KB Name	KB-0055-0-EN-(User Triggered Talk2M Backup Connection through GPRS)		
Type	Communication		
Since revision	NA		
KB Number	KB-0055-0	Build	29
Mod date	'30-MAY-2013		

Knowledge Base Information

User Triggered Talk2M Backup Connection through GPRS

1 Purpose

It is sometimes required to trigger a GPRS modem connection as a backup in case the WAN network is down. This document explains how to configure the eWON to support this feature as well as how to trigger the GPRS modem in the case of a network failure. This feature requires firmware 7_0S0 or higher.
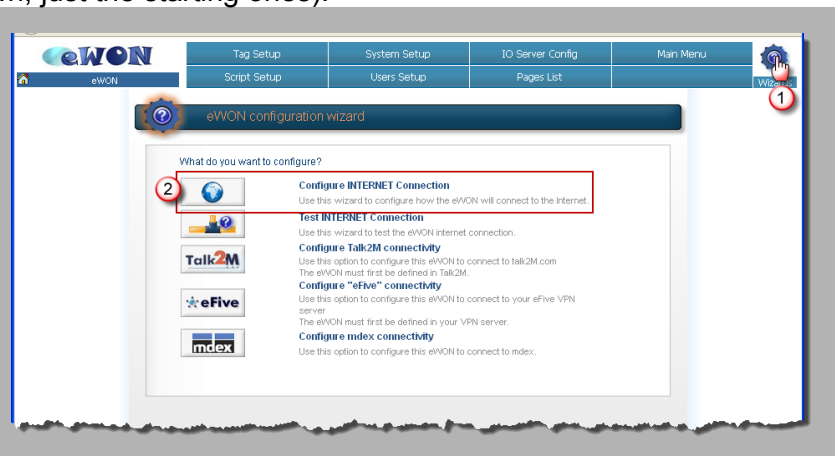
2 General Working Principle

Provided the subject eWON is equipped with a GPRS modem, the user can trigger a GPRS modem connection when the WAN connection is down. The only thing the user needs to do is to send a wake-up SMS to the eWON and the connection will then be taken over by the GPRS modem. As soon as the user closes the GPRS connection, the eWON will make attempts to restore its *normal* WAN connection.
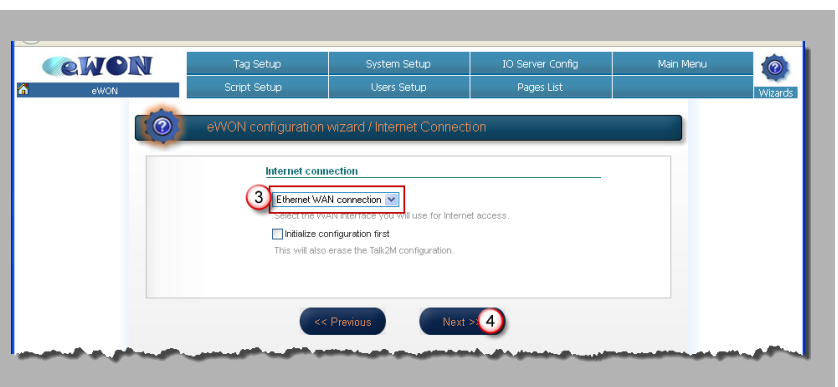
3 Configuration Procedure

3.1 Step 1 - INTERNET Connection through Ethernet WAN

Open the wizard page of the eWON and start the **Configure INTERNET Connection** wizard like shown below (not all screens shown, just the starting ones):

1.
Click on the **Wizard** icon

2.
Click on the **Configure Internet Connection** button

3.
Select **Ethernet WAN Connection**

4.
Click **Next** and go ahead through the next screens until the final test is completed successfully
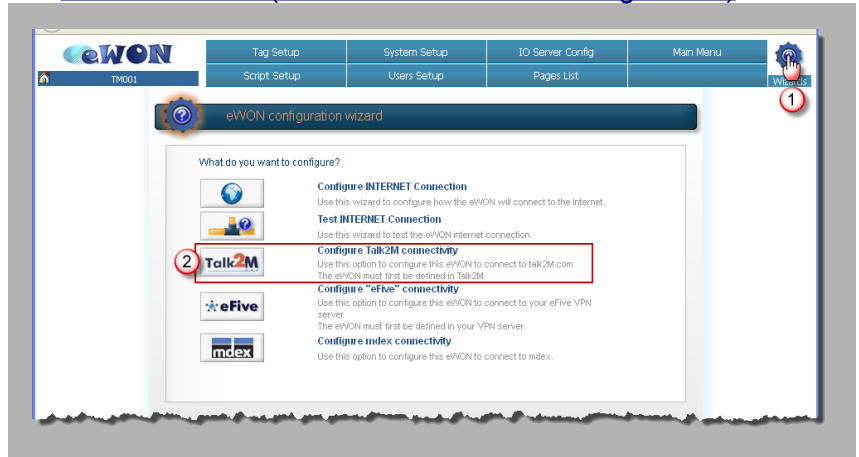
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3.2 Step 2 - Talk2M Connection

Configure the Talk2M connection using the Talk2M wizard. For more information on how to configure the eWON for Talk2M, see AUG-025-0-EN-(Talk2M Pro - eWON Configuration).
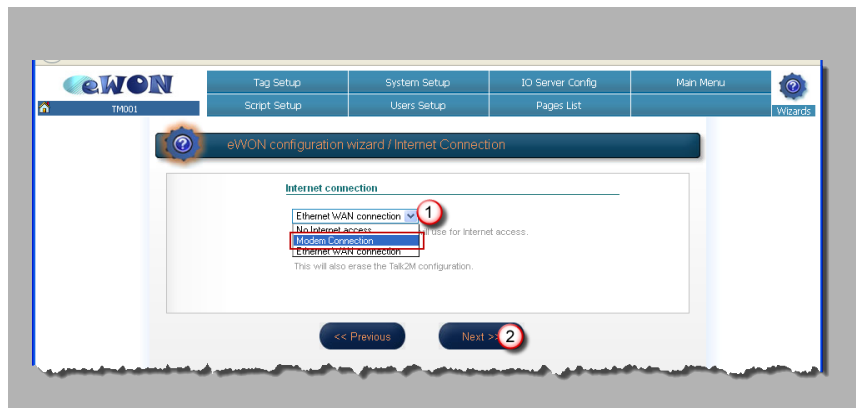
1.
Click on the *Wizard* icon

2.
Click on the *Configure Talk2M Connectivity* button and go ahead through the next screens until the final test is completed successfully
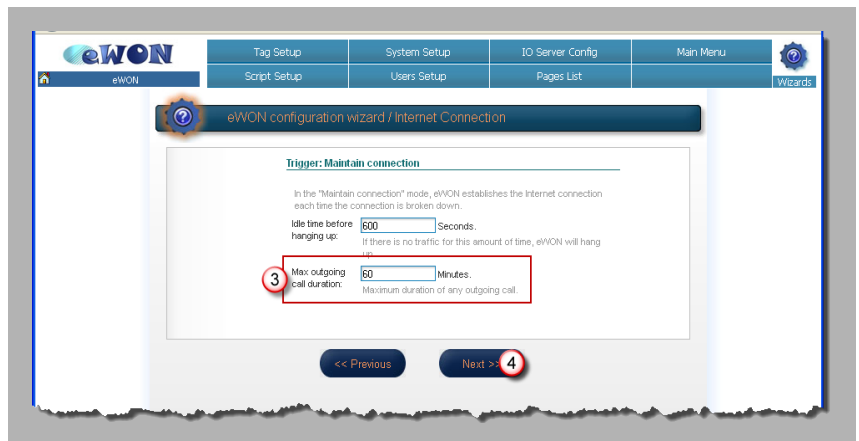

3.3 Step 3 - Internet Connection through GPRS Modem

Run the *Configure INTERNET Connection* wizard a second time but now through GPRS modem. Only the second page is shown below:

1.
Select *Modem Connection* and DO NOT check the box *Initialize Configuration First* as this would erase parameters configured in Step 1.

2.
Click *Next* and go ahead through the next screen

3. In the *Trigger: Maintain Connection* screen, set the *max. outgoing call duration* (for example @ 60 minutes)

8.
Click *Next* and go ahead through the next screens until the final test is completed successfully

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3.4   Step 4 - Change Internet Connection Through the Configuration Editor

Change the Internet Connection type of the eWON from *Modem Connection* to *Ethernet WAN.*
Note: you have to do this manually using the configuration editor (NOT with the configuration wizard) as shown below:
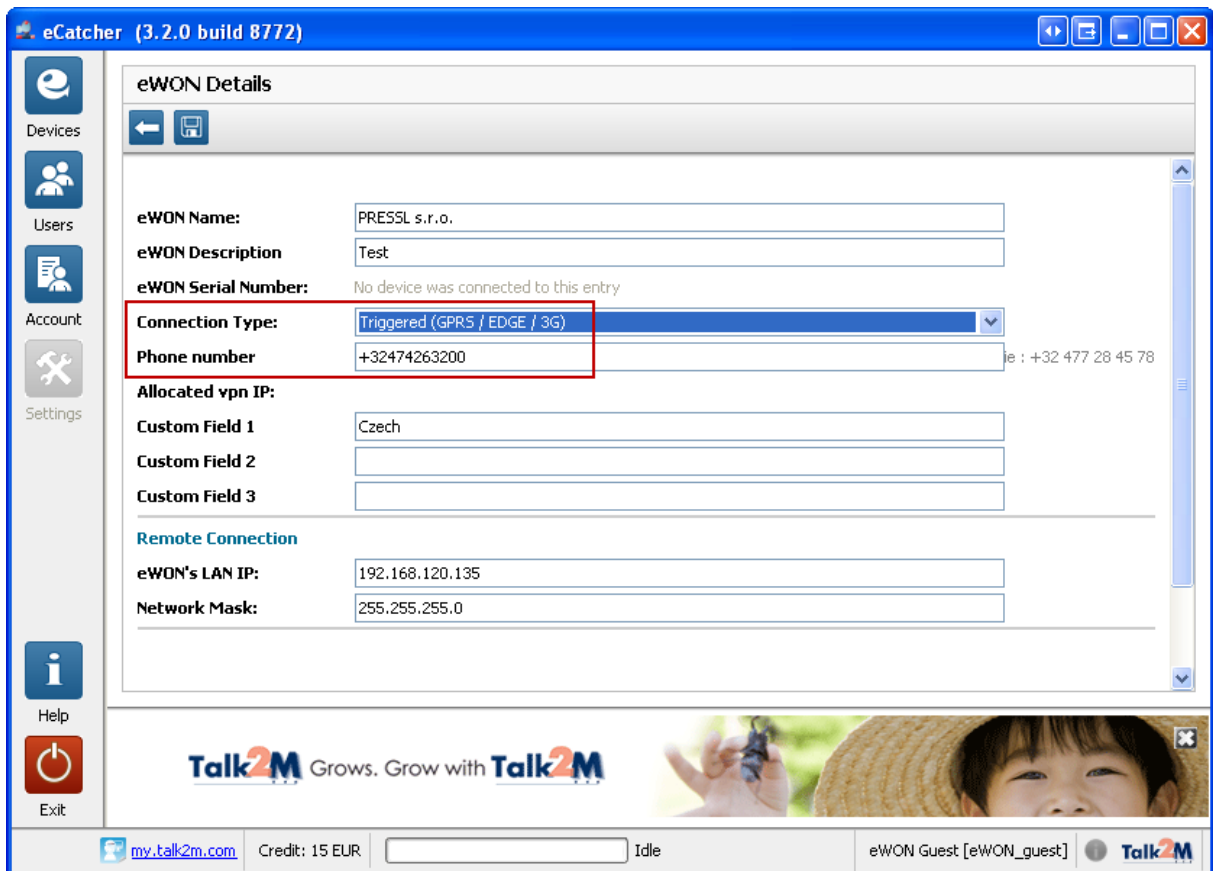

The path to this page is *Configuration* > *System Setup* (1) > *Communication* (2) > *Networking Config* (3) > *Internet Connection* (4) > "Network connection" (5).

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3.5 Step 5 - Configure eWON in eCatcher

Log into your Talk2M account, select the relevant eWON and edit its details. Change the connection type for the eWON from *Permanent (LAN / ADSL / 3G)* to *Triggered (GPRS / EDGE / 3G)* and add the *Phone number* including the country code (examples +1... for the USA, +32... for Belgium, etc.) on which the GPRS modem can be reached.

That's it as far as configuration concerns.

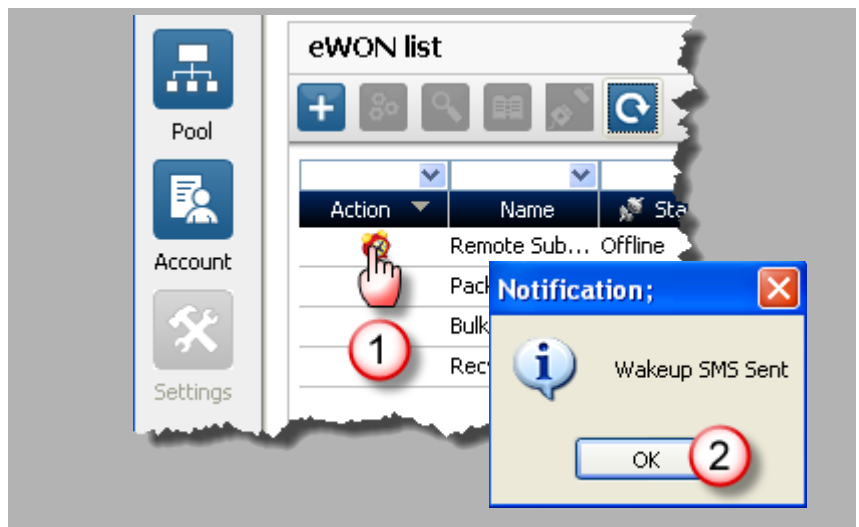| KB Name	KB-0055-0-EN-(User Triggered Talk2M Backup Connection through GPRS)		
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4 Switching from WAN to Modem

- To be able to take over the Internet connection, the GPRS modem needs to be activated by a so called **Wake up** SMS. This Wake up SMS can be sent either from eCatcher (described here) or from any mobile phone. To wake up the modem of an eWON "manually" from a mobile phone, just send the following SMS: `Talk2MConnect`
- As long as the the WAN connection is active, it is not possible to send a wake-up SMS from eCatcher
- If the WAN connection is lost, the eWON gets an **Offline** status and the wake-up icon appears
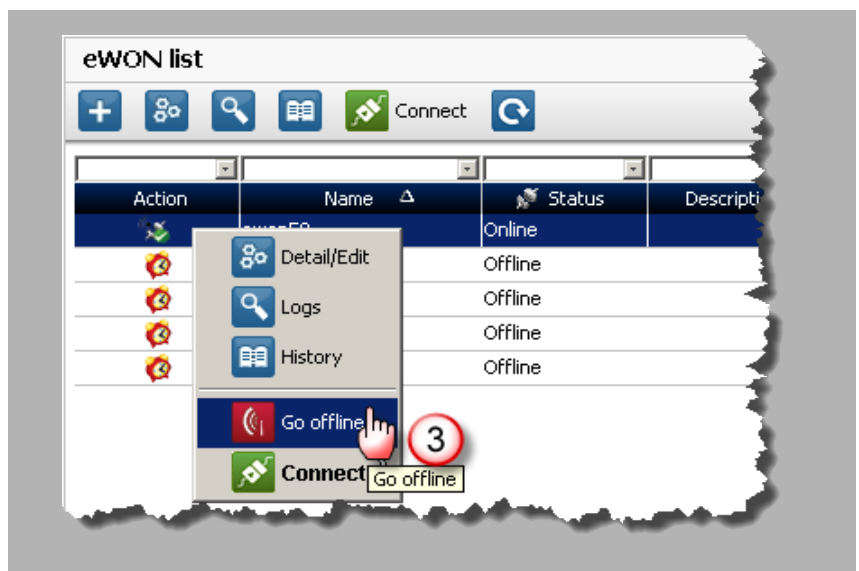
1.
Clicking on the **Wake up** button will send an SMS to the eWON. The GPRS connection is triggered as soon as the eWON receives the SMS, and will go online in Talk2M (provided that the GPRS connection has been correctly configured and is functional)

2.
The software notifies the SMS was sent

3.
When the modem connection is no longer needed anymore click on Go-offline

Note: If the configured **max. outgoing call duration** (for example @ 60 minutes) is reached before the user clicks on Go-Offline, the modem will hang up by itself.

- The eWON then falls back on its WAN connection (even if the network is still down).