

## 1. What's the difference between three SIM modes in DWG gateway?

DWG gateway supports three types of SIM mode: Local, SIM Box, SIM Bank. Check the current SIM mode at web management: Mobile Configuration -> SIM Mode.

Local	DWG gateway use the SIM card in the DWG gateway SIM slots
SIM Box	DWG gateway exchanges the SIM cards information with SIM Box which located at the same local network, and all SIM card install in SIM Box.
SIM Bank	DWG gateway exchanges the SIM cards information with SIM Bank which registers with SIM cloud server, and all SIM card install in SIM Bank. In this mode, DWG gateway must register with SIM cloud server.

Note: For SIM Box and SIM Bank modes, DWG gateway MUST remove all SIM Cards from gateway's SIM card slots.

## 2. How does device (DWG gateway or SIM Bank) registered with SIM cloud server?

First, device MUST be able to access internet.

Step 1, Configure the network parameters according to the network environment. For example, DWG gateway is after a router, and the router's local IP address is 172.16.1.1. Then configure the network parameters at web management: Network Configuration -> Local Network. The DNS server MUST be set as recommended.

**Local Network**

**Network Configuration**

Obtain IP address automatically

Use the following IP address

IP Address

Subnet Mask

Default Gateway

PPPoE

Account

Password

Service Name

MTU

**DNS Server**

Obtain DNS server address automatically

Use the following DNS server addresses

Primary DNS Server

Secondary DNS Server

Step 2, restart the gateway and check if gateway can access internet by ping test at web management: Tools -> ping test. Enter "support.dinstarcloud.com" in ping destination; leave the others as default, then click "start".

**Ping Test**

Ping Destination	<input type="text" value="support.dinstarcloud."/>
Number of Ping(1-100)	<input type="text" value="4"/>
Ping Packet Size(56-1024 bytes)	<input type="text" value="56"/>

**Information**

```
PING support.dinstarcloud.com[54.254.103.46] 56 bytes of data.  
Reply seq=1 from 54.254.103.46: bytes=84 time=251ms TTL=48  
Reply seq=2 from 54.254.103.46: bytes=84 time=243ms TTL=48  
Reply seq=3 from 54.254.103.46: bytes=84 time=206ms TTL=48  
Reply seq=4 from 54.254.103.46: bytes=84 time=199ms TTL=48  
  
--- 54.254.103.46 ping statistics ---  
Packets: Sent = 4, Received = 4, Lost = 0 (0% loss)  
RTT Minimum = 199ms, Maximum = 251ms, Average = 224ms
```

If the ping test fails, check your router and connection.

**Ping Test**

Ping Destination	<input type="text" value="support.dinstarcloud."/>
Number of Ping(1-100)	<input type="text" value="4"/>
Ping Packet Size(56-1024 bytes)	<input type="text" value="56"/>

**Information**

```
PING support.dinstarcloud.com[54.254.103.46] 56 bytes of data.  
  
--- 54.254.103.46 ping statistics ---  
Packets: Sent = 4, Received = 0, Lost = 4 (100% loss)  
RTT Minimum = 0ms, Maximum = 0ms, Average = 0ms
```

Note: SIM Bank does not have ping test option on the web management, ping test for SIM Bank

can be processed in telnet mode.

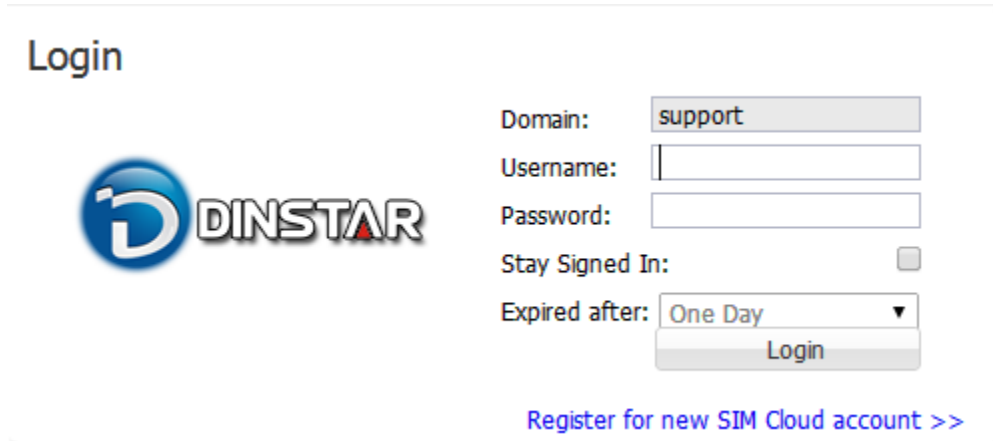
Second, Login into SIM cloud server, add device to SIM cloud server.

Step1. Login into SIM cloud server with your own domain. Here is an example.

Domain: support.dinstarcloud.com

Username: xxxx

Password: xxxx



Login

Domain: support

Username:

Password:

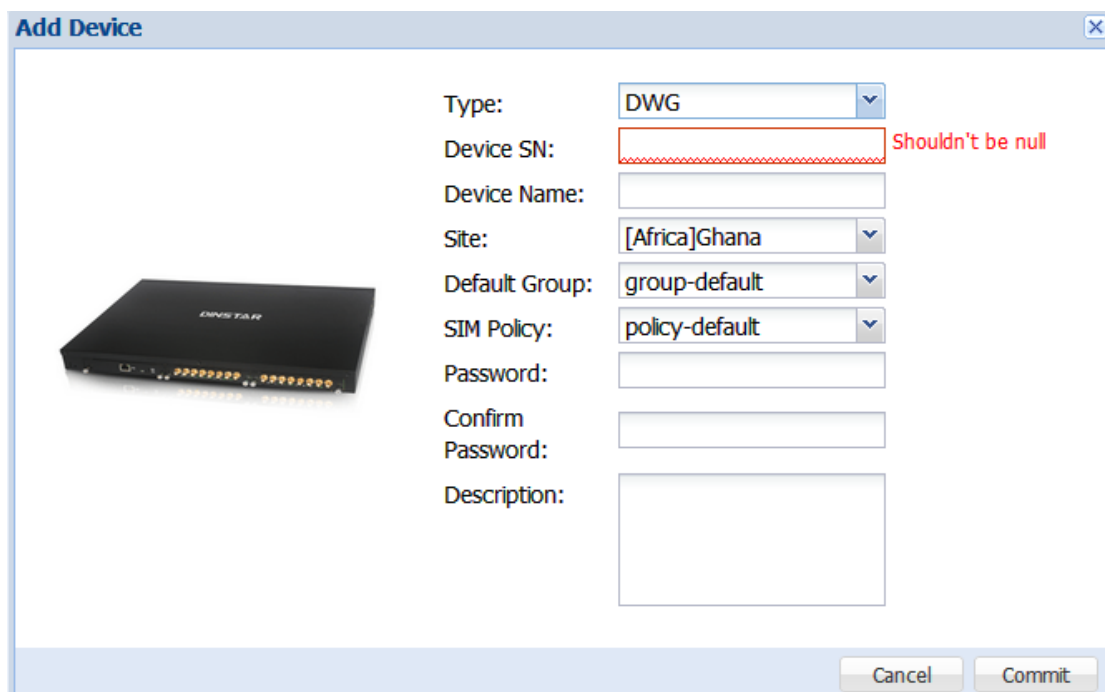
Stay Signed In:

Expired after: One Day

Login

[Register for new SIM Cloud account >>](#)

Step2. After login, click configuration -> support (domain support) -> device list -> Add device, to add a new device.



Add Device

Type: DWG

Device SN:  Shouldn't be null

Device Name:

Site: [Africa]Ghana

Default Group: group-default

SIM Policy: policy-default

Password:

Confirm Password:

Description:

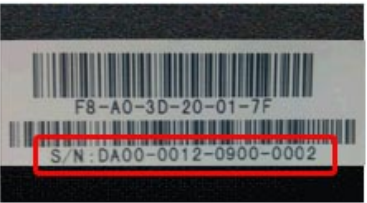
Cancel Commit

From the device's web management, copy the device SN:

Run Information			
MAC Address	F8-A0-3D-48-20-84		
Network Mode	Bridge		
Network	172.16.222.22	255.255.0.0	Static
DNS Server	172.16.1.1	8.8.8.8	
Device SN	db00-0013-0701-1180		
Cloud Register Status	Not Registered		
License	Valid		
System Up Duration	28 m 13 s		
Network Traffic Statistics	Received 3557525 Bytes	Sent 387723 Bytes	
Version Information	Device Model	DWG2000E	
	Package Version	02231001 2014-02-28 15:36:26 beta	
	Software Version	02231001 2014-02-28 15:32:47	

Paste the device SN in the add device tab. For more information about Site, Default Group, SIM Policy, please see SIM Cloud User Manual.

### Add Device



Type:

Device SN:

Device Name:

Site:

Default Group:

SIM Policy:

Password:

Confirm Password:

Description:

Step3. Configure the Cloud Server on the device. As an example, click mobile configuration -> Cloud server on DWG gateway's web management.

### Cloud Server

Domain:

Port:

Password:

Protocol:

SIM Transport Type:

**NOTE:** the password here is copied from the password while the device is added on the cloud server.

After save, click system Information to check cloud register status.

Run Information			
MAC Address	F8-A0-3D-48-20-84		
Network Mode	Bridge		
Network	172.16.222.22	255.255.0.0	Static
DNS Server	172.16.1.1	8.8.8.8	
Device SN	db00-0013-0701-1180		
Cloud Register Status	Registered		
License	Valid		
System Up Duration	17 m 45 s		
Network Traffic Statistics	Received 2129386 Bytes	Sent 327977 Bytes	
Version Information	Device Model	DWG2000E	
	Package Version	02231001 2014-02-28 15:36:26 beta	
	Software Version	02231001 2014-02-28 15:32:47	

Also, register status can be checked on the cloud.

Configuration Management							
Domain Info		Device List					
Device SN	Alias	Run Status	Type	Version	Build Time	Run Time	
db00-0013-0701-1180	DWG01	ACTIVE	DWG2000E	02231001	02-28 23:36:26	1 min 44 se	Search Devices