

## Operations How To Guide (SARS ENIOS Mobile Wi-Fi Case)

The SARS ENIOS Mobile Wi-Fi Case or then “Mobile Office In A Box”, was specifically designed for SARS staff to be mobile and allow pop-up offices to remotely assist the public or to perform SARS duties from anywhere in country depending mobile signal.

This Mobile Case will provide the staff with secure connectivity back to the SARS Head Office network.

The case is permanently locked, will only require to open for repair purposes and codes of the locks will not be distributed to staff.

Figure 1: SARS ENIOS - Mobile Case



### Step 1: Power On Device

Ensure the Mobile Case has been charged for @ least 3 hours before operations. A normal “kettle-power-cable” was supplied with case to this regard.

The “Power Button” is located in the middle of the case under the carry handle.

Press the “Power Button” to power up the case, the LED on the “Power Button” will light- up (green colour) to confirm that the device is powered on.

Figure 2: Power Button Location



How do you know the Mobile Case is on?

- Once the device is powered up, the display on top of the Mobile Case will light up.
- Allow 2 minutes for the device to fully boot up and connect to mobile network with best signal.
- Once booted the device will be ready for operation when the technical screen is displayed, the screen will cycle through various displays of information.

Figure 3: LED Screen Confirming Startup



Figure 4: LED Screen Confirming Operational State



## Step 2: Connecting To The Mobile Case

### Wireless Connection

- When connecting via your laptop, connect using the conventional method of connecting to a Wi-Fi network from Windows
- Go to available "Wireless Networks"
- Click on EWAN\_2G or EWAN\_5G and then click on "Connect"
- Click on "Yes" until connected to EWAN\_2G or EWAN\_5G.

**Note – You will be connected with your SARS SID and Password automatically.**

### Wired Connection

- Open protection-cap of network socket and insert A UTP network cable in socket, check if "Ethernet" connected on Windows.

In both cases (wireless and wired) you must connect via the SARS VPN Client afterwards to use any the internal applications for example "Service Manager" or "Intranet".

Figure 5: Connecting UTP Cable To Mobile Case



### Step 3: Charging the SARS ENIOS Case

The Mobile Case is charged by a using normal 220V AC outlet. The case has a Red 3 prong power cord for charging that was supplied with case.

**IMPORTANT** – Make sure you have access to power at your designated location for charging if not charged @ the office or home.

- Insert female male side of the cord to male receiver plug located on the right side of the carry handle.
- When inserting the charging cord, make sure it's pressed in all the way and secure.
- Charge for @ least 3 hours, the Mobile Case can be operated when being charged.

Figure 6: Charging The Mobile Case



The estimated time of charging from empty to full is approximately 3 hours. The charging time is indicated on the display screen on the right-hand side (Indicated in Green)

- Blue – Charging
- Green- 100% Battery Capacity
- Yellow- 50% Battery Capacity
- Red- 10/20% Low Battery Capacity

Figure 7: Power Status



Figure

#### Step 4: The Display Screen

The first screen will display the Primary and Secondary modem signal strength as well as the connection mode.

- Signal (Less db signal means better connectivity / signal strength).
- Mode (LTE preferred but WCDMA Connectivity provides good signal but not as strong as LTE).

The second screen will display

- Wi-Fi Name, signal strength (calculated over an average) and registered clients to the interface.

The third screen displays

- Bluetooth Status (On/Off)
- GPS Status (On/Off) and Coordinate



Figure 8: Signal Display Screen

#### Step 5: QRT Codes: Operations Manual and Support Guide

The "Operations and Support" guides has been simplified with the inclusion of 2 QRT codes which the staff member can scanned with his / her mobile device.

On the side of case you will find 2 QRT codes:

- Left side QRT code will take you to the "Operations Guide" for the case.
- Right side QRT code will open the "Support Guide" and how to report a fault for the Mobile Case.

Figure 9: QRT Guides



## Step 6: Basic Fault Finding

- Make sure the Mobile Case is powered on:
  - The “Power Button” LED will be light up in bright green if not then ensure the case is charged by connecting the power cable and charging for @ least 3 hours before operations.
- Make sure the case has network signal and connection (LTE, WCDMA (3G) or GPRS), if need move the case to another location.

## Step 7: Network Troubleshooting

If you experience any problems with the SARS Mobile Case, you can log a call with GNS directly on either email or telephonically as per below:

- [support.sars@gns.co.za](mailto:support.sars@gns.co.za)
- 084 841 5196 or 078 801 2126

When sending email, please supply Mobile Case # for example GNS-SARS-ENIOS-10024 and your name and contact number.