Ewon Knowhow

How to upgrade my Ewon hardware from 3G to 4G

SSH-0297-01-EN
Product type: Ewon Cosy131, Ewon Flexy

1. Preface

Cellular networks are by nature complex & versatile. In the life cycle of your Ewon base unit, some situations will require to adapt your connectivity capabilities.

- Customer upgrade request
- Adapt the Ewon base unit to different location/area
- Local Network modification (Technology phasing out / Coverage limitation)

Some countries are already starting to phase out mobile technologies like the 3G. Most of the time, the 2G (EDGE) networks will still remain allowing connectivity for most of the mobile devices.

By default, Ewon's cellular modems will automatically:

- Switch between 2G/3G for 3G models: FLB3202 – EC6133D
- Switch between 3G/4G for 4G models: FLB3204/5/9 – EC6133F/G/H

As an example, the Ewon base units using a 3G modem will be able to switch back automatically (default configuration) to the 2G networks. However, the 2G technology may be too slow to allow correct remote access. Therefore, a hardware upgrade of your Ewon will be required.

The following document explains what you need to consider to perform this change.

2. How to check my Ewon gateway modem type?

From the summary page via the EWON WEB Interface:

System Information

General

Ewon Type:	Cosy (EC6133G_00)
LAN IP/Mask:	192.168.2.53/255.255.255.0

Embedded modems

4G EU modem ✓

[From the EWON Cosy Interface]

Extension cards

3G extension card ✓

[From the EWON Flexy Interface]

From the Unit/Extension card label sticker:

Ewon Cosy Label

Ewon Extension card Label

The product code name following the part number is followed by the product code name that can allow a quick identification of the modem type.

3. Upgrade your Flexy device

Flexy base units use modem extension cards, they can be replaced to match the connection requirements (Check local network & mobile operator capabilities before ordering)

FLB3203 - Verizon 4G LTE

Verizon network compatible ONLY, no CDMA
4G: B4(AWS1700), B13(700) MHz

FLB3204 – EU 4G LTE

4G: B7(2600), B1(2100), B3(1800), B8(900), B20 (800)MHz
3G: B1 (2100), B8 (900) MHz

FLB3205 – NA 4G LTE (AT&T compliant)

4G: B12/B13(700),B5(850), B4(AWS1700),B2(1900)
3G: B2(1900), B5(850)MHz

FLB3209 – APAC 4G LTE

4G: B1, B3, B5, B7, B8, B18,B19,B21,B28,B38,B39,B40,B41
3G: B1, B5, B6, B8, B9, B19

HOW-TO replace your extension card

1) Power OFF the EWON base unit

2) Remove the current modem extension card. (If you use the same SIM card, remove sim card)

1	Hooks to be pressed are off-centered. Press while pulling upwards

3) Insert the SIM card into the new modem extension card

4) Insert the extension card – Any slot for FLEXY 205 / Slots B only for other FLEXY type

> **!** Cards that fit only in one slot type have a mechanical mistake-proof security to prevent them from being inserted in an incorrect slot type.

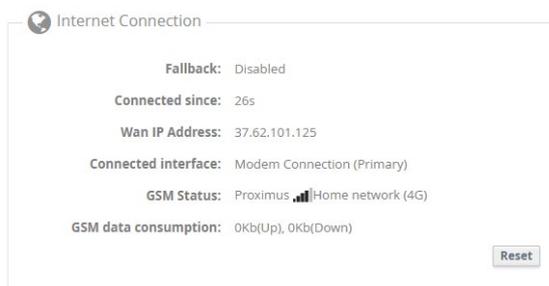5) Power on the EWON

6) Wait for LEDs signal and status confirmation

Item	Mark	Function
1	STAT	Tricolor: Red / Orange / Green Green ON = Modem is online
2	■	Reception Signal level Orange ON = level > 1 (poor signal)
3	■■	Reception Signal level Orange ON = level > 10 (signal ok)
4	■■■	Reception Signal level Orange ON = level > 16 (good signal)

ⓘ *The LEDs represent only the signal level and not the type of technology used to perform a connection.*

If the connection is not coming back automatically, please replay the Ewon Internet Wizard

Connection type and status are also visible in the EWON WEB interface on the summary page

Note:

> Power ON the EWON without any modem extension card replacement will automatically reset the connection mode. Ewon switch to no internet connection, no maintain connection ("Wancnx" & "Wanpermcnx" set to 0)
>
> In this case, after inserting the new extension card, you will need to replay the Internet connection wizard or adapt manually the configuration:
>
>> Modify the Network connection via the Menu:
>> System/Communication/Networking/Internet Connection/Main setup/Internet access
>>
>> Or set "Wancnx" to 1 for modem connection & "Wanpermcnx" to 1 for maintain connection

4. Upgrade your Cosy device

Ewon COSY units use embedded modems. This component can not be replaced or modified.

To ensure a connectivity modification, the replacement of the Ewon COSY unit is required.

Check local network & mobile operator capabilities before ordering

EC6133F – 4G APAC Quad-band Modem

LTE: B1, B3, B5, B7, B8, B18, B19, B21, B28, B38,B39, B40, B41
UMTS: B1, B5, B6, B8, B9, B19,B39

EC6133G– 4G EU Quad-band Modem

LTE: 800MHz (B20), 900MHz (B8), 1800MHz (B3), 2100MHz (B1), 2600MHz (B7)
UMTS/HSUPA: 900Mhz (B8), 2100MHz (B1)

EC6133H– 4G NA Quad-band Modem

LTE: 00MHz (B12/B13), 850MHz (B5), 1700MHz (B4), 1900MHz (B2)

UMTS/HSPUA: 850MHz (B5), 1900MHz (B2)

HOW-TO replace your Ewon COSY

eCatcher allows easy Ewon's replacement using the Takl2M connectivity parameters:

1. Connect to your eCatcher account

2. Select the existing Ewon unit that need to be replaced

3. Click on [Properties]

4. Click on [T2M Talk2M Connectivity]

➢ Use the setup wizard to generate a configuration USB/SD CARD

USB / SD Card
Create a USB or SD card configuration to connect your Ewon to your Talk2M account. [Launch Setup Wizard]
Firmware version ≥ 13.2 is required, but we recommend FW 13.3 which offers enforced encryption.

➢ Copy the Ewon activation key and use the Ewon Web interface to replay the VPN wizard

Activation Key
Every Ewon is assigned an Activation Key during its creation in Talk2M.
This key cannot be changed.
Activation Key: 515   ad12fa   [Copy to Clipboard]

The replaced Ewon should be powered off before configuring the new Ewon Cosy.
Once registered on Talk2M, all your eCatcher users will be able to connect to it without any extra modification.

Note:

If your previous Cosy device contains supplementary settings (not only Internet and Talk2M connection settings) you can also generate a manual backup (via ebuddy or FTP) of your previous Ewon device.

Restoring this backup (via eBuddy or FTP) will register the new device on your Talk2m account but replaying the Talk2M wizard (via the EWON web interface) is mandatory to fully align the configuration. Otherwise the Ewon will be connected in degraded mode to the Talk2M server, and several Talk2M features will not work.

The replaced EWON should be always powered OFF and disconnected from Internet before restoring the backup on the new unit. Skipping this step will generate connection issues for both Ewon devices.

Important User Information

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