GTEN®
AMERICA

ADVANCED Cellular Modem Gateway
Quick Reference WAN Fail-over guide

Thank you for purchasing this **GTEN**® modem product.

You can visit www.gtenamerica.com/support to obtain more information about your product, get help, access the latest downloads and manuals.

We recommend that you use only official **GTEN**® support resources.

GTEN® Advanced Modem

Table of Contents – Modem Features

Introduction	**Page No.**
Introduction	3
Hardware Overview	4
Front Panel with WAN LED Status	5

Get Started	**Page No.**
Internet Connection Over Mobile Broadband	5
Setting the modem's Internet priority connection	6
The Main page (Network Map)	7

Advanced Settings	**Page No.**
Manage the LAN Settings	8
Connected Devices	10
Tips for connection issues	11

This guide covers the following devices:

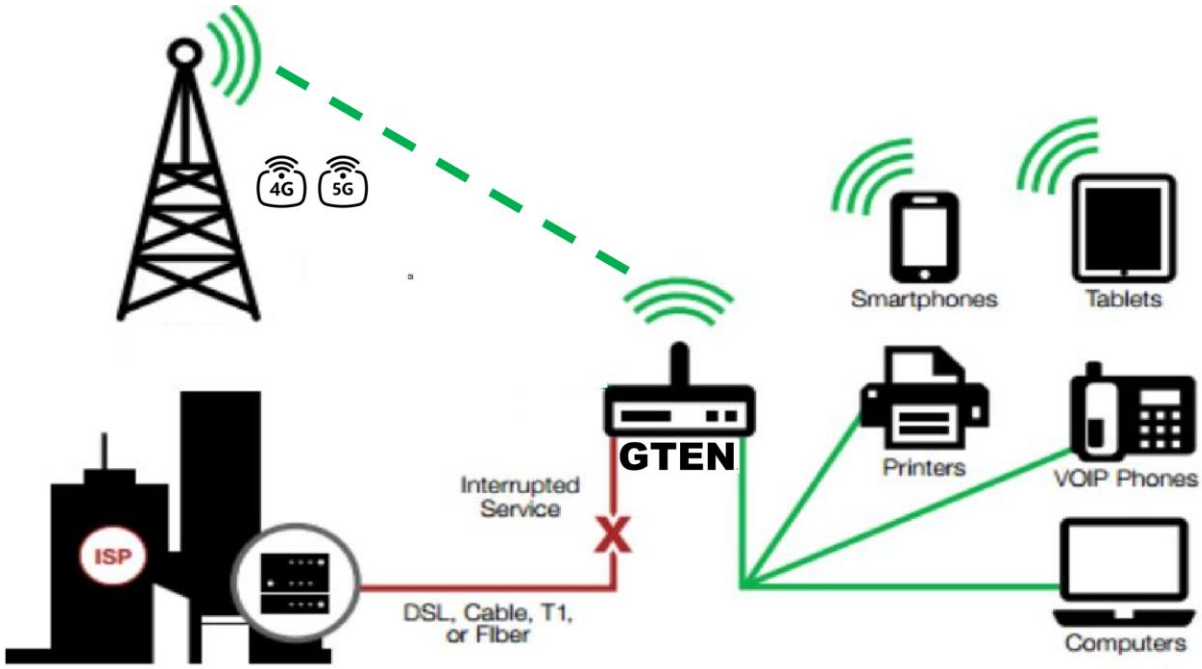
All GTEN Model 5,6,7 devices including the GTEN Model 5 Lite and the GTEN Advanced Modem and 5G Modem series.

Introduction

Using the GTEN modem to back up your existing internet connection is a smart investment to ensure continuous internet connection regardless of any outage with your primary provider.

How does it work? The GTEN Advanced modem is a cellular based internet device that uses your local wireless towers to provide internet connections so if you have hard line internet services like cable or fiber, you can plug your existing hard wire internet into the WAN port of the GTEN modem and then connect to the GTEN modem for all your connection needs.

(See example below)



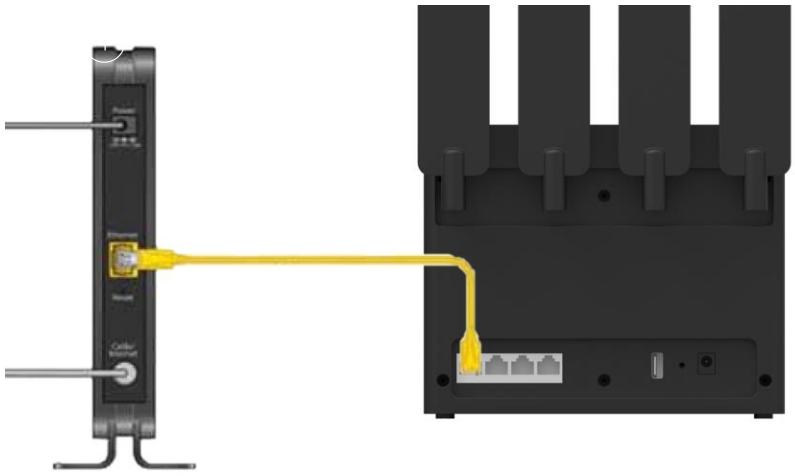
Using the GTEN Advanced modem in the configuration above will provide the most protect to your critical internet infrastructure and will reduce downtime, when having internet is a must, protect your network with GTEN.

Hardware Overview

What is required to setup a fail over using a GTEN modem and an existing WAN connection like Fiber, Cable or Satellite services:

• You will need at least one Ethernet Cable (provided) to connect between your existing hard wired modem device and the GTEN modem using the WAN port. (See Below)

1. WAN Gigabit Ethernet port allows for Modem-to-Modem connection with your existing internet device. (See example:)



Front Panel with WAN LED Status

Upon successful WAN connection your WAN light will light up.

1. **WAN** light solid indicates connection is established.
2. **WAN** light blinking indicates that the connection is active and transferring data over the Ethernet cable.

Internet Connection Over Mobile Broadband

By default, when the modem powers up with a SIM card installed, it automatically searches for and connects to your network provider's mobile broadband network.

This process might take several minutes. The SIM card that is installed determines the mobile broadband network to which the modem connects.

Even though the modem might connect to the mobile broadband network of the same service provider each time that you start the modem, the type of mobile broadband service to which the modem connects might differ.

Pro Tip: If the modem does not automatically connect to the mobile broadband network after 5 minutes, the **SYS** Power LED remains solid, and you might need to contact your mobile service provider to get the access point name (APN) profile information and activate a custom APN profile in the modem. If your mobile service provider informs you that your APN profile is correct, but the modem still does not connect to the mobile broadband network.

Set the modems Internet Priority settings.

(Does not require internet)

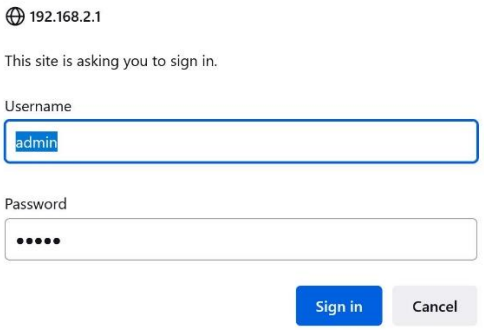
The modem comes configured and ready to use. You can use the modem's web pages to monitor data usage and change basic settings.

You can log in to the modem's web pages over an Ethernet cable, The modem's web pages run on any device with a web browser such as Google Chrome, Mozilla Firefox, and Microsoft EDGE.

To access the modem's web pages:

1. Launch a web browser from a device that is connected to the modem.
The device can be a computer that is directly connected to the modem or a client from a router that is connected to the modem.
2. In the URL address field of your browser, enter **192.168.2.1**
3. To access the full Dashboard page and other pages, you must enter your username and password which are both set by default to **GTEN** or **admin**
See the modem label for the default password.
While the password that you enter is unique to your modem and is secure, we recommend that you change it to a password that you want to use.

a. If you do not want to enter your password each time that you access the modem's web pages, select the Remember me check box on your browser.
b. Click the Sign In button or hit <enter>. (See example)

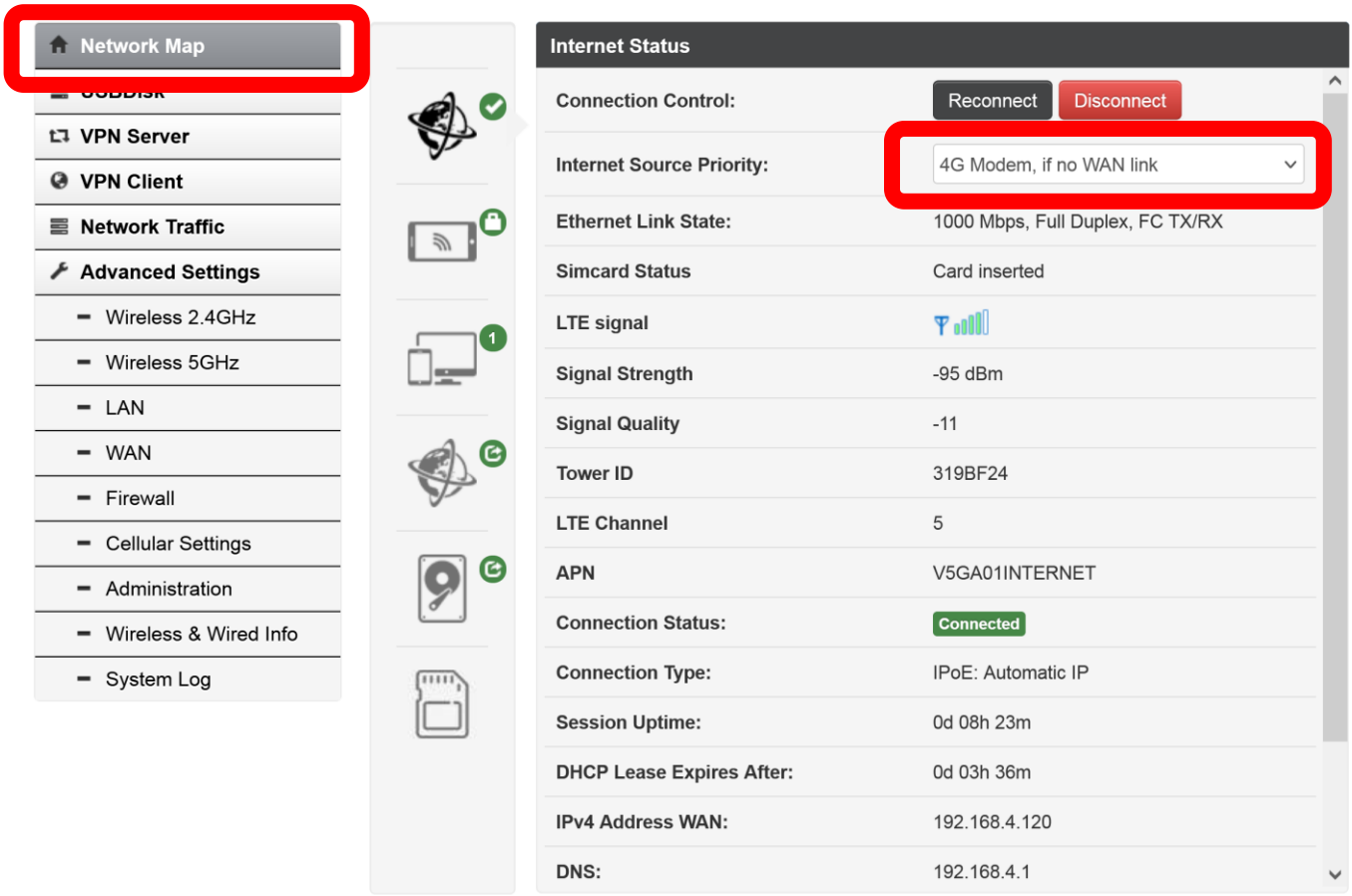


When the full GTEN "Network Map" page displays. You are now ready to monitor the modem and manage the settings.

If you cannot log in to the modem or your browser does not display the Dashboard page, check the following:

- Make sure that the computer, router, or WiFi router is connected to the LAN Gigabit Ethernet port of the modem or you have established a Wi-Fi connection.
- Make sure that your browser does not cache the previous page by closing and reopening the browser.
- If your computer is set to a static or fixed IP address (this type of setting is uncommon), change the setting to obtain an IP address automatically from the modem.

What you should see when first logged in: (The Main Page)



Menu Options: The Main page (Network Map)

Options related to WAN control and operation only, see the full manual for additional options.

Internet Source Priority:	You can choose the type of internet connection you want to use like WIRED WAN or SIM card connections. **This is were you will choose the WIRED WAN Connection option.**
Connection Status:	**Connected** – This means the modem has a valid connection to the internet and is actively passing broadband data. Any other status means the modem is not connected to the internet.
DHCP Lease Expires After:	Indicates how long the current tower connection will last.

Internet Network (WAN) – Information from the common carrier.	
IPv4 Address WAN:	The IP address provided by the carrier assigned to your device.
DNS:	The primary Dynamic Name servers used by the common carrier.
Secondary DNS:	The secondary Dynamic Name servers used by the common carrier.
MAC Address:	This is your modem's unique MAC address. (Gateway address)

Menu Options: Advanced Settings

Sub menu options under Advanced settings to be discussed:

1. LAN
2. WAN
3. Wireless and Wired Information
4. System Log

Manage the Modem LAN Settings

This section describes how to manage the Basic LAN settings. Additional features are available for this device, you can search the web for more information regarding:

LAN IP, DHCP Server, Route, IPTV, Ethernet Switch, Wake-on-LAN

LAN IP	
IP Address:	192.168.2.1 192.168.10.254

This section is where you can modify your modem's IP address. By default, the address is **192.168.2.1**

Subnet Mask:

This section is where you can modify your modem's Mask address. By default, the address is **255.255.255.0**

255.255.255.0 255.255.255.0

DHCP Server

Enable DHCP Server

This section is where you can allow your modem to Dynamically produce local IP addresses to your connected devices. By default, this option is **ENABLED**

Enable IPV6

This section is where you can allow your modem to Dynamically produce local IPv6 addresses to your connected devices. By default, this option is **ENABLED**

IP Pool Starting Address:

This section sets the beginning range of your DHCP pool. By default, this option is set to **192.168.2.2** to allow for the maximum amount of DHCP devices.

192.168.2.2

IP Pool Ending Address: Set to the end of the range

192.168.2.254

DHCP Lease Time (sec):

This section sets the lease time of each device on your DHCP pool. By default, this option is set to **604800** to allow for the maximum amount of time for the connected DHCP devices.

604800 (default)

When you are all set. Click the

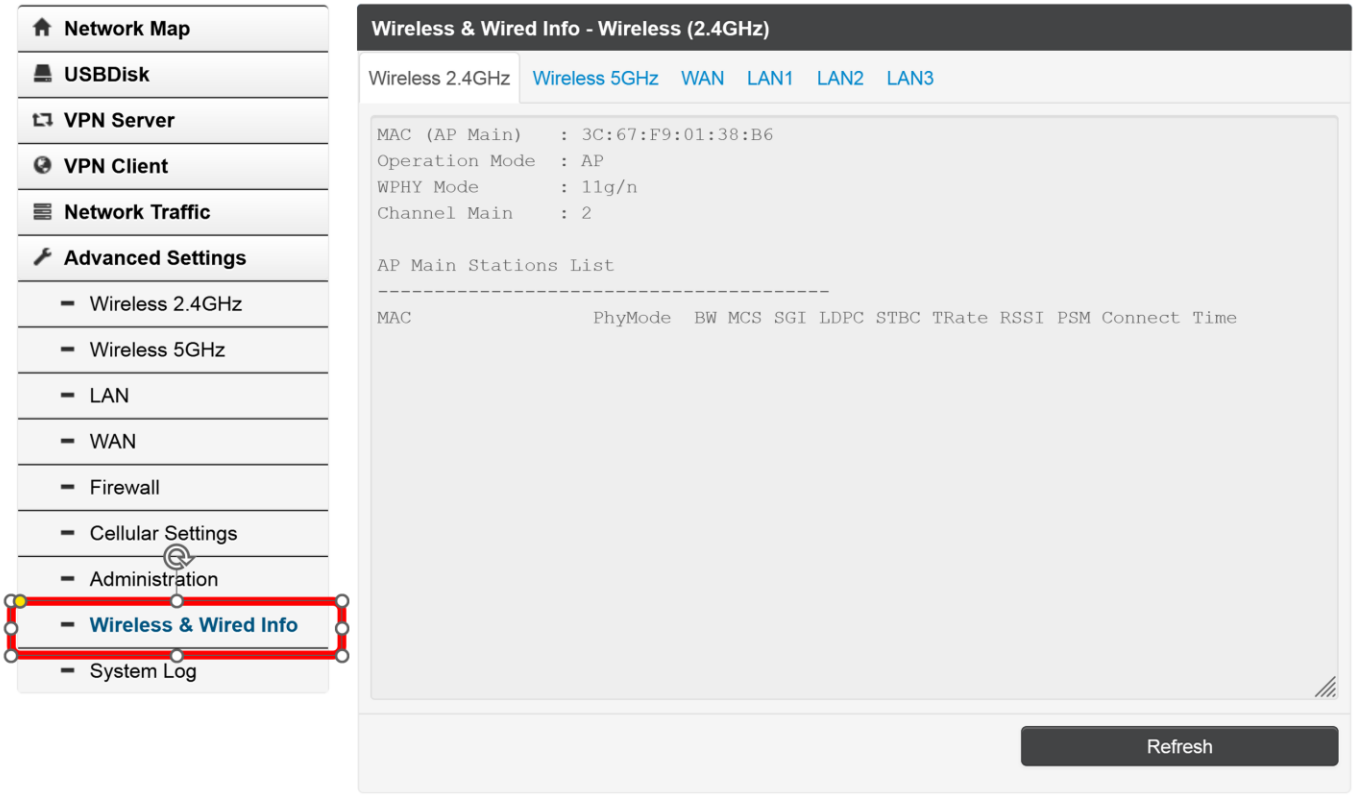
button to save your changes.

Pro tip: Once your settings are saved, you may lose connection to your devices or the WEB interface, if this happens you may need to restart the modem also any device

that is connected to the modem is disconnected when the modem restarts.

Connected Devices

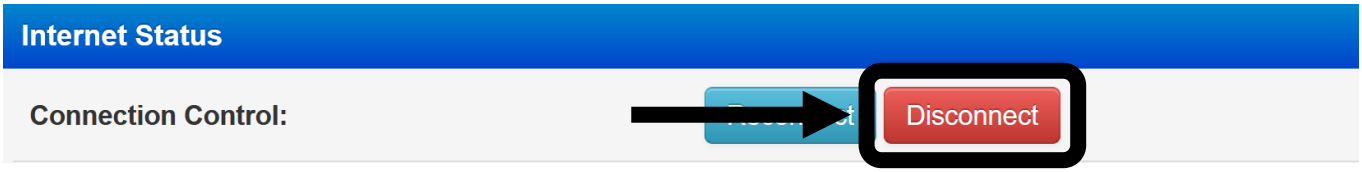
This section shows what devices are connected to your modem.



How do I disconnect from the mobile broadband network?

Some suggestions listed below:

The simplest way to disconnect from the mobile broadband network is removing the power cord from the device, however if you want to keep the device on but kill the 5G/LTE connection then on the “Network Map” just hit the disconnect button.



How do I find my computer’s WAN IP address?

Some suggestions listed below:

You can find this information on the “Network Map” main page under Internet Network (WAN)

Internet Network (WAN)	
IPv4 Address WAN:	172.47.116.203
Gateway WAN:	172.47.116.204
DNS:	10.177.0.34
Secondary DNS:	

Why can I not log into the Modem Web interface?

Some suggestions listed below:

This usually can be solved by **restarting the router**. Also make sure you are connected to the correct wireless network; it is best to use an Ethernet when connecting to the modems Web Interface.

Pro Tip: While many Laptops and Tablets do not offer Ethernet ports this is easily fixed by obtaining an inexpensive USB or USB3 Ethernet adapter for your device. They small device will save you a lot of headaches in the future and offer faster connection speeds vs Wi-Fi.

Troubleshoot the Mobile Broadband Internet Connection?

Some suggestions listed below:

The very first recommendation is to power your device off (removing the power cord), wait 30 seconds and turn it on again. This usually fixes all connection issues. You may also:

1. Check that your SIM card is correctly inserted into your device.
2. Change your modem's location which can improve your signal.
3. Log into the modem’s Web Interface to ensure the device is connected. (See below)

Connection Status:	Connected – This means the modem has a valid connection to the internet and is actively passing broadband data. If anything else is displayed you are NOT connected.

4. On the modems “Network Map” page try disconnecting and then reconnecting the connection by using the connection buttons.
5. Ensure your APN is correctly spelled.
6. Make sure your modems’ mobile broadband channels are set for the right carrier.

Pro Tip: If you have tried everything and nothing works, contact your Internet service provider immediately, do not **FACTORY RESET** the device as this will wipe out all of your modems programming.

Can a Public Static Internet “IP” Address be used?

Some suggestions listed below:

YES, this is obtained from your service provider.

Pro FYI: Static IP means the IP address never changes if you stay with the same provider or same server. Dynamic means the IP address can change from time-to-time. Public means the IP address can be visited from any computer in the world. Private means the IP address can only be used by those on the same network.