



# IR900 Series Industrial Router Quick Guide

InHand Networks

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# 1. Product Information

The purpose of this guide to aid customers in installing and operating the 900 series Industrial Router, a cellular product of InHand Networks. Please make sure the product model and the accessories are included in the packaging.

Users will require a SIM card, which are available from cellular service providers. This guide specifically covers the IR912, may be applied to other IR900 series routers.

We include standard accessories with each IR900, but users may order optional accessories. After receiving the package, please check for missing or damaged items and contact InHand Networks sales representatives for replacements.

InHand provides optional accessories for different use cases. For details, please see the optional accessories list.

## 1.1 Standard Accessories

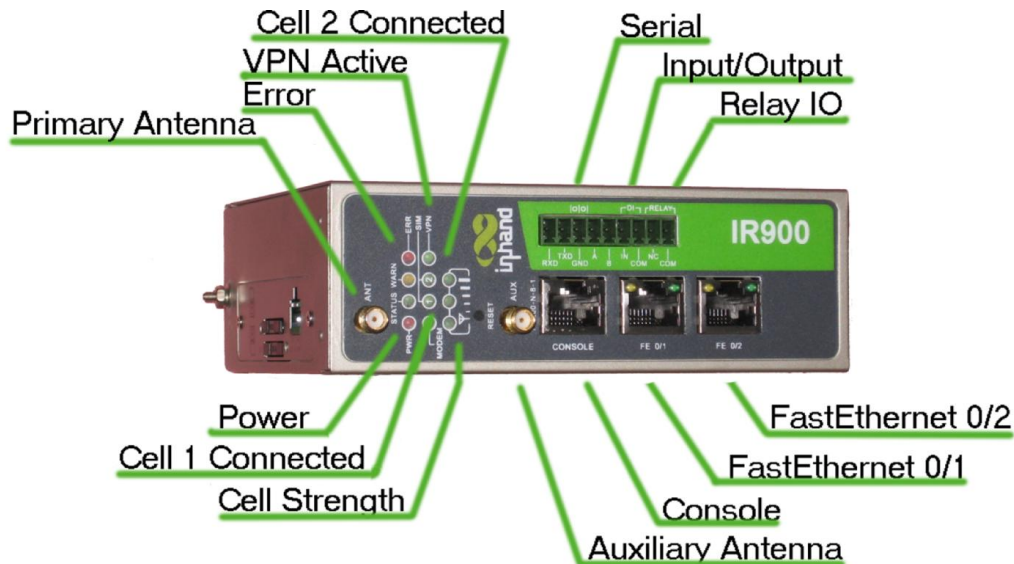
Accessories	Quantity	Description
IR900	1	IR900 series industrial router
Product Information	1	CD
DIN-Rail	1	Install router
Power Terminal	1	2 pin power terminal
Cable	1	1.5m
Antenna	1	3G/4G Antenna
Product guarantee card	1	Warranty period:1 year
Certification	1	Certificate of quality

## 1.2 Optional Accessories

Accessories	Quantity	Description
AC power cord	1	British, European standard
Power Adapter	1	VDC power adapter
Antenna	1	WIFI Antenna(for WIFI model)
Serial port cable	1	Connect Console port

## 2. Panel & structure

### 2.1 Layout



**Attention** IR900 series has a variety of port layouts and panel appearance, but all of the installation methods are the same.

### 2.2 Physical Dimensions

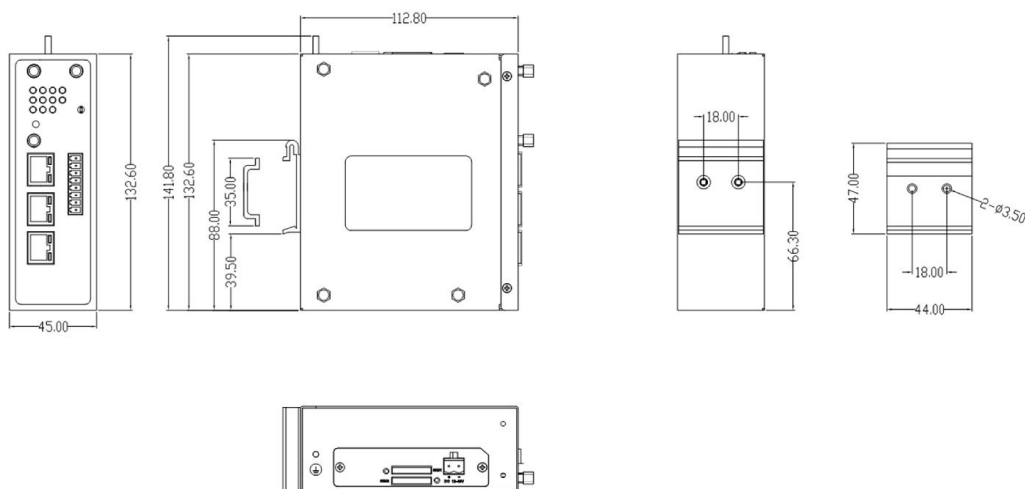


Figure 2-2, Dimensions

## 3. Installation Guide

- **Power Requirements:** 24 VDC (12 ~ 48VDC).
- **Operating Temperature:** -25 ~ 70 °C
- **Storage Temperature:** -40 ~ 85 °C
- **Humidity:** 5 ~ 90% relative humidity (noncondensing)
- Avoid direct sunlight, and keep away from heat sources or areas with strong electromagnetic interference.
- The InRouter needs to be installed on an industrial DIN-Rail.
- Please check whether installed the needed cables and connectors.

### 3.1 DIN Rail Mounting

#### 3.1.1 DIN Rail Installation

##### Installation Steps:

A DIN-Rail mounting bracket is fixed to the back of the IR900. To mount the router, follow these steps:

1. Hook the top seat of the mounting bracket onto the DIN rail.
2. Push the bottom of the IR900 towards the DIN rail, causing the bottom lip to snap onto the bottom of the rail. This may require some force.

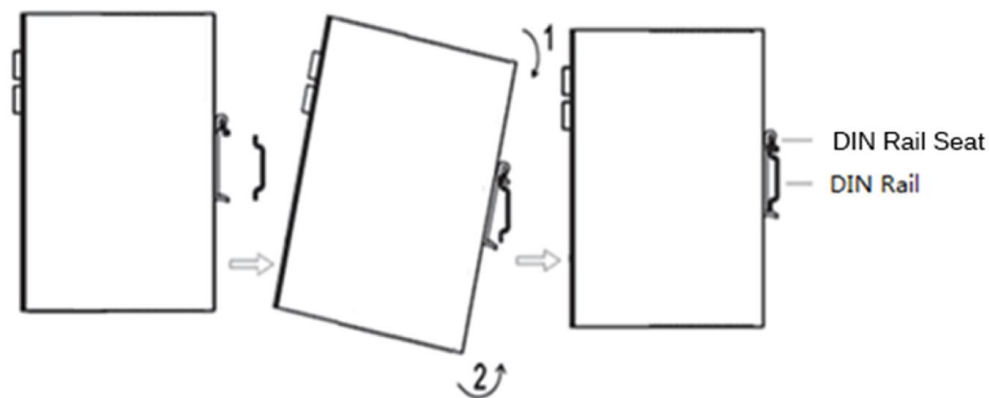


Figure 3-1-1, DIN rail mount.

### 3.1.2 DIN rail disassembly

Removing the IR900 is opposite of mounting it:

1. Pull the bottom part of the router out until the bottom lip of the bracket unclips from the rail. This may take some force.
2. Lift the IR900 so that the rail seat clears the top part of the DIN rail. The router will now be free of the DIN rail.

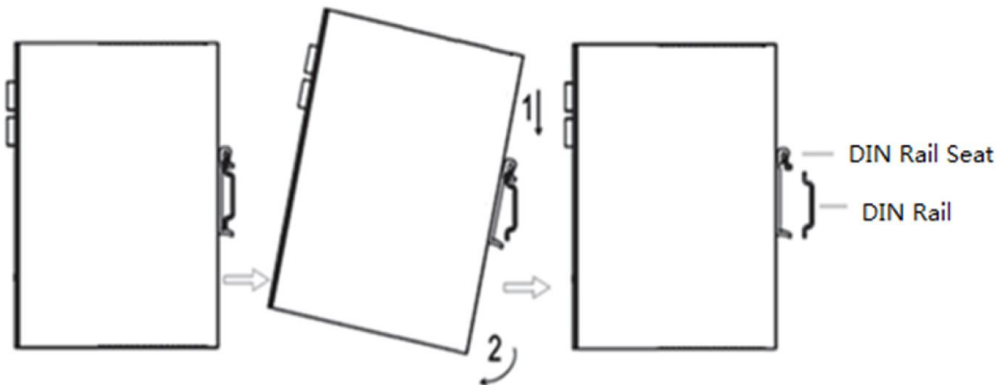


Figure 3-1-2, DIN Dismount

## 3.2 Wall Mount

### 3.2.1 Wall Mount Installation

1. Select the installation location of the device, making sure there is enough space.
2. Use a screwdriver to attach the wall mounting plate to the back of the device as shown in Figure 3-3.

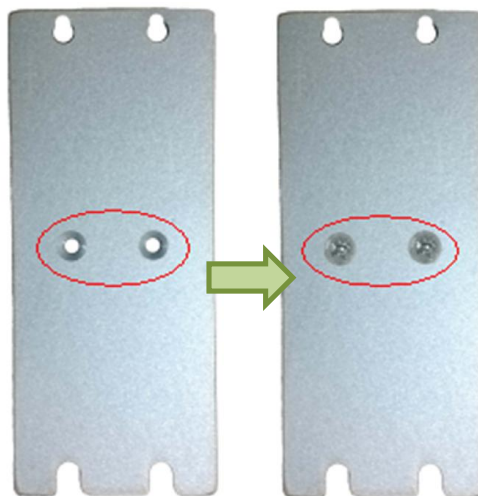


Figure 3-2-1-1, Wall mounting plate

3. Screw the wall mounting plate to the wall. Make sure it is steady and

well anchored.



Figure 3-2-1-2 Wall mounting

### 3.2.2 Wall Mount disassembly

To uninstall the device, hold it with one hand, while unscrewing it from the wall.



## 3.3 SIM Card Installation

**Before changing SIM cards, power off the device!**

1. To open the SIM card slot press the small yellow button beside the SIM slot.
2. A small plastic SIM holder will pop out.
3. Put a SIM card into the holder. Micro or nano SIM cards will need an adapter.
4. Insert the SIM holder.
5. The IR900 supports dual SIM cards.



Figure 3–3. SIM Holder.

- To connect to a GSM/HSPA+ network like AT&T or T-mobile, users need a SIM card.
- To connect to a CDMA network like Verizon, users need the Verizon edition of the IR900, which has no SIM card slot.
- Look for the SIM card slots on the top of the case. If the device has SIM card slots, it is a GSM device. But, if the router has no SIM slot it is CDMA.

### 3.4 Antenna Installation

1. To attach the antenna, first screw the antenna into its base.
  - a. Do not turn it too tight and damage the rubber coating.
2. Attach the antenna by screwing it onto the SMA connector.
3. Check the letters on the base of the antenna:
  - a. 2G GSM networks require a '**G**' type antenna.
  - b. 3G EVDO or 2G CDMA networks require a '**C-E**' type antenna.
  - c. 3G WCDMA/HSPA+ networks requires a '**W**' type antenna.



Figure 3-4. The 'W' antenna matches a HSPA+ SIM card.



---

#### Instruction

- IR900 supports a primary and backup antenna. The primary antenna is marked ANT, while the backup antenna is marked AUX.
  - It is preferable to use the ANT primary antenna. Connect an additional backup antenna when the signal is weak.
-

### 3.5 Power Supply Installation

1. Before proceeding, insert the power terminal into the DC power plug.
2. Loosen the lockdown screws.
3. Note which side of the terminal is positive and which side is negative.
4. Find the leads from the DC power source and insert the lead wires.
5. Finally, tighten the lock-down screws by turning them clockwise.



Figure 3-5-1 The DC power terminal



Figure 3-5-2 DC Power.



If users insert the leads into the wrong hole, the router will not start and the user must switch the wires.

### 3.6 Ground Terminal Installation

To ground the device, follow these steps:

1. Loosen the grounding screw.
2. Connect a grounding wire to the grounding screw.
3. Tighten the ground screw.



**Attention** In order to improve radiation protection and ESD resistance, equipment must be grounded. The grounding method will vary from site to site.

## 3.7 Ethernet Connection

- Plug one end of an Ethernet CAT5e cable into the FE 0/2 port.
- Plug the other end into a PC.



Figure 3-7, Ethernet.

## 3.8 Serial and IO Interface

The serial, IO and relay interfaces are used to connect PLCs and other industrial devices. IR900 provide two serial interface modes: RS232 and RS485.

To begin connecting the serial port, first obtain:

A green elbow terminator

A small flat-head screwdriver

Light duty copper wire

1. For RS232, connect these wires:
  - a. Rx
  - b. Tx
  - c. GND
2. For RS485, attach:
  - a. A (Non-inverting)
  - b. B (Inverting)
  - c. GND (optional)
3. To connect the IO interface:
  - a. 'IN' represents digital input
  - b. COM represents the ground
4. RELAY interface
  - a. 'NC' represents relay output
  - b. COM represents the ground

Tighten the lockdown screws.

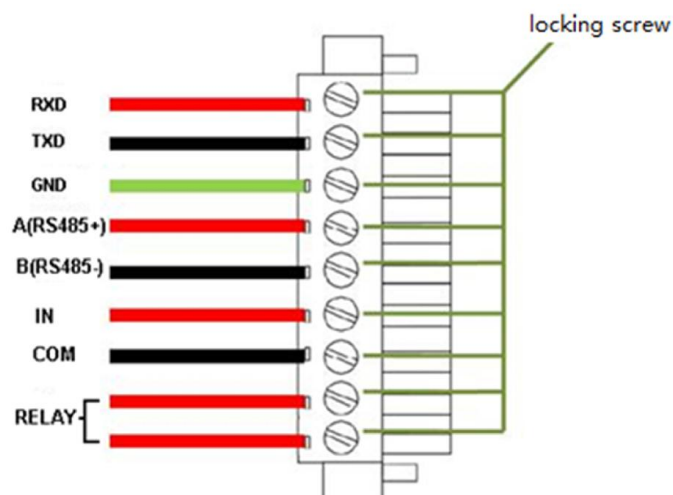


Figure 3-8, Serial Pinout



**Instruction** Many users connect the lead wires into the wrong serial ports. If the PLC is not properly connected, try rewiring the serial port.

## 4. Access the Web Interface

### 4.1 Set the PC's IP address

1. Before starting, disconnect from any VPNs or proxies and temporarily disable the computers wireless interface.
2. Open the **Control Panel** and click **View network status**.

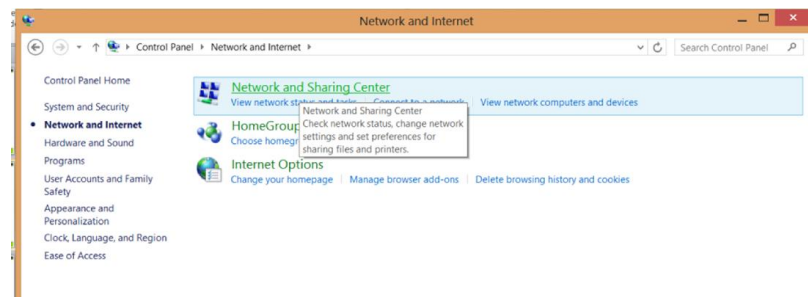


Figure 4-1-1, Control Panel

3. Click the **Ethernet** or **Local area network** button.

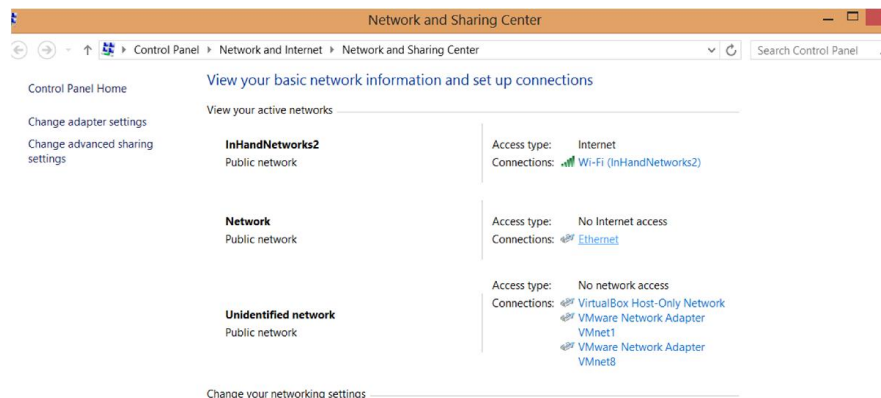


Figure 4-1-2, Network Center

- Click the **Properties** button to enter the window “Local Connection Properties.”

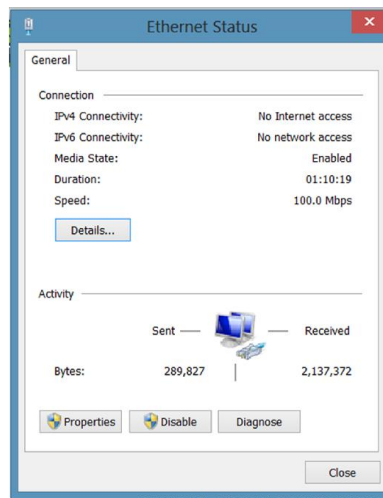


Figure 4-1-3, Ethernet Status

- Select the text box “Internet Protocol Version 4 (TCP/IPv4),” and click **Properties**.

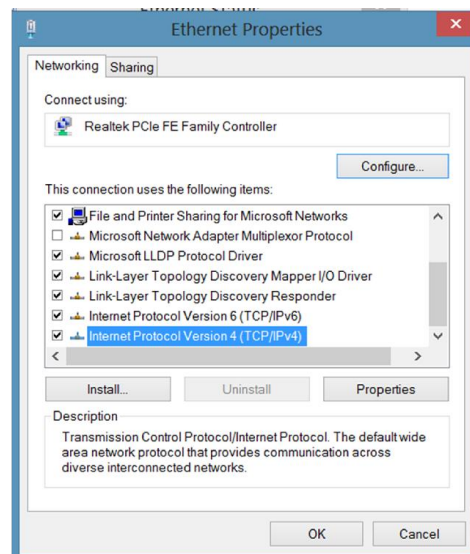


Figure 4-1-4, IP Settings

6. Set the IP address to 192.168.2.50 (or any IP from the range of 192.168.2.3 – 192.168.2.254)
7. Set the subnet mask to 255.255.255.0
8. Set the gateway to 192.168.2.1
9. Press **OK** and exit all windows to save.

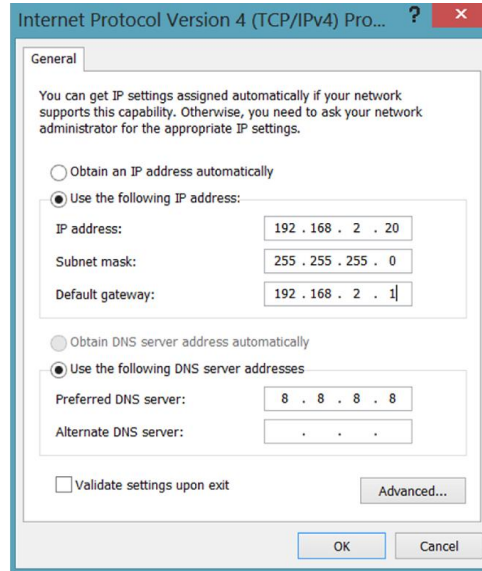


Figure 4-1-5, IPv4 Settings

10. Ping 192.168.2.1 to make sure the PC is connected.
  - c. If it does not connect, be sure to:
    - i. Disconnect from any proxy servers or VPNs.
    - ii. Check the Ethernet link lights and cables.
    - iii. Check for power on all the devices
    - iv. Check the IPv4 settings on the PC

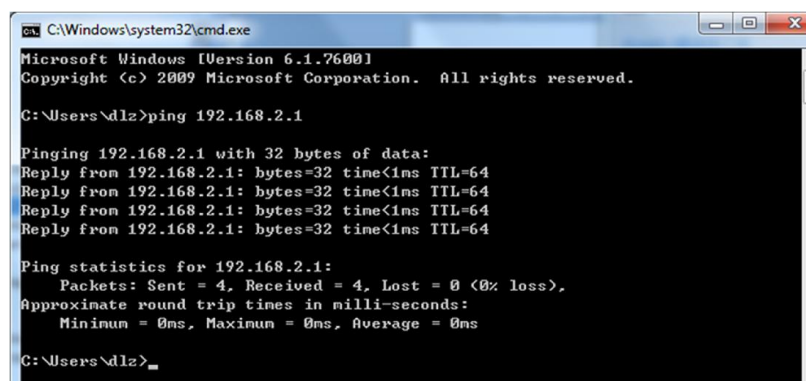


Figure 4-1-6, Ping 8.8.8.8



## 4.2 Log into the Web interface.

1. To begin configuring the IR900, open your preferred browser.
2. Type **192.168.2.1** into the address bar and press enter.
  - a. Username: **adm**
  - b. Password: **123456**
3. The web interface controls all the IG601's features.



Figure 4-2, Web login.

## 4.3 Set the Language to English

Some customers may purchase an IR900 with a default languages other than English. To change the interface language follow these steps:

1. Click on the far top-left button: **System**.
2. Click on the first drop-down menu item. **Basic Setup**.

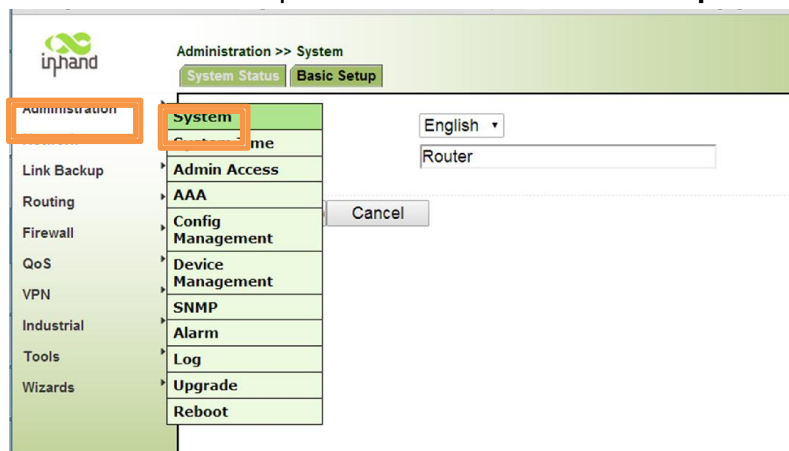


Figure 4-3-1

3. Click on the drop-down menu and select English, Ingles, or 英语.
4. Click the bottom-left button, **Apply**.

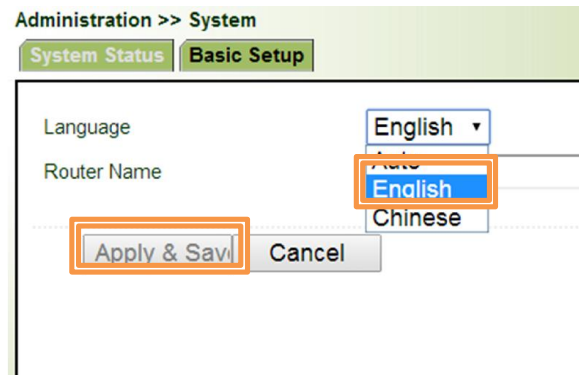


Figure 4-3-2

## 5. Basic Configuration

### 5.1 Cellular Settings

#### 5.1.1 Find the SIM settings

- Search for the SIM card's settings in your favorite search engine.
- Save these settings for later.
- Many GSM cards will require an APN like 'epc.t-mobile,' with a blank username and password.

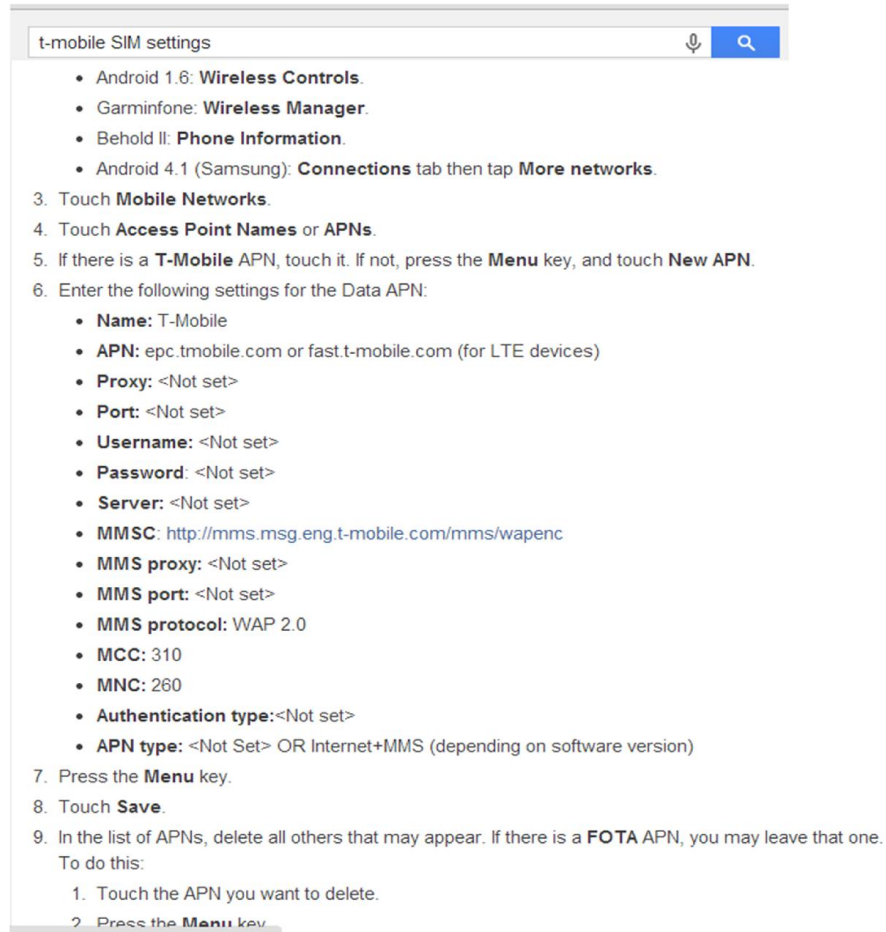


Figure 5-1-1

### 5.1.2 Enter the Cell Network Settings.

To enter the correct SIM settings:

- Open the web interface by typing 192.168.2.1 into the browser's address bar, as shown in chapter 4.
- Navigate to **Network >> Cellular** on the left sidebar.
- Press the **Cellular** tab on the top.
- Enter the SIM card settings under 'Profile.'
- Make sure that SIM 1 is enabled, not SIM 2.
- Click **Add**
- Press **Apply and Save**

Network >> Cellular

Status Cellular

ICMP Detection Max Retries: 5

ICMP Detection Strict: ☐

Show Advanced Options: ☒

Initial Commands:

RSSI Poll Interval: 120 s

Dial Timeout: 120 s

MTU: 1500

MRU: 1500

Use default asyncmap: ☐

Use Peer DNS: ☒

LCP Interval: 55 s(0: disable)

LCP Max Retries: 5

Dual SIM Enable: ☐

Debug: ☐

Expert Options:

Profile

Index	Network Type	APN	Access Number	Auth Method	Username	Password
1	GSM	epic.tmobile.com	*99***1#	Auto		
	GSM			Auto		

Add

Apply & Save Cancel

Figure 5-1-2

### 5.1.3 Check the Status

- Make sure there is an IP on the **Network >> Cellular >> Status** tab.
- Check that the 'Status\_' is 'Connected.'

Network >> Cellular

Status Cellular

**Modem**

Active SIM	SIM 1
IMEI Code	359998041175821
IMSI Code	310260262438893
Phone Number	17038701773
Signal Level	➔ (9 asu -95 dBm)
Register Status	registered
Operator	310260
Network Type	3G
LAC	B476
Cell ID	0D2DD8E

**Network**

Status	Connected
IP Address	30.64.5.202
Netmask	255.255.255.255
Gateway	1.1.1.3
DNS	10.177.0.34 10.168.191.116
MTU	1500
Connection time	0 day, 00:06:10

Figure 5-1-3, Cell Status

### 5.1.4 Test the Connection

- Navigate to **Tools >> Ping**
- Ping **8.8.8.8** to test the connection.

Tools >> Ping

Ping

Host  Ping

Ping Count

Packet Size  Bytes

Expert Options

```
PING 8.8.8.8 (8.8.8.8): 32 data bytes
40 bytes from 8.8.8.8: seq=0 ttl=38 time=149.373 ms
40 bytes from 8.8.8.8: seq=1 ttl=38 time=129.030 ms
40 bytes from 8.8.8.8: seq=2 ttl=38 time=128.426 ms
40 bytes from 8.8.8.8: seq=3 ttl=38 time=158.702 ms

--- 8.8.8.8 ping statistics ---
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max = 128.426/141.382/158.702 ms
```

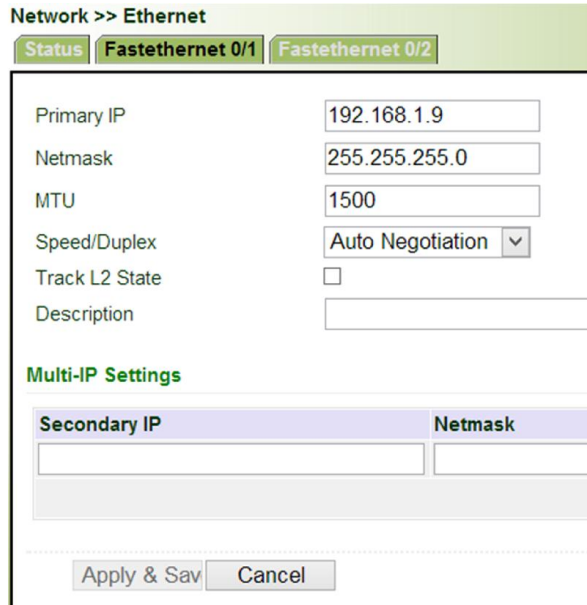
Figure 5-1-4, Ping 8.8.8.8

If the cellular interface is not reaching the internet:

- Attach the correct antenna.
- Check the SIM card:
  - Is it in good standing?
  - Does it have a data plan?
  - Are the contacts too worn?
- Check the WAP name.
- Make sure the cell data plan is not over the data limit and in good standing.

## 5.2 Change an Interface's IP Address

- To change the Ethernet interface address, navigate to **Network >> LAN**.
- Under "IP Address" enter the desired IP for the LAN port.
- Under "Netmask" enter the subnet mask.
- Be sure to click **Apply**.



Network >> Ethernet

Status Fastethernet 0/1 Fastethernet 0/2

Primary IP 192.168.1.9

Netmask 255.255.255.0

MTU 1500

Speed/Duplex Auto Negotiation

Track L2 State ☐

Description

Multi-IP Settings

Secondary IP	Netmask

Apply & Save Cancel

Figure 5-2-1

- F0/1 defaults to 192.168.1.1/24.
- F0/2 defaults to 192.168.2.1/24.
- The management IP is the F0/2 address.

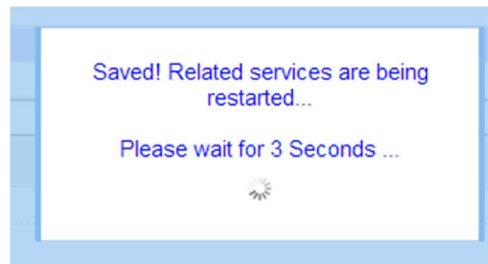


**Use caution when changing the LAN port's IP address.**

- After applying the new configuration, the web interface will reload in approximately twenty seconds.  
Change the IP of the PC's Ethernet interface so that it is on the

same subnet.

- Finally, type the new IP of the IR900's LAV port into the browser's address bar.



- In **Tools >> Ping**, ping 8.8.8.8 to test WAN connectivity.

Host	<input type="text" value="8.8.8.8"/>	<input type="button" value="Ping"/>
Ping Count	<input type="text" value="4"/>	
Packet Size	<input type="text" value="32"/> Bytes	
Expert Options	<input type="text"/>	

```

PING 8.8.8.8 (8.8.8.8): 32 data bytes
40 bytes from 8.8.8.8: seq=0 ttl=45 time=22.992 ms
40 bytes from 8.8.8.8: seq=1 ttl=45 time=22.039 ms
40 bytes from 8.8.8.8: seq=2 ttl=45 time=21.854 ms
40 bytes from 8.8.8.8: seq=3 ttl=45 time=26.707 ms

--- 8.8.8.8 ping statistics ---
4 packets transmitted, 4 packets received, 0% packet loss
round-trip min/avg/max = 21.854/23.398/26.707 ms
  
```

Figure 5-2-2

- Sometimes users may forget the IP or there may be a problem with the interface configuration.
- If users enter the new IP into the browser, then change their PC's IP and still cannot connect. Either hard reset the device or configure it via console cable.
- The end of this document instructs users on how to reset the device with the physical **RESET** button.

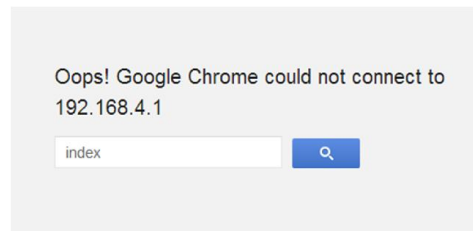


Figure 5-2-3

## 6. Diagnose the IR900

### 6.1 View the Log

- To view system logs, go to **Administration >> Log**.
- The logs are vital to diagnosing and fixing problems.

Administration >> Log

Log System Log

20 Lines

System	System Time	Content
Admin Access		Too many logs, old logs are not displayed. Please
AAA		redial[820]: send to modem (8): AT+CSQ^M
Config Management		redial[820]: modem response (21): ^M +CSQ: 99,9
Device Management		redial[820]: detecting modem signal (19/30)...
SNMP		redial[820]: send to modem (8): AT+CSQ^M
Alarm		redial[820]: modem response (21): ^M +CSQ: 99,9
Log		redial[820]: detecting modem signal (20/30)...
Upgrade		
Reboot		
info	Dec 28 06:15:44	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 06:15:44	redial[820]: modem response (21): ^M +CSQ: 99,9
info	Dec 28 06:15:47	redial[820]: detecting modem signal (21/30)...
info	Dec 28 06:15:47	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 06:15:47	redial[820]: modem response (21): ^M +CSQ: 99,9
info	Dec 28	redial[820]: detecting modem signal (22/30)...

Figure 6-1, Logs



## 6.2 Download the Log File

- To download the log files, navigate to **Administration >> Log**.
- Scroll down to the bottom of the page.
- Click **Download Log File**.

Administration >> Log

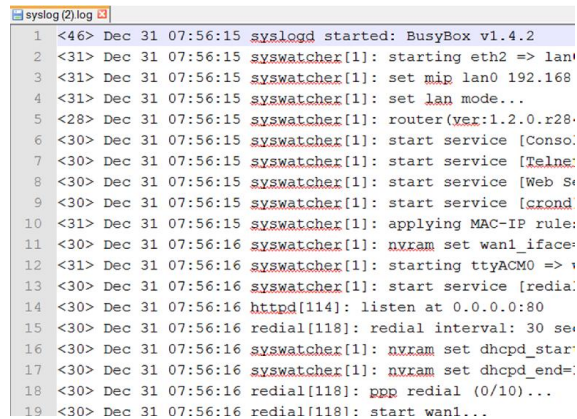
Log System Log

info	00:23:56	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 00:23:56	redial[820]: modem response (21): ^M +CSQ: 99,99^M ^M OK^M
info	Dec 28 00:23:59	redial[820]: detecting modem signal (28/30)...
info	Dec 28 00:23:59	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 00:23:59	redial[820]: modem response (21): ^M +CSQ: 99,99^M ^M OK^M
info	Dec 28 00:24:02	redial[820]: detecting modem signal (29/30)...
info	Dec 28 00:24:02	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 00:24:02	redial[820]: modem response (21): ^M +CSQ: 99,99^M ^M OK^M
info	Dec 28 00:24:05	redial[820]: detecting modem signal (30/30)...
info	Dec 28 00:24:05	redial[820]: send to modem (8): AT+CSQ^M
info	Dec 28 00:24:05	redial[820]: modem response (21): ^M +CSQ: 99,99^M ^M OK^M
info	Dec 28 00:24:05	redial[820]: modem has no signal, check the antenna!
info	Dec 28 00:24:08	redial[820]: retry AT_CMD_CSQ reach max 30, re-scan modem
info	Dec 28 00:24:18	redial[820]: scanning modem (16/120)...
info	Dec 28 00:24:18	redial[820]: got an attached device

Figure 6-2, Download Logs

## 6.3 Open the Log File

- The browser will download the log files to /<user>/Downloads
- Open the log files with **Notepad++** or a comparable document editor.
- Windows Notepad will not open the log files properly.



```
1 <46> Dec 31 07:56:15 syslogd started: BusyBox v1.4.2
2 <31> Dec 31 07:56:15 syswatcher[1]: starting eth2 => lan
3 <31> Dec 31 07:56:15 syswatcher[1]: set mip lan0 192.168
4 <31> Dec 31 07:56:15 syswatcher[1]: set lan mode...
5 <28> Dec 31 07:56:15 syswatcher[1]: router(ver:1.2.0.r28
6 <30> Dec 31 07:56:15 syswatcher[1]: start service [Conso
7 <30> Dec 31 07:56:15 syswatcher[1]: start service [Telne
8 <30> Dec 31 07:56:15 syswatcher[1]: start service [Web S
9 <30> Dec 31 07:56:15 syswatcher[1]: start service [crond
10 <31> Dec 31 07:56:15 syswatcher[1]: applying MAC-IP rule:
11 <30> Dec 31 07:56:16 syswatcher[1]: nvram set wan1_iface:
12 <31> Dec 31 07:56:16 syswatcher[1]: starting ttyACM0 =>
13 <30> Dec 31 07:56:16 syswatcher[1]: start service [redial
14 <30> Dec 31 07:56:16 httpd[114]: listen at 0.0.0.0:80
15 <30> Dec 31 07:56:16 redial[118]: redial interval: 30 se
16 <30> Dec 31 07:56:16 syswatcher[1]: nvram set dhcpd_star
17 <30> Dec 31 07:56:16 syswatcher[1]: nvram set dhcpd_end=
18 <30> Dec 31 07:56:16 redial[118]: ppp redial (0/10)...
19 <30> Dec 31 07:56:16 redial[118]: start wan1...
```

Figure 6-3, Open Logs

## 6.4 Diagnose the Logs

- To view system logs, go to **Administration >> Log**.
- In this example, the cellular interface is trying to establish a connection over and over. The modem is constantly redialing.
- I must check the cell interface in **Network >> Cellular**.

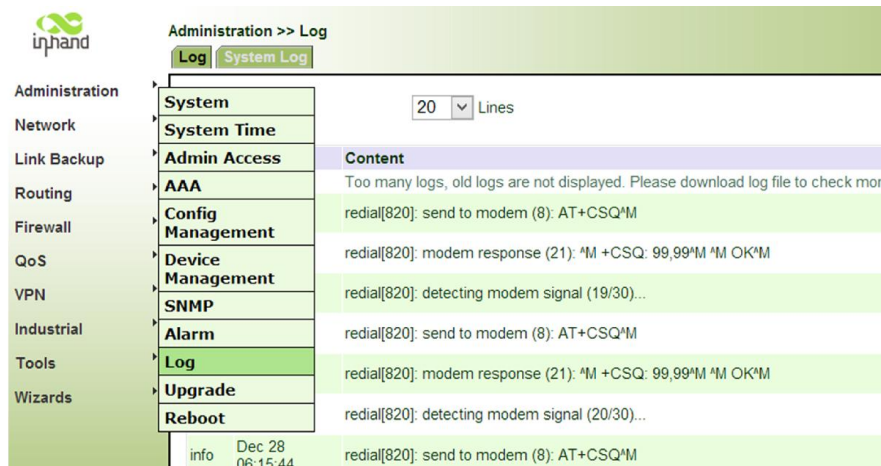


Figure 6-4-1, Diagnose logs.

- The **Network >> Cellular** page shows the cellular interface is attempting to 'register,' or connect to the cellular provider.
- However, the interface is 'disconnected,' and reads 'SIM/UM' card failure.
- On further inspection, I notice the router has no SIM card in slot 1.

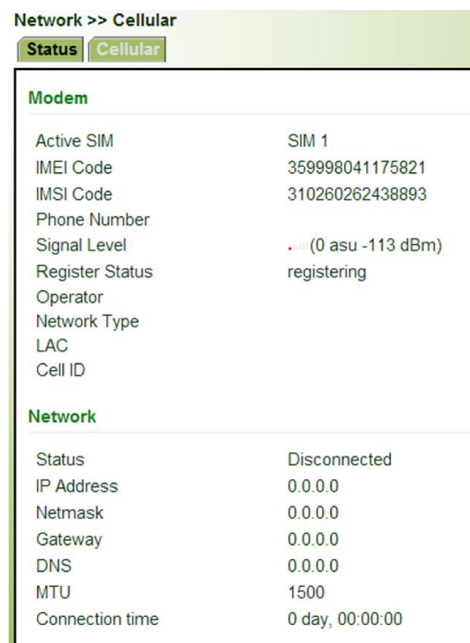


Figure 6-4-2, Diagnose Cell

- If the router continues searching for a cell connection, eventually the auto-recovery feature will cause a reboot.
- To prevent the router from constantly rebooting, either insert a SIM card or disable the interface.

To disable the interface:

- Navigate to **Network >> Dialup**
- Untick the 'Enable' checkbox.

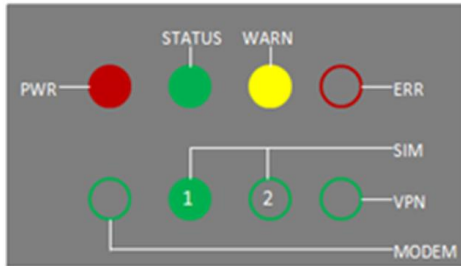
System	Network	Services	Firewall	QoS	Tools	Status
<b>Dialup</b>						
Enable	<input checked="" type="checkbox"/>					
Time schedule	ALL <input type="button" value="v"/> Schedule Management					
SHARED	<input checked="" type="checkbox"/>					
Network Provider (ISP)	Custom <input type="button" value="v"/> Manage					
APN	epc.tmobile					
Access Number	*99***1#					
Username						
Password						
Network Select Type	Auto <input type="button" value="v"/>					
Static IP	<input type="checkbox"/>					
Connection Mode	Always Online <input type="button" value="v"/>					
Redial Interval	30 Seconds					
Show Advanced Options	<input type="checkbox"/>					
<input type="button" value="Apply"/> <input type="button" value="Cancel"/>						

Figure 6-4-3, Cellular

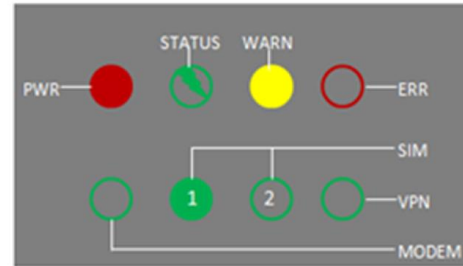
## 6.5 The LED Array

When the router boots up or connects to a cellular network it will display codes on the LED array.

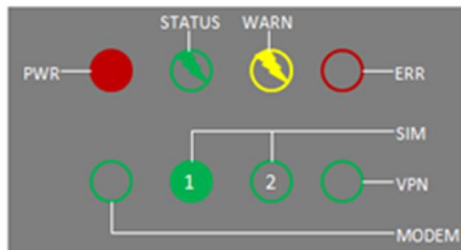
ON ● OFF ○ BLINK ●



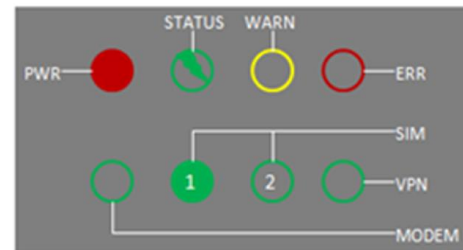
Starting Up



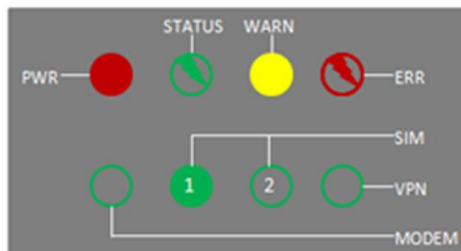
Successful Boot



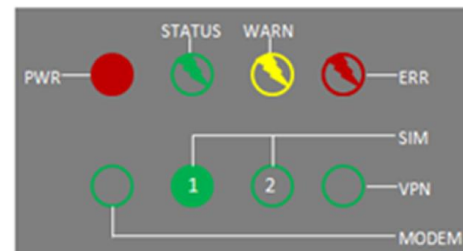
Dialing



Successful Dialup



Successful Reset

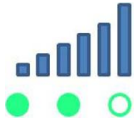


Upgrading

Figure 6-5, LED Array



Indicates a weak cell signal. Make sure the antenna is correct and the SMA connector is not loose.



Normal operating cell signal.



Excellent reception.

## 7. Restore the Default Configuration

### 7.1 Software Restore

To restore the device's configuration to factory default:

1. Log into the web interface, as shown in chapter four.
2. Click **Administration >> Config Management** on the sidebar.
3. Click the **Restore default configuration** button.

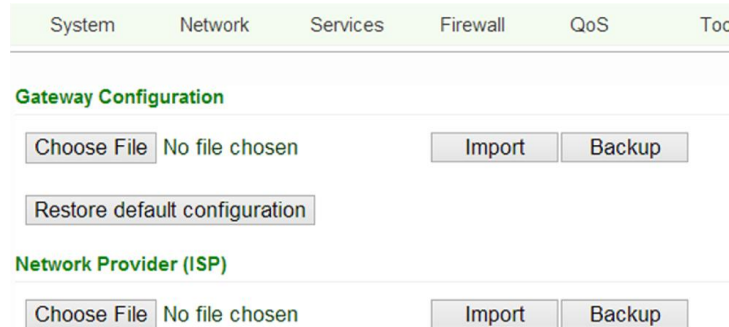


Figure 7-1-1, Web Restore.

4. Click **Reboot**.



Figure 7-1-2, Reboot

5. Wait for up to 120 seconds.
6. Enter 192.168.2.1 into the browser's address bar and press enter.
7. The IR900 should now be set to factory default configs.

## 7.2 The Pinhole RESET Button

Follow these steps to restore the IR900 to factory default settings by using the pinhole “RESET” button:

1. Power off the router.
2. Turn on the router.
3. Within five seconds of powering up, press and hold the RESET button.
4. When the ERROR LED flashes, release the button.
5. Finally, press and hold the RESET button until the ERROR LED blinks six times.

The router should now be back to the factory default settings.



Figure 7-2, RESET Button.



## 8. Support

The IR900 enables admins to quickly deploy a secure, reliable network for their devices. Hopefully, this guide has helped get the IR900 into service.

For technical support contact:

[support@inhandnetworks.com](mailto:support@inhandnetworks.com)