

Quick Start Guide



Everything you loved
about OptConnect neo —
times two.

Welcome to neo2

neo2 is a compact LTE Category 4 multi-carrier cellular router perfectly suited for kiosks, micro markets, digital signs and other applications that require high speed connectivity and the peace of mind of redundant carrier connections.

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

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

Follow Steps 1 through 9 for a successful installation



Simple steps to Place, Plug & Play

1. Identify neo2 and its included accessories
2. Position the antenna
3. Place neo2 and connect antenna & power
4. Maximize signal strength and quality
5. Configure your equipment for DHCP
6. Optionally configure your equipment for Static IP
7. Connect ethernet cables and test
8. Identify remote access IP address
9. Identify remote access ports for non-ATM equipment
10. Use the OptConnect Private Network for remote access
11. Manage your OptConnect devices



1. Identify neo2 and its accessories

- neo2 cellular router
- Antenna with dual leads
- Ethernet cables
- Power adapter



IMPORTANT

- Use only the included power adapter to maintain warranty coverage.
- The identifiers on the bottom of neo2 are important. Please do not apply tape in this area.
- Your equipment's **IP settings** are critical. See the

2. Position the antenna

- Avoid placing the antenna inside equipment constructed entirely or mostly of metal
- Position the antenna's magnetic base 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)
- The position and orientation of the antenna can be optimized in **Step 4**



3. Place neo2, connect antenna & power

- Place neo2 in your equipment
- Route antenna leads to neo2
- Connect both antenna leads to neo2 and fully tighten
- Route power adapter's cord from power source to neo2
- Connect power cord to neo2 — ensure the green LED next to the power port glows
- After 10 - 60 seconds, ensure the amber Cellular Activity LED glows or flashes

IMPORTANT — when neo2 powers on the first time it may download a software update. This is indicated by a rapidly flashing amber Cellular Activity LED for 1 - 2 minutes and may be followed by the LED going dark while neo2 reboots. **You must allow this process to complete.**



4. Maximize signal strength and quality

Adjust antenna placement to maximize the number of green Signal Quality LEDs. Optionally, verify in Summit:

1. Log in to the OptConnect Summit portal at summit.optconnect.com
2. Click **Total Devices** link
3. Locate serial number on neo2 and scroll to find it or type it into **Search/Filter** box and press Enter
4. Click neo2'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 can take 15 seconds to update
7. Repeat steps 5-6 above until signal strength is maximized and signal quality is maximized
8. If it is not possible to maximize both strength and quality, maximize quality
9. **Recommended:** enter your device's identifier and



5. Configure your equipment for DHCP

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

- Set your equipment to obtain an IP address through DHCP

IMPORTANT — if you are connecting an ATM to neo2, your ATM settings should be set according to the instructions provided by your transaction processor, and full security should be enabled. For options and detailed instructions related to RMS settings **contact our Customer Care Center at 877.678.3343.**



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

- 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 cables and test

- Connect the ethernet cable to your equipment and to neo2 — 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, e.g. 192.168.1.115
 4. Repeat test
 5. Contact our Customer Care Center at 877.678.3343



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

- Look up the IP address of your neo2 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 port numbers

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

- neo2 is configured for common remote access protocols such as http, https, RDP, vnc, ssh, GoToMyPC, etc. for two clients
- Learn your preferred protocol's TCP/IP port number from a manual or published resources, e.g. 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 to which your equipment will respond:

To reach your equip on port xxx	Contact port
192.168.1.11	xxx
192.168.1.12	2xxx

- Example: directing your browser to <neo2 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 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.**
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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.

OptConnect cellular products, including neo2, operate on a private network to protect them and 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 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 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 devices

neo2 includes a license to Summit and its API 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?

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

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

Each neo2 you receive is configured to your specifications before it arrives. neo2 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's configuration.

How do I know if neo2 is online?

The amber Cellular Activity LED will flash or glow steadily when neo2 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.





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

