

D1002 Router FAQ

1. The power indicator does not light up after connecting the router to the power supply?

- Check whether the power supply to the router is functioning properly.
- Verify the power adapter specifications. The standard power adapter provided by our company is **DC12V/1.5A** (acceptable input range: **DC5V–35V**).
- Check if other indicators (such as system, LAN, or signal strength indicators) are functioning normally. If they are working, the power indicator might be faulty, but this does not affect router operation. If none of the indicators are lit, the device may be faulty.

2. The SIM card is inserted, the device is powered on, but the Online indicator is not lit?

- Ensure the SIM card is inserted in the correct orientation.
- Check if the SIM card has an outstanding balance or if it is deactivated.
- Verify that the antenna is properly connected (ensure it is connected to the cellular antenna port, not the WiFi antenna port). The signal strength indicator should reflect the signal condition:
 - **Three bars**: Strong signal
 - **Two bars**: Moderate signal
 - **One bar**: Weak signal
 - **No bars**: No signal
- If the SIM card is a **private network card**, configure the corresponding **APN settings**.
- Ensure the SIM card has an active data plan for internet access.

3. The Online indicator is lit, the computer is connected to the router via an Ethernet cable, but there is no internet access?

- Ensure the computer is connected to the **LAN port** of the router.
- Check if the computer is using a **static IP** that is in a different subnet from the router. If so, configure it to **obtain an IP address automatically**.
- Verify whether the SIM card in the router is a **private network card** or a **regular**

SIM card. Private network cards may not have access to the public internet.

- If using a regular SIM card, check if there is **sufficient balance** to access mobile data services.

4. Unable to access the router's configuration page after connecting to the LAN port?

- Ensure the computer is connected to the **LAN port** of the router.
- Check if the computer has a **static IP address** in a different subnet. If so, configure it to **obtain an IP address automatically**.
- Verify if the **router's LAN IP address** has been changed. The default IP address is **192.168.1.1**.

5. The router restarts approximately every 10 minutes after powering on?

- Check whether a **SIM card is inserted**. If no SIM card is present, the system may automatically restart as a recovery mechanism.

6. The computer cannot obtain an IP address after connecting to the router's LAN port?

- The **DHCP function** on the router's LAN port may be disabled. Enable DHCP to allow automatic IP assignment.
- If the **LAN IP address** is unknown, reset the router to factory settings and log in using the default IP address to reconfigure it.

7. What is the function of the reset button?

- If a user is unable to log into the router or has forgotten the modified IP address, the reset button can be used to restore factory settings.
- Press and hold the **reset button** for approximately **15 seconds**. The router will restore factory settings and reboot automatically after **5 seconds**.

8. Can the router and antenna be placed inside an enclosed space or a metal box?

- The router relies on **carrier networks** for connectivity. Placing it in an enclosed space or a metal box can significantly **attenuate or block** the signal, severely affecting network performance.
- It is recommended to **place the antenna outside** the enclosure for better signal reception and communication quality.