## Base Unit – Checking the modem and the SIM card

- 1- Tools you will need
  - A small hexagonal key
  - An ethernet crossed cable
  - A smartphone
- 2- Check that you can access the Airpointer User Interface locally by connecting your laptop to the Airpointer "user port" using a crossed Ethernet cable



- 3- check that the white LED on the side of the modem is ON
- 4- Check that your laptop has an internet connection. Check that there is no error in the URL you've entered. It should have the format: <u>https://airpointer-YYYY-00XXX.recordum.net/</u> (YYYY meaning the year it was built and 00XXX its serial number)
- 5- In Setup/Communication/Modem, check that the fields are correctly filled. Check on your internet provider's website what the access point and dial-in numbers are. Username and password are usually optional, but the fields should not be left blank (just provide any string of characters)

Modem Configuration	
Typical Settings	
Access Point: Access point to your provider's network (e.g.: a1.net) Dial-In: Dial-in number for your provider's network (e.g.: *99#, *99***1#)	a1.net *99***1#
Username: Jsername for logon to provider's network Password: Password for logon to provider's network	ppp@a1plus.at egal

In most cases, the dial-in number is either \*99# or \*99\*\*\*1#

6- In Setup/System Info/Log file, open wvdial.log, go to the last page by clicking "File end", select the whole text, copy-paste it in a text file and send it to your distributor or to MLU-Recordum by e-mail



7- In Setup/Communication/Diagnostics, click on "self" to check that the PING are all transmitted; if it is the case, click on the button "System" underneath and check that here too the PING are all transmitted

0	airpointer Graph Download Stationbo	sok Overview Calibration <mark>Setup</mark> 🔿		
E C Rules & Actions	Network Diagnostics			
E 🏹 System Info	Ping			
🗉 🛅 System Maintenance	-	Ping uses the ICMP protocol's mandatory ECHO_REQUEST datagram to elicit an ICMP ECHO_RESPONSE from a host or gateway.	Thus we may test connectivity.	
± Configuration		If you want to test for name resolution (working nameserver), use a FQDN for your host target.		
T Linlog	Target IP - 9	8.8.8	IP (Notation v4)	
E C LinOut	Target FQDN - 📰	portal-eu, recordum.net	Full qualified domain name	
🗉 😇 Communication	Self	Self-Diagnosis to see if network stack is loaded by the kernel	Source: 127.0.0.1	
op Nameserver	System 0	Use Target IP	Source: 172.19.10.97	
co Network	Sustam	Use Target FODN to test name resolution, too		
ep DynDns	Modem		Source: N/A	
oo Modem oo Diagnostics B 🕐 User Administration	VPN	Is it possible to ping through VPN tunnel?	Source: 10.88.10.239	
	Trace Route	and heaters in hold a second of the second of		
	Hace Route	Trace route tracks the route packets taken from an IP network on their way to a given host. It utilizes the IP protocol's time to in along the path to the host.	re (TTL) field and attempts to elicit an ICMP TIME,	
		By default, traceroute uses UDP but that may be blocked by some routers. If so, you might use ICMP/TCP instead, which may su	cceed.	
	Target IP/FQDN	portal-eu.recordum.net		
	UDP	Use UDP (default) for tracing		
	ICMP	Use ICMP ECHO for tracing		
	TCP	Use TCP SYN for tracing		
	Test Port			
		Test port performs a simple TCP/UDP connection test to determine if a host is up and accepting connections on a given port. This helps to determine if third party frewalls are bloc our update/portal servers.		
	Portal Server	Can we reach web port on portal server?	portal-eu.recordum.net:80	
	Update Server	Can we reach web port on update server?	portal.recordum.com:80	
	VPN	Can we reach OpenVPN port on portal server?	portal-eu.recordum.net:1194	
	Log			
	PIBG 127-0.0.1 (27-0.0.1) from 127.0.0.1 los 56(98) be 64 bytes from 127.0.0.1 imp_requite164 time0.300 64 bytes from 127.0.0.1 imp_requite164 time0.310 64 bytes from 127.0.0.1 imp_requite164 time0.114 64 bytes from 127.0.0.1 imp_requite164 time0.114 64 bytes from 127.0.0.1 imp_requite164 time0.114 75 bytes from 127.0.0.1 imp_req from 12	ytes of data. ma ma ma ma ma ma ma ma ma ma ma ma ma		

8- Make sure the SIM card is properly inserted in the modem. To insert or eject the SIM card, use a thin tool such as a small hexagonal key to push the button. Make sure the airpointer is OFF before removing or inserting a SIM card



9- Test the SIM card in a mobile phone: check that it doesn't ask for a PIN number, that it has enough coverage and enough 3G-4G data to surf comfortably on the internet