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EZ VPN IOX1 Professional Cloud Remote Access User Manual

Contents

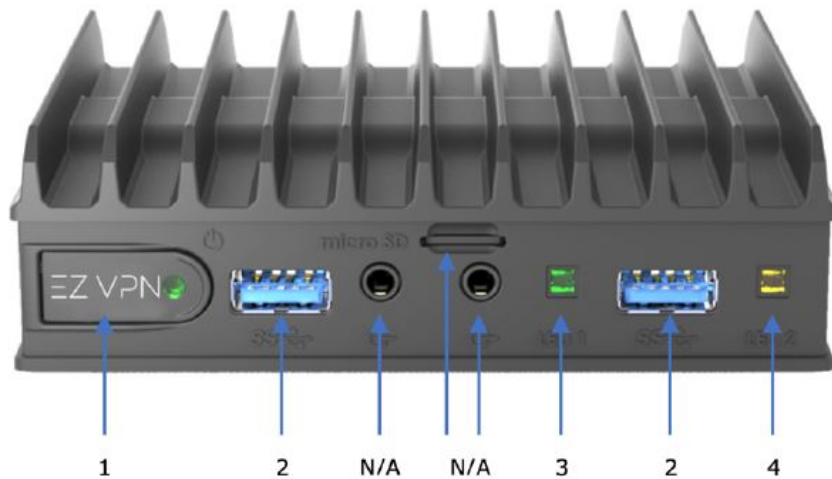**EZ VPN IOX1 Professional Cloud Remote Access**

IOX1 is a fan less device built with high quality components that is designed to be used in the industrial sector.

What's inside:

- IOX1 Extended power 12-36V DC
- Universal power adaptor
- Power cable
- DIN rail mount
- Manual

Product description

Front

1. **Power button:** orange light "OFF" – Green Light "ON"
2. **USB:** used only for recovery mode with designed USB stick (not included)
3. **LED1:** green or orange represents IOX1 status (see table below)
4. **LED2:** green or orange represents IOX1 status (see table below)

Table 1

LED STATUS	DESCRIPTION
LED power green, LED1 & LED2 ON solid green light	System is restarting
LED power orange	System is OFF
LED1 & LED2 orange – blink fast, alternating	Firmware upgrade or reset ongoing
LED1 orange – blink fast (twice per sec)	Initial configurazion ongoing
LED1 green – blink slow (once per sec)	Initial configuration completed
LED2 orange – blink fast (twice per sec)	VPN connecting
LED2 green – blink slow (once per sec)	VPN connection active
LED2 OFF	VPN connection inactive

Reset:
Press the power button 5 consecutive times within 5 seconds to perform a software reset. The two LEDs will flash alternately with an orange color for a few seconds, then the system will restart automatically.

Specifications
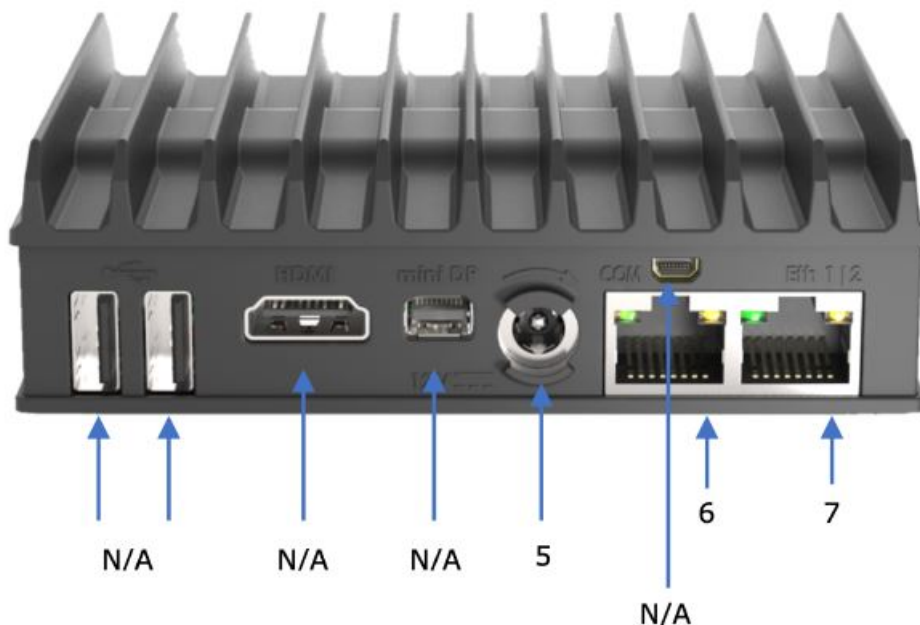
Dimensions: 112mm X 84mm X 34mm
Weight: 350 gr
Housing: aluminum
Cooling: fan less dissipation through the casing Features: Auto-start when powered on
Power supply: 12-36V DC with twist lock connection Mounting: DIN rail bracket
5) DC IN: 12 – 36V DC

Use in a new network when IOX1 will function as a router/gateway (new panel/machine installation) – Router Mode
6) Eth1: Connect to company network.
7) Eth2: Connect to the network where the devices you want to reach remotely are installed.

First installation:

- Connect to **https://management.ezvpn.online** website and register your new account (if you don't have an account yet)

- Power and connect IOX1 to a network with DHCP server and internet connection using Eth1 port. IOX1 will turn on automatically and start communicating with EZ VPN servers. You will be able to start the "adoption" process of the device as soon as LED1 flashes slowly (once per second) with green color.

- Adopt IOX1 by clicking "Adopt EZ BOX" in the left hand menu of the management website. The ID number required for the adoption is indicated on the back of the device. Follow the guided procedure to complete the adoption process.

  Note: For security reasons, the first adoption must be performed within 10 minutes from when the device is first turned on. If more than 10 minutes have passed by, you will need to unplug IOX1 from the power supply for at

least 1 minute.

- Create at least one user by entering email and alias
- Download EZ Connect from the management website or any compatible OpenVPN client. If you opt to use an OpenVPN compatible client, you will need to download the certificate.
- Connect to the remote network by logging into EZ Connect with the same credential you created to access the management website or import the certificate in the OpenVPN compatible client.

Troubleshooting:

Problem	LED Status	Solution
I cannot adopt IOX1. The management interface shows that the device is not connected.	The LED1 is blinking fast (twice per sec)	-Check that the network cable is properly connected in the port ETH1. -A DHCP server is present in the network connected to the ETH1 port. -IOX1 can access internet from the TCP 443 port.
I cannot establish a VPN connection	LED1 is blinking slowly (once per sec) with green light but LED2 is OFF	-From the management website check that the VPN is not in "Stops" status. – Check that IOX1 is able to reach the internet using the TCP 443 port.
I cannot remotely access IOX1 and I cannot establish a VPN connection.	Both LED light are ON with a solid green light for more than 2 minutes.	The device is not working correctly – reset the device. If this problem persist contact support at **support@ezvn.online**

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Documents / Resources
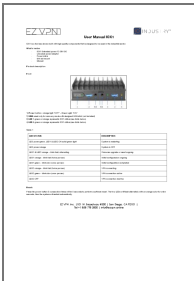
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