TELTONIKA RUT950 PROCEDURE – STANDARD SETUP FOR TELSTRA, CONNECTED VIA ETHERNET CABLE

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Scope
This guide covers basic configuration steps for a Teltonika RUT950 to operate with a standard Telstra SIM card. The term 'standard Telstra SIM card' refers to a SIM card provisioned for the access of Post-Paid Telstra Mobile Broadband services, and does not apply to Pre-Paid, BigPond, or Telstra Corporate/Enterprise/Government SIM cards.

As the RUT950 is an industrial modem this guide assumes an audience with general IT skills.

Prerequisites
- Basic IT skills
- SIM card has been inserted into SIM1 slot
- RUT950 connected to computer via Ethernet cable
- Web browser (Firefox, Chrome, Safari, etc.)
- Ethernet adapter set on DHCP (Automatically obtain IP)
- No other connections active (WiFi turned off, etc.)

General Notes
For most users, your Ethernet adapter should already be configured to obtain an IP address automatically. If you are unsure, please follow the easy to understand guide below.
http://www.its.hku.hk/faq/network/lan/obtain-ip-auto

For users who often access devices at 192.168.1.1, you may find your browser will attempt to autocomplete the URL. To avoid autocomplete and caching issues it may be helpful to use your browser's Incognito Mode.

Procedure

1. Open web browser and type 192.168.1.1 into search bar. Log in using default username and password of "admin", and password "admin01" (no quotation marks).
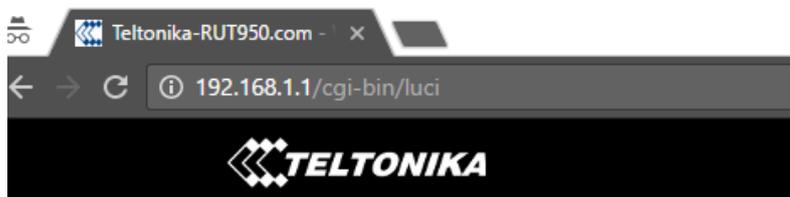
2. If this is the first time configuring the unit, you may be presented with a setup wizard. You will also be notified to change router default password. For the purposes of this guide we will skip the wizard and start from the home page which comprises of the Status Overview. This particular unit has already detected the APN from the SIM card which is why it shows as already being connected.

3. Navigate to Network -> Mobile in order to access cellular configuration settings.

4. Under Mobile Configuration, all fields should be left at their default values, excepting APN which you must type "telstra.internet". If you've accidentally deleted settings, the key fields are the APN (telstra.internet), Dialling number (*99#), and Authentication method (None). If the dialling number is empty but the field greyed out, you may need to drop down Connection Type from NDIS to PPP in order to re-enter the number. Scroll to the bottom of the page and click save.

5. The unit will now reload its configuration scripts internally. Afterwards, you can proceed back to the Overview page by clicking the Teltonika Logo, or via Status -> Overview.

6. The final step is to check that Data connection is now active. Data connection should show the length of time the unit has been connected, for example below the unit states that it has been connected for 1 minute 48 seconds. We can now close the browser and enjoy the internet connection.

7. If your unit is showing Data connection: Disconnected, the unit may not have correctly reloaded its scripts in which case you simply need to reboot the unit via System -> Reboot.

Troubleshooting

- If after a reboot the unit still has not connected to the network, you should check that your network settings correctly match those listed in Step 4. Most common issue is a typographical error in the spelling of telstra.internet, or a missing dialling number.

- The next common oversight is lack of signal strength. The modem will need at least 1-2 bars (at least -100 dBm) of service to consistently enter the network.

- Should the unit still not connect, ensure the unit is on the latest firmware version, accessible via:
  http://www.teltonika.com.au/downloads

- Should the unit still not connect, ensure your SIM card is working in another device.

- If your SIM has been confirmed active and your device still will not connect please contact your Telco or Teltonika sales representative for further troubleshooting help.

- If you've encountered an issue accessing the unit in the beginning of the guide, you may have a DHCP leasing issue. To rule this out, set a static IP address for your computer by following the below guide:
  http://kb.netgear.com/app/answers/detail/a_id/27476/~/how-to-set-a-static-ip-address-in-windows

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