

### **DataRoute**



Installation and User Manual

Version 2 – December 2010



#### **Document Control**

Date	Doc	Change
	Version	
Dec 2010	1	1 <sup>st</sup> release of document
Dec 2010	2	Added VoIP options

#### **Notices**

#### **Emergency Calls**

This terminal operates using mobile signals, which cannot guarantee connection in all conditions. Therefore, you should never rely solely on the terminal equipment for essential communications such as medical or emergency services.

No responsibility is assumed by TFM for the use or reliability of the DataRoute voice when used in a situation or with other equipment not supplied or specified by TFM.

TelecomFM shall accept no liability for any error or damages of any kind resulting from the use of this document or the equipment it relates to.

The wording in this document may change from time to time. Please refer to the TelecomFM web site <a href="https://www.telecomfm.co.uk">www.telecomfm.co.uk</a> for the latest release.





#### 1. Overview

The DataRoute voice is a high-speed gateway with multi-functions including:

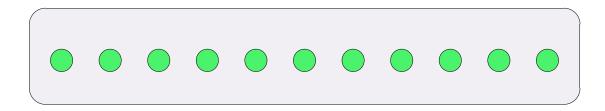
- Build-in WCDMA wireless module with speed up to 7.2Mbps;
- ADSL2/2+ modem for broadband connection;
- Four 10/100M auto-sensing Ethernet ports for wired connections;
- Build-in 802.11n enhanced WLAN complies with IEEE 802.11n draft v2.0 and backward to 802.11b/g specifications. It supports 2x2 MIMO and up to 300Mbps of bandwidth. The throughput of WLAN to LAN is more than 100Mbps;
- Integrated FXS port for voice calls;
- Supports TR-069 remote management;

#### 2. Specification

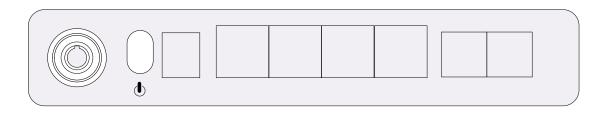
#### 2.1 Interface Introduction

#### 2.1.1 Indicators & Interface

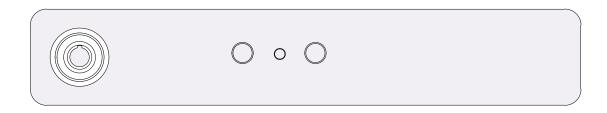
#### Indicators:



#### Interface 1:



#### Interface 2:





Item	Label	Description		
	D	On: Modem power up		
Power	Power	Off: Modem Power off		
		On: Ethernet is connected		
	LAN1-4	Blinking green: Ethernet Traffic flows		
		Off: Ethernet is disconnected		
		Blinking green: PPP/DHCP negotiation		
	Internet	Solid green: PPP/DHCP up		
		Quick blinking green: Tx/Rx traffic on line		
		On: Modem synchronized to the DSLAM		
	DSL	Quick blinking green: Modem training, but not synchronized		
Indicators		Slow blinking green: Modem Idle		
		On: Wi-Fi connection is available		
	Wi-Fi	Blinking green: Negotiation or traffic on line		
		Off: Wi-Fi connection is not available		
		Blinking green: Negotiation or traffic on line		
		Solid green: Up		
3G	3G	Quick blinking green: Tx/Rx traffic on line		
		Solid red: Authentication failed		
		Off: Traffic through DSL interface		
	VoIP	On: The analog phone connected to VoIP off-hook		
	VOIP	Off: The analog phone connected to VoIP on-hook		
	<u>்</u>	Power switch		
	Power	For 12V DC power adapter		
Interface 1	LAN1-4	LAN interface for connecting to computers		
	VoIP	Connecting to analog telephones		
	DSL	Connecting to ADSL enabled telephone line		
	WiFi	WiFi switch		
Interface 2	WPS	WPS switch		
	Reset	Restore to factory default settings		

#### 2.1.2 Package Contents

Item	Quantity
Power Adapter	1
Phone Line	2
RJ-45 Cable	1
Modem	1
User Manual	1
Splitter	1



#### 2.1.3 Connection Topological Diagram



#### 3. Configuration Guide

#### 3.1 Default Configuration

The DataRoute voice is pre-configured with the common VCI/VPI settings. The default dial-up mode is bridge encapsulation. For bridge mode, there is no need to configure any more parameters. However, the third party dial-up software is needed for connection with the Internet.

#### 3.2 Computer Configuration

The default IP address for DataRoute voice is: 192.168.1.1; The Subnet Mask is:

255.255.0. Users can configure the DataRoute voice through a web browser. The DataRoute voice can be used as a gateway and DNS server; users need to set the computer's TCP/IP protocol as follow:

- 1. Set the computer IP address to the same subnet as the DataRoute voice i.e. set the IP address of the PC to one in the range of 192.168.1.2 192.168.1.254" excluding 192.168.1.1.
- 2. Set the computer's gateway address to the IP address of the DataRoute voice.
- 3. Set the computer's Primary DNS server to the IP address of the DataRoute voice or to that of an effective DNS server.



#### 3.2.1 Log In

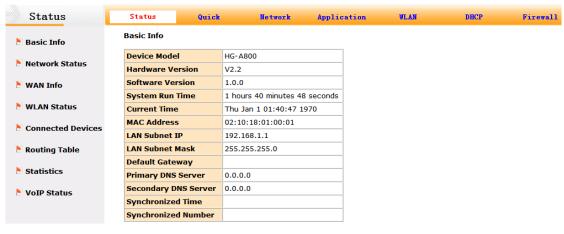
Power on to start the device, then make sure your computer can PING the DataRoute voice (the factory default IP is 192.168.1.1), then run the web broswer. Enter http://192.168.1.1 in the address bar, press ENTER, and the authentication interface will pop up as below:



The default user name and password is **admin** for web log-on. Press **ENTER** or click on '**OK**' to enter the configuration interface.

**Warning:** Please be sure the IP of the computer network card is in the same IP range as the DataRoute voice LAN port before trying to log on (ex: 192.168.1.2 and 192.168.1.1 are in the same IP range). If the login is not displayed please check in Internet Explorer--Tools---Internet Options---Connection---LAN Setup---Proxy server, disable the function 'Proxy for LAN' and then retry.

If log on successfull, the main page will be displayed as follows:

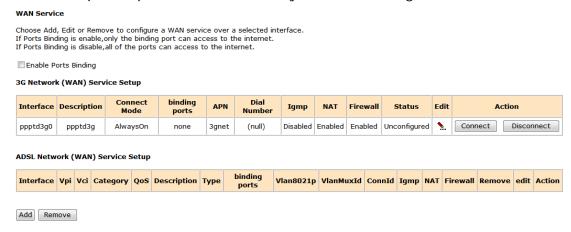




#### 3.2.2 WAN Configuration

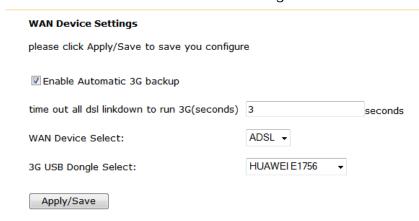
Please go to **Network** interface to select the **WAN Service**. Users can either edit a 3G network or an ADSL network.

**Note**: please power off the Gateway before inserting the SIM card.

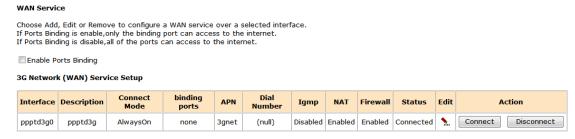


#### 3.2.2.1. 3G Network Service Setup

Please go to path: Network -> WAN Device page. Check the **Enable Automatic 3G** backup, and configure the **time out all DSL link down to run 3G** – the value here is used to determine the time interval for using 3G after DSL link is down. Then click **Apply/Save**.



Then go to path: Network -> WAN Service to check the status. Please refer to the following figure.





#### 3.2.2.2. ADSL PPPoE Configuration

Please go to path: Network -> WAN Service page. Then do the following to setup an ADSL connection.

1) Click <b>Add</b> button to configure an ATM PVC identifier;
ATM PVC Configuration This screen allows you to configure an ATM PVC identifier (VPI and VCI). Notice: If the link type is EoA,it can use the PVC repeatedly though it is existent.But the PPPoA or IPoA can't.
VPI: [0-255] 0
VCI: [32-65535] 35
Back Next
2) Click <b>Next</b> to select a service category; (here please choose EoA for PPPoE connection)
ATM PVC Configuration Select a service categoryS. Otherwise choose an existing interface by selecting the checkbox to enable it.
Select DSL Link Type (EoA is for PPPoE, IPoE, and Bridge.)  © EoA  © PPPoA  © IPOA
Encapsulation Mode: LLC/SNAP-BRIDGING ▼
Service Category: UBR Without PCR 🔻
Enable VLAN
Enable Quality Of Service
Enabling packet level QoS for a PVC improves performance for selected classes of applications. QoS cannot be set for CBR and Realtime VBR. QoS consumes system resources; therefore the number of PVCs will be reduced. Use <b>Advanced Setup/Quality of Service</b> to assign priorities for the applications.
Enable Quality Of Service
Back Next
3) Click Next to select WAN service type; (here please choose PPP over Ethernet) WAN Service Configuration
Select WAN service type:  PPP over Ethernet (PPPoE)  IP over Ethernet  Bridging
Enter Service Description: pppoe_0_0_35
Port Bind: LAN1 LAN2 LAN3 LAN4 SSID1 SSID2 SSID3 SSID4
Back Next



4) Click Next to input the username and password authorized by your ISP; (here please make Enable Fullcone NAT checked)

PPP Username:			
PPP Password:			
PPPoE Service Name:			
Authentication Method:	AUTO ▼		
Enable Fullcone NAT			
Enable Firewall			
Dial on demand (with	Dial on demand (with idle timeout timer)		
Use Static IPv4 Addr	Use Static IPv4 Address		
Enable PPP Debug Mo	ode		
■ Bridge PPPoE Frames	Between WAN and Local Ports		
Multicast Proxy			
Enable IGMP Multicas	st Proxy		
Back Next			

5) Click **Next** to select a gateway interface;

Routing -	- Defau	It Gate	way

Default gateway interface list can have multiple WAN interfaces served as system default gateways but only one will be used according to the priority with the first being the higest and the last one the lowest priority if the WAN interface is connected. Priority order can be changed by removing all and adding them back in again.

Selected Default Gateway Interfaces	Available Route WAN Interfaces	
->	Current Interface	
Back Next		

6) Click **Next** to select a DNS server Interface;

#### **DNS Server Configuration**

Select DNS Server Interface from available WAN interfaces OR enter static DNS server IP addresses for the system. In ATM mode, if only a single PVC with

IPOA or static IPOE protocol is configured, Static DNS server IP addresses must be entered.

DNS Server Interfaces can have multiple WAN interfaces served as system dns servers but only one will be used according to the priority with the first being the higest and the last one the lowest priority if the WAN interface is connected. Priority order can be changed by removing all and adding them back





7) Click **Next** to check the Summary of this connection;

#### **WAN Setup - Summary**

Make sure that the settings below match the settings provided by your ISP.

PORT / VPI / VCI:	0 / 0 / 35
Connection Type:	PPPoE
Service Name:	pppoe_0_0_35
Service Category:	UBR
IP Address:	Automatically Assigned
Service State:	Enabled
NAT:	Enabled
Full Cone NAT:	Enabled
Firewall:	Enabled
IGMP Multicast:	Disabled
<b>Quality Of Service:</b>	Disabled

Click "Apply/Save" to have this interface to be effective. Click "Back" to make any modifications.

Back Apply/Save

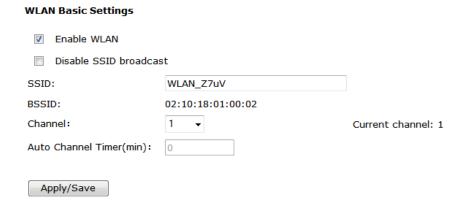
8) Click **Apply/Save** to enable the connection.



#### 3.2.3 Wireless Configuration

Click **WLAN** to configure the wireless feature of the modem.

 Go to path: WLAN -> WLAN Basic page to enable/disable WLAN feature. Then click Apply/Save button;

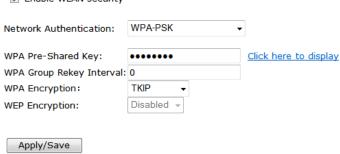


2) Go to path: WLAN -> WLAN Security page to set the network authentication method, selecting data encryption, specify whether a network key is required to authenticate to this wireless network and specify the encryption strength. Click **Apply/Save** when done.

#### **WLAN Security Settings**

You can set the network authentication method, selecting data encryption, specify whether a network key is required to authenticate to this wireless network and specify the encryption strength. Click "Apply/Save" when done.

© Enable WLAN security





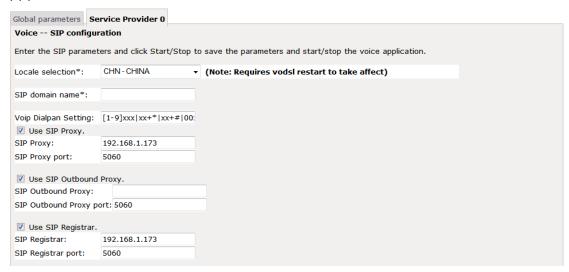
#### 3.2.4 VoIP Configuration

#### 3.2.4.1. Basic Settings

Go to path: VoIP -> Basic Settings page, then enter SIP parameters and click Apply to save the parameters. Click **Start SIP Client** to enable VoIP feature.



**Bound Interface Name**: Select the interface to use for the voice service, for example: ppp\_0\_8\_35\_2.



Locale selection: choose the Location where the ADSL is used.

Preferred codec list: refers to the priority of the codec in the order left-to-right

**Use SIP Proxy**: enable to allow using SIP Proxy. Should be enabled while doing registration **Use SIP Outbound Proxy**: enable to allow using SIP Outbound Proxy.

**Use SIP Registrar**: enable to register to a SIP server. Should be enabled while doing registration



SIP Account	0	1	
Account Enabled	<b>V</b>	V	
Physical Endpt Id	0	1	
Extension	1002	1003	
Display name	1002	1003	
Authentication name	1002	1003	
Password	1002	1003	
Preferred ptime	20 🕶	20 🕶	
Preferred codec 1	G.711ALaw <b>▼</b>	G.711ALaw <b>▼</b>	
Preferred codec 2	G.729a <b>▼</b>	G.729a <b>▼</b>	
Preferred codec 3	G.723.1 ▼	G.723.1 ▼	
Preferred codec 4	G.726_24 ▼	G.726_24 <b>▼</b>	
Preferred codec 5	G.726_32 ▼	G.726_32 <b>▼</b>	
Preferred codec 6	GSM_AMR_12K →	GSM_AMR_12K ▼	

**Extension**: the number which will be registered to the SIP Server.

Display Name: the name which will be displayed when making outgoing calls.

Authentication Name: the authentication name which is provided by the SIP server.

**Password**: the password for the Extension number.

Once the configuration is done, click **Stop SIP client**, and then click **Start SIP client** to save and enable the configuration.



#### 3.2.4.2. Advanced Settings

Go to path: VoIP -> Advanced Settings page, then configure the advanced VoIP feature.

Voice SIP Advanced configuration			
Line	1	2	
Call waiting			
Call forwarding number			
Forward unconditionally			
Forward on "busy"			
Forward on "no answer"			
MWI			
Call barring	V	V	
Call barring pin	9999	9999	
Call barring digit map			
Anonymous call blocking			
Anonymous calling			
DND			

**Call forwarding Number**: set a number to use call-forwarding. Select the conditions to use call forwarding by ticking the required boxes.

**Dialplan Setting**: the outgoing rules which could be used to define the outgoing calls.

X refers to any digit;

is a separator between different outgoing rules.

For example:

9XXX|(1~8)XXXXXX

This rule refers to:

Any number dialed starting with a 9 and followed by any 3 digits will go to the SIP server.

Any number dialed with 2~8 followed by any 6 digits will go to the SIP server.

Other dialed numbers will fail.

**Incoming PSTN Call Routing**: users could define the destination of the incoming calls.

Once the configuration is done, click **Stop SIP client**, and then click **Start SIP client** to save and enable the configuration.



#### 4. Other Configuration

#### 4.1 LAN Configuration

Configure the DataRoute voice's IP address and password.

#### 4.1.1 Configuration of the DataRoute voice's IP address

As a network device, ADSL Modem has its own IP address and MAC address. The factory sets the default IP address of 192.168.1.1 and subnet mask of 255.255.255.0. The user can configure these addresses through the **Service Settings** on **DHCP** like this:

For example, change IP address to "192.168.1.10". Click **LAN**, input **IP address**: 192.168.1.10, then "subnet mask": 255.255.255.0, Press "Save" when configuration is finished.

Local Area Network (LAN) Setup					
Configure the Broadbar	nd Router IP Address and	Subnet Mask for LAN interface.	GroupName	Default	•
IP Address:	192.168.1.1				
Subnet Mask:	255.255.255.0				

#### 4.1.2 DHCP Configuration

- 1. Click DHCP;
- 2. Click Service Settings;
- 3. Define the "Start IP address" and the "End IP address" of DHCP server (for example, from 192.168.1.11 to 192.168.1.254);
- 4. Input the value of lease (Measured by the second, 0 indicates permanently valid);
- 5. Enable DHCP server, computer will set the IP Address of the PC with one of the addresses 192.168.1.2 ~192.168.1.254 (Excluding 192.168.1.1);

Note: When you use the DHCP Server, please make sure you don't have multiple DHCP Servers in one LAN.



#### 4.2 Password Configuration

When you configure the DataRoute voice through an Internet browser, the system requires user name and password to validate access permission. The factory sets the default username of "admin" and the password of "admin". Choose Tools -> Account Settings, you can choose the username and change the password.

#### Access Account

Access to your DSL router is controlled through three user accounts: admin, support, and user.

The user name "admin" has unrestricted access to change and view configuration of your DSL Router.

The user name "user" can access the DSL Router, view configuration settings and statistics, as well as, update the router's software.

Use the fields below to enter up to 16 characters and click "Apply/Save" to change or create passwords. Note: Password cannot contain a space.

Username:	•
new name:	
Old Password:	
New Password:	
Confirm Password:	
Apply/Save	

**Attention**: please remember the password after change, otherwise you will need to reset the device and will lose all configuration settings.



#### 4.3 Software Upgrade

Please go to path: Tools -> Update Software page. Click **Browse** to choose the right software. Then click **Update Software** to update.

**Attention**: please make sure the power of the device is stable on during the software updating process. Also, the RJ45 cable should be connected tightly between the PC and device during the software uploading process. Once updated, please press the reset button or go to path: Tools -> Factory Settings to restore the device to the new factory default settings if necessary.

Update Software
Step 1: Obtain an updated software image file from your ISP.
Step 2: Enter the path to the image file location in the box below or click the "Browse" button to locate the image file.
Step 3: Click the "Update Software" button once to upload the new image file.
NOTE: The update process takes about 2 minutes to complete, and your DSL Router will reboot.
Software File Name: Browse
Update Software

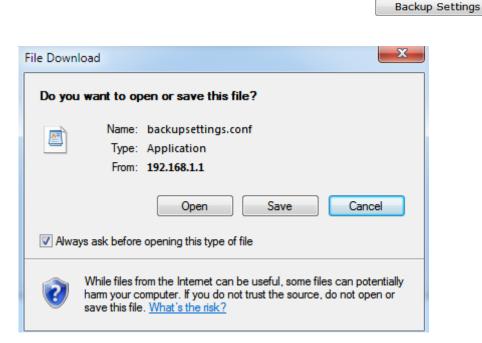


#### 4.4 Backup Configuration

Please go to path: Tools -> Backup Settings page. Click Backup Settings button, then a File download interface pop-up. Click **Save** button to download/save current configuration of the device to the local/remote PC.

#### Settings - Backup

Backup Broadband Router configurations. You may save your router configurations to a file on your PC.



#### 4.5 Restore Configuration

Tools Undate Cottings

Please go to path: Tools -> Update Settings page. Click **Browse** button to choose a configuration file, then click **Update Settings** to restore configuration.

roots update settings	
Update Broadband Router sett	ngs. You may update your router settings using your saved file
Settings File Name:	Browse
Update Settings	



#### 4.6 Firewall

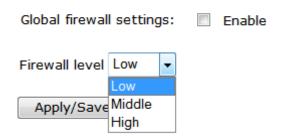
#### 4.6.1 Firewall Settings

Please go to path: Firewall -> Firewall Settings page, check **Enable** to activate **Global firewall settings**, then click **Apply/SAVE**.

**Note**: three Firewall levels are supported in the device, they are:

- Low: enable basic firewall features prevent port scanning; allow PING from WAN side; allow ICMP redirect messages from WAN side.
- Middle: in addition to Low level, prevent ICMP redirect messages.
- High: in addition to Middle level, prevent SYN Flood attack; against PING from WAN side.

#### Firewall Settings



#### 4.6.2 IP Filters

When the firewall is enabled on a WAN or LAN interface, all incoming IP traffic is BLOCKED. However, some IP traffic can be ACCEPTED by setting up filters.

Please go to path: Firewall -> IP Filters -> Incoming IP Filtering Setup.



Click **Add** button to configure incoming IP filters. The following interface allows user to create a filter rule to identify incoming IP traffic by specifying a new filter name and at least one condition. All of the specified conditions in this filter rule must be satisfied for the rule to take effect. Click **Apply/Save** to save and activate the filter.





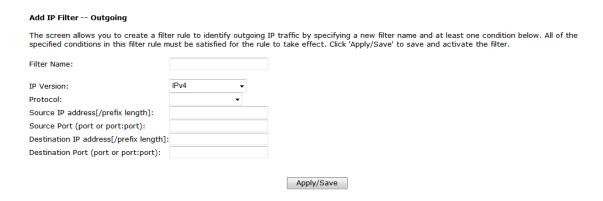
# Add IP Filter -- Incoming The screen allows you to create a filter rule to identify incoming IP traffic by specifying a new filter name and at least one condition below. All of the specified conditions in this filter rule must be satisfied for the rule to take effect. Click 'Apply/Save' to save and activate the filter. Filter Name: IP Version: IPv4 Protocol: Source IP address[/prefix length]: Destination IP address[/prefix length]: Destination Port (port or port:port): WAN Interfaces (Configured in Routing mode and with firewall enabled) and LAN Interfaces Select one or more WAN/LAN interfaces displayed below to apply this rule. Select All Popty/Save

By default, all outgoing IP traffic from LAN is allowed, but some IP traffic can be **BLOCKED** by setting up filters.

Please go to path: Firewall -> IP Filters -> Outgoing IP Filtering Setup.

## Outgoing IP Filtering Setup By default, all outgoing IP traffic from LAN is allowed, but some IP traffic can be BLOCKED by setting up filters. Choose Add or Remove to configure outgoing IP filters. Filter Name IP Version Protocol SrcIP/ PrefixLength SrcPort DstIP/ PrefixLength DstPort Remove Add Remove

Click Add button to configure outgoing IP filters. The following interface allows the user to create a filter rule to identify outgoing IP traffic by specifying a new filter name and at least one condition. All of the specified conditions in this filter rule must be satisfied for the rule to take effect. Click **Apply/Save** to save and activate the filter.





#### 4.6.3 Domain Filters

Please go to path: Firewall -> Domain Filters page. Please select the list type first then configure the list entries.

#### List type:

- Exclude: default accepts all the DNS except the list;
- Include: default drop all the DNS except the list;

domain Filter -- Please select the list type first then configure the list entries. Maximum 100 entries can be configured. Exclude: default accept all the DNS expect the list Include: default drop all the DNS expect the list domain List Type: 

Exclude 

Include Address Port Remove Add Remove

Click Add to do the configuration after choose a domain list type. Then set the domain address and port number in the next interface. Click Apply/Save to add the entry to the domain filter.



#### 4.6.4 MAC Filters

Please go to path: Firewall -> MAC Filters page to setup MAC filtering. All MAC layer frames will be forwarded except those matching with any of the specified rules in the settings.

#### **MAC Filtering Setup**

All MAC layer frames will be FORWARDED except those matching with any of the specified rules in the following table. Choose Add or Remove to configure MAC filtering rules.



Please click Add to create a filter to identify the MAC layer frames by specifying at least one condition. If multiple conditions are specified, all of them will take effect. Click Apply to save and activate the filter.

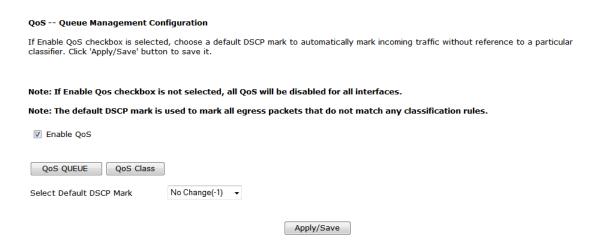
Add MAC Filter	
Create a filter to identify t "Apply" to save and activa	the MAC layer frames by specifying at least one condition below. If multiple conditions are specified, all of them take effect. Click te the filter.
Protocol Type:	•
Source MAC Address: (eg: 00:90:96:01:2A:3B)	
Save/Apply	



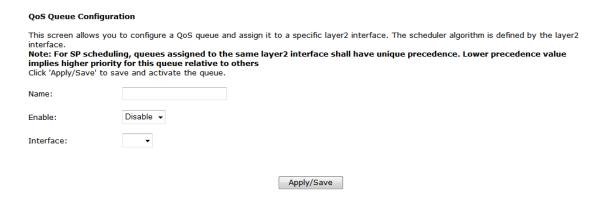
#### 4.7 QoS

Please go to path: Network -> QoS Configuration page to enable Queue Management Configuration. If **Enable QoS** checkbox is selected, a default DSCP mark should be chosen to automatically mark incoming traffic without reference to a particular classifier. Click **Apply/Save** button to save.

**Note**: If Enable QoS checkbox is not selected, all QoS will be disabled for all interface; The default DSCP mark is used to mark all egress packets that do not match any classification rules.

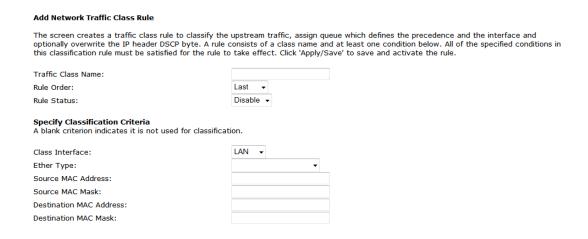


Please click **QoS QUEUE** button to enter the QoS Queue setup page, then click **Add** button. This screen allows you to configure a QoS queue and assign it to a specific layer 2 interface. The scheduler algorithm is defined by the layer 2 interface. Click **Apply/Save** to save and activate the queue.





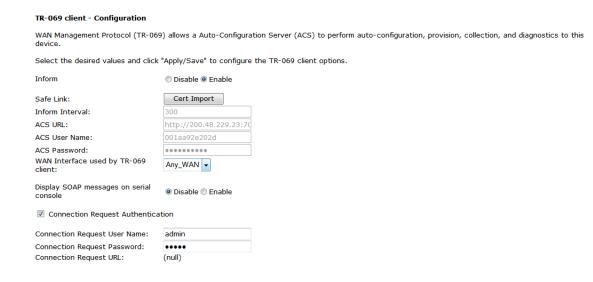
Please click **QoS Class** button to enter QoS Classification Setup page, then click **Add** button to configure network traffic classes. This screen creates a traffic class rule to classify the upstream traffic, assign queue which defines the precedence and the interface and optionally overwrite the IP header DSCP byte. A rule consists of a class name and at least one condition. All of the specified conditions in this classification rule must be satisfied for the rule to take effect. Click **Apply/Save** to save and activate the rule.



#### 4.8 TR-069 Client

Please go to path: Tools -> TR-069 Client page to setup an auto-configuration server to perform auto-configuration, provision, collection and diagnostics to this device. Select the desired values and click **Apply/Save** to configure the TR-069 client options.

**Note**: all the parameters in the screenshot should be matched with the TR-069 Server.





#### 5. Troubleshooting

#### 5.1 Unable to Access Internet

#### 5.1.1 Check the Line and the Device

- Check the power supply indicator is on if not, make sure the connection of power supply is correct; Make sure the output of power supply is correct; Make sure the switch of the power supply is turned on;
- 2. Check the LAN indicator for the PC is on if not, check the cable connection between the PC and the DataRoute voice; Make sure that the correct cable is used;
- 3. Check the DSL LED to see if it is flashing. If no fast flashing is observed within 3 minutes, please check whether phone line has been correctly placed; whether ADSL filter is correctly used. If multiple extensions have been installed, make sure that the filter is installed prior to the junction box of the phone line. If the above items are confirmed and still no fast flashing of DSL LED is observed, call the ISP to query whether ADSL service has been provided on your line;
- 4. Check the DSL LED to see whether it is unable to change status from fast flashing to always on, or whether it changes status to fast flashing after some time of being always on. If these phenomena occur constantly, please contact your ISP with a request to check lines and signal quality;

If there is no problem in the above items, the line and the device shall be working. Problems may come from your computer configuration or device configuration.

#### 5.1.2 Check Your Configuration

We explain here the configuration of PPPOE using Windows XP operation system as an example. For other operation systems the process is similar.

- 1. Enter the device manager to check if Ethernet adapter is correctly installed. If any problem exists, please re-install it;
- 2. Check the configuration of Ethernet adapter in PC. Try to manually set IP address that is in band 192.168.1.X without conflict.
- 3. Try to run command "ping 192.168.1.1" in a command prompt (Start, Programs, Accessories, Command Prompt). If the response returns "time out", please check Ethernet connection and IP settings;
- 4. If the DataRoute voice is reachable, try to ping a known internet IP, e.g. a DNS server: "ping 208.67.222.222".
- If ping is reachable, there are no problems in the DataRoute voice. Please go to step 5;
- If ping is not reachable, see step 6 and check if the configuration is correct.



- 5. Please try to ping a internet URL, e.g. "ping www.google.com".
- If ping is reachable, there are problems in the network settings. Please check the settings of the PC terminal, e.g. whether the security level is too high, or whether anti-virus or firewall is installed;
- If ping is not reachable, check the DNS setting of Ethernet adapter.

Note 1: The precondition is that LAN settings in the DataRoute voice have not been modified.

Note 2: To start a Command Prompt in Windows click on the Start menu, Programs, Accessories, Command Prompt

Note 3: The returned values of ping command in the following format show the standard of "reachable"

```
C:\Users\Pretender>ping 192.168.1.1

Pinging 192.168.1.1 with 32 bytes of data:
Reply from 192.168.1.1: bytes=32 time=1ms TTL=64
Reply from 192.168.1.1: bytes=32 time<1ms TTL=64
Reply from 192.168.1.1: bytes=32 time<1ms TTL=64
Reply from 192.168.1.1: bytes=32 time<1ms TTL=64

Ping statistics for 192.168.1.1:
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),
Approximate round trip times in milli-seconds:
Minimum = 0ms, Maximum = 1ms, Average = 0ms
```

- 6. If ping of the modem is reachable but ping of the internet fixed IP is unreachable, attention should be concentrated upon device settings. Please enter the web interface following the instructions in this manual.
- (1) Check first the number of connections. If more than one connection exists, for troubleshooting, delete unused connections and leave the one connection you are using.
- (2) Check the connection to see whether correct "type" is selected. It's normal to choose login type of PPPoE. When you use PPPoE to login, the following information should be provided: VPI and VCI, which can be queried from your ISP, user name and password.
- (3) Then make sure that "using NAT" and "default gateway" have been selected with a tick. Check whether "connect on demand" has been selected with a tick. If it is selected, the connection is activated only when traffic to the internet arrives. If not selected, check "keep connection", which should be set to 0 if you demand to keep connection

Make sure that the above parameters are saved after configuration.