

4G terminal *Neptu*Link by MVG

BROADBAND





MVG INDUSTRIES
User Manual
MUT.269.1.17.SATB.B

Notice

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CONTACT

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Usage precautions

- To ensure a safe and correct operation, please read this user manual and all precautions carefully before using the terminal.
- Once the terminal is installed and in use, make sure to maintain a minimum distance of 20 cm from the device.
- Should a dysfunctional error occur, turn off and unplug the terminal from the power supply immediately.
- This manual must be kept with the product's end user. It must be transferred with the product if the terminal is passed on to a new user.
- The available functions may vary depending on the terminal, the software version, or the telephone service provider.
- MVG Industries cannot be held responsible for any performance problems or incompatibility issues resulting from user modifications to the operating system or the settings. Any attempt to customize the operating system may cause your terminal to malfunction.

Conventions used in this manual

Please familiarize yourself with the symbols used in these operating instructions before setting up your terminal.

SYMBOL	DESCRIPTION
	Remarks, user tips or additional information.
	Situation likely to damage your terminal.

FCC statement

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:

The grantee is not responsible for any changes or modifications not expressly approved by the party responsible for compliance. Such modifications could void the user's authority to operate the equipment.

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.

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Technical features

TRANSMITTER - RECEIVER	
Frequency bands	<ul style="list-style-type: none"> • LTE with MIMO diversity: <ul style="list-style-type: none"> Band 1 (2100 MHz) Band 2 (1900 MHz) Band 3 (1800 MHz) Band 4 (AWS) Band 5 (850 MHz) Band 7 (2600 MHz) Band 12 (700a) Band 13 (700c) Band 20 (800DD) Band 25 (1900+) Band 26 (850+) Band 29 (700d) Band 41 (TD2500) • UMTS (WCDMA), HSDPA, HSUPA, DC-HSPA+ with diversity: <ul style="list-style-type: none"> Band 1 (2100 MHz) Band 2 (1900 MHz) Band 3 (1800 MHz) Band 4 (AWS) Band 5 (850 MHz) Band 8 (900 MHz)
Distance from transmitter ¹	Up to 20 NM
Antenna gain	2 dBi (± 1dB)
System weight	3.5 Kg
System dimensions	750 x 225 x 83 mm
SIM type (Dual SIM)	Mini SIM (a Micro SIM or Nano SIM may be used with a Mini SIM adapter)
POWER SUPPLY FEATURES	
Power supply	<ul style="list-style-type: none"> - By cable: 12 VDC to 24 VDC - By passive PoE: 24 VDC
Power consumption	<ul style="list-style-type: none"> - Start: 15W - Operation: 12W (max)
AMBIENT CONDITIONS	
Operating temperature	-20°C to +60°C
Storage temperature	-40°C to +85°C
IP protection	IP66
INTERFACES	
Data link	Ethernet Port and Wi-Fi 2.4 GHz 802.11b/g/n
PIN code and APN configuration	Via web interface

(1) The actual distance will depend on your telecommunications service provider

Pack

Pack contents

The pack contains the following items:

- 4G terminal.
- 2- and 9-point terminal blocks.
- User guide.

If any of these items is incorrect, missing or damaged, please contact MVG Industries or your retailer.

Please retain the packaging for future use, should you need to return the product for repair.

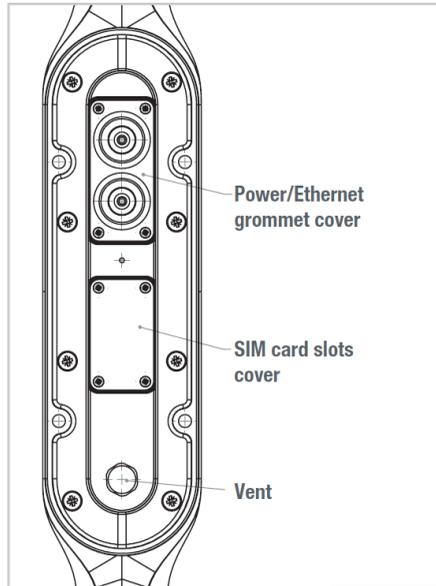


Accessories other than those provided may not be compatible with your terminal.

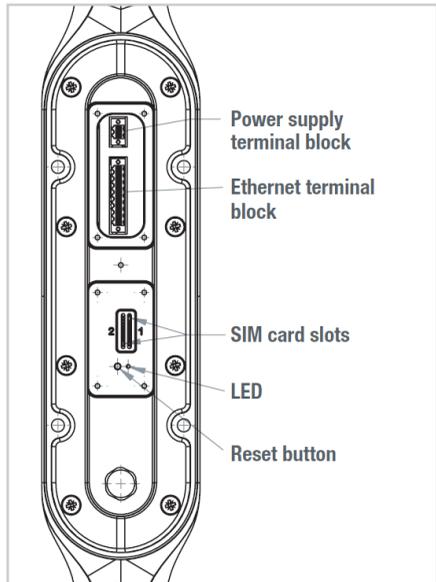
Description of the terminal

For best performance, the system must be placed vertically (vent at bottom).

VIEW OF THE INTERFACE WITH COVERS IN POSITION



VIEW OF THE INTERFACE WITH COVERS REMOVED



Prerequisites

Ensure that you have the following items ready before installing your terminal:

- Active Internet access from a telephone service provider (3G/4G data package).
- Configuration settings for the SIM card(s) - see below.
- Computer configured for DHCP (Dynamic Host Configuration Protocol, see appendix).

REQUIRED SIM CONFIGURATION

Depending on how your SIM card(s) are configured, you will need one or more configuration settings to connect your terminal to the Internet:

- APN setting (Access Point Name).
- PIN code (Personal Identification Number).

Your telephone service provider should have given you all the necessary information to enable you to connect to the Internet. Please contact your service provider if you cannot find this information.

Getting started

Your terminal can be configured in five steps:

- 1 Insert the SIM card(s).
- 2 Connect the terminal.
- 3 Install the terminal on its mounting.
- 4 Configure the terminal.
- 5 Connect to internet.

Ask your telephone service provider for your SIM card's configuration settings before you start.

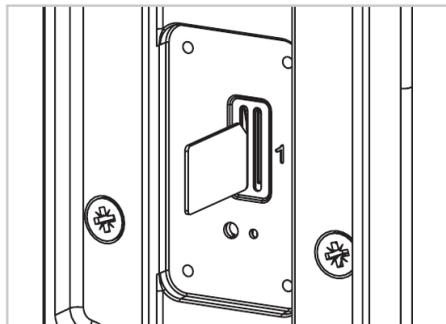
	<p>Ensure that you check the network coverage and compare the offers available from different service providers.</p>
	<p>Stay at least 20 cm away from the terminal when it is switched on.</p>

INSERTING THE SIM CARD

Follow the steps below to insert either of the SIM cards into your terminal.

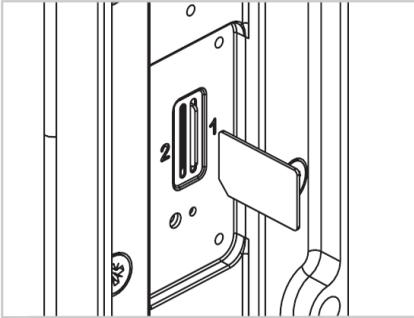
	<p>This terminal is designed to accept one or two Mini SIM cards. Using an incompatible SIM card may damage your terminal or your card.</p>
---	---

- 1 Switch the device off.
- 2 Unscrew the center cover to access the SIM card slots.
- 3 Insert the SIM card into its slot. The chip must be positioned with its cut-off edge facing towards the terminal, as shown in the figure below. When using only one chip, insert it in the slot marked "1".



- 4 Screw the cover back on.
- 5 Switch the device back on.

Inserting a second SIM card:



REMOVING THE SIM CARD

Follow the steps below to remove either of the SIM cards from your terminal.

- 1 Switch the device off.
- 2 Unscrew the center cover.
- 3 Push in then release the SIM card to remove it from the slot.
- 4 Screw the cover back on.
- 5 Switch the device back on.



Never remove the SIM card when the terminal is switched on, as this may damage the card and/or the terminal.

ELECTRICAL CONNECTIONS

The terminal can be powered in two ways:

- Power supply through the 12-24 V DC socket.
- 24 VDC Power over Ethernet (PoE) connection using a passive injector.



Stay at least 20 cm away from the terminal when it is switched on.



If you have the PoE option, do not connect the PoE injector and the standard power supply at the same time.

For passive PoE power supply, do not connect/disconnect the power cable when the injector is on.

Before installing the terminal blocks and plugging in, the cable(s) used must be threaded through the cover's grommet (one cable per gland).

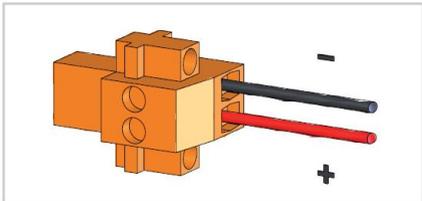
The grommets are delivered unpierced. The cable must be pushed through to open the grommet at the center. When using PoE, do not puncture the unused grommet.



EMI Suppressor Ferrites must be installed on each cable, at the output of the device.
 Typical Impedance on each cable:
 3 kOhm at 100 MHz
 1.5 kOhm at 25 MHz
 (e.g. 12 ferrites No. 7427007 from Würth Elektronik).

STANDARD POWER CONNECTION

Connect the 2 electrical wires to the 2-point terminal block, as shown below:



	<p>Observe the polarity of the wires to avoid damaging the terminal.</p> <p>The guarantee does not cover any damage resulting from improper use.</p>
	<p>Check that the connectors on the power cable are compatible with your electrical system.</p>

Follow the steps below to connect the terminal to the network and power supply in the standard power supply configuration.

- 1 Thread the cable through the grommet.

	<p>Do not use damaged power cords or plugs.</p>
	<p>Do not twist or damage the power cable.</p>

- 2 Prepare the wires in the cable and screw them onto the 2-point terminal block, observing the polarities shown above.

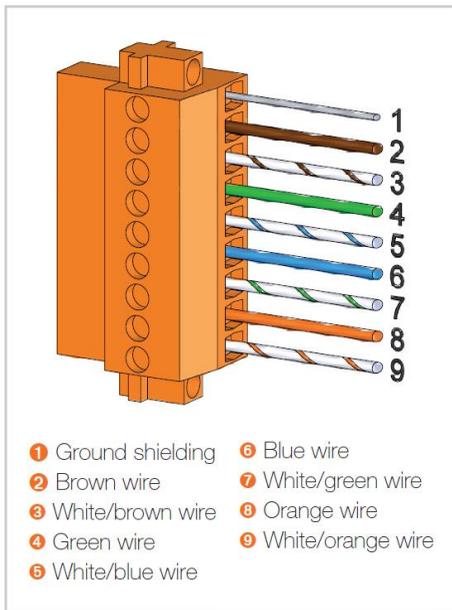
- 3 Install the 2-point terminal block in the matching baseplate. Tighten the two holding screws fitted to the ends of the terminal block.

	<p>The terminal must be supplied with a voltage of between 12 and 24 VDC.</p>
---	---

PoE CONNECTION

Follow the steps below to connect the terminal to the network and power supply in the PoE power supply configuration.

- 1 Thread the cable through the grommet.
- 2 Prepare the wires of the cable and screw them into the 9-point terminal block, observing the color codes shown below.



- 3 Plug the end of the cable into your PoE injector's Power+Data ("PD") port. Install the 9-point terminal block in the matching baseplate. Tighten the two holding screws fitted to the ends of the terminal block.

	Ensure that the Ethernet connection terminal block is fully screwed in.
	Do not twist or damage the Ethernet cable.
	Do not use damaged Ethernet cables or plugs.
	Do not use the standard power cord.

- 4 Connect the Data port on your PoE injector to the Ethernet port on your computer or router.
- 5 Switch on your PoE injector.

SWITCHING OFF THE TERMINAL

To switch off the terminal

- Standard configuration: unplug the power cord by unscrewing the screws on the 2-point terminal block.
- PoE configuration: switch off the PoE injector by unplugging its power cord.

CONFIGURING THE TERMINAL

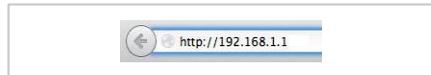
Follow the instructions below to configure and test the 4G connectivity.

	Your computer must be configured for DHCP. For instructions on DHCP configuration, please refer to your computer documentation or see the Appendix "Configuring your computer for DHCP".
---	--

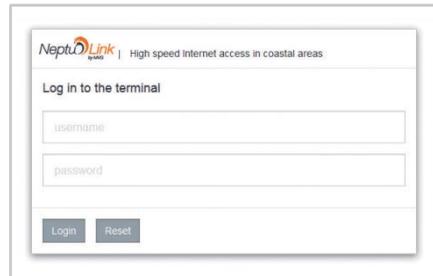
- 1 Switch your computer on if it is off.

	The terminal will automatically assign an IP address to your computer.
---	--

- 2 Type the URL <http://192.168.1.1> into the address field of a browser such as Microsoft Internet Explorer, Google Chrome or Mozilla Firefox.



- 3 The following login box will appear:



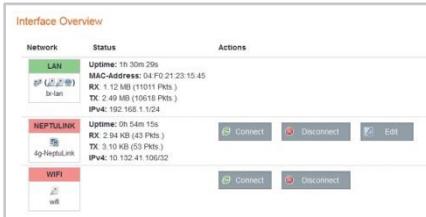
Type in admin as the user name and admin as the password, all in lower case.

Click the Login button to proceed to the terminal's administration interface.

You can configure your terminal to connect to Internet through a 4G or Wi-Fi connection.

4G CONFIGURATION

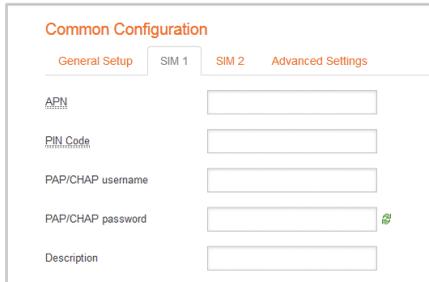
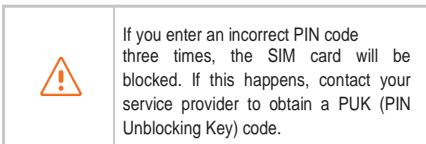
- 4 When the welcome page appears, click the Network/Interfaces tab.
- 5 Click Edit to edit the *NeptuLink* interface. You are now ready to configure your terminal for connection to the Internet.



In the "General" tab, use the SIM Selection drop-down list to switch from one of the two SIM cards to the other.



- 6 For each SIM card, enter your telephone service provider's APN as well as the SIM card's PIN code in the correct tab (SIM 1 and SIM 2 tabs).



- 7 Click Save & Apply to save and apply the settings.
- 8 Test your Internet connection.

Click the Status/Overview tab, then check that the connection status appears as shown below:



Your terminal is now configured to allow your computer to access the Internet. Your terminal will automatically establish an Internet connection when your computer requires access.

To access Internet from a computer connected to your terminal, launch a web browser such as *Microsoft Edge* or *Google Chrome*. The browser should display a web page.

UNBLOCK SIM CARD

Follow the steps below to unblock your SIM card.

- 1 Click on the link “Click here to unblock your SIM card” from the main panel.
- 2 Unblock panel is displayed:

How to Unblock your SIM card

1. Enter the 8-digit PUK code
2. Enter a new PIN code
3. Re-enter the PIN code, then click Save & Apply.

PUK Code	<input type="text"/>	
New PIN Code	<input type="text"/>	
PIN Code Confirmation	<input type="text"/>	

Type the 8-digit PUK code in the corresponding field.

	To display the PUK code, click on 
---	---

- 3 Type a new PIN code.
- 4 Re-enter the new PIN code.
- 5 Click Save & Apply to unblock your SIM card.

ADVANCED CONFIGURATION

Click the Advanced Settings tab for the advanced settings (repeat steps 4 and 5 if necessary to return to the Common Configuration interface).



Common Configuration

General Setup SIM 1 SIM 2 **Advanced Settings**

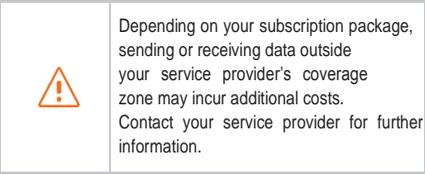
Bring up on boot

Use builtin IPv6-management

Enable Roaming

Enable PIN Protection

Enable Roaming²: use this option to configure the terminal for using data connections when you change to a different country.



Depending on your subscription package, sending or receiving data outside your service provider's coverage zone may incur additional costs. Contact your service provider for further information.

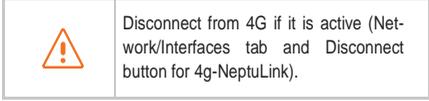
Enable PIN Protection: activates or deactivates the PIN code protection function. If the box is checked, you will need to re-enter the PIN code for your SIM card.

(2) Roaming: this service allows you to connect transparently to a mobile network in a foreign country when you travel beyond your service provider's coverage area.

Wi-Fi configuration

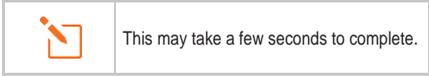
CONNECTING TO A Wi-Fi NETWORK

Follow the steps below to connect to a Wi-Fi network.



Disconnect from 4G if it is active (Network/Interfaces tab and Disconnect button for 4g-NeptuLink).

- 1 Click the Network/WiFi Network tab on the upper band.
- 2 Click Scan to detect nearby Wi-Fi networks. A list of available networks is displayed.



This may take a few seconds to complete.

- 3 To join a network, click the Join Network button for the network you want to access.
- 4 A settings box is displayed:



WPA passphrase 

Specify the secret encryption key here.

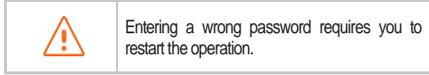
Name of the network

Firewall-zone

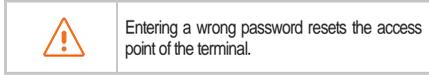
Type the Wi-Fi network's connection key in the Passphrase field.



To display the key, click on 



Entering a wrong password requires you to restart the operation.



Entering a wrong password resets the access point of the terminal.

- Then click Submit. A box containing network connection information is displayed.

- Click Save & Apply to save and apply the settings.
- Test your Internet connection.

Click the Status/Overview tab, then check that the Active Connection status appears as shown below:



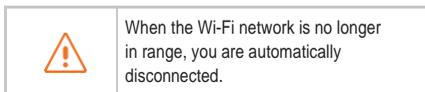
Your terminal is now configured to allow your computer to access the Internet.

To access Internet from a computer connected to your terminal, launch a web browser such as *Microsoft Edge* or *Google Chrome*. The browser should display a web page.

DISCONNECTING

FROM A Wi-Fi NETWORK

Follow the steps below to disconnect from a Wi-Fi network.



- Click the Network/Wi-Fi Network tab on the upper band.
- Click Disable to disconnect from the Wi-Fi network, as shown below.



- A confirmation box is displayed. Click OK to confirm.

EDITING A Wi-Fi CONNECTION

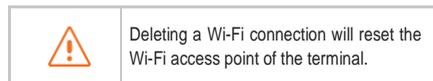
Follow the steps below to edit an existing Wi-Fi connection.

- Click the Network/WiFi Network tab on the upper band.
- Click Edit to display the Wi-Fi network's connection settings.
- Change the settings as required, then click Save & Apply to save and apply the new settings.

DELETING A Wi-Fi CONNECTION

Follow the steps below to delete an existing Wi-Fi connection.

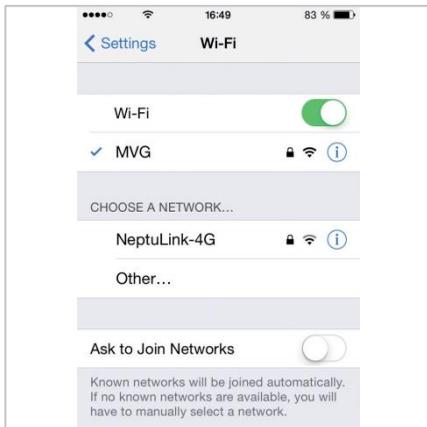
- Click the Network/WiFi Network tab on the upper band.
- Click Remove to delete the Wi-Fi network connection.
- A confirmation box is displayed. Click OK to confirm.



Wi-Fi Access Point Configuration

CONNECTING TO THE ACCESS POINT

Follow the steps below to connect to a Wi-Fi access point.



- 1 Activate your device's Wi-Fi connection.
- 2 Click the network named NeptuLink-4G.



A password may be required for network access.

Once connected, you can access Internet without using the Ethernet cable.



You can also use your smartphone to access your device's web configuration interface.

EDITING THE ACCESS POINT

Follow the steps below to edit the Wi-Fi access point.



Disconnect from 4G if it is active (Network/Interfaces tab and Disconnect button for 4g-NeptuLink).

- 1 Click the Network/WiFi Network tab on the upper band.
- 2 Click Edit to display the Wi-Fi access point's connection settings.
- 3 A settings box is displayed:

Access Point Configuration

General Setup

Channel

	Mode	Channel	Width
Operating frequency	N	6 (2437 MHz)	20 MHz
Transmit Power	19 dBm (79 mW)		
Country Code	US - United States		

Interface Configuration

General Setup

ESSID:

Mode:

Network:

Encryption:

Cipher:

Key:

From this box, you can change the following:

- Communications channel.



Channel 6 is the default channel.

- Transmit power.

	Ensure you comply with your country's current regulations.
---	--

- SSID - access point identifier.
 - Network security settings.
- 4 Click Save & Apply to save and apply the new settings.
 - 5 Reboot the terminal.

Updating the Terminal

MANUAL UPDATES

Follow the steps below to update your terminal manually.

- 1 Click the System/Flash Firmware tab on the upper band.
- 2 Click Browse then select the update file.
- 3 Click Flash image to start the process.
- 4 A confirmation box is displayed. Click Proceed to start the update process.

REMOTE UPDATES

Follow the steps below to update your terminal remotely.

- 1 Click the System/Firmware Upgrade tab on the upper band.
- 2 Click Check to check if a new version of the software is available.

	This may take a few seconds to complete.
---	--

- 3 The result of this query may vary:

If there is a message showing:

- "Not connected" means your terminal is not connected to Internet and therefore cannot check whether an update is available.
- "No new firmware version available" means that the terminal is already running the latest update version.
- If an update is available, a strip containing information on the new version is displayed on the lower part of the interface.

Firmware Information	
Please click "Perform upgrade" to download the latest firmware.	
Current Firmware Version :	V2.0.10
New Firmware Version :	V2.0.11

- 4 Click Perform upgrade to start the process.
- 5 A confirmation box is displayed. Click OK to start the update process.

Network Configuration



This section is intended for users with a minimum knowledge in network configuration.

In case of wrong configuration, perform a reset factory "RESETTING TO FACTORY DEFAULTS"

CHANGING IP ADDRESS CONFIGURATION

Follow the steps below to change your terminal's network configuration.

- 1 Click the Network/Interface tab on the upper band.
- 2 Click Edit to edit the LAN interface.

Interface Overview

Network	Status	Actions
LAN <small>30 (2.5.0)</small> br-lan	Uptime: 2h 10m 25s MAC-Address: 04:70:21:23:15:41 RX: 492.98 KB (6942 Pkts.) TX: 1.47 MB (2377 Pkts.) IPv4: 192.168.1.1/24	<input type="button" value="Connect"/> <input type="button" value="Disconnect"/> <input type="button" value="Edit"/>
HEALTHLINK <small>4p-Healthlink</small>	Uptime: 2h 10m 14s RX: 259.89 KB (2177 Pkts.) TX: 215.87 KB (3512 Pkts.) IPv4: 192.168.103.19/22	<input type="button" value="Connect"/> <input type="button" value="Disconnect"/> <input type="button" value="Edit"/>
WiFi <small>WiFi</small>		<input type="button" value="Connect"/> <input type="button" value="Disconnect"/>

- 3 From the "General" tab you can change the network settings of the terminal (IP address, netmask...).

Common Configuration

General Setup
Advanced Settings

Status br-lan

Protocol

IPv4 address

IPv4 netmask

IPv4 gateway

- 4 Click Save & Apply to save and apply the new settings.

CONFIGURE DHCP SERVER

Follow the steps below to configure the DHCP server.

- 1 First follow the steps 1 and 2 of the previous section "CHANGING IP ADDRESS CONFIGURATION".

- 2 A section at the bottom of the General tab allows you to:
 - Enable/disable DHCP
 - Change IP address range
 - Define lease time.

DHCP Server

General Setup
Advanced Settings
IPv6 Settings

Ignore interface Disable DHCP for this interface.

Start
 Lowest leased address as offset from the network address.

Limit
 Maximum number of leased addresses.

Leasetime
 Expiry time of leased addresses, minimum is 2 minutes (2m)

- 3 Click Save & Apply to save and apply the new settings.

Configuring the modem

CHANGING THE MODEM CONFIGURATION



In some specific cases, it might be necessary to change the modem configuration to suit it with your network service provider.

Follow the steps below to change your terminal's modem configuration.

- 1 Click the System/4G Modem tab on the upper band.
- 2 Select the firmware you want to use in the Available Firmware drop-down list.
- 3 Then, select one of the Available Configurations for this firmware in the Available Configuration drop-down list.

Modem Configuration	
Available Firmware	02.05.07.00
Available Configuration	GENERIC

- 4 Click Apply Configuration to start the modem reconfiguration.
- 5 A confirmation box is displayed. Click OK to start the process.



This may take a few seconds to complete.

Other

REBOOTING THE TERMINAL

- 1 Click the System/Reboot tab on the upper band.
- 2 Click Perform Reboot.
- 3 A dialog box is displayed. Click OK to reboot the terminal.



This can take 1-2 minutes.



Terminal is rebooting...

RESETTING TO FACTORY DEFAULTS

- 1 Click the System/Reset tab on the upper band.
- 2 Click Perform Reset.
- 3 A dialog box is displayed. Click OK to reset the terminal to factory defaults.

CHANGE LANGUAGE SETTING

- 1 Click the System/Language tab on the upper band.
- 2 Select a language from the language list.
- 3 Click Save & Apply.



The change will be applied when reloading the page from your web browser.

Troubleshooting and FAQ

Should you experience any problems with your terminal, please use the table below to find a solution. If you can't find the right solution, please contact our Technical Support team or your retailer.

PROBLEM DESCRIPTION	POSSIBLE CAUSE	POSSIBLE SOLUTION
Poor reception quality	You are too far away from any of your service provider's mobile network base stations to receive a high-quality signal.	Check your network coverage. To send and receive data, you must be in a zone covered by your service provider's network.
SIM card error	Faulty or damaged SIM card.	Contact your mobile operator.
	SIM card inserted incorrectly.	Insert your SIM card correctly following the steps described under "INSERTING THE SIM CARD" .
SIM card blocked	You have entered the wrong PIN code.	Contact your service provider to obtain a PUK code to unblock the SIM card.
Internet connection unavailable or slow	You are not in a 3G/4G service coverage zone.	Check your network coverage. You should see reception bars displayed on your terminal's configuration interface, together with "3G" or "4G".
	Weak reception signal.	Bring your vessel closer to land.
	You have used up your Internet data volume.	Contact your service provider to find out how much data you have used. If you have exceeded your data allowance, your bandwidth may be reduced.
Cannot access the terminal's administration interface	The terminal is not switched on.	Check the power cord. Connect the terminal. <i>If you are using the PoE configuration, ensure that the injector is connected to the power supply.</i>
The connection status is displayed as "Not Connected"	The SIM card settings you have entered are incorrect.	Contact your service provider to obtain the correct SIM card settings.
	You have changed the SIM card settings.	Click "Connect" on the NeptuLink interface or unplug and then reinsert the power cable.
"Getting Carrier" connection status continuously displayed	You are not in a 3G/4G service coverage zone.	Check your network coverage.

Appendix

This appendix contains links to reference documents explaining the technologies that your terminal uses:

Document	Link
Technical features	NeptuLink_Datasheet_EN.pdf

Configuring your computer for DHCP

To access your terminal, you will need to use the DHCP (Dynamic Host Configuration Protocol). Your terminal will contact a DHCP server, which automatically assigns an IP address to the computer connected to the Ethernet port.

To activate DHCP, follow the steps below:

- 1 Click Start , then Control Panel and Network and Sharing Center.
- 2 To display the network connections, click the Change card settings link on the left-hand side of the Network and Sharing Center panel.
- 3 Right-click the connection you wish to change, then click Properties . Enter an administrator password or confirm the change if prompted to do so.
- 4 Click Internet Protocol version 4 (TCP/IPv4) then Properties.

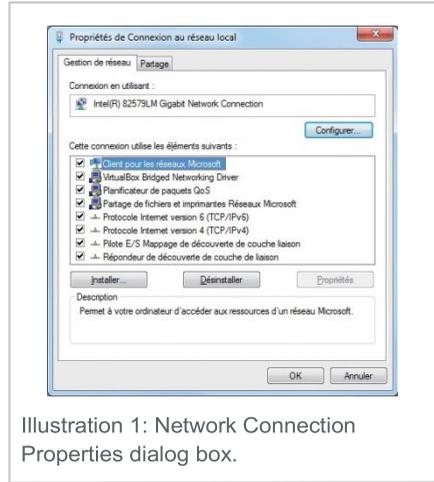


Illustration 1: Network Connection Properties dialog box.

- 5 Click Obtain an IP address automatically.
- 6 Click Obtain DNS Server addresses automatically.

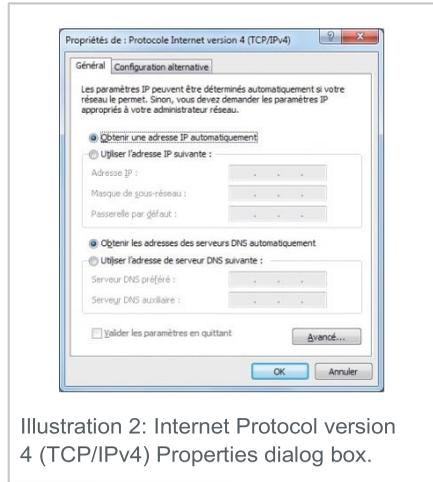


Illustration 2: Internet Protocol version 4 (TCP/IPv4) Properties dialog box.

- 7 Click OK to close the dialog box. Your computer is now configured for DHCP.

Contacting Technical Support

You can contact our Technical Support team by telephone or by email.

Please have the following information to hand before you contact us:

- The serial number (found on the label at the back of your terminal or accessible via the web interface).
- Firmware version (found on the *Status/Advanced* page of the web interface).

COUNTRIES OF INSTALLATION	TECHNICAL SUPPORT
<p>France Italy Spain Portugal Greece Croatia Bosnia Hzg Monaco South Africa</p>	<p>MC TECHNOLOGIES MC Technologies 13, rue Jules Verne 29000 Quimper, France http://www.mc-technologies.fr/ technique@mc-marine.com +33.(0)2.98.64.04.84</p>
<p>Other countries</p>	<p>support@neptulink.com</p>

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