Save & Apply

Cancel Changes

Help

Local Firmware Upgrade:

Click on the *Browse...* button to select the firmware file to be uploaded to the device.

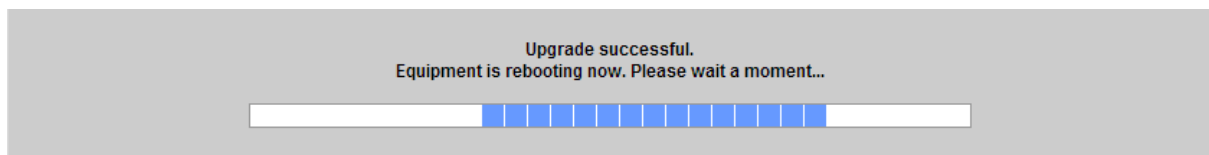
Click the *Upgrade* button to begin the upgrade process which must not be interrupted.

Remote Firmware Upgrade:

You need to fill in the connection configs of HTTP,FTP or TFTP server.

Click the *Upgrade* button to begin the upgrade process which must not be interrupted.

Please do not interrupt the upgrade process and continue to wait for the following pop window appear. The CPE will reboot after upgrade successful.



◆ Change Password

You can select the language or modify the web login password via the Maintenance page.

The screenshot shows the 'Change Password' page in the web interface. The top navigation bar includes 'LTE', 'Network', 'Security', 'Applications', 'Management', 'Maintenance', and 'Status'. Below this is a sub-navigation bar with 'General', 'Firmware Upgrade', 'Config Management', 'Ping', and 'System Reset'. The 'Maintenance' tab is active, and the 'admin' user is logged in. The main content area is titled 'Change Password' and contains a form with four input fields: 'Username' (pre-filled with 'admin'), 'Old Password', 'New Password', and 'Re-enter to Confirm'. A red box highlights the 'Old Password', 'New Password', and 'Re-enter to Confirm' fields. To the right of the form is a 'Help' section with two parts: 'Old Password:' stating 'The password currently in use.' and 'New Password:' stating 'The new password length is 4 to 20 characters, the characters of 0~9 or a~Z.. Enter the new password a second time to confirm it.'

◆ Load Factory Default

Click the “**Restore**” button will restore the device to original factory setting. User will need to reconfigure the authentication setting in order to get the device operational.

Maintenance → System Reset → Restore

The screenshot shows the 'System Reset' page in the web interface. The top navigation bar is the same as the previous page. The sub-navigation bar has 'System Reset' selected. The main content area is titled 'System Reset' and contains two sections: 'System Reboot' and 'Reset Device Settings'. The 'System Reboot' section has a 'Reboot' button. The 'Reset Device Settings' section has a 'Restore Factory Defaults' button, which is highlighted with a red box. To the right of the form is a 'Help' section with two parts: 'System Reboot:' stating 'Click the Reboot button to restart the device.' and 'Restore Factory Defaults:' stating 'This will restore the device to original factory setting. User will need to reconfigure the authentication setting in order to get the device operational.'

4. FAQ and Troubleshooting

1) My PC cannot connect to the CPE.

- Re-plug the PC Ethernet cable and check if the PC LAN connection is up or showing activity.
- Check if the system run LED is on. If it is not, check the power cord and make sure it is connected properly. Also verify that the AC power supply is available.
- If the PC LAN shows no activity and system run LED is off but the power cord is connected properly and there is AC supply, then it is likely the adapter is damaged. Please contact distributor to obtain replacement part.

2) My PC cannot acquire IP from the CPE.

- First check if the NIC is up and working properly. Then check the PC NIC configuration and make sure the DHCP is enabled.
- Open the MS-DOS window, enter "ipconfig /release" and "ipconfig /renew" commands and see if PC can obtain IP correctly.
- If the problem persists, please contact the operator or distributor for further diagnose.

3) My CPE networking is not working properly.

- You may want to check if the LTE connection is up and running properly. You can do this by login the WEB GUI and check the Interface Info page.
- You may want to perform a factory reset and see if the problem is being corrected. You can do this by log into the WEB GUI using "admin" password and perform restore the unit to default factory setting.
- If the problem cannot be corrected by factory reset, please contact the operator or distributor for further diagnose.

4) I forget the login password and like to reset the unit to factory default.

- Please contact the operator or distributor and give them the MAC address of the unit. The operator or distributor can issue you a RESET password for you to enter in the WEB login window.
- After the unit is reset to factory default, you can login using the default password.