

**Get started:** This guide helps you with initial product setup. Need more? Find additional product support at [www.digi.com/support/TransPortWR21](http://www.digi.com/support/TransPortWR21). Or connect to the online documentation by scanning this code:



# Quick Start Guide

## TransPort® WR21

**Digi Technical Support:** Digi offers multiple support plans to help you get the most out of your product. For information on Technical Support plans and pricing, contact us at 877.912.3444 or visit [www.digi.com/support](http://www.digi.com/support).

**Documentation Feedback:** To provide feedback on this documentation, send your comments to [techcomm@digi.com](mailto:techcomm@digi.com).

## 1 Verify your components

Some models include some additional equipment. For details about the accessories that ship with your product and for a list of available accessories that can be purchased separately, go to [www.digi.com/support/TransPortWR21](http://www.digi.com/support/TransPortWR21). Click on the **Part Numbers and Accessories** link and then find your specific part number.

Contact a preferred carrier or the distributor for your device to inquire about cellular service options.

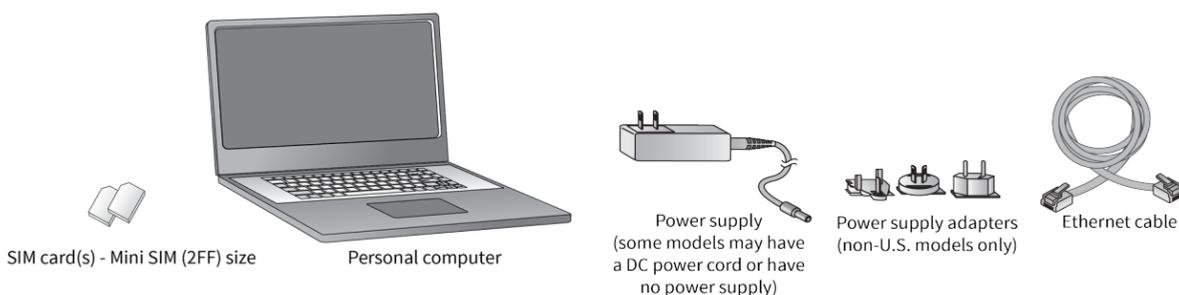
Verify that you have all included equipment. If any item is missing or damaged, contact your supplier. Required additional equipment (except for a personal computer) is available at [www.digi.com](http://www.digi.com).

### Included equipment



TransPort WR21

### Required additional equipment



SIM card(s) - Mini SIM (2FF) size

Personal computer

Power supply  
(some models may have a DC power cord or have no power supply)

Power supply adapters  
(non-U.S. models only)

Ethernet cable

**Note** A loose label sticker that includes the unique device password is included in the box. Retain this label sticker with your hardware records. This default password will be needed if the device is factory reset and you want to access the web UI on the device or register the device with Digi Remote Manager. If the device was already registered with Remote Manager at the time of the factory reset, you do not need the unique password to access the device in Remote Manager.

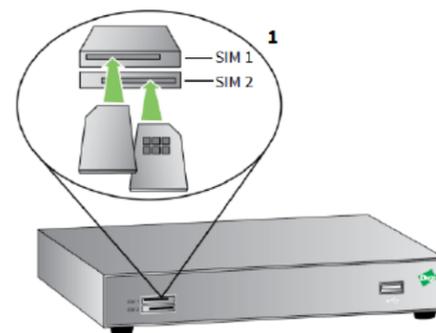
### Optional provided equipment



Cellular antenna

## 2 Connect the hardware

- Insert the SIM card(s) into the SIM sockets. For **SIM 1**, the contacts must be face down. For **SIM 2**, the contacts must be face up. Insert the SIM cards with the chamfered corner first.
- Connect the cellular antenna to the **WWAN PRIMARY** connector on the unit. If the unit is equipped with a secondary cellular antenna connector, connect it to the **WWAN SECONDARY** connector.



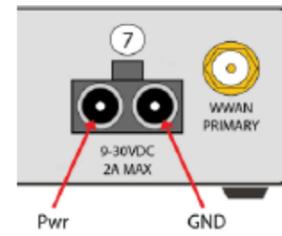
- c. Connect one end of the Ethernet cable to the **LAN 0** port on the unit and the other end to a LAN port on a PC.
- d. Connect the power supply. Depending on model, the unit either comes with an AC power supply or DC power cord with one of the following plug types.

**Barrel plug-type variants:** Connect the barrel plug end of the power supply to the power connector on the unit, and plug the other end into a wall outlet. The barrel plug end of the power supply has a twist-lock connector. Once you have plugged in the connector, rotate it 90 degrees to secure it in place.



**Note** International units come with interchangeable power supply adapters.

**Terminal block variants:** Remove the pluggable connector from the unit and screw down a proper power source to its terminals. Next, reconnect the pluggable connector to the unit, following the pin-out diagram.



- e. When the unit is powered-up, the **POWER** LED illuminates and the unit initiates a series of diagnostic self-tests. During this process one or more of the other indicators flashes to show that the unit is busy. When the flashing stops, the unit has completed its self-test diagnostic and is ready to be configured.

**Note** Position the Digi TransPort WR21 on a flat, level surface or via wall-mount, rackmount, or DIN rail mounting brackets in a location with adequate ventilation. The unit is designed for indoor use. **Do not expose the unit to extreme heat or cold, strong magnetic fields, or liquids.**

### 3 Get started with the Digi mobile app

Take advantage of the Digi Remote Manager subscription bundled with your product model purchase.

Use the **Digi Remote Manager** mobile app to quickly set up your product model.

Here's how:

- a. Download the **Digi Remote Manager** mobile app from the [App Store](#) (iPhone) or [Google Play](#) (Android).
- b. Click **Log in or Sign Up** and then click **Sign up** to create a new account.
- c. You'll receive an email with login instructions.
- d. From the **Digi Remote Manager** mobile app, click **Log in** and log into your new account.
- e. From the menu, select **Install a device with a QR or bar code** and scan the installation QR code on the label.
- f. Follow the prompts to complete your product model registration.

### 4 Run the Getting Started Wizard

If your PC is configured to automatically get an IP address, it can obtain the IP address from the device. Otherwise, make sure your PC can connect to the network **192.168.1.0 (255.255.255.0)**.

1. Enter **192.168.1.1** into the address bar of the web browser. The first page of the Getting Started Wizard appears.
  2. Enter login credentials:
    - a. Enter **192.168.1.1** into the address bar of the web browser. The first page of the Getting Started Wizard appears.
    - b. Enter login credentials:
      - User name: **admin**
      - Password: The default password is printed on the device label.
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- If a device that was manufactured prior to release 8.0.0.3 has been upgraded to the current release:
    - If the device was upgraded using the Web UI **Update Firmware**, the router retains the existing default user accounts. For example, after upgrading from release 7.1.2.2 to the current release, the default user account name remains **username**, and the default password is **password**.
      - After upgrading using the Web UI **Update Firmware**, if you then factory reset the device, the user name will be **admin**, and the default password will be **default**.
    - If the device was upgraded using Flashwriter, the user name is **admin**, and the default password is **default**.
  - If a device that was manufactured with release 8.x is downgraded to a release prior to 8.0.0.3:
    - If the device was downgraded using the Web UI **Update Firmware**, the user name is **admin**, and the default password is **default**.
    - If the device was downgraded using Flashwriter, the **admin** account is longer be present. Instead, the default account user name is **username**, and the default password is **password**.
      - After downgrading with Flashwriter, if you then upgrade to 8.0.0.3 or greater using the Web UI **Update Firmware**, the router will retain the **username/password** account and not include an **admin** account. If you then factory default the router, the **admin** account with the preprogrammed unique password will return.
      - After downgrading with Flashwriter, if you then upgrade to 8.0.0.3 or greater using Flashwriter, the **admin** account with the preprogrammed unique password will again be present and the **username/password** account will be removed.

- c. To run the wizard, click **Get Started** or click **Skip Wizard** to manually configure the device.

- d. The Getting Started Wizard prompts you to enter your Digi Remote Manager username and password. If you do not already have a Digi Remote Manager account, go to <https://remotemanager.digi.com> to sign up for a free trial.
3. To run the wizard, click **Get Started** or click **Skip Wizard** to manually configure the device.
4. The Getting Started Wizard prompts you to enter your Digi Remote Manager username and password. If you do not already have a Digi Remote Manager account, go to <https://remotemanager.digi.com> to sign up for a free trial.

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## 5 View the TransPort LEDs and startup states

- **POWER LED:**
  - Off: No power
  - Green: TransPort device is powered
- **SERVICE LED:**
  - Off: No WWAN network connection
  - Green: Connected to WWAN network
  - Flashing: WWAN traffic is being transmitted or received
- **WWAN LED:** Indicates the presence and level of cellular service running on the device.
  - Off: No cellular service
  - 1 Blink: GPRS mode
  - 2 Blinks: EDGE mode
  - 3 Blinks: UMTS mode
  - 4 Blinks: HSDPA mode
  - 5 Blinks: HSUPA mode
  - 6 Blinks: LTE mode
- **SIGNAL LEDs:** Indicate the strength of the cellular signal.
  - 3 LEDs: Excellent
  - 2 LEDs: Good
  - 1 LED: Fair
  - 0 LEDs: Poor or no signal



After the Getting Started Wizard completes, the TransPort web interface appears. For additional configuration, use the web interface and refer to the [Digi TransPort User Guide](#) and Application Notes on the Digi website at [www.digi.com/support/TransPortWR21](http://www.digi.com/support/TransPortWR21).

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## 6 Update device and modem firmware

Digi strongly recommends updating the router's device and modem firmware before first use. This ensures that the router has the latest device security and cellular network patches applied. To download the latest firmware, go to <https://www.digi.com/support> > [Firmware Updates](#), select the model and follow the steps outlined in [TransPort Firmware Update Instructions](#).