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# GlobeSurfer III+  FAQ     version 1.4

**29th Nov 2012**

## Device settings

Q:  I cannot remember my login to the device's admin pages, What to do ?

A:  If you have forgotten your login, you will have to re-create it by resetting the device to its default factory setting. Please follow the procedure described in "How to reset the GlobeSurfer III and III+ to its default factory settings". After the reset, create again your username and password by going through the installation wizard. This time, put your login in a safe place.

Q:  How to reset the GlobeSurfer III and III+ to its default factory settings ?

A:  Use a paper clip to push into the small hole next to the SIM tray when the device is powered on. The device will reboot. When you now go to the default admin webpage of the device (192.168.1.1) with the browser, you will be proposed to go through the installation wizard.

Q:  How and where are the settings of the GlobeSurfer III and III+ changed ?

A:  Settings can be changed using the web interface. Enter '192.168.1.1' or 'globesurferiii' in the browser to access the admin pages.

Q:  How do I change the default IP address of the GlobeSurfer III and III+

A:  The default IP address of the router is 192.168.1.1. If you need to change this IP address, you have to go to Advanced Mode -> Shortcuts -> Network Connections -> Lan Bridge -> Setting. Change the setting in the 'Internet Protocol' section. Don't forget to change also the start and the end IP address of the IP address distribution.

Q:  Where can I find the latest firmware and how to do the update ?
A:  Firmware update information can be found on our support website:

For GlobeSurfer III:
http://www.option.com/en/support/software-download/globesurfer3/

For GlobeSurfer III+
http://www.option.com/en/support/software-download/gs3plus/

By default, the Liveupdate option is activated in your router and you will be automatically notified at the home page of the device admin GUI (192.168.1.1) when there is a new firmware available.

**Antenna and signal reception**

Q:  How do I know if my 3G reception is good or not ?
A:  On the admin page home page, on the top left, you can see the name of the network operator, the connection technology as well as the signal strength. The device classifies the signal strength as Marginal, Poor, Good, Very Good, Excellent.

Q:   I live in an area with poor signal.  How can I improve my 3G reception ?

A:   There is an external antenna connector on the device with which you can connect an external antenna. The type of connector is a mc-card connector.

Q:   What kind of gain could I expect by using an external antenna ?

A:   The GlobeSurfer III and III+ already have very good reception. It is not rare that you will not have any improvement in using an average quality antenna. So choose your antenna with care. A good desktop non directional antenna can offer you up to 5 dbi of gain while a high gain external antenna could give you up to 10 dbi of gain.

## Functional

Q:   Can I add memory to the GlobeSurfer III and III+ and make it available to all the network users ?

A:   Yes. The GlobeSurfer III and III+ have a USB connection to which you can either add a USB memory or an external USB hard disk. For detail installation procedure, please refer to our support website:

   For GlobeSurfer III:
   http://www.option.com/en/support/software-download/globesurfer3/

   For GlobeSurfer III+
   http://www.option.com/en/support/software-download/gs3plus/

Q:   Can I send and receive SMS?

A:   Yes, the GlobeSurfer III and III+ support both sending and receiving SMS. Only the owner/admin who has access to the admin pages is able to send and receive SMS.

Q:   How do I know a text message has been received?

A:   The red 'phone' LED light on the front panel will flash.

Q:  How do I clear the red flashing phone LED (indicating a missed call or an SMS message) once it is flashing?

A:  You have to start the GUI and first click on the 'Telephone' tab to see if you have a missed call. If there is no missed call, then click on the 'SMS' tab and then 'Inbox' to check new SMS. For legal reasons, you have to actually read the SMS before the LED will stop flashing.  Powering the device off and on will not clear the LED from flashing. With this, you will never miss important SMS like roaming tariffs, volume limit alerts etc.

Q:  How many PCs/Smartphones can I connect to the GlobeSurfer III+ simultaneously?

A:  With the default IP address setting, we can theoretically connect up to 253 device to the GlobeSurfer. However in practical and in order to have optimum performance for every user, you should keep the number of users to around 20.

Q:  While loading Internet pages which contain many images, only some of the images are loaded, some are always missing.

A:  This is a known problem on some of the networks. In order to reduce traffic, images are resized and stored on image servers. Unfortunately the IP addresses used are very often 1.1.1.1, 1.1.1.2, 1.1.1.3, 1.1.1.4 and 1.1.1.5. which are precisely the same address used by the device itself for http interception.

To get the issue fixed, do the following :

(1) Go to System -> Settings and in the HTTP interception section, make sure http interception is disabled (box not checked).

(2) Go to System -> Network Connections -> LAN Bridge -> Advanced and in the Advanced IP Addresses section, delete the 1.1.1.1 address by clicking on the X icon in the Action column.

After this is done, all images should show up.

## Connection

Q:  I can see in the admin page the name of the operator and the signal strength is good, but the connection fails. What is wrong ?

A:  Check if you have input the correct Access Point Name, Network Authentication, Login Username, Login Password. These setting are to be verified with your service provider. You cannot create by yourself these settings.

   To input these settings, go to Advanced Mode -> Internet Connection -> Settings. In the UMTS section, input these settings. If Username and/or Password is used, you have to set Network Authentication to either PAP or CHAP (if this has not been communicated by your service provider). If no Username and Password are used, set the Network Authentication to 'None'.

Q:  I live at the border of my country and sometimes my GlobeSurfer is connected to my neighbouring country's network via roaming. How can I avoid that?

A:  You will have to set the network selection to manual instead of leaving it in automatic. Go to Advanced Mode -> Internet Connection -> Settings. In the UMTS section, put Network selection to 'Manual' and then click on the 'Scan for network' to search for all the networks in your neighbourhood. Select the correct network and click OK.

Q:  Can I use the GlobeSurfer III and III+ in my car?

A:  Yes. You would need a car charger to convert the 12V from the car battery voltage to 5V used by the GlobeSurfer. The car charger must be capable of delivering 3 amperes of current. If the GlobeSurfer does not need to supply any current to the USB nor to the telephone, then its consumption drops to 1.5 amperes. You would also need to find the correct connector to connect the GlobeSurfer to your car charger. The connector type is a 2.1x5.5mm center positive standard connector.

Q:   I have limited data volume with my subscription. How do I know my data usage ?

A:   In the admin home page, go to Advanced Mode -> System -> Settings. At the bottom of the page, enable the Data Counter and set the day of the month when the counter has to be reset. The data usage counter will then be visible on the home page of the device GUI.

Q:   I travel a lot. Which are the countries where I can use the GlobeSurfer III+ ?

A:   The GlobeSurfer III+ can operate in 4 frequency bands in 3G (850/900/1900/2100 Mhz) which can cover all the European countries plus the majority of Asian, African, Middle East and American countries. The only frequency band which the GlobeSurfer III+ does not have is the AWS band. Please check with your local service provider for further information.

Note: With its quad band 2G capability (850/900/1800/1900 Mhz), the GlobeSurfer III+ will be able to work in 2G even if the 3G frequencies are not suitable.

Q:   The GlobeSurfer III and III+ allow connection of a normal phone to receive mobile GSM calls. Can I also connect a FAX machine to the phone connection ?

A:   Unfortunately that would not be possible. The FAX machine works differently than a normal voice device. A FAX modem, when operates above 600 bits per second, relies on phase shift keying. Unfortunately the Vocoder used in digital mobile phones (D-AMPS/GSM/CDMA) does not preserve phase relationships when compressing/uncompressing the analog data. As a result, you cannot use a modem to transmit data over a digital mobile.

Q:  I have fixed my network type to 3G only (UMTS only in the GUI) and my phone does not work anymore. What is wrong?

A:  In many countries, the mobile GSM phone technology is still 2G only. If you set your network type to 3G only, the GlobeSurfer will not be listening any more to 2G phone calls.

   To solve the problem, set the connection method to UMTS preferred.

Q:  When I try to connect to the mobile network either by the button on the device or by the GUI, the red telephone LED and the green globe LED start to flash very quickly and the connection fails. What is wrong ?

A:  Please login to the management console (by browsing to 192.168.1.1). In the home page, please verify if you can see the name of the Operator and the Signal strength. If they are displayed correctly, then most probably an error message is displayed at the Connection Status saying : 'Connection fail, please check your settings'. It means that you need to input the correct APN profile. To do that, go to Advanced Mode -> Internet Connection -> Settings. In the UMTS section, input the correct Access point Name (APN), Network Authentication, Login Username, Login Password. If you are not sure what to put in, please contact your service provider. You cannot invent these settings by yourself. If login Username and Password are not used, then Network Authentication should be set to 'None'. If Login Username and Login Password are used, put the Network Authentication to either PAP or CHAP (if your service provider cannot give up the exact authentication method).

   If the name of the operator is not displayed and there is no signal, then you might have a problem with your SIM card. The GUI should display a 'Check SIM' message.

Q: I want my GlobeSurfer to connect automatically after power up. What to do ?

A: You have to set the connection to 'Always connected'. Go to Quick Setup. In the UMTS section, choose 'Always connected' and then 'OK'. Next time when you power up the device, it will connect automatically.

You will also need either to memorise the SIM PIN code or to disable it such that during power up, you will not be asked to enter the PIN code before you can connect.

To memorise the PIN code, reboot your GlobeSurfer. Log in to the admin page. You will be asked to enter your PIN code. In this window, there is a checkbox asking if you want to 'Save PIN'. Check the box and the PIN code will be memorised in the GlobeSurfer.

To disable the PIN code, please go to Telephone -> SIM setup -> SIM PIN enable. Enter your PIN code and uncheck the PIN enable checkbox. The PIN code will be disabled.


## WiFi and local network

Q: What kind of WiFi coverage can I expect from the GlobeSurfer ?

A: WiFi coverage distance depends heavily on the environment in which it is operating: interference, signal absorption by wall, separations, metallic installations etc. Generally speaking, we can expect a coverage distance of 40 meters indoor and 80 meters outdoor.


Q: Can I use the GlobeSurfer III and III+ only for myself and disable the WiFi ?

A: Yes. You can use the Ethernet connection to connect to your PC. Go to the admin page, in the Quick Setup pane, uncheck the 'Enable' box for Wireless to disable the WiFi network.

Q:  I sometimes lose my WiFi connection to the GlobeSurfer. What is wrong ?

A:  Perhaps there is interference from other appliances operating in the
same frequency in your environment. You can try to select another WiFi
channel.

To select another WiFi channel, go to Advanced Mode, Local Network,
Wireless, Wireless. In the top section, under Channel, try to fix a channel
from 1 to 11 instead of setting it to automatic. Channels 1, 6, 11 are
recommended.


Q:  My iMAC (or MacBook) does not find the GlobeSurfer through the WIFI

A:  Some of the iMac or MacBooks can only use WIFI frequency channels 5
to 9. You will have to fix the WiFi channel of your GlobeSurfer to one of
these channels. To set up WIFI channel, select in the GUI Advanced
Mode -> Local Network -> Wireless and select the Wireless tab. In the
Channel drop down list, select one of the channels from 5 to 9.


Q:  Can I hide my network from the network list that other people can see
on their device ?

A:  Yes,
* Go to the GlobeSurfer's web interface.
* Login with your Admin ID and password
* Click on Quick Setup
* Un-check the Broadcast SSID enable check-box

To enable the Broadcast SSID again, follow the same procedure, but re-
check the Broadcast SSID enable check-box and apply your settings.


Q:  Is it possibile to switch off the WiFi if I only use Ethernet ?
A:  You have to disable the 'Wireless'. Go to Quick Setup. In the Wireless
section, uncheck the Wireless enable checkbox.

Q:   My network printer needs a fixed IP address. How to assign a fixed IP address from the GlobeSurfer to the printer (or a computer) ?

A:   In the management console, go to Advanced Mode -> Services -> Advanced -> IP Address distribution, Click on the Connection List button and then the 'New Static Connection'. Enter the following:
- a host name for this connection.
- the fixed IP address that you would like to assign to the equipment.
- the MAC address of the network card of the equipment.

Q:   Which is the best wireless encryption for my network security ?

A:   WPA2 is the most secured encryption system. Please also choose a Pre-Shared Key (WiFi password) composed of letters and numbers of at least 8 character long. To change the encryption method, go to Advance Mode -> Local Network -> Wireless -> Wireless. Select WPA2 from the drop-down list of Security.

Q:   Is there a way to prevent all or a specific user to connect to the GlobeSurfer ?

A:   It is possible to set up rules to stop access of undesired devices. You can set up a list of devices according to their MAC address which can access via WiFi to the router. This can be done easily by going to Advanced Mode -> Local Network -> Wireless and then select Wireless pane. Add MAC addresses to the MAC Filtering table.

Another possibility is to establish a STOP list. Go to home page -> Firewall -> Access Control. Make a new entry and select the host name that you want to stop, if he is already connected. Otherwise you will have to select 'User Define from the Address drop down list, click New Entry in the next page, and then enter his MAC address if you know it, or enter his host name.

## Compatibility

Q:   On which platform do the GlobeSurfer III and III+ work ?

A:   In fact the GlobeSurfer III and III+ work on any platform e.g. Windows, Windows Phone, MAC OS, iOS, Linux, Android and with devices like PCs, Smartphones or tablets running on these platforms.

## Applications

Q: For security reasons, I only want to turn on my my GlobeSurfer III+ when I want to and remotely access it. Is there a solution ?

A: Yes. With firmware version starting with R1N84, you can remotely control your GlobeSurfer by sending SMS to it. For detail information, please refer to the reference manual from our support website: http://www.option.com/en/support/software-download/gs3plus/

Q: I have lost contact with my GlobeSurfer III+. Unfortunately I am not on site and don't have the possibility to do a reboot of the device. Is there a solution ?

A: Yes. With firmware version starting with R1N84, you can remotely reboot your GlobeSurfer by sending an SMS to it. For detail information, please refer to the reference manual from our support website: http://www.option.com/en/support/software-download/gs3plus/

Q: If I turn on the watchdog feature, what should I expect in terms of increase of data traffic volume ?

A: When the watchdog feature is enabled, GlobeSurfer will do periodic DNS queries to the DNS server to resolve pre-defined websites. Data traffic for each DNS query is around 128 bytes. Assuming one DNS query per minute, the monthly data traffic volume will increase by 5.5 Mbytes.

Q: I already have a data subscription with my smartphone. How can I use my GlobeSurfer without removing my SIM card from my phone to put in the GlobeSurfer ?

A: Many operators offer the dual SIM service i.e. 2 SIM cards with the same telephone number. There are different ways of functioning with this dual SIM system. Please refer to you operator for more information. Anyway the principle of this system is that you don't have to remove your SIM card from your phone to put in the GlobeSurfer to receive calls and to go on the internet.

Q:   I have set up my port forwarding rules correctly but yet I don't have remote access. What could be wrong ?

A:   There are 3 things to check:

Firstly check if you have entered the correct APN profile. For some networks, you can still have internet access even with a wrong APN profile, but not remote access. Please check with your service provider if you are not sure of which APN profile to file in.

Secondly check whether the device has obtained a public IP address or not. Port forwarding only works with public IP addresses. To look for the IP address of the GlobeSurfer, please go to Advanced Mode -> System -> Monitor and look for 'IP address' in the WAN Cellular column. Please contact your operator for more information should you have doubt on your IP address.

For explanation on public/private IP address, you can easily find it on the net with common search engins.

Thirdly check with your operator if you have remote access rights with your subscription. Many network operators block remote access for normal subscription. You need to be more precise in questioning your ISP. Even if the answer is positive, you still need to know the ports which are accessible and which are not. Check the information against the ports that you want to open.

Q:   The IP address of my internet changes from time to time. However I want to do remote access on my GlobeSurfer for which I would normally need a static IP address. Is there a solution ?

A:   There are companies offering dynamic DNS service to circumvent this changing IP address problem. Instead of using IP address for your remote access, you will be using a host name received from your dynamic DNS service provider. On the GlobeSurfer, input this host name, username and password in the Personal Domain name setup page (Advanced mode ->  Services -> DDNS and New Dynamic DNS Entry).

Note: Dynamic DNS needs nevertheless a public IP address to work which means that the address attributed by your service provider to your internet connection needs to be a public address. Dynamic DNS will not work with private IP addresses.

For explanation on public/private IP address, you can easily find it on the net with common search engins.

Q:   I know the IP address of my GlobeSurfer. However when I ping to it, I get a timeout. Why ?

A:   By default, the GlobeSurfer does not answer to any ICMP echo request. You need to enable it manually before it will answer to your pings.

Please go to Advanced Mode -> Shortcuts -> Remote Administration. In the Diagnostic Tools section, check the 'Allow incoming WAN ICMP Echo Requests' checkbox,