Dongle Support for the RV34x Series Virtual Private Network (VPN) Router

Objective

The Cisco RV34x Series Virtual Private Network (VPN) Routers allow you to share the Internet connection from a supported 3G or 4G Mobile Broadband Universal Serial Bus (USB) modem to multiple devices by connecting the modem to the USB interface of the router. A USB modem is typically used as a backup source of Internet for the router.

Important:

- Supported USB dongles are automatically discovered and configured when connected to the router. Custom settings for network access may be performed after the modem is detected.
- If the router is configured for Connection Failover, the USB modem will only attempt to connect after interfaces with higher priority fail to connect. If not using Connection Failover, the USB modem attempts to connect immediately.
- The Mobile Broadband USB Modem is primarily meant for data services only. Voice quality over the mobile network cannot be guaranteed.

This article lists the 3G or 4G USB dongles supported by the RV34x Series VPN Routers.

Applicable Devices

- RV34x Series

Software Version

- 1.0.01.16

Mobile Broadband USB Modem Compatibility Matrix

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Dongle Model</th>
<th>Technology</th>
<th>Service Provider</th>
</tr>
</thead>
<tbody>
<tr>
<td>Netgear (Sierra Wireless)</td>
<td>AC340U (AT&amp;T Beam)</td>
<td>4G</td>
<td>AT&amp;T</td>
</tr>
<tr>
<td>Netgear (Sierra Wireless)</td>
<td>AC341U</td>
<td>4G</td>
<td>Sprint</td>
</tr>
<tr>
<td>Pantech</td>
<td>UML290</td>
<td>4G</td>
<td>Verizon</td>
</tr>
<tr>
<td>ZTE</td>
<td>MF190</td>
<td>3G</td>
<td>O2/1&amp;1/Beeline</td>
</tr>
<tr>
<td>Huawei</td>
<td>E172</td>
<td>3G</td>
<td>Vodafone</td>
</tr>
</tbody>
</table>

USB Modem Initialization and Connection Status
When connecting the USB modem, the indicator on the router indicates the progress of initialization of the USB modem. The behavior of the light is as follows:

<table>
<thead>
<tr>
<th>LED</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Off</td>
<td>• No 3G/4G USB dongle is connected.</td>
</tr>
<tr>
<td></td>
<td>• The USB dongle is not recognized.</td>
</tr>
<tr>
<td>Green (Solid)</td>
<td>The 3G/4G USB dongle is recognized and is connecting to the ISP network.</td>
</tr>
<tr>
<td>Green (Flashing)</td>
<td>The 3G/4G USB dongle has successfully connected to the ISP and the port is sending and receiving data.</td>
</tr>
<tr>
<td>Amber (Solid)</td>
<td>The USB dongle is recognized, but unable to connect to the ISP.</td>
</tr>
</tbody>
</table>

**3G or 4G USB Dongles Supported by the RV34x Series VPN Routers**

While trying to accommodate support for the most current 3G and 4G USB dongles advertised by Service Providers in different parts of the world, it may not be possible to support every 3G Band 4G dongles. In case the list does not show the model of your USB dongle, contact the Cisco Support Team or send an email to dongle_support@cisco.com.

**Troubleshoot 3G and 4G USB Dongle Connectivity**

In the event that a 3G or 4G USB dongle does not work with the RV34x Series Router, perform these steps to try and fix the connectivity.
Before calling for support, have the following information ready:

- RV34x Series Router Serial number
- 3G/4G USB Dongle model
- 3G/4G USB Dongle manufacturer
- 3G/4G USB Dongle firmware or driver version
- Supported technology (3G/4G)
- Service provider
- Country
- IP Address Mode — Dynamic Host Configuration Protocol (DHCP) or Point-to-Point Protocol (PPP)
- ISP Credentials — Dial #, Access Point Name (APN), Username, and Password to access 3G/4G service.

**Frequently Asked Questions**

1. **I have an existing 3G/4G USB dongle that is not recognized by the router. What should I do?**

   Check the 3G/4G USB dongle Support Matrix for the RV34x Series Router if your dongle is in the list. If not, find an alternate USB dongle from the list that is supported by your service provider.

2. **My router recognized the 3G/4G USB dongle, yet I do not get an IP address. What should I do?**

   Make sure that all the ISP credentials (such as Dial-in number, APN, Username, and Password) are properly entered into the router. Also, check with the ISP to make sure that the 3G/4G dongle you are using is supported by them and is provisioned.

3. **My 3G/4G USB Dongle is not in the supported list. What should I do?**

   If there is an alternate 3G/4G USB dongle on the list that is supported by your ISP, you may use the alternate dongle. If there is no alternate 3G/4G USB dongle you can use, send an
email to dongle_support@cisco.com. Resource permitting, Cisco will try to support the
donble in future firmware releases.

4. I have a 3G/4G USB dongle that is in the supported list. Can I use it with any Service
Provider?
   While the router may recognize the 3G/4G USB dongle, the Internet connectivity through the
donble depends upon the ISP support for the said 3G/4G USB dongle. You may need to
check with your ISP to make sure that they support that particular 3G/4G USB dongle before
using it with your RV34x Series Router.

5. I have a 3G/4G USB dongle that is in the supported list, but is not recognized by the r
outer. What should I do?
   3G/4G USB dongles are commonly supported based on a specific driver version on the
donble. If the driver on the dongle is different from what is supported on the router, then it is
possible that the 3G/4G USB dongle may not work with the RV34x Series Router. Report the
issue to the Cisco Support Team.