



Turing Kiosk - How to Check LTE Modem Status

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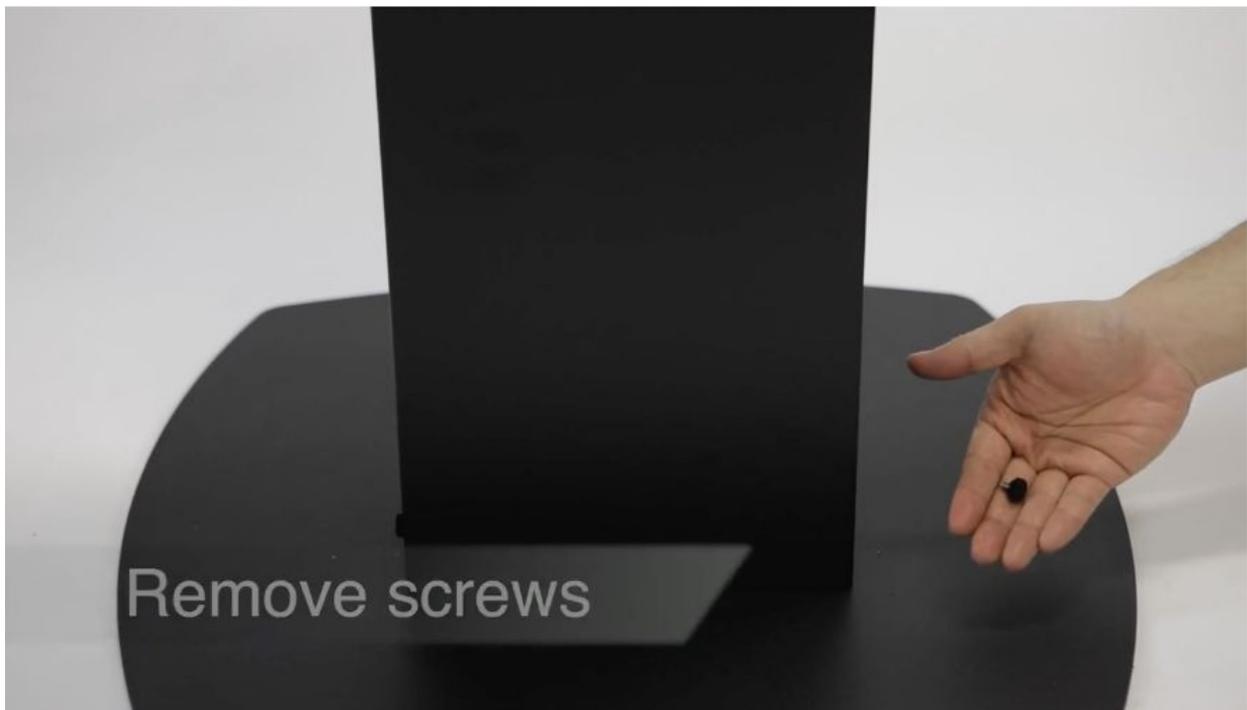
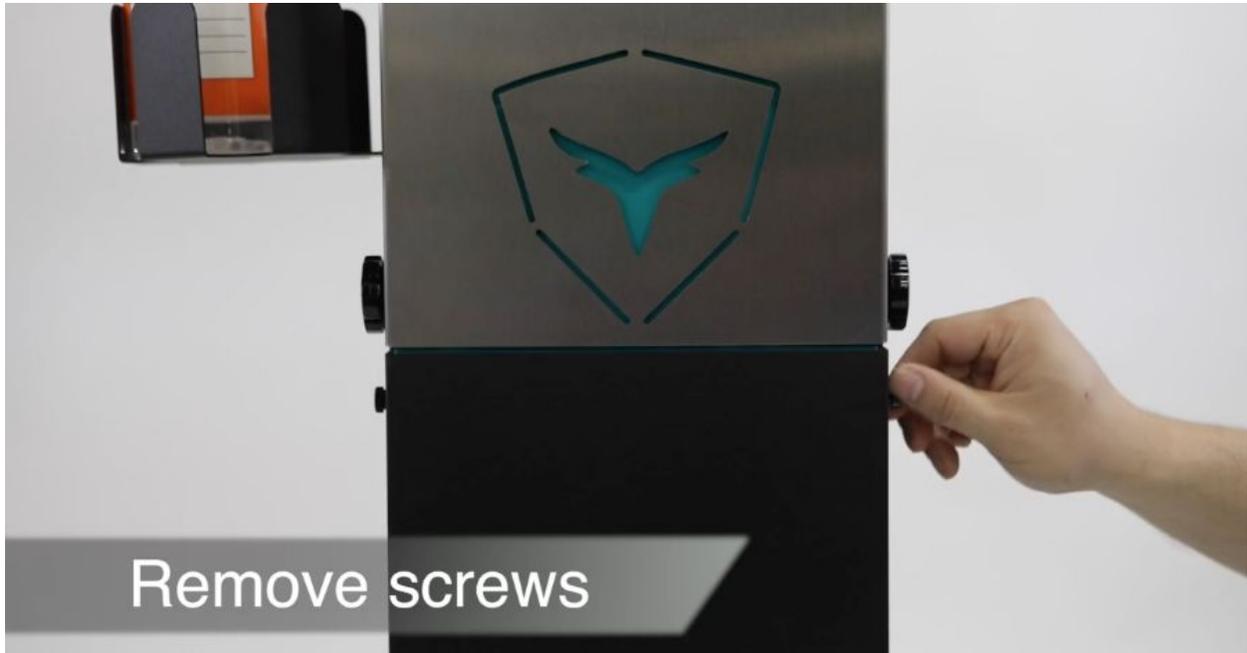
Supporting Links:

- [Albertson's Instructional Videos](#)
- [Netgear 4G LTE Modem \(LB1120\) Datasheet](#)
- [LTE Modem LB1120 and LB1121 User Manual](#)

How to Check Status of LTE Modem within the DC Kiosk:

Removing the back panel of the Kiosk

1. Remove the (4) screws from the top and bottom sides of the back panel.
 - a. See the following images.



2. Lift off the back cover



3. Check to make sure the power strip inside of the unit is On.



4. Locate the **Netgear** LTE Modem within the unit. (See the following image.)



- a.
- b. The device will have a NETGEAR logo on the top and LED status lights.

Check the Status of the LTE Modem (Netgear device)

1. When you turn on the power on the modem, the Power LED bar, Signal Strength LED bars, and LAN LED bar light as described here:

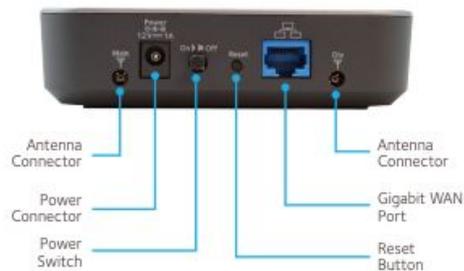
- a. When power is first applied, the Power LED  bar lights solid amber
- b. After approximately 12 seconds, the LAN LED  bar lights solid green and then goes off again.
- c. After approximately 15 seconds, the following occurs:
 - i. If the Gigabit Ethernet port is connected to a device over an Ethernet cable, the LAN LED bar lights solid green.
 - ii. If the modem detects mobile broadband coverage, the Signal Strength LED  bars indicate the quality of the coverage when the modem is connected to a LTE, 4G, or 3G mobile broadband service.
 1. Five green bars indicate the strongest signal. One green bar (that is, the shortest bar) indicates the weakest signal.
 - iii. The Power LED bar lights solid green.

2. See [LTE Modem Troubleshooting](#) section for more details with images.

LTE Modem Troubleshooting:

Netgear 4G LTE Modem (LB1120)

1. You can find the full data sheet for the LB1120 Netgear Modem here:
 - a. https://www.netgear.com/media/LB1120_tcm148-48470.pdf
 - b. See the following sections for helpful info from the Modem manual.



PACKAGE CONTENTS

- 4G LTE Modem (LB1120)
- Power adapter
- Ethernet cable
- Quick start guide

SPECIFICATIONS

- Dimensions: 4.7 (W) x 3.9 (D) x 1.2 (H) in
- Weight: 0.4 lb

BAND SUPPORT

- LTE Category 4 (up to 150 Mbps): B2, 4, 5, 12
- UMTS DC-HSPA+ - (up to 42 Mbps): B2, 5

INTERFACE

- 1 Gigabit WAN Ethernet RJ-45 port
- Internal WWAN antennas with support for optional TS9 external antennas
- 3FF (micro) SIM card slot

LEDs

- Power
- LTE Signal Quality (5 LED bar graph)
- LAN

POWER ADAPTER

- 12V DC, 1A

KEY FEATURES

- Built-in Gigabit WAN connection for flexible home and office connectivity
- Fast 4G LTE backup speeds up to 150 Mbps for downloads and 50 Mbps for uploads
- Provides 4G to 3G fallback support
- SMS message alerts for firmware updates, data usage, and failover to LTE
- TR-069 for remote management
- Two TS-9 connectors available to connect optional 4G/3G antennas for better signal reception
- Direct IP pass-through for secure enterprise VPN configuration
- Manage settings via a browser-based web UI
- LEDs on device to check network status instantly
- Portable, light and compact design for you to take anywhere

SYSTEM REQUIREMENTS

- Compatible 3G/4G LTE Mobile Service (3FF Micro-SIM)
- Microsoft Windows 10, 8, 8.1, 7, Vista, XP, Mac OS* (10.6.8 and newer) and other operating systems running a TCP/IP network (for accessing Web Management User Interface)
- Compatible browsers such as Microsoft* Internet Explorer* 5.0, Firefox* 2.0, Safari* 1.4, or Google Chrome* 11.0 browsers or higher (for accessing Web Management User Interface)

SUPPORT

- 90-day complimentary technical support*

WARRANTY

- www.netgear.com/warranty

2. Here is a link to the full User Manual for the LB1120 and LB1121 Modems:
 - a. https://www.downloads.netgear.com/files/GDC/LB1120/LB112x_UM_EN.pdf

Quick Tips for Troubleshooting - Netgear 4G LTE Modem (LB1120)

1. Make sure that the SIM card is inserted correctly into the modem (for photos see page 8 of the [User Manual](#) - Install the Micro SIM Card)

2. Confirm the ethernet cable is securely plugged into the modem.
3. See the Following sections on how to Verify Normal Behavior and Troubleshoot with the LED Bars

Verify Normal Behavior With the LED Bars

1. When you turn on the power on the modem, the Power LED bar, Signal Strength LED bars, and LAN LED bar light as described here:

- a. When power is first applied, the Power LED  bar lights solid amber
- b. After approximately 12 seconds, the LAN LED  bar lights solid green and then goes off again.
- c. After approximately 15 seconds, the following occurs:
 - i. If the Gigabit Ethernet port is connected to a device over an Ethernet cable, the LAN LED bar lights solid green.
 - ii. If the modem detects mobile broadband coverage, the Signal

Strength LED  bars indicate the quality of the coverage when the modem is connected to a LTE, 4G, or 3G mobile broadband service.

1. Five green bars indicate the strongest signal. One green bar (that is, the shortest bar) indicates the weakest signal.
- iii. The Power LED bar lights solid green.

Troubleshooting With the LED Bars

1. The following table describes error conditions that are indicated by the LED bars.

Table 8. LED descriptions (error conditions)

Designation	Icon or LED Bars	Description
Power		Power LED bar blinks amber fast and individual Signal Strength LED bars light solid green. For information, see <i>Power LED Bar Blinks Amber Fast and an Individual Signal and Strength LED Bar Lights Solid Green</i> on page 85.
Signal Strength		Off. The modem is not connected to and is not searching for a mobile broadband service. Individual Signal Strength LED bar lights solid green, other Signal Strength LED bars are off. For information, see <i>Power LED Bar Blinks Amber Fast and an Individual Signal and Strength LED Bar Lights Solid Green</i> on page 85.

2. Power LED Bar Is Off

- a. If the Power LED  bar is off and other LED bars are also off when you turn on the modem, do the following:

- i. Check that the power On/Off button on the back is in the On position, that is, it is pressed in.
- ii. Check that the power cord is correctly connected to your modem and that the power supply adapter is correctly connected to a functioning power outlet.
- iii. Check that you are using the 12 VDC 1.0A power adapter that NETGEAR supplied for this product.

3. Power LED Bar Blinks Amber Fast and an Individual Signal and Strength LED Bar Lights Solid Green



a. If the Power LED bar blinks amber fast and an individual signal strength bar lights solid green while others are off, one of the conditions that is described in the following table occurred.

- i. Bar 1 is the shortest and leftmost bar.
- ii. Bar 5 is the tallest and rightmost bar.

b. Error conditions indicated by the Signal Strength LED bars

Condition	Bar 1	Bar 2	Bar 3	Bar 4	Bar 5	Possible Solution
System too hot	Off	Off	Off	Off	Green	Turn off the modem for a while and move the modem to a location with a moderate temperature.
System over voltage	Off	Off	Off	Green	Off	Make sure that you use the power adapter that came in the product package. Turn off the modem for a while, and then turn it back on. If the condition does not improve, contact technical support at netgear.com/support .
Micro SIM card out or not correctly installed	Off	Off	Green	Off	Off	Install or reinstall the micro SIM card.

Alerts and Troubleshooting

c. Error conditions indicated by the Signal Strength LED bars (Continued)

Condition	Bar 1	Bar 2	Bar 3	Bar 4	Bar 5	Possible Solution
Unknown error	Off	Off	Off	Off	Off	<p>Turn the power off, wait 10 seconds, and turn on the modem to see if it recovers. If the Power LED bar is still blinking red fast but no individual Signal Strength bar lights solid green one minute after power-up, do the following:</p> <ul style="list-style-type: none"> • Turn the power off one more time, wait 10 seconds, and turn on the modem to see if it finally recovers. • Clear the modem's configuration to factory defaults (see <i>Return the Modem to Its Factory Default Settings</i> on page 59). <p>If the error persists, most likely a hardware problem occurred. For recovery instructions or help with a hardware problem, contact technical support at netgear.com/support.</p>

4. LAN LED Is Off

- a. If the LAN LED  bar is off when you connect a device to the Gigabit Ethernet port of the modem, check the following:
- i. The Ethernet cable connections are secured at the modem and at the device at the other end of the cable.
 - ii. The power of the device at the other end of the cable is turned on.
 - iii. You are using the correct cable.