Securnet HSCN - Quick Start Guide – Router Cisco 927 4P LTE

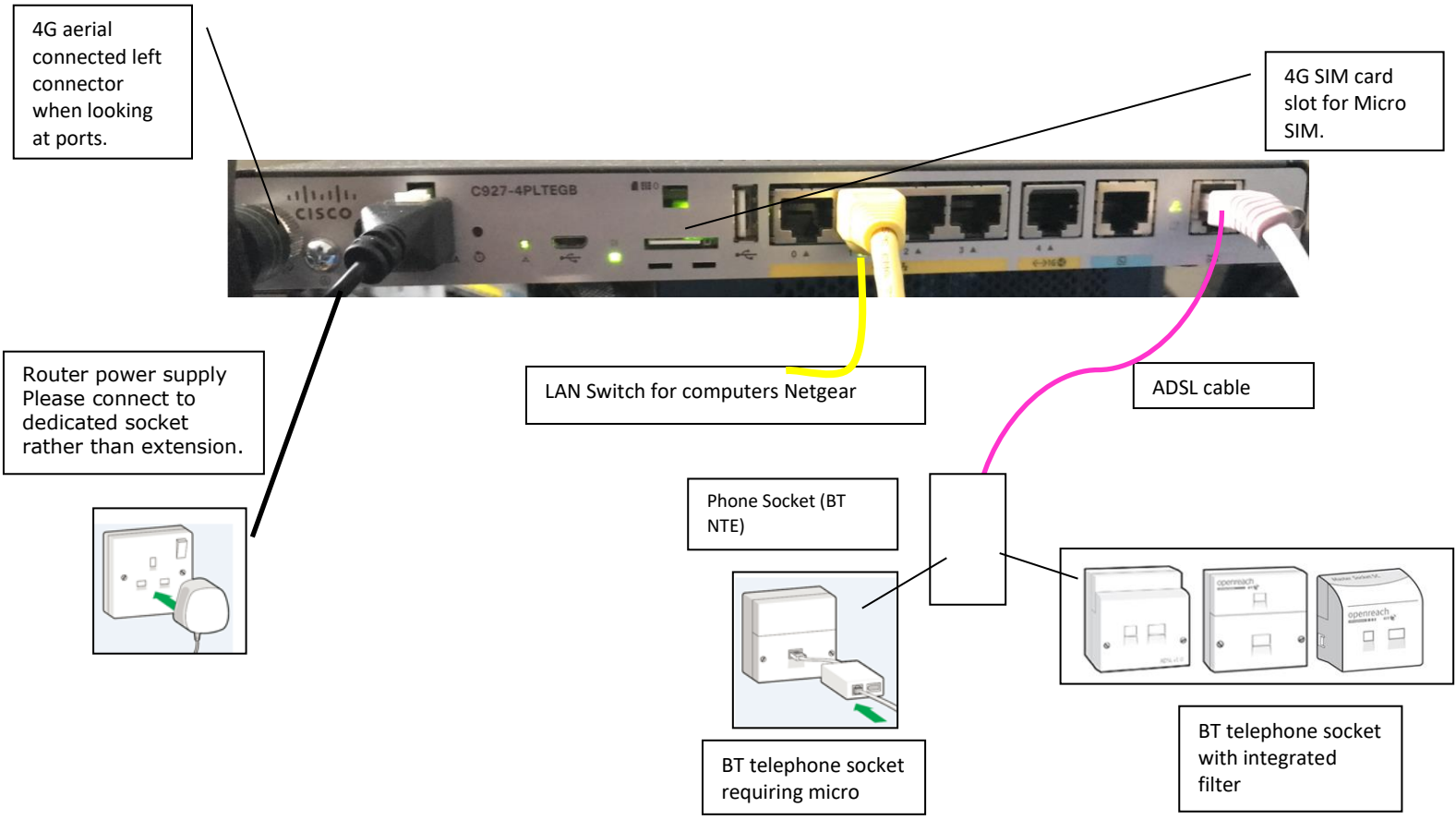
Package Contents

- 1 x Cisco 927 router
- 1 x Router Power Supply and plug
- 1 x ADSL cable for router (lilac or white)
- 1 x Microfilter **(not required if socket has integrated filter. Below shows examples of integrated filter socket)**

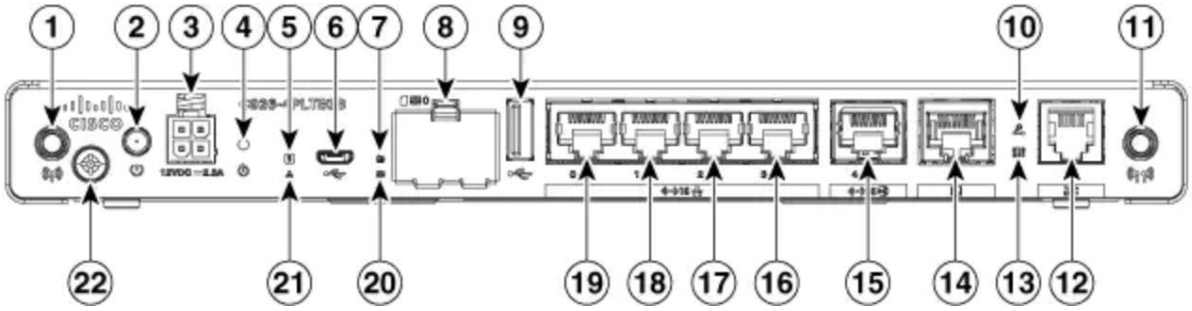
- 1 x 4G aerial connected left connector when looking at ports.

Testing Steps

1. **Contact PSL Service Desk on +44 (0) 1257 235940 to assist with set up.**
2. Ensure that the router is powered and 4G Aerial is securely connected to the left hand side as you look at the back of the router.
3. Connect the ADSL cable to the ADSL port on the integrated filter faceplate or use filter if the BT socket only has one phone connection. The other end connects to the ADSL/VDSL port on the router.
4. Connect LAN cable from switch to the yellow labelled LAN ports on the router.
5. The router will take up to 10 minutes to obtain a session.
6. System LED (5), xDSL CD LED (10), xDSL DATA LED (13) and LAN port will be illuminated green.
7. On the PC, check that the IP address assigned is within the subnet indicated in TPSAT with the router by running "ipconfig" from the command prompt.
8. Test internet access and EPS.
9. In TPSAT service desk will refresh the router status. This will take up to 5 minutes to complete. Service desk check RSSI level on the router.
10. Change MTU to 1300 on the machines at site.
11. If RSSI below -110 dB test fail over by disconnecting ADSL cable from router. Fail over will take up to 5 minutes. Only EPS, ordering and remote support will work on 4G.
12. If -110 dB or limited service displayed in TPSAT router will need to be re-positioned to attain a signal.
13. Reconnect ADSL cable and confirm that internet and ADSL are working using broadband.
14. Place old router into box that new routers arrived in ready for return.



Cisco 927 Router Indicator Lights and Ports



1	Antenna	2	Power button
3	12VDC input	4	Reset button
5	System LED	6	Micro USB
7	RSSI LED	8	SIM card slot
9	USB2.0 port	10	xDSL CD LED
11	Antenna	12	DSL port
13	xDSL DATA LED	14	Console port
15	GE WAN Port	16	GE LAN Port
17	GE LAN Port	18	GE LAN Port
19	GE LAN Port	20	SIM/ACT LED
21	VPN LED	22	#6-32 Ground screw

Router indicator light status explanation

Port	LED Colour	Description	Possible causes and corrective action
SYS – **5**	OFF	System is off	Check power. Power button, power block, power lead, socket.
	Blink	Boot up phase or in ROM Monitor mode	Possible router issue if persists. Report to IQVIA.
	Steady on	Normal operation	NA
	Amber (steady)	Thermal trip	Check ventilation.
	Amber (blink)	ROMMON code signing verification failure	Possible router issue if persists. Report to IQVIA.
VPN OK - 21	Green	At least one VPN session is active	NA
	OFF	VPN not connected	NA
LAN – 16-19	Green (Solid)	LAN connection is established.	NA
	Green (Blinking)	Data transmission is happening on the	NA

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Port	LED Colour	Description	Possible causes and corrective action
		link.	
	OFF	LAN is not connected	NA
WAN - 14	Green (Solid)	WAN link is established	Only used for lease line services.
	Green (Blinking)	Data transmission is happening on the link.	Only used for lease line services.
	OFF	WAN link is not connected.	Only used for lease line services.
DSL CD - 10	OFF	Shut	Possible router config issue
	Green (Blinking)	Training, or no shut and cable disconnected.	Trying to connect to BT exchange, possible cabling issue. If issue persists check cabling. If still no solid green report to IQVIA.
	Green (solid)	Trained	NA – shows that router is connected to BT exchange
DSL Data - 13	OFF	Shut	Possible router config issue. Report to IQVIA.
	Green (Blinking)	TX/RX Data	Shows PPP session is established and data is being passed.
RSSI - 7	Green (Solid)	Signal > –60 dBm Very strong signal	Good signal
	Yellow	60dBm > Signal > -75dBm Strong signal	Good signal
	Yellow (blinking)	75dBm > Signal > -110dBm Fair signal	Usable signal
	OFF	Signal < –110 dBm Unusable signal	Possible connectivity issues. Re-position router to obtain better signal.
SIM - 20	OFF	No SIM	Check SIM card slot.
	Steady on	SIM present in slot	NA
	Blink	TXD/RXD data	Data being transmitted over the 4G.