Product Installation Guide

SendQuick®

Product Installation Guide

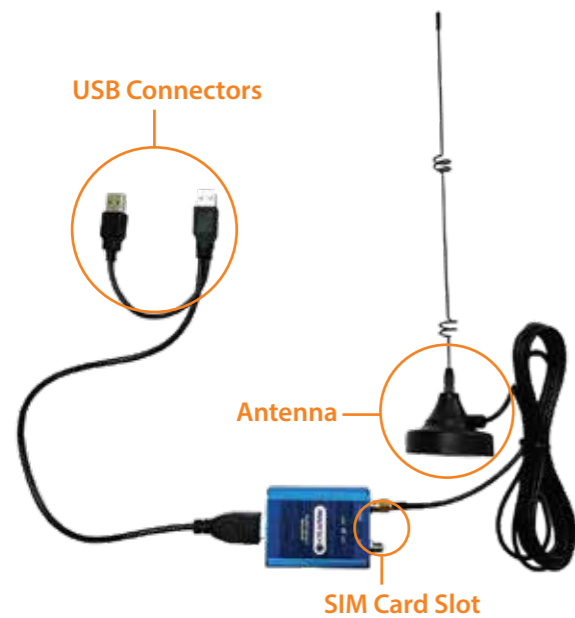| Product Overview | Product Setup | Troubleshoot | Contact Us | | Product Overview | Product Setup | Troubleshoot | Contact Us |

! Prior to set up of the SendQuick SMS appliance gateway, it is absolutely necessary to familiarise yourself with the hardware set up information as documented in the Product Information Guide. Please refer to the SendQuick user manual for a comprehensive list of system set up instructions.
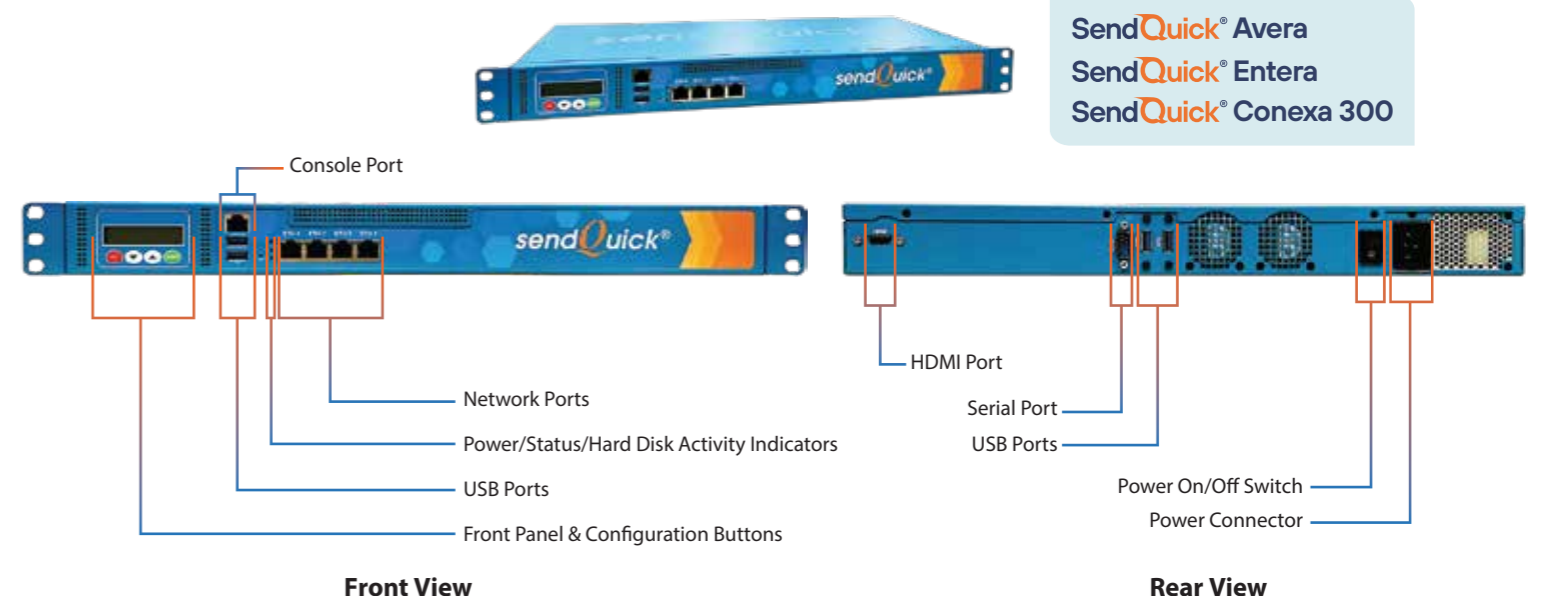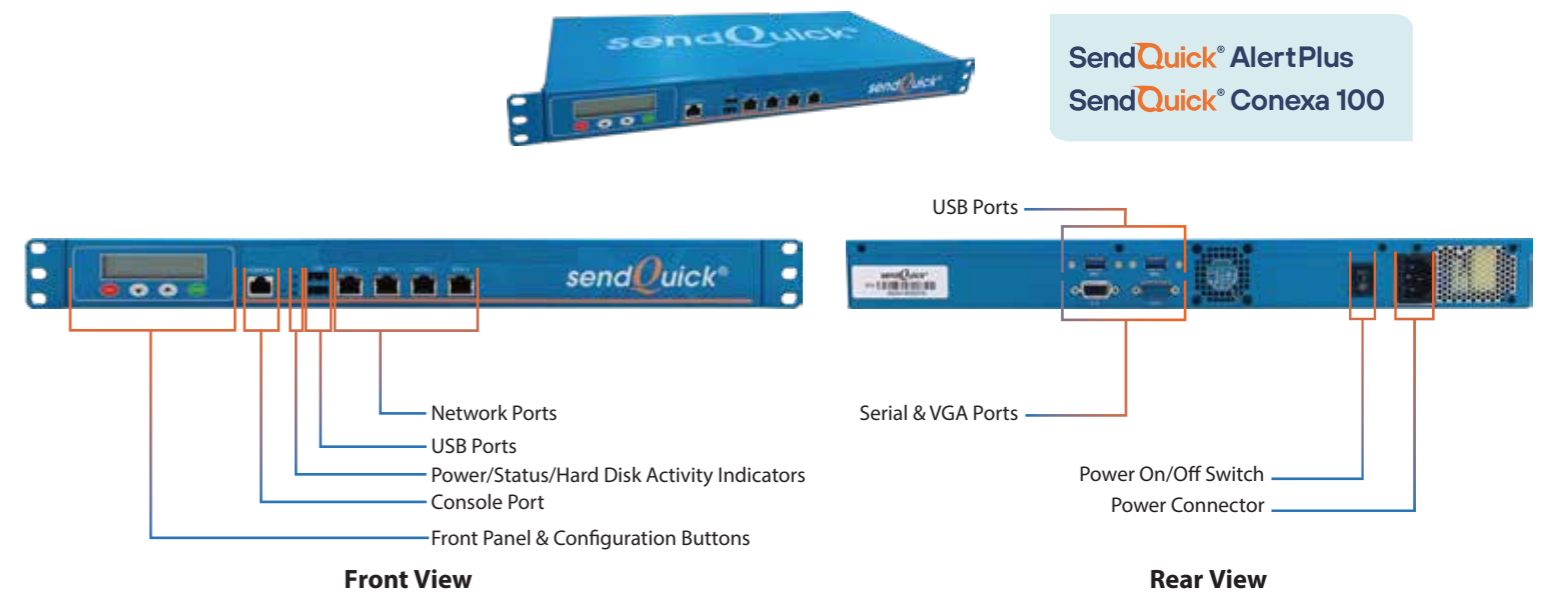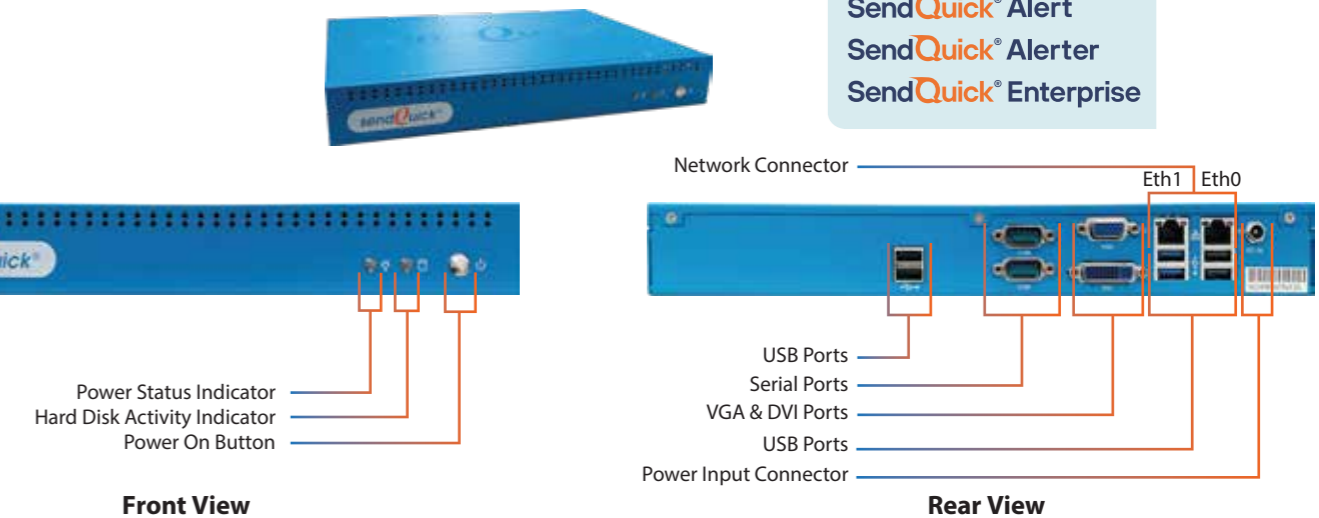
PREREQUISITES

▲ Power Socket / Source / Point ▲ RJ 45 Cable / LAN Cable ▲ IP Address / Netmask / Gateway IP

▲ SIM Card (Pre-paid or Post-paid from any operator)

▲ Monitor and Keyboard (applicable to Desktop Editions SendQuick Alert, SendQuick Alerter & SendQuick Enterprise)

Guide To Using The Modem

▲ Multitech 4G Modem

USB Connectors

Antenna

SIM Card Slot

1. It is important that you do not place the modem's antenna on/near any machines. Place the antenna on metal surfaces like the top of the server rack or non-machine surface.

2. The modem LED indicator should blink to indicate normal operation (blink in a regular interval). If the LED indicator is not blinking, it could be due to the following errors:

   a. The external antenna is not connected. Please ensure the external antenna is connected to the main antenna connector indicated "CELL".

   b. The SIM Card PIN number is not disabled
   Please remove the SIM card from the modem and transfer it to a mobile phone. Go to the mobile phone's Menu>Security Settings>Disable PIN (This is to disable the PIN in the SIM card, if any)

   c. The SIM Card cover is not properly covered and the SIM Card is not properly inserted
   Remove the insert the SIM Card and ensure that the GSM modem cover is properly covered

   d. The modem is not connected properly
   Please remove the modem and the USB cable from the system (wait for 20 seconds) and subsequently plug in the modem again. (This is to allow the modem task to restart when the modem is plugged in)

3. If you intend to remove the SIM Card from the modem for more than a day, please detach the modem and USB Cable from the system.

4. Should you use more than two modems, please use the USB Hub which has an external power supply. The external power supply from the USB Hub must be connected and turned on, to ensure sufficient power to the multiple USB modems.

5. Please connect both ends of the USB connector to rear USB slots on the SendQuick® server.

Contact Us

SendQuick Pte Ltd

76 Playfair Road #08-01 LHK 2 Building Lobby 1 Singapore 367996
Tel: +65 6280 2881 **Fax:** +65 6280 6882
Email: info@sendquick.com **Support:** support@sendquick.com
Website: www.sendquick.com

SendQuick®

SendQuick® Alert
SendQuick® Alerter
SendQuick® Enterprise

Network Connector

Eth1 Eth0

Power Status Indicator
Hard Disk Activity Indicator
Power On Button

USB Ports
Serial Ports
VGA & DVI Ports
USB Ports
Power Input Connector

Front View **Rear View**

SendQuick® AlertPlus
SendQuick® Conexa 100

USB Ports

Serial & VGA Ports

Network Ports
USB Ports
Power/Status/Hard Disk Activity Indicators
Console Port
Front Panel & Configuration Buttons

Power On/Off Switch
Power Connector

Front View **Rear View**

SendQuick® Avera
SendQuick® Entera
SendQuick® Conexa 300

Console Port

HDMI Port

Network Ports
Power/Status/Hard Disk Activity Indicators
USB Ports
Front Panel & Configuration Buttons

Serial Port
USB Ports
Power On/Off Switch
Power Connector

Front View **Rear View**

START

Appliance Setup

Step 1: Connect power supply to the system and turn on the power.

Step 2: Insert the SIM card into the modem and connect the modem to the rear USB port of the system after the system is fully started (approximately 3 minutes after the system is power on).
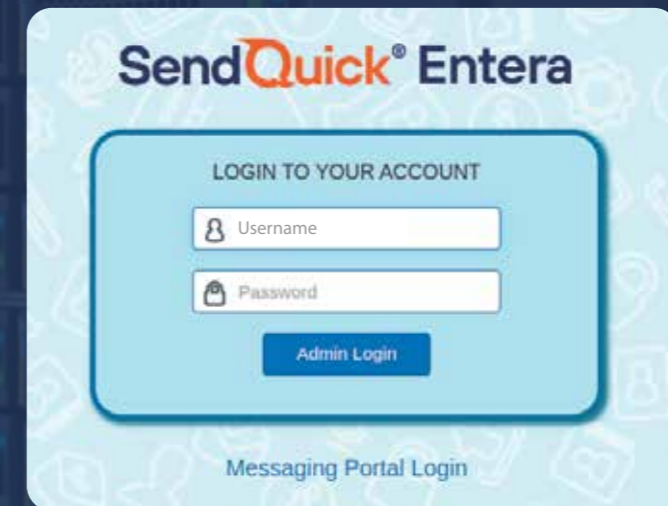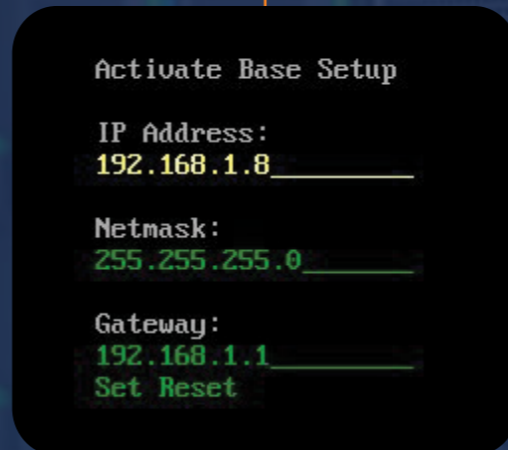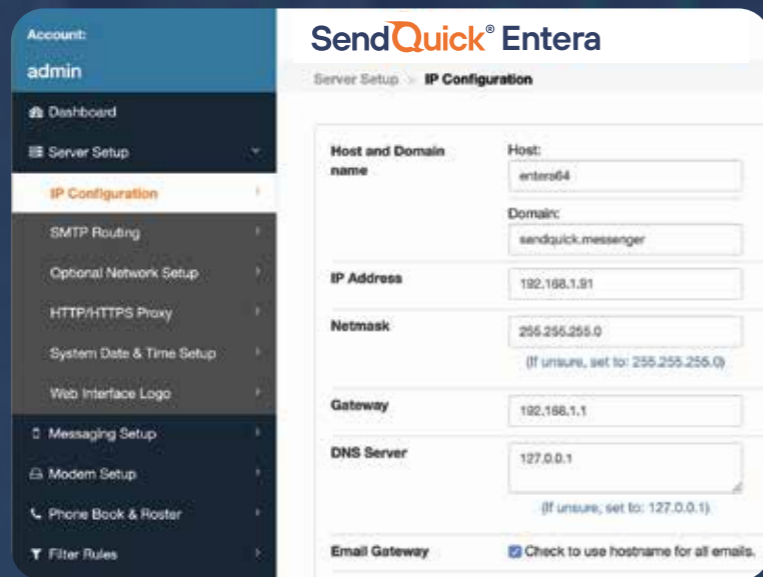
Then proceed to set up the IP address using either
Console Configuration (Method A on the right) or
LAN (Cross Cable) Configuration (Method B below).

METHOD A

Console Configuration

Step 1: Connect the monitor and keyboard to the system. (You will see the IP routing table on the monitor display)

Step 2: Enter <ALT> and <F4> simultaneously. You will see the login page and enter the default username and password (Console default username:admin, Console default password:sqroot).

Step 3: After entering the login details, the CHANGE IP interface will show. Please change the IP, Netmask and Gateway with the keyboard as required. Once completed, follow the instructions as displayed at the bottom of the screen to Save and Exit.

Step 4: Connect the LAN cable between SendQuick gateway (Eth0) and your network.

Step 5: Open the web browser and enter http://<SendQuick IP>/appliance/

Step 6: You will see the login page. Enter the Login name and Password as provided in Password Chit that comes with the system.

METHOD B


```
Activate Base Setup

IP Address:
192.168.1.8_____

Netmask:
255.255.255.0_____

Gateway:
192.168.1.1_____
Set Reset
```


LAN (Cross Cable) Configuration

The default IP address of SendQuick appliance is 192.168.1.8

Step 1: Connect each end of the cross cable to the SendQuick server (Eth0 Port) and your laptop.

Step 2: Configure the IP address of your laptop with a same subnet mask IP address (e.g. 192.168.1.9).

Step 3: Activate the web browser on your laptop and enter http://192.168.1.8/appliance/

Step 4: You will see the login page. Enter the Login Name and Password as provided in Password Chit that comes with the system.

Step 5: Go to server setup and change your desired IP address as shown above.

Step 6: Once completed, save and activate your settings.

Initial Configuration Completed

To configure the rest of the system, please refer to the user manual provided in https://www.sendquick.com/user-manual/

Enjoy a 12 months warranty by completing the form. https://www.sendquick.com/warranty-registration/

If you need any assistance, please email **support@sendquick.com**

User Manual   Warranty Registration