



SMSEAGLE- 8-PORT MODEM POOL

User's Manual



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GET READY
TO START

WHAT'S IN THE BOX

Your 8-port modem pool box contains:

- 8-port modem pool
- 8 x omnidirectional 2dBi 3G antennas
- 1x USB to USB cable
- AC/DC power supply (input voltage: 100-240V)
- Warranty card



PREPARE FOR FIRST START

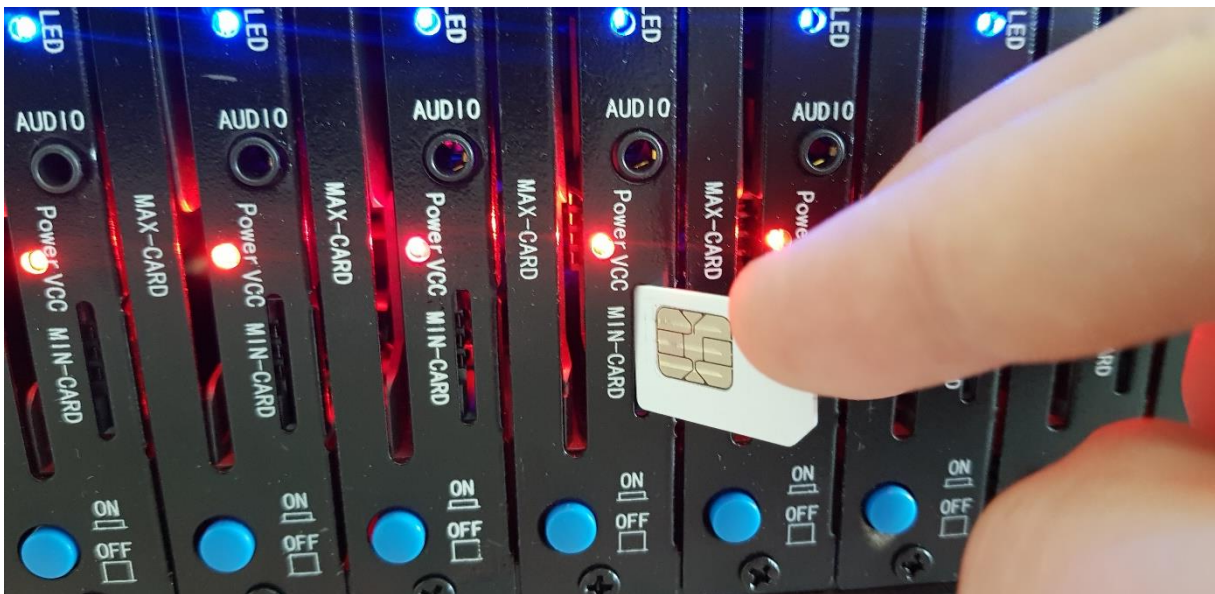
Your new accessory is designed in a way that you can set it up quickly and start using it right away. Follow the steps below to get started.

Step 1: Connect 3G antennas

Plug in 3G antennas connectors to the device.

Step 2: Insert SIM Cards

Please install SIM Card when modem is SWITCHED OFF. When facing the modem pool, insert SIM card with the chip facing left into the mini card slot. Do the same when using Max card slot size.



After inserting a SIM card please remember to turn modem's switch to ON.

Step 3: Power the device

The device is powered with a standard power cable.



Step 4: Configure SMSEagle to use 8-port modem pool accessory



8-port modem pool is compatible with **SMSEagle NXS Rev.2** line of devices **with software version 3.2 (or later)**. Please make sure your SMSEagle device conforms to these requirements.

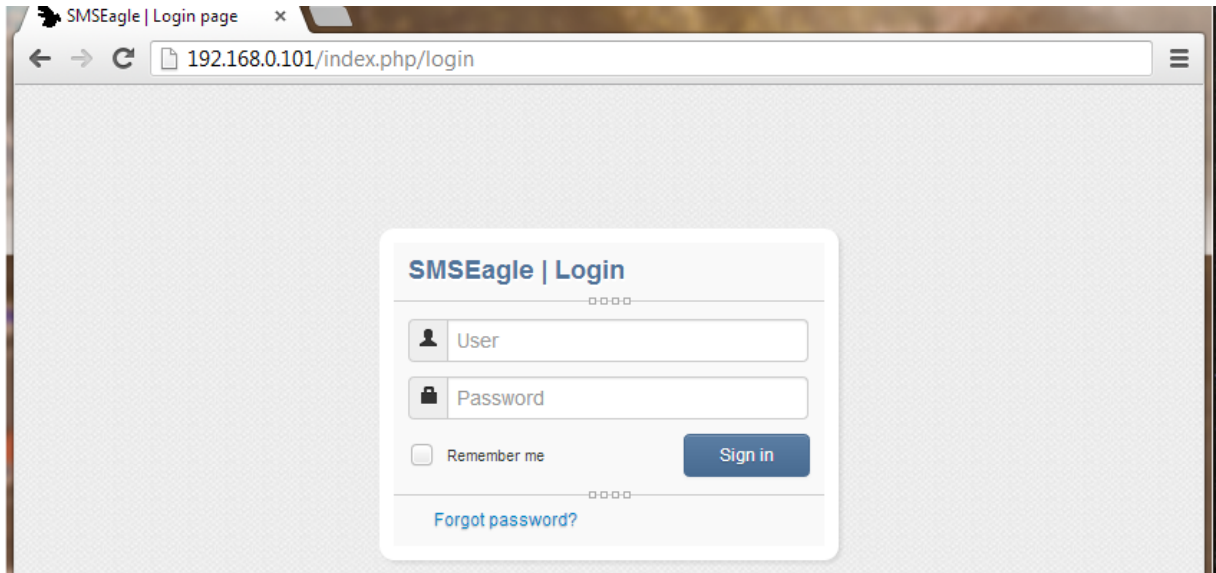
A) CONNECT 8-PORT MODEM POOL TO SMSEAGLE USING PROVIDED USB <-> USB CABLE



B) CONFIGURE SMSEAGLE TO USE 8 PORT MODEM POOL

- login to the SSH console using root credentials (these were provided with your device)
- download installation pack for your device (download link will be provided with modem-pool purchase)
- run the installation pack
- reboot SMSEagle

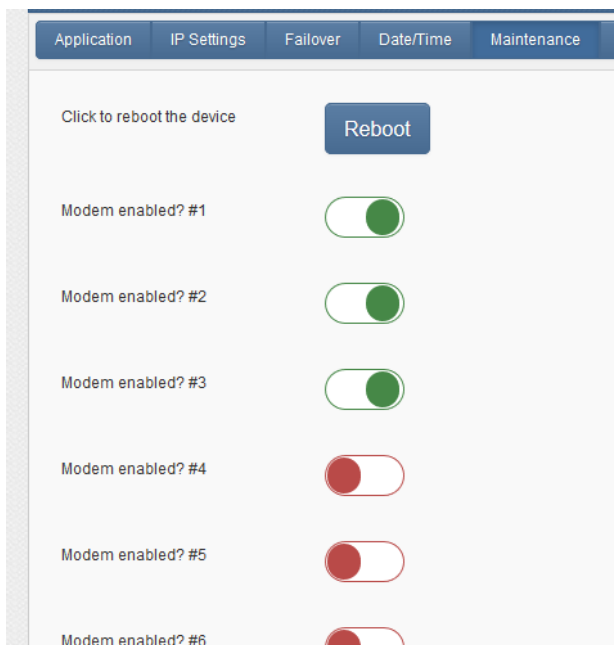
Open an internet browser on your PC and go to the IP address assigned to your gateway



Login to application with your username and password

C) ENABLE/DISABLE MODEMS IN SMSEAGLE SOFTWARE

Go to Settings > Maintenance Tab. Enable modems that will be used (have active SIM cards). Please note that this tab contains both internal (built-in in your NXS device) and external (modem-pool) modems. Internal modems are first on the list.



Remember to disable unused modems (modems without SIM card).

Press "Save" button to keep your settings.



D) SETTING SIM CARD PIN

If your SIM-card requires PIN number at startup, go to Settings > Maintenance Tab.



The image shows a screenshot of a web interface for setting SIM card PINs. It features three input fields, each with a label to its left: 'SIM Card PIN 3', 'SIM Card PIN 4', and 'SIM Card PIN 5'. The fields are empty and have a light gray border. The entire interface is enclosed in a blue border.

Enter your PIN number in the field "SIM Card PIN 3...10.

Press "Save" button.



E) REBOOT THE DEVICE

Go to Settings > Maintenance Tab. Press **Reboot** button.

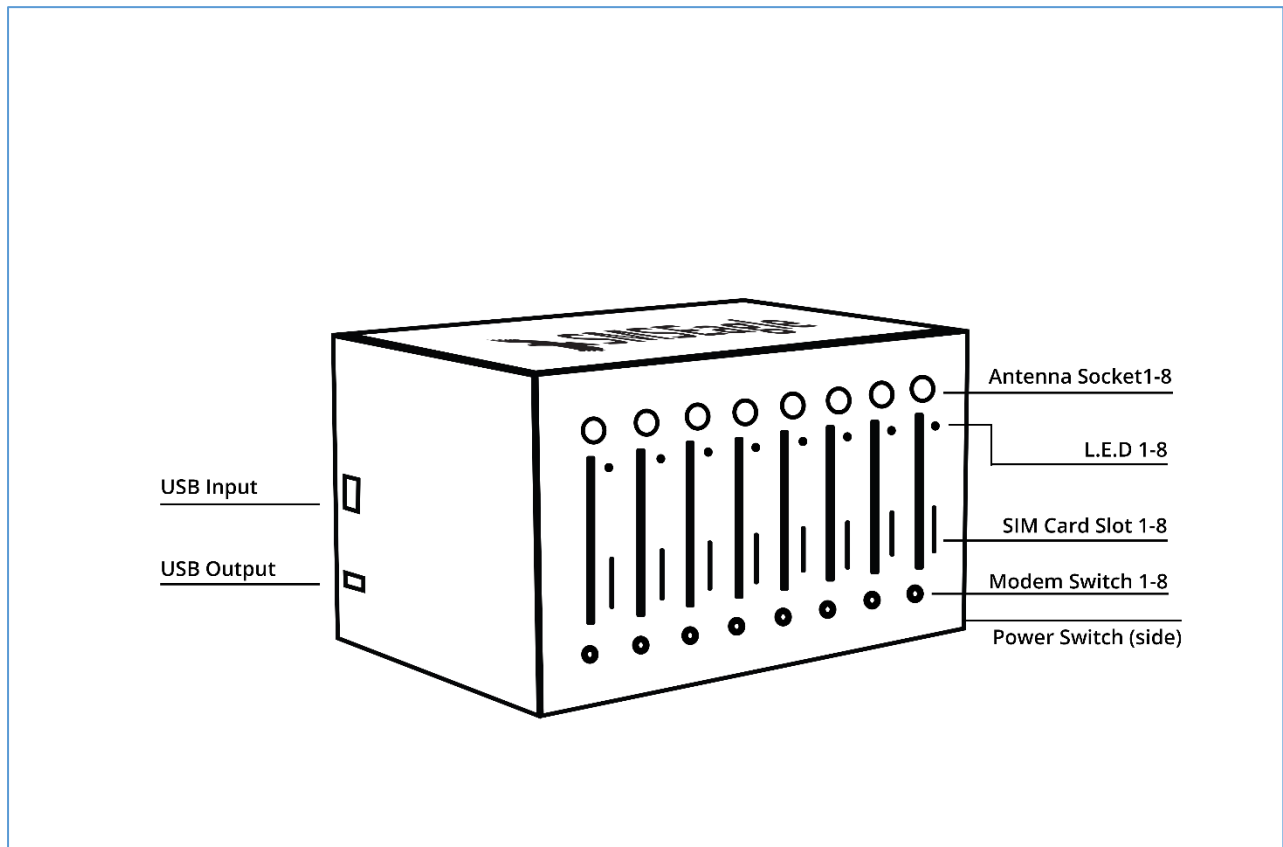


USING YOUR NEW ACCESSORY

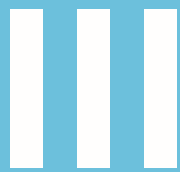
BASIC INFORMATION

8-port modem pool is an accessory for SMSEagle NXS Rev.2-family line of devices. It provides 8 additional 3G modems to your SMSEagle device. It is designed to increase sending & receiving throughput of the SMSEagle device. The product is not a standalone product, it requires SMSEagle device for proper operation.

Get to know with Connectors, Ports and LEDs



Element	Label	Description
SIM Card Slot 1-8	MIN-CARD, MAX-CARD	SIM slots
Modem Switch 1-8	SWITCH	Switch used to turn on & off 3G modem
Power Switch	POWER	Power switch
Antenna Socket 1-8	ANT	Sockets for GSM/3G antennas
USB Output	USB Output	USB TO USB PORT, USED TO CONNECT TO SMSEAGLE
USB Input	USB Input	Not used



TROUBLESHOOTING

TROUBLESHOOTING

To make sure that the device is working properly, follow the three steps:

1. Verification of GSM LEDs
2. Check modem's status at SMSEagle web interface
3. Check the device logs at SMSEagle web interface

Verification of modem LEDs



Normal operation of the device is signaled by LEDs as follows:

LED

Correct operation

SIM1-SIM8

Slow flashing in stand-by (normal) mode

Continuous light when SIM not inserted/not registered

Checking modem status

Modem-pool is controlled by your SMSEagle device. The status of modems in the modem-pool can be monitored via SMSEagle web interface. The modem status is available at the top part of SMSEagle Web-GUI in field "Modem Status". Please note that SMSEagle web interface displays a status of internal and external modems. The first modems on the list are internal modems, followed by external modems.

Steps to troubleshoot modem status:

1. Check status of modems at web interface

Modem Status: SIM1: Disconnected SIM2: Disconnected SIM3: Connected SIM4: Connected SIM5: Connected SIM6: Connected SIM7: Connected SIM8: Disconnected SIM9: Connected SIM10: Connected

2. In case when the one of modems does not respond (status is "Disconnected"), please turn it off and on using modem-pool onboard switch.
3. If this doesn't help, please switch-off / switch-on the whole modem-pool.

Checking the logs

Modem-pool is controlled by your SMSEagle device. That means that modem-pool logs are stored on the SMSEagle. In order to access the logs content, login to SMSEagle web interface, and proceed to menu "Settings" > "Sysinfo".

Please attach information from the logs when contacting with SMSEagle Support Team.

IV

SERVICE & REPAIR

SERVICE & REPAIR

Warranty

Your new accessory comes with a standard one year of hardware repair warranty coverage. For a detailed information on warranty terms and conditions check warranty card that comes with your device or follow the link: www.smseagle.eu/docs/general_warranty_terms_and_conditions.pdf

Service

Before contacting with support team, be sure that you have read Troubleshooting section of this manual.

SMSEagle Support Team is available by email or telephone.

Support Email: support@smseagle.eu

Support telephone: + 48 61 6713 413

The support service is provided by:

Proximus Software

ul. Piątkowska 163,

60-650 Poznan, Poland

When contacting support team, be prepared to provide the following information:

Modem-pool LED status

Provide the information about the status of modem-pool LEDs.

System Logs

Go to SMSEagle web-interface > menu Settings > Sysinfo. If possible copy the log data and provide to support team when requested.

SMSEagle MAC address

Each SMSEagle device has its unique MAC address. MAC address is printed on the device body.

V

**TECHNICAL
SPECIFICATION**

Technical Specification

Sending/Receiving Throughput

- Incoming transmission rate: up to 8x30 SMS/min
- Outgoing transmission rate: up to 8x20 SMS/min

GSM/3G Antennas

8 x omnidirectional 2dBi antenna

Power Supply

AC line input

Voltage ranges: 100–240 V alternating current (AC)

Frequency: 50–60Hz single phase

Hardware Specification

- 1x USB port
- 8x SIM slots
- SIM card standard: full-size / mini
- Antenna connector: SMA
- Power consumption: 15W
- Noise level: Fan-less
- Dimensions: (width x depth x height) 220 x 120 x 114mm
- Weight: 3kg
- Casing: Aluminum
- Operating parameters:
 - Operating temperature: -20 ~ 70°C
 - Humidity: 5 ~ 95% RH (no condensation)
- 3G Modems:
 - 8x 3G modules
 - Waveband:

- UMTS 800/ 850/ 900/ 1900/ 2100MHz
GSM/EDGE 850/ 900/1800/ 1900MHz
- Country of origin: China

Important Safety Information

This chapter provides important information about safety procedures. For your safety and that of your equipment, follow these rules for handling your device.

WARNING: Incorrect storage or use of your device may void the manufacturer's warranty. Failure to follow these safety instructions could result in fire, electric shock, or other injury or damage.

Always take the following precautions.

Disconnect the power plug from AC power source or if any of the following conditions exist:

- the power cord or plug becomes frayed or otherwise damaged
- you spill something into the case
- the device is exposed to rain or any other excess moisture
- the device has been dropped or the case has been otherwise damaged

Be sure about that the use of this product is allowed in your country and in the environment required. As with any other telecommunication equipment, the use of this product may be dangerous and has to be avoided in the following areas: where it can interfere with other electronic devices in environments such as hospitals, airports, aircrafts, etc.; where there is risk of explosion such as gasoline stations, oil refineries, etc. It is responsibility of the user to enforce the country regulation and the specific environment regulation.

Do not disassemble the product; any mark of tampering will compromise the warranty validity.

Every device has to be equipped with a proper antenna with specific characteristics. The antenna has to be installed with care in order to avoid any interference with other electronic devices and has to be installed with the guarantee of a minimum 20 cm distance from the body. In case of this requirement cannot be satisfied, the system integrator has to assess the final product against the SAR regulation.

DISCLAIMER: The manufacturer is not responsible for any damages caused by inappropriate installation, not maintaining the proper technical condition or using a product against its destination.

Disposal and recycling information

Please dispose of the device in accordance with local environmental laws and guidelines.

European Union—Disposal Information



The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.



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