



Article ID: 5009

Dongle Support on the RV130 and RV130W

Objective

The Cisco RV130/RV130W Wireless-N VPN Routers provide simple, affordable, highly secure, business-class connectivity to the Internet from small, home offices and remote locations. The Cisco RV130/RV130W Routers have a USB port to enable 3G and 4G WAN connectivity that is perfect for remote regions or temporary connectivity.

The objective of this document is to list the 3G/4G USB dongles supported by the RV130/RV130W routers at this time and the troubleshooting steps to follow if a particular 3G/4G dongle is not working with them.

Note: While trying to accommodate support for most of the current 3G/4G dongles advertised by the Service Providers in different parts of the world, it may not be possible to support every 3G/4G USB dongle. If the below list does not contain any dongle supported for your geographic location, please contact Cisco Support Team or send us an email at dongle_support@cisco.com. Resource permitting, Cisco will try to support the dongle in future firmware releases.

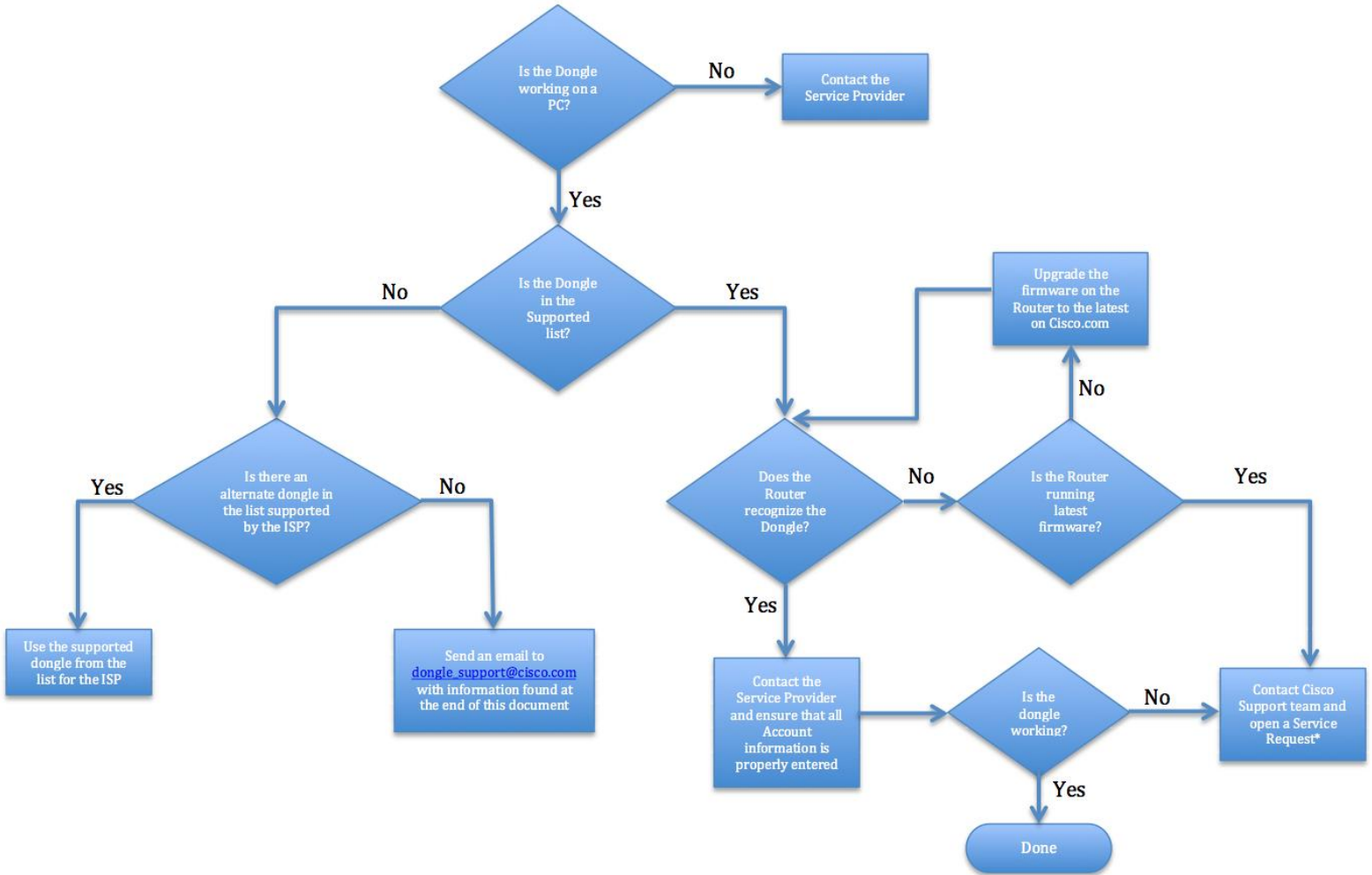
3G/4G USB Dongles Supported on Cisco RV130/RV130W Router

USB Model No.	Manufacturer
UML290VW	Pantech / UTStarcom
UM175VW	Pantech / UTStarcom
USBConnect Force 4G(E368)	Huawei
Vodafone K4505	Huawei
E160	Huawei
E172	Huawei
E176	Huawei
E180	Huawei

E220	Huawei
E270	Huawei
E272	Huawei
E226	Huawei
E182E	Huawei
EC1261	Huawei
K3565	Huawei
K3765	Huawei
306 (USB 306)	Sierra Wireless
308 (USB 308)	Sierra Wireless
AirCard 312U	Sierra Wireless
AirCard 595U	Sierra Wireless
Compass 597	Sierra Wireless
598U/U598 (Airecard USB 598)	Sierra Wireless
AirCard 875U	Sierra Wireless
AirCard 881U	Sierra Wireless
Compass C885 (AT&T USBConnect Mercury)	Sierra Wireless
Compass C888	Sierra Wireless
U720	Novatel
U727	Novatel
U760	Novatel
Ovation MC950D	Novatel
iCON 322	Option
MF636	ZTE
MF626	ZTE
K3571-Z	ZTE

3G/4G USB Dongle Connectivity Troubleshooting

If a particular 3G/4G USB dongle is not working with the Cisco RV130/RV130W Routers, please follow the steps below to troubleshoot the connectivity and contact Cisco Support team if you need further assistance.



Information to be gathered (but not limited to) prior to contacting Cisco for support

- RV130/130W Serial Number(s)
- 3G/4G USB Dongle Model
- 3G/4G USB Dongle Manufacturer
- 3G/4G USB Dongle Firmware/Driver version
- Supported technology (3G/4G)
- Service Provider
- Country
- IP Address Mode (DHCP/PPP)
- ISP Credentials (Dial #, APN, Username, Password) to access 3G/4G service

Frequently Asked Questions

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

Answer: Please check the 3G/4G USB dongle Support Matrix for RV130/RV130W Router to see if your dongle is in the supported list. If not, find an alternate USB dongle from the list that is supported by the ISP.

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

Answer: Make sure that all the ISP related credentials (Dial #, APN, Username, 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. **Question:** My 3G/4G USB Dongle is not in the supported list. What should I do?

Answer: If there is an alternate 3G/4G USB dongle on the list that is supported by the 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 dongle in future firmware releases.

4. **Question:** I have a 3G/4G USB dongle that is in the supported list. Can I use it with any Service Provider?

Answer: While the Router may recognize the 3G/4G USB dongle, the Internet connectivity through the dongle depends upon the ISP's support for the said 3G/4G USB dongle. You may need to check with the ISP of your choice to make sure that they support that particular 3G/4G USB dongle before using it with the RV130/RV130W Router.

5. **Question:** I have a 3G/4G USB dongle that is in the supported list, but is not recognized by the Router. What should I do?

Answer: Typically, the 3G/4G USB dongles are supported based on a specific driver version on the dongle. 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 RV130/RV130W router. Please report the issue to the [Cisco Support team](#).