



Frequently Asked Questions

regarding Geneko GWR and
GWG Cellular Router Series

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Overview

This document presents frequently asked questions regarding the use of Geneko GWR and GWG Cellular Router Series, and GWR-I Industrial Cellular Router Series i.e. models GWR352WV, GWR362, GWR462, GWR-I352, GWRI-362, GWRI-462 and GWG. If you can't find what you're looking for, please contact our Technical support.

Additional documentation can be found on www.geneko.rs.

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A buyer (customer) should consult GENEKO's technical support before upgrades from an old firmware version to a new one and vice versa (downgrade). Otherwise, GENEKO will not bear the consequences for the malfunction. In this case, the warranty for the device is at issue.

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Frequently Asked Questions

Q1. What do I do if the login page does not appear?

- A1. Make sure the computer is connected to the router properly.
- A2. If the computer is set to a static or fixed IP address, change it to obtain an IP address automatically from the modem router.
- A3. Verify that <http://192.168.1.1> or <https://192.168.1.1> is correctly entered in the web browser and press Enter.
- A4. Use another web browser and try again. Recommended web browser to be used is FIREFOX (latest version with latest updates).
- A5. Reboot your modem router and try again.
- A6. Disable and enable the active network adapter on the computer.

Q2. What do I do if I cannot access the Internet?

- A1. Make sure the SIM card settings (APN, username password etc) parameters are correctly entered in predefined fields for the Mobile connection. Take ICCID number of the SIM card and contact your ISP provider for SIM card configuration guidance. ICCID number is printed on the SIM card. Be sure that PIN code is disabled on the SIM card.
- A2. Try to log into the web management page of the modem router using the default address at <http://192.168.1.1> or <https://192.168.1.1>. If you cannot, change your computer setting to obtain an IP address automatically from the modem router.

Q3. What do I do if I forget my password and not able to login to my router?

Be aware that following steps will erase all your current settings!

- A1. With the router powered on, press and hold down the RESET button on the rear panel of the router for precisely 10 seconds, then release the button. This will also reset router settings to its DEFAULT configuration and all previously configuration will be lost.

If you have tried all the suggestions above and the problem still exists, contact our Technical Support:

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