# OptConnect neo2 dura
## Quick Start Guide



Everything you loved about
OptConnect neo – times two.

## Welcome to neo2 dura

neo2 dura is a compact LTE Category 4 multi-carrier cellular router perfectly suited for industrial applications that require high speed connectivity and the peace of mind of redundant carrier connections.

neo2 dura's small size allows it to fit almost anywhere.

Every neo2 dura comes with OptConnect managed wireless services and a **lifetime license to Summit** – the management system designed for your phone, tablet, or computer.

neo2 dura also includes Glimpse™, and on board API that responds to requests from your equipment's software and tells your equipment how the cellular connection is performing. Only OptConnect has Glimpse™.

**Follow steps 1 through 11 for a successful installation.**
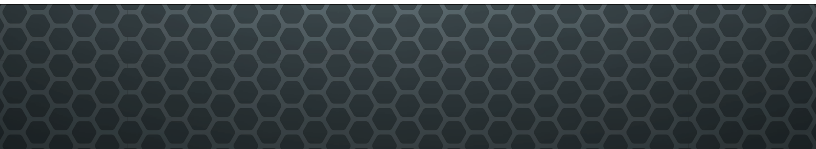
## Simple steps to Place, Plug & Play

1. Identify neo2 dura and its included accessories
2. Position the antenna and place the neo2 dura
3. Connect AC/DC power converter
4. Maximize signal strength and quality
5. Configure your equipment for DHCP
6. Configure your equipment for Static IP
7. Connect ethernet cable and test
8. Identify remote access IP address
9. Identify remote access port
10. Use the OptConnect Private Network for remote access
11. Manage your OptConnect Device

# 1. Identify neo2 dura and its accessories

Power LED (green)
Power Connector

Ethernet LAN ports
with LEDs (amber)

Cellular Activity
LED (amber)

Signal Quality
(green x4)

Antenna
Connector

**IMPORTANT**

- **Use only the included AC 18-24V, DC 8-40V power converter to maintain warranty coverage.**

- **The identifiers on the bottom of neo2 are important.**

- Your equipment's IP settings are critical. See the steps on the next pages.

## 2. Position the antenna

- Avoid placing the antenna inside equipment constructed entirely or mostly of metal

- Position the antenna on a metal surface 3-5 inches from any edge – location on a metal surface can improve signal strength

- Orient the antenna
    1. Point vertically upward (best)
    2. Point vertically downward, routing antenna cable away from antenna shaft (next best)
    3. Point horizontally (least preferred)

- Place neo2 dura in your equipment with included DIN rail bracket or adhesive

- When attaching the mounting plate, leave device serial numbers facing outward for easy access

- Route antenna lead to neo2 dura

- Connect the antenna lead to neo2 dura and fully tighten

# 3. Connect AC/DC power converter

This part can be used to convert and regulate AC and DC voltages down to 5VDC as required by OptConnect Routers. The two red wires with exposed contacts should be connected to the source power supply. **For AC installations, the polarity of the wires does not matter. For DC installations, the polarity is marked on the bottom right of the enclosure.**

- Connect power cord to neo2 dura – ensure the green LED next to the power port glows
- After 10-60 seconds, ensure the middle green LED glows or flashes

**IMPORTANT –** when neo2 dura powers on the first time it may download a software update. This is indicated by a rapidly flashing middle green LED light for 1-2 minutes followed by the LED going dark while neo2 dura reboots. **You must allow this process to complete.**

# 4. Maximize signal strength and quality

neo2 dura may work well at this point. However, this step is **strongly recommended** to avoid potential future issues.

1. Log in to the OptConnect Summit portal at summit.optconnect.com

2. Click Total Devices link

3. Locate serial number on neo2 dura and scroll to find it or type it in Search/Filter box and press Enter

4. Click neo2 dura's link to view Signal Strength in On Demand Info section

5. Adjust antenna position by an inch or two

6. Click Refresh on Demand Info button – Important: neo2 dura can take 15 seconds to update

7. Repeat steps 5-6 until signal strength is maximized and signal quality is maximized

8. If it is not possible to maximize both signal strength and quality, maximize quality

9. **Recommended:** enter your device's identified and description

## 5. Configure your equipment for DHCP

If you wish to initiate a remote connection to your equipment from your host, *do not* use DHCP. Got to Step 6 to set up a Static IP.

- Set your equipment to obtain an IP address through DHCP

## 6. Optionally Configure your equipment for Static IP

Skip to step 7 if you do not need to initiate a connection from your host to your equipment through neo2 dura

- Set your equipment as follows:

|  |  |
|---|---|
| IP address | **192.168.1.11** |
| Subnet mask | **255.255.255.0** |
| Gateway | **192.168.1.90** |
| DNS server 1 | **192.168.1.90** |
| DNS server 2 | **8.8.8.8** |

- If you have a second piece of equipment to which you need to initiate a connection from your host, configure it as above with an IP address of 192.168.1.12

# 7. Connect ethernet cable and test

- Connect the ethernet cable to your equipment and to neo2 dura – ensure the amber LED next to the ethernet port glows or flashes
- Restart your equipment or cause it to refresh its network environment
- Perform a test with your equipment
- If the test fails
    1. Restart your equipment
    2. Confirm your equipment's IP configuration (see Step 5 or Step 6)
    3. If your equipment is using a DHCP IP address, confirm it has been issued one by neo2 dura, ex. 192.168.1.115
    4. Repeat test
    5. Contact our OptConnect Customer Care Center at 877.678.3343 x3

# 8. Identify remote access IP address

Skip to step 11 if you do not need to initiate a connection from your host to your equipment through neo2 dura

- Look up the IP address of your neo2 dura in Summit or contact our Customer Care Center at 877.678.3343

- Ensure your equipment is configured for a static IP address (see Step 6)
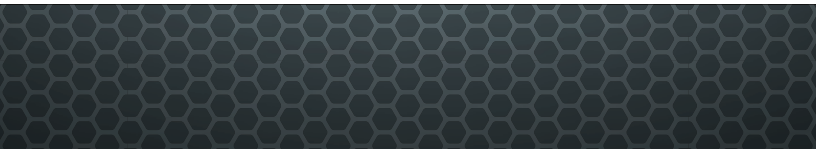
# 9. Identify remote access ports numbers

Skip to Step 11 if you do not need to initiate a connection from your host to your equipment through neo2 dura.

- neo2 dura is configured for common remote access protocols such as https, RDP, vnc, ssh, GoToMyPC, etc. for two clients

- Learn your preferred protocol's TCP/IP port number from a manual or published resources, ex. https is port 443

- Prepend a digit to the protocol's port number to reach your equipment according to the table below where xxx is the port number on which your equipment will respond:

| To reach your equip on port xxx | Contact port |
| --- | --- |
| 192.168.1.11.................................... | xxx |
| 192.168.1.12.................................... | 2xxx |

- Ex: directing your browser to <neo2 dura IP address> : **2443** establishes an https session on port **443** with your equipment at IP address **192.168.1.12,** the 2nd device in the table above

- neo2 dura is pre-configured for remote access to two static IP clients as per the table above. Contact our Customer Care Center at 877.678.3343 for custom configurations.

# 10. Use the OptConnect Private Network for remote access

Skip to Step 11 if you do not need to initiate a connection from your host to your equipment through neo2 dura.

OptConnect cellular products, including neo2 dura, operate on a private network to protect them an your equipment from attempted malicious access originating from the Internet.

Your computer, host system, or company's office network must use VPN credentials to be granted access to our private network and to remotely access your equipment.

If this neo2 dura is your *first* OptConnect device, contact our Customer Care Center at 877.678.3343 to install our free software VPN client or to discuss other options.

If this neo2 dura is part of a larger portfolio of OptConnect devices, your company is already using credentials to remotely access your equipment. You do not need to take any additional steps for remote access.

# 11. Manage your OptConnect Device

neo2 dura includes a lifetime license to Summit to help you manage your cellular devices.

Log in at summit.optconnect.com or contact our Customer Care Center at 877.678.3343.

## FAQ

**How do I log in to neo2 dura?**

There is no log in for neo2 dura. OptConnect manages all aspects of neo2 dura as part of our Managed Wireless Services.

**How do I change neo2 dura's IP address, firewall settings, etc.?**

Each neo2 dura you receive is configured to your specifications before it arrives. neo2 dura does not need to be configured on site unless your equipment/application requirements have changed. Contact our Customer Care Center at 877.678.3343 to adjust neo2 dura's configuration.

**How do I know if neo2 dura is online?**

The middle green LED will flash or glow steadily when neo2 dura is communicating with the cellular network. For more detailed performance and historical information

see Summit at summit.optconnect.com or add Glimpse™ support to your equipment's software.

**How do I get support?**

Contact our Customer Care Center at 877.678.3343

# OptConnect

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Let us show you why thousands of customers have made OptConnect the leading IoT managed services provider for headache-free cellular connectivity with award-winning products and top-rated customer service.

**OptConnect.com**

**877.678.3343**