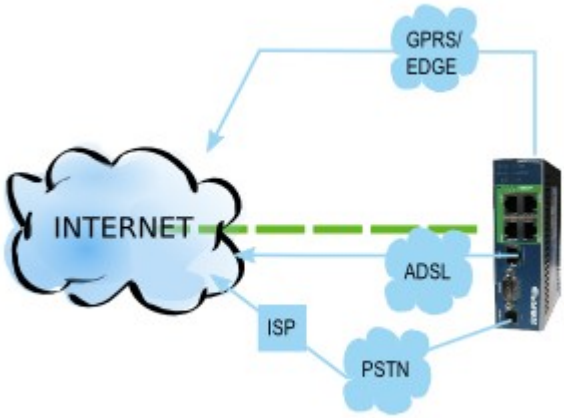
eWON Application User Guide

AUG 019 / Rev 1.1

You Select, We Connect

eWON-Configuration for Internet Access using the Wizard

How to



Content

This guide will explain you how to configure your eWON to access the Internet in a very simple and fast way thanks to its wizard.

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Hardware and software requirements

Hardware requirements

In order to follow this guide you will need:

- 1 eWON with Internet capabilities (eWON with modem or second Ethernet interface).

Software requirements

eWON configuration software:

The eWON is configured through its web server. So all you need is a standard Web Browser software like Internet Explorer[i] or Firefox[ii].

Additionally we suggest you to download the eBuddy utility on our website : http://support.ewon.biz.
This utility allows to list all the eWONs on your network and to change the default IP address of an eWON to match your LAN IP address range. With eBuddy you can also easily upgrade the firmware of your eWON (if required).

Other programming software:

N/A

eWON Firmware Version

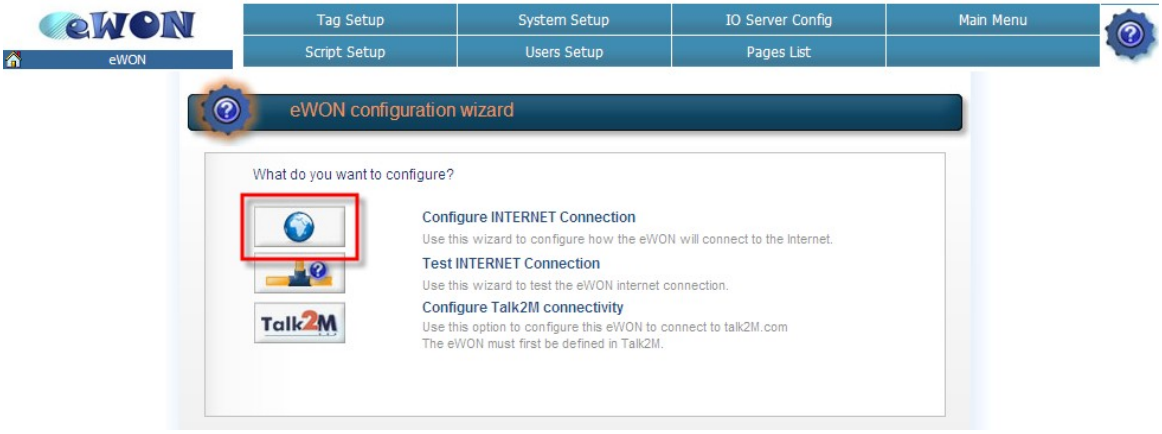
To be able to follow this guide your eWON needs a firmware version 5.0 or higher. A simple way to realize the eWON firmware upgrade is to use eBuddy, the eWON software companion.

eWON Configuration Wizard

The eWON configuration wizard assists you in configuring your eWON without having to enter manually each parameter. Thanks to this wizard, the configuration is easier and faster.

To open the eWON wizard, click on ***Configuration*** in the toolbar and then on the icon.

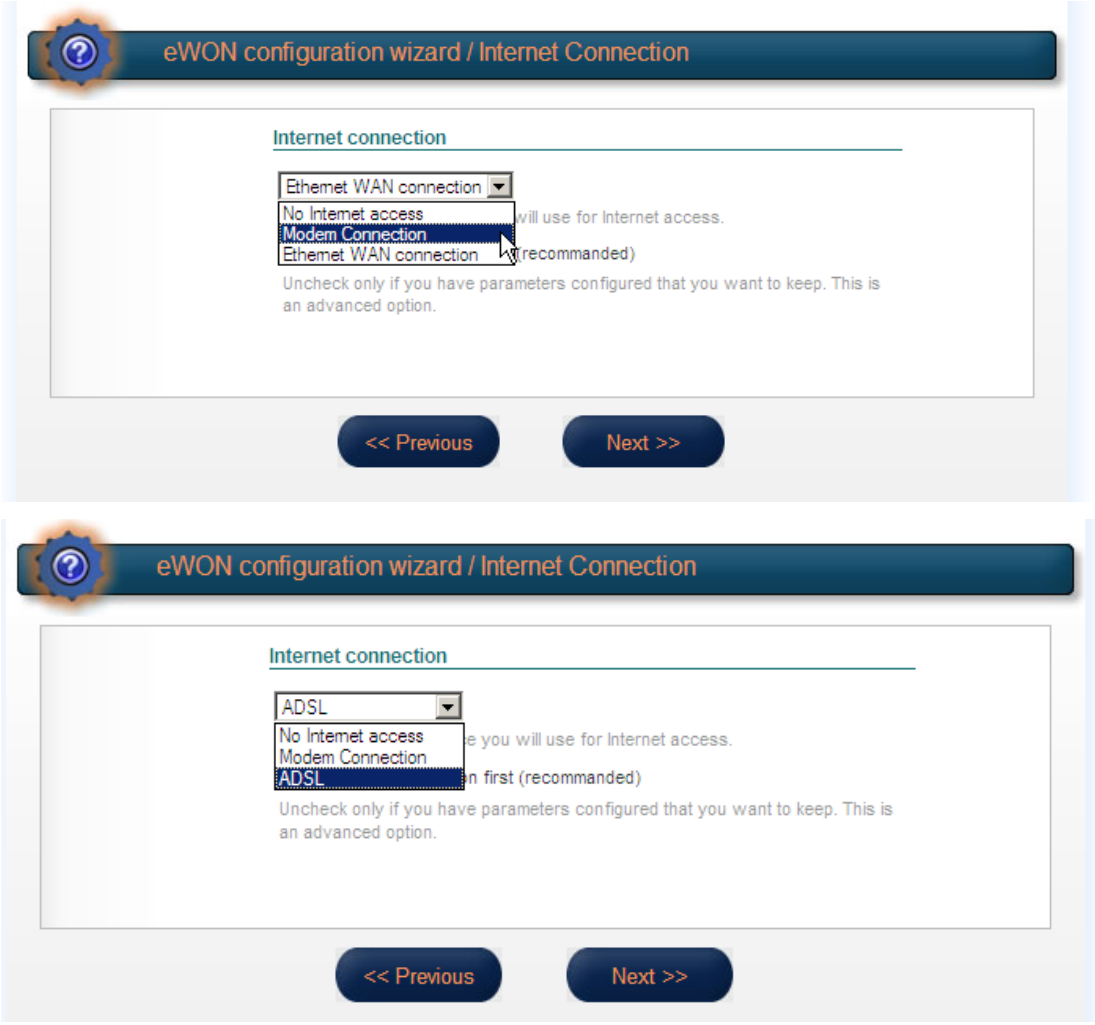
The following page will be displayed:



Click on the icon next to *Configure INTERNET Connectio*n.

According to your eWON type (with a modem or a second Ethernet interface), you will have the possibility to choose between different connections:

- *No Internet access*
- *Modem Connection*
- *Ethernet WAN connection*
- *ADSL*



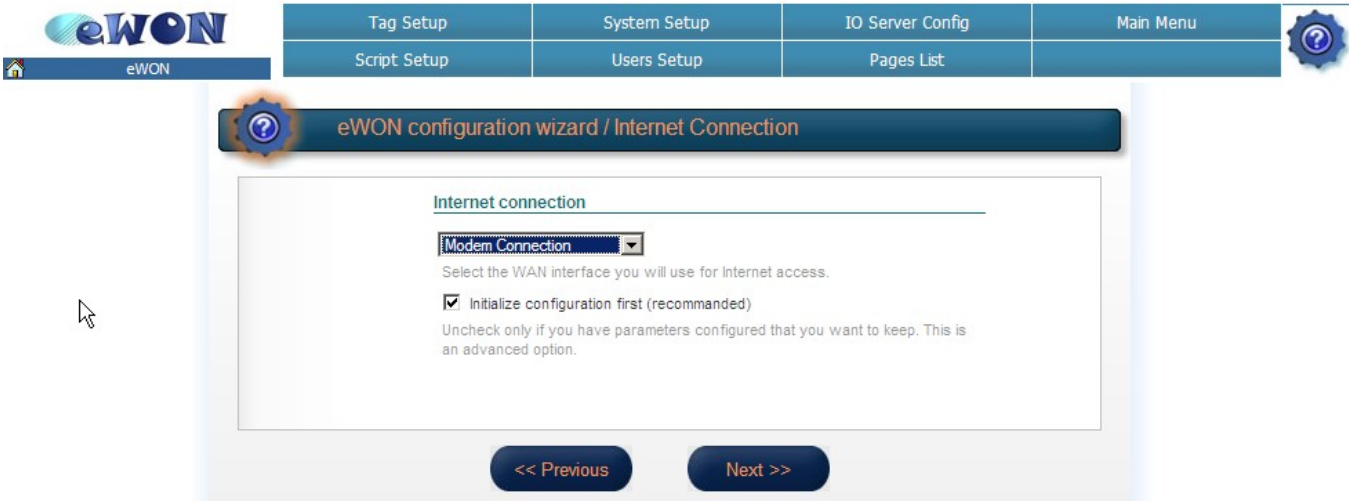
NOTE If you select the *No Internet access* option, your Internet connection will be disabled.

The next chapters will treat each one of those connection types.

Internet Connection using Modem

Modem Configuration

Select *Modem Connection.*



Check or uncheck the *Initialize configuration first* box according to your needs and click on **Next**.

According to the modem type of your eWON, the next wizard page will be different.

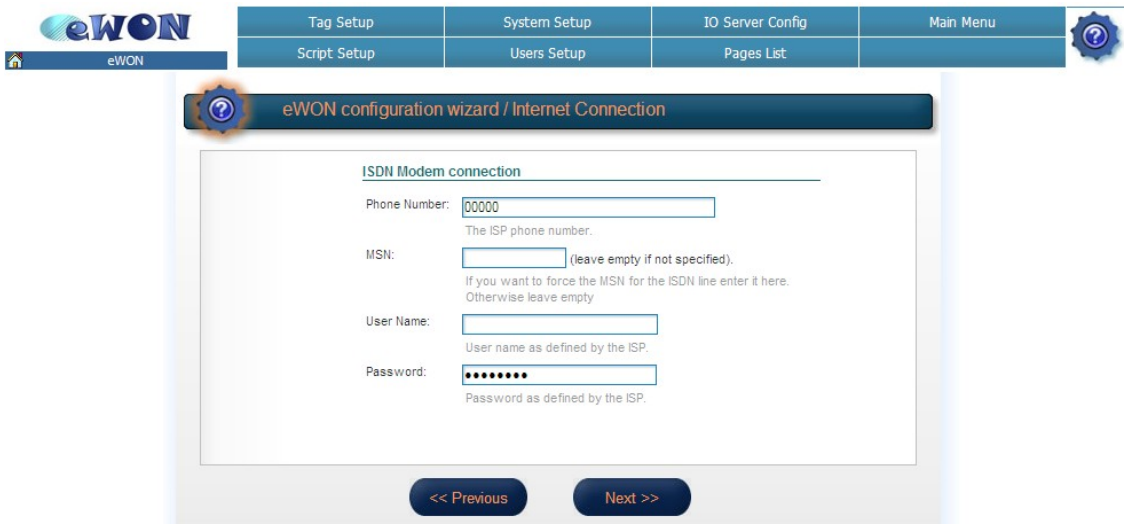
PSTN

If you have an eWON with a PSTN modem, when you select *Modem connection*, the following page will be displayed:

Insert the phone number, user name and password of your ISP provider (Internet Service Provider) and click on **Next**.

ISDN

If you have an eWON with an ISDN modem, when you select *Modem connection*, the following page will be displayed:

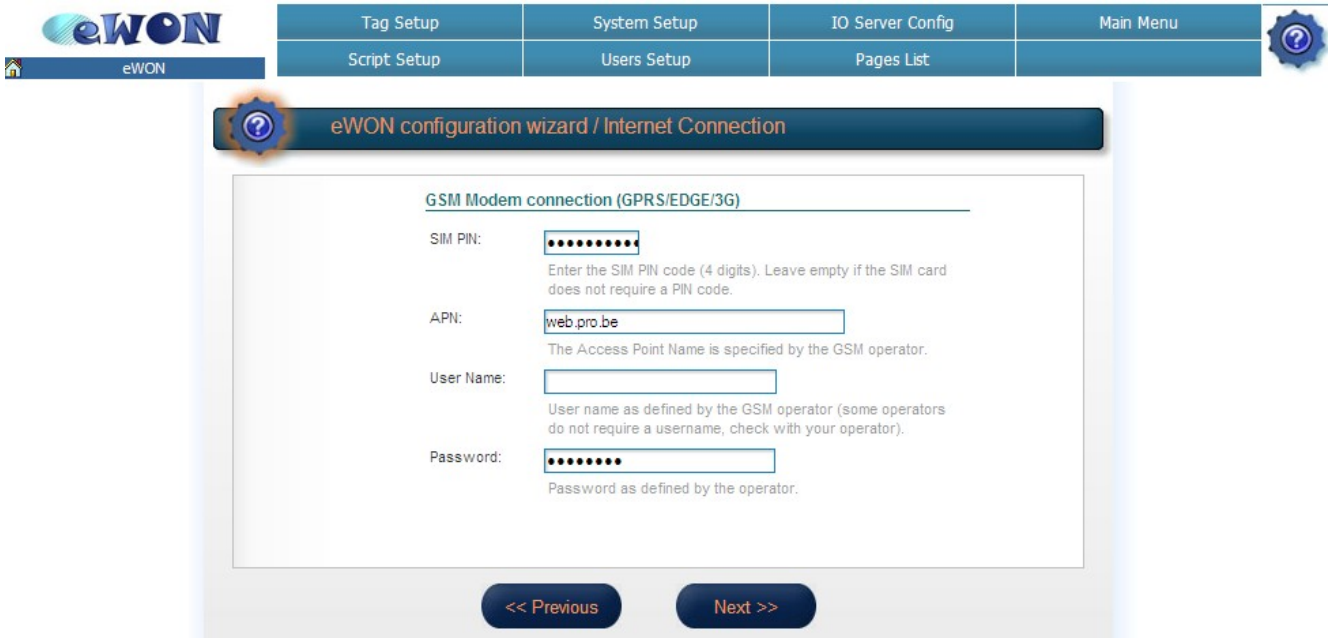


Insert the phone number, the user name and password of your ISP provider.

You can also encode the MSN number (provided by your supplier) in this page.

GPRS

If you have an eWON with a GPRS modem, when you select *Modem Connection* the following page will be displayed:

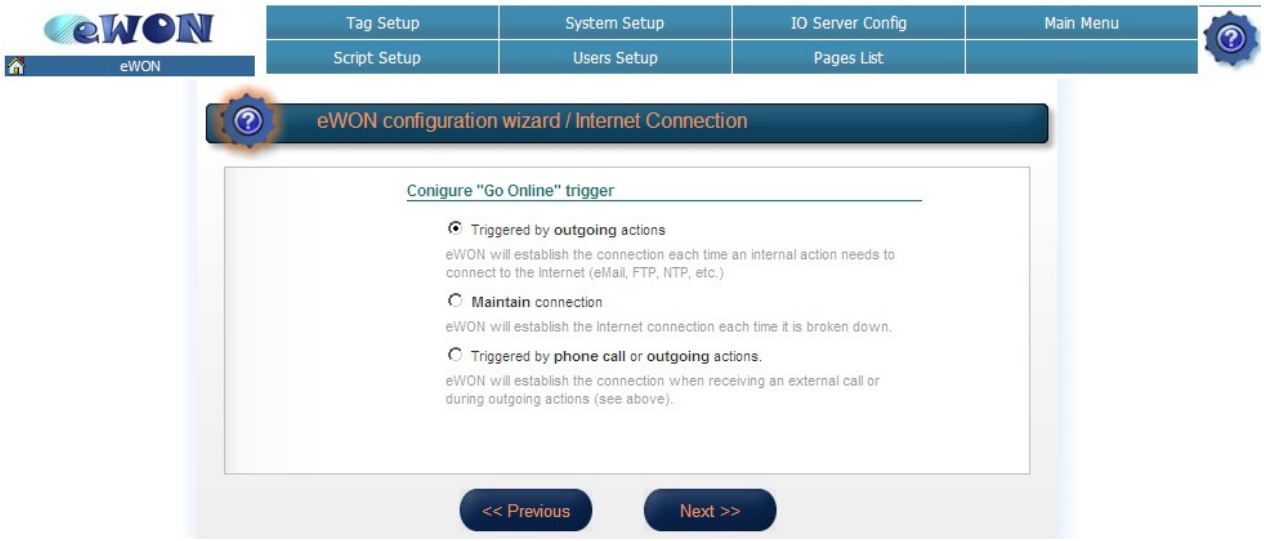


In this page, insert the PIN code that you have received with your SIM card, the APN provided by your GSM provider, a user name and a password. Click finally on **Next**.

Online Trigger

Once you have selected the connection type and configured your eWON's modem, you will have to choose how your eWON should go online. Three possibilities are offered:

- *Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)*
- *Maintain connection (the eWON is always connected)*
- *Triggered by phone call or outgoing actions (eWON can be "waken up" by a callback)*

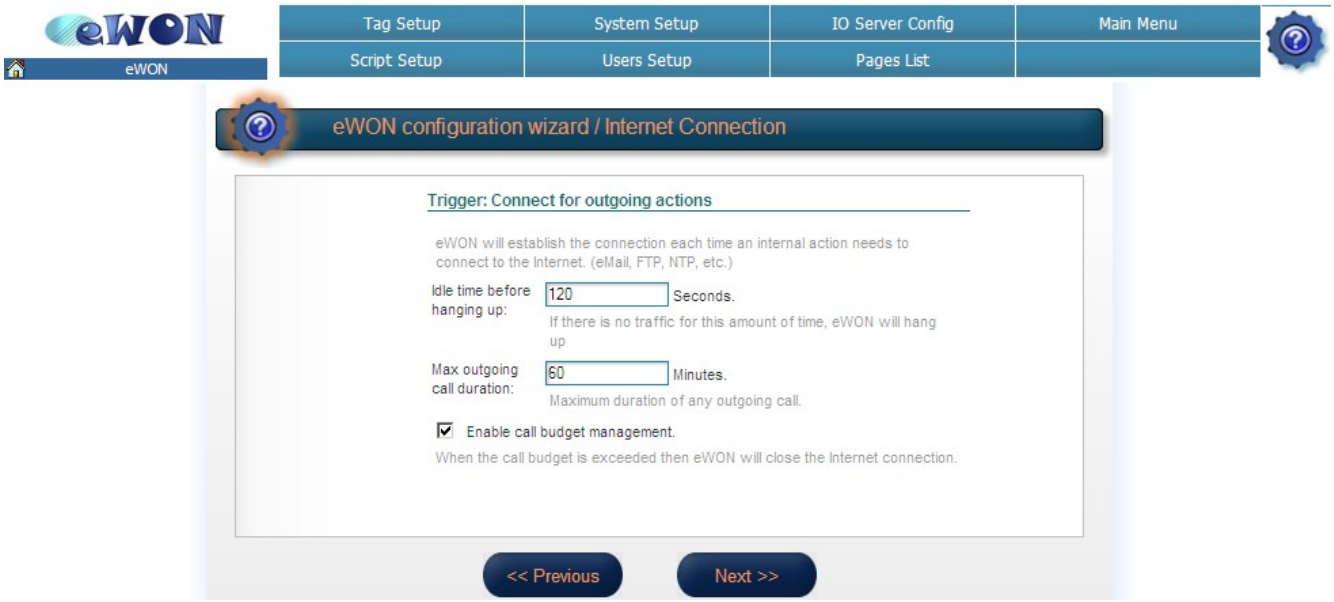


Choose one of those options and click on **Next**.

Connection Parameters

Depending on the trigger that you choose, you will have to specify different parameters.

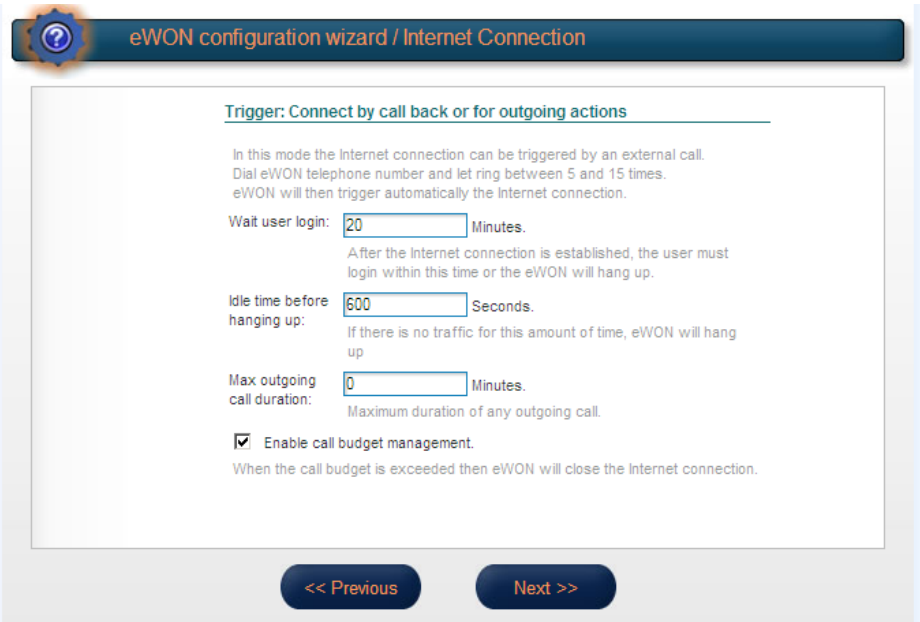
If you choose *Triggered by outgoing actions* or *Maintain connection*, the following page will open:



Define the *Idle time before hanging up,* the *Max outgoing call duration* and check if you want to enable the *Call budget management.*

If you select the *Maintain connection* option, uncheck the *Enable call budget management* box and set a higher *Max outgoing call duration*.

On the other hand, if you choose *Triggered by phone call or outgoing actions*, you will also have to specify the *Wait user login* (after the Internet connection is established, the user must log according to this parameter, otherwise the eWON will hang up).



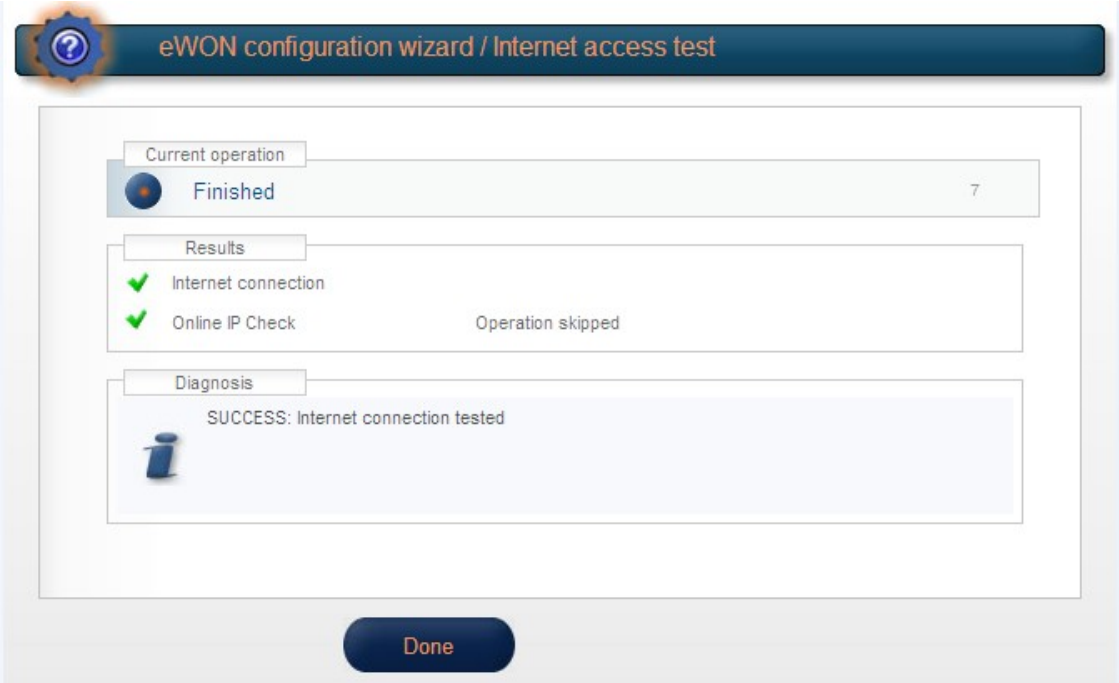
Click on **Next**.

Internet Connection Test

Once you have configured your modem according to your needs, you will be able to test your Internet connection:

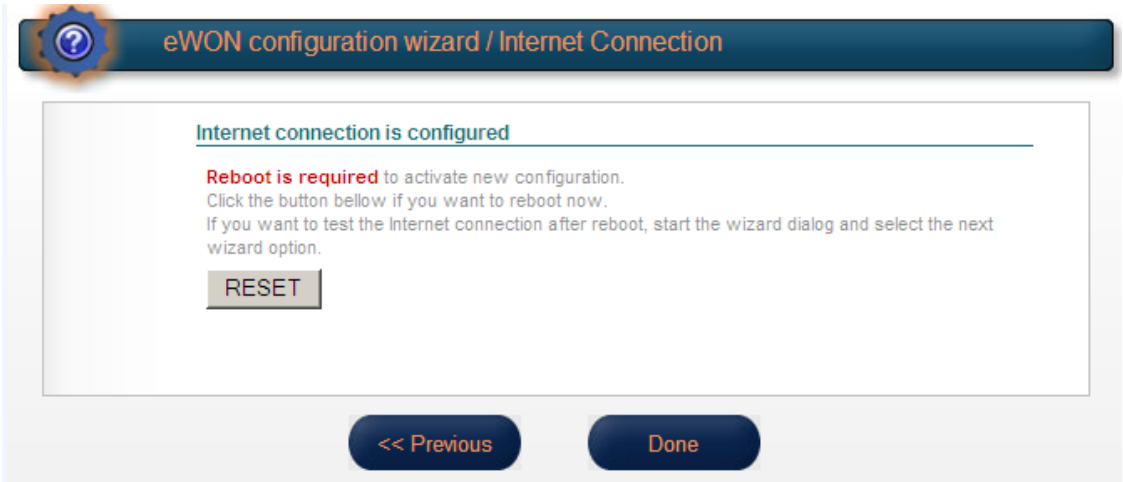
If you check the *Test online address* box, the eWON will perform an online IP check. If you have configured a connection through proxy or on an intranet, do not check this box. Click on **Test** to launch the Internet connection test.

Hereunder an example of a completed Internet connection test:



Internet Connection ✔ means that the eWON is correctly configured for an Internet connection. The **Online IP Check** ✔ means that the eWON was actually able to reach an IP address on the Internet

Be aware that for some parameters configuration (a change in the PIN code, for instance), the wizard will ask you to reboot your eWON in order to apply the modifications.



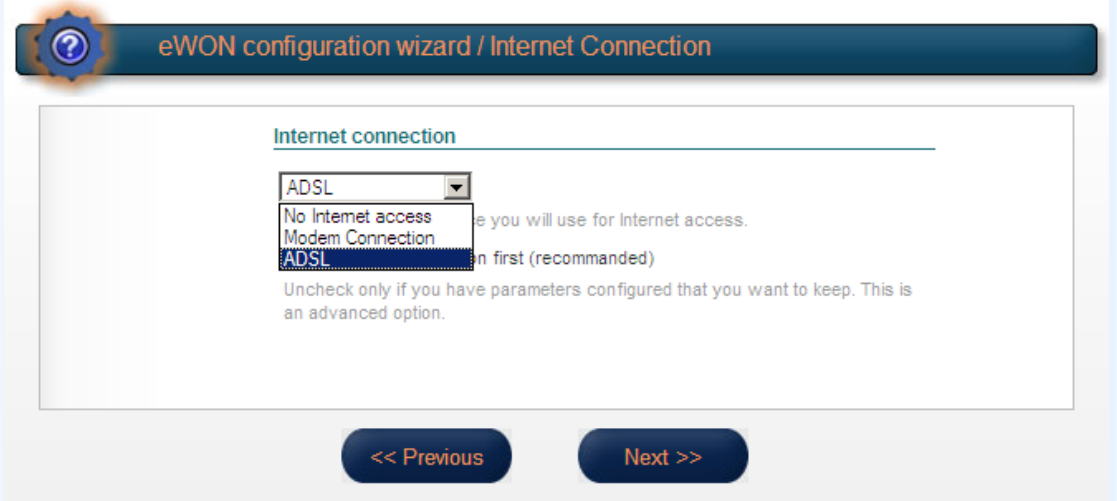
Click on the **Reset** button.

To test your Internet connection after a reboot, you can click on *Test INTERNET Connection* button in the Wizard homepage:

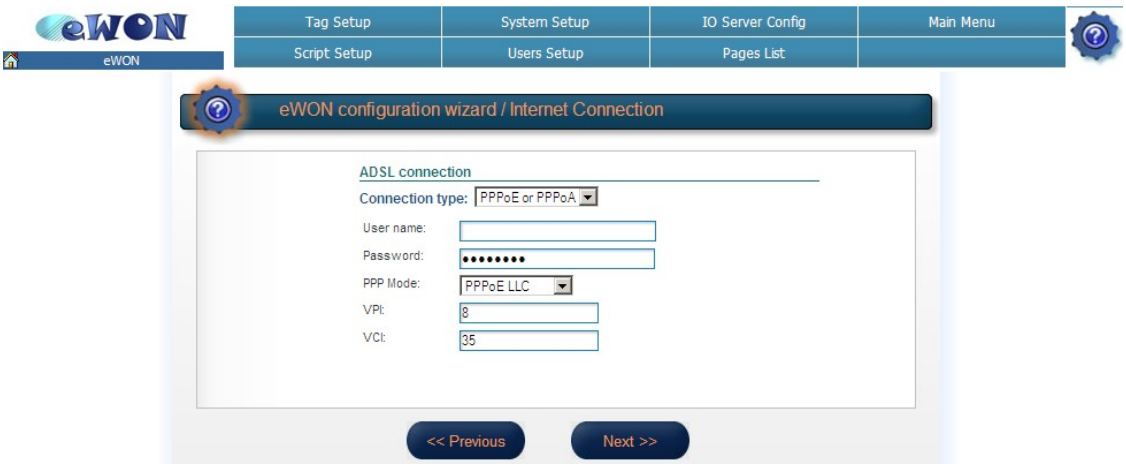
Internet Connection using the ADSL modem

ADSL connection Configuration

If you have an eWON with an ADSL modem, select ADSL and click on **Next**



In the following page, select your connection type and insert the user name and password of your ADSL subscription.

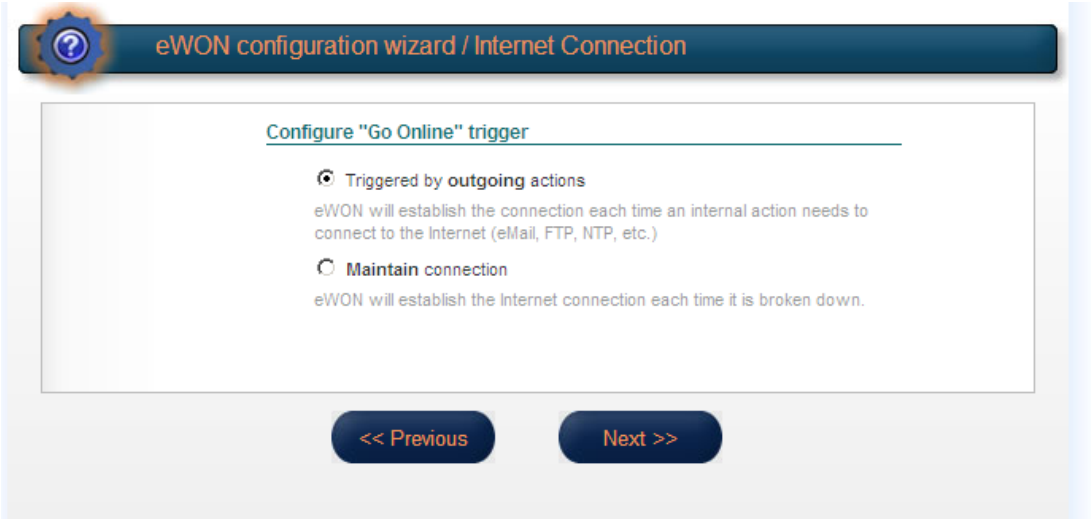


Click on **Next**

Online Trigger

Once you have selected the connection type and configured your eWON's modem, you will have to choose how your eWON should connect to the Internet. Here you have 2 options:

- *Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)*
- *Maintain connection (the eWON is always connected)*



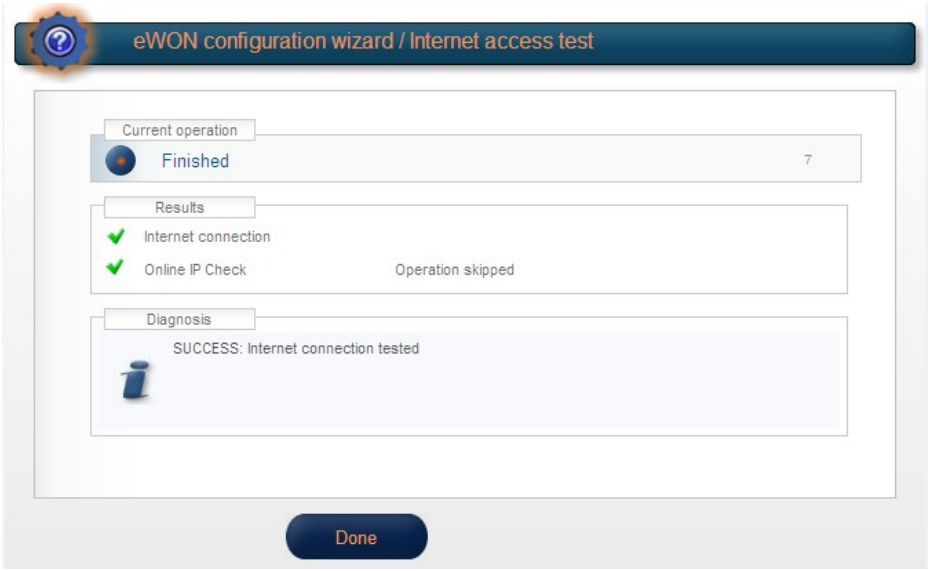
Make your choice and click on **Next**.

Internet Connection Test

Once you have configured your eWON's modem, you will be able to test your Internet connection:

If you check the *Test online address* box, the eWON will perform an online IP check.

Here under an example of a completed configuration of the Internet connection:



Internet Connection using a second Eth. interface

Ethernet WAN Configuration

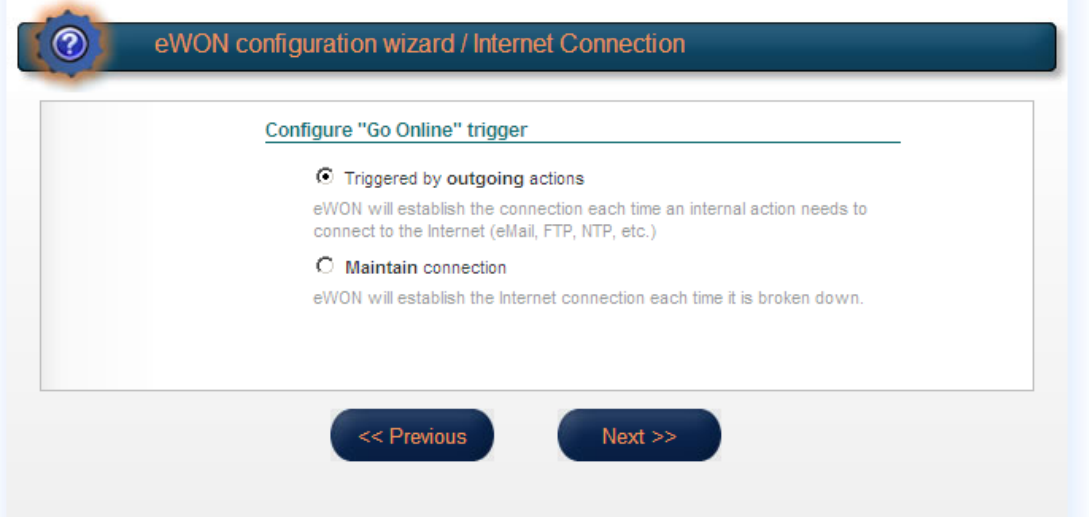
In the *Internet Connection* configuration page, select Ethernet WAN connection

and click on **Next**, the following configuration page will open:

This window will allow you to specify the settings of the second Ethernet interface. Use *DHCP* or choose *Static*. If you choose *Static,* the **Default Gateway** should be the router IP address which allows you to connect to the Internet.

Online Trigger

Once you have selected the connection type and configured your eWON's second Ethernet interface, you will have to choose how your eWON should connect to the Internet. Here you have 2 options:



- *Triggered by outgoing actions (the eWON goes online only if an eWON action occurs, e.g: send mail)*
- *Maintain connection (the eWON is always connected)*

Make your choice and click on **Next**.

Be aware that for this kind of connection, it is better to choose the *Maintain connection* option.

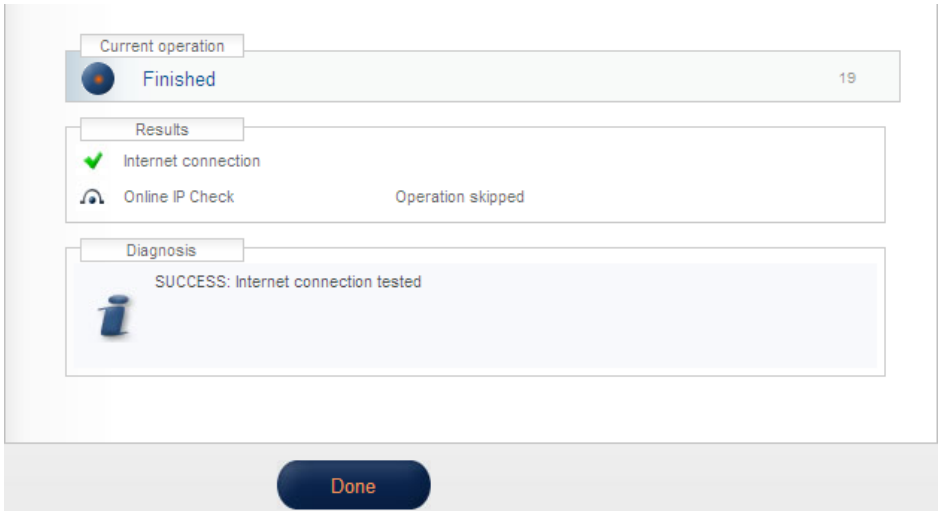
Internet Connection Test

Once you have configured your eWON's modem, you will be able to test your Internet connection:

If you check the *Test online address* box, the eWON will perform an online IP check.

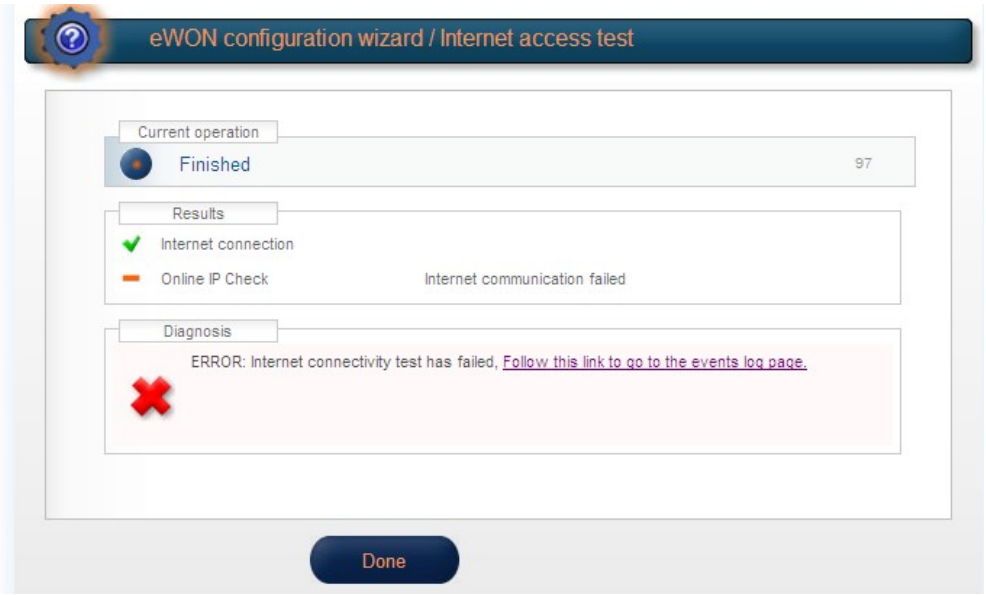
To test your Internet connection, you can also click on *Test INTERNET Connection* button in the Wizard homepage:

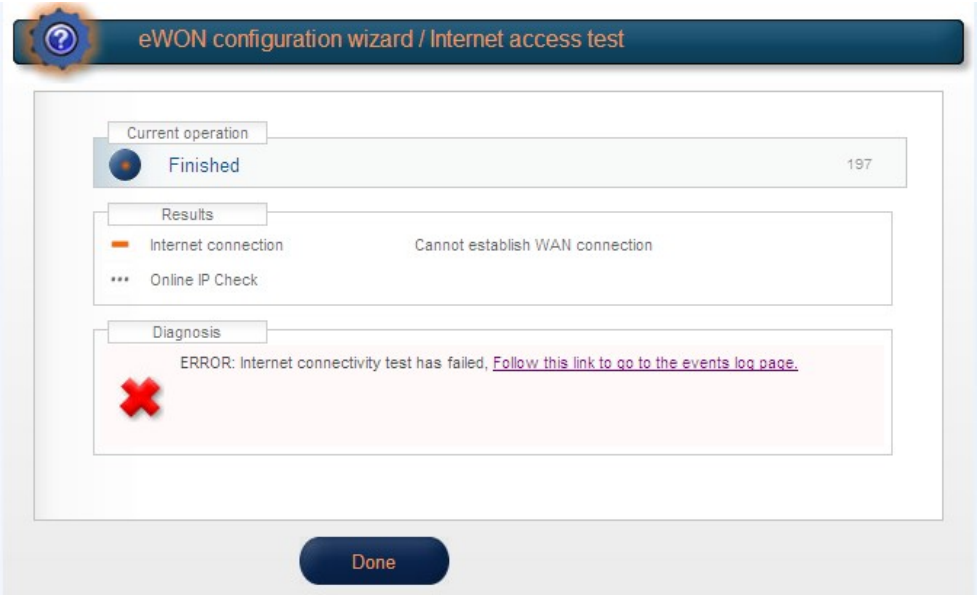
Hereunder an example of a completed Internet test:



When you are using the second Ethernet interface, this check means that your eWON is correctly configured. But it does not mean that the eWON could actually reach the Internet.

Troubleshooting

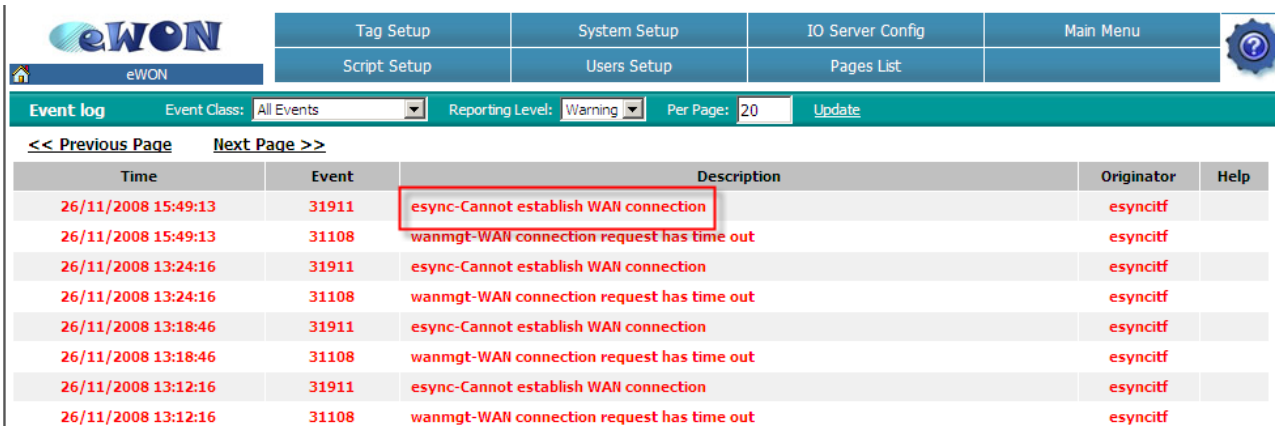




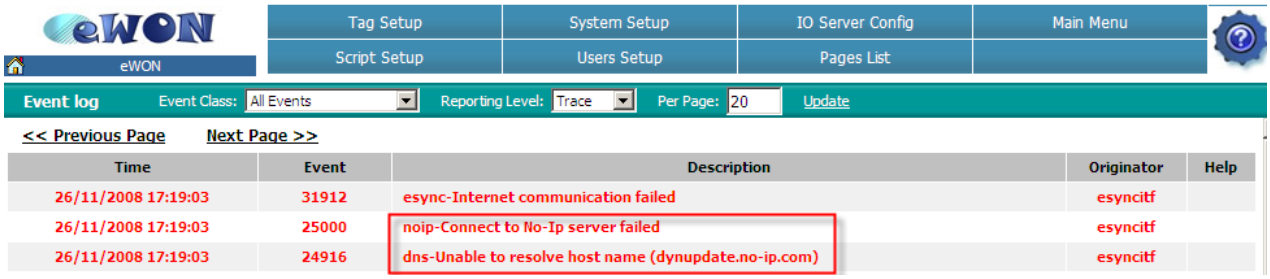
When you obtain an error message, click on the link next to the message. You will be redirected to the *Event log* page of your eWON to discover what is the problem.

Error Messages in Event Log:

Main Menu → Diagnostic → Event Log



Esync cannot establish WAN connection error message means that the eWON could not establish the outgoing connection. Check the modem configuration and the Internet access data (APN, ISP, etc.)



For the online IP check, the eWON tests a connection to the NO-IP server on the Internet. This error message means that the eWON could not connect to the NO-IP since the DNS server did not send an address. Check the DNS settings.

If you have correctly configured the DNS but still have an error message reporting that the connection to NO-IP failed, check that TCP port 8245 is opened on the “server” through which the eWON accesses INTERNET. Indeed, NO-IP listen on port TCP 8245.

Revisions

Revision Level	Date	Description
1.0	2008-12-20	First release.
1.1	2009-02-27	Chapter Troubleshooting updated (NO-IP TCP port 8245)

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