H820QO

Dual SIM 4G Router Datasheet

Product Introduction

The E-Lins H820QO series is a compact, rugged outdoor 4G CPE router featuring IP68 waterproof and dustproof performance. It delivers reliable cellular networking for mission-critical connectivity under the harshest conditions, well-suited for M2M and IoT applications.

Application Fields

With an extensive list of safety and hardening certifications, the H820QO is engineered to withstand extreme temperatures, humidity, shocks, vibrations, dust, reverse polarity and transient voltage.

Such as CCTV security surveillance, vehicle, telemetry, vending machines, power control, AMR, traffic, oil field, weather forecast, environmental protection, street lamp control, post, bank and many other areas.

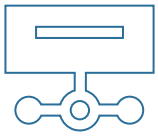
Smart Grid

Security Surveillance

Self-Service Terminal

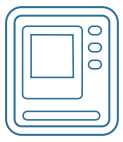
Kiosk

Hydrological Monitoring



IoT Networking

Vehicle



Vending Machine

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Tel: +86-755-29230581 E-mail: sales@e-lins.com www.e-lins.com

Key Features

- Multi-carrier 2G/3G/4G LTE support with dual SIM card slot; SIM-based automatic carrier selection
- Cellular/WAN RJ45/Wi-Fi client failover and load balance
- Passive PoE input
- Built-in high gain internal Cellular and Wi-Fi antenna, with reserved connectors for external high gain antennas
- MIMO supported
- Cloud-managed (with E-Lins NMS network management system), TR-069, Web management, SMS, SSH/Telnet command, SNMP
- Certified industrial/enterprise-grade internal 3G/4G LTE modems
- Built-in transient and reverse polarity voltage protection, overcurrent and overvoltage protection;
- 5 - 40 V DC input range (5 - 60 V DC optional), dual power inputs/power failover
- Supports Ethernet (T1, DSL, Cable, MetroE), Wi-Fi as WAN and Metro Wi-Fi
- Ruggedized to ensure always-on connectivity, watchdog
- Generates real-time alerts to monitor uptime
- Provides secure guest Wi-Fi for passengers
- Advanced security, VPN and stateful firewall to protect sensitive data
- IP68-rated housing providing complete dust protection and waterproof
- Desktop, wall-mount and pole mounting options
- Optional Features
  - Dual SIM
  - Onboard Wi-Fi (802.11 b/g/n, 2.4 GHz, up to 300 Mbps)
  - Separate Wi-Fi module option: dual band 2.4/5 GHz, Wi-Fi4 to Wi-Fi6
  - GPS/GNSS

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Dual SIM Working Mode

Mode No.	Description
1	Only SIM1 or SIM2
2	Switch triggered by ‘time’
3	Switch triggered by ‘signal strength’
4	Switch triggered by ‘dial fail’
5	Switch triggered by ‘data limit’
6	Switch triggered by ‘ICMP check’
7	Load Balance

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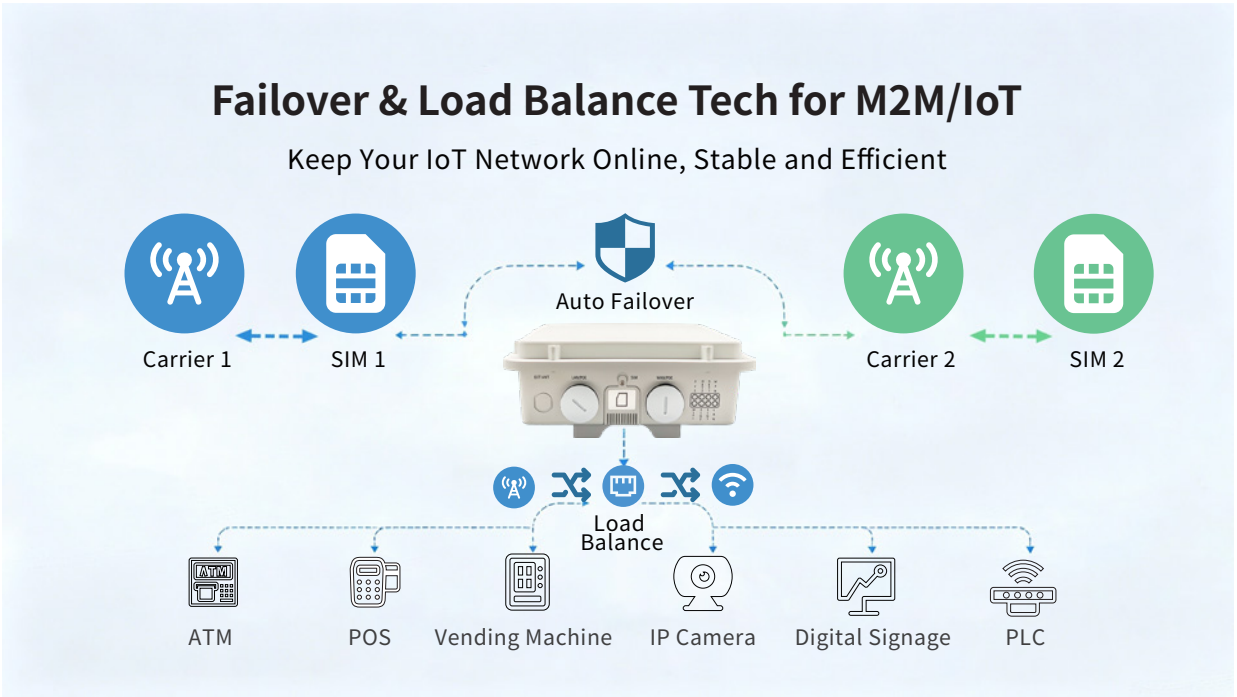
Typical Topology

Product Networking Solution

Stable Connection · Efficient Transmission · Intelligent Management



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Features & Specifications

Main Feature

WAN	Cellular 2G/3G/4G LTE (FDD/TDD) Wi-Fi as WAN Failover/Failback/Load balancing Advanced Modem Failure Check IP Passthrough WAN ports support Cellular/Static IP/DHCP/PPPoE (on demand, keep-alive, schedule, manual, standby)
LAN	DHCP Server, Client, Relay DNS & DNS Proxy DDNS UPnP DMZ Multicast & Multicast Proxy QoS (DSCP & Priority Queuing) MAC Address Filtering VLAN 802.1Q
Cellular	4G LTE (FDD/TDD) Cat 4 3.75G/3.5G/3G/2G Single SIM Card; Dual SIM Optional Unlocked SIM; Network & Band Lock Feature (Optional)
Wi-Fi (option)	Onboard: 802.11 b/g/n, 2.4 GHz Separate module: 802.11 b/g/n/ac, 2.4/5 GHz WPA2 Enterprise AP, Client, Bridge Up to 64 connected devices Hotspot / Captive Portal SSID-based Priority
Antenna	Built-in internal 14 dbi 2G/3G/4G antenna and Wi-Fi antenna Option for N-type high gain antennas
Power	Dual Power Inputs / Power Failover Passive PoE (Power over Ethernet) DC steady-state input voltage range: 5 - 40 V DC / 5 - 60 V DC optional (requires inline fuse for vehicle installations) For 9 - 24 V DC installations, use a 3 A fuse; For > 24 V DC installations, use a 2.5 A fuse; Built-in TVS surge protection on power port: 600 W peak pulse power (10/1000 µs), clamping voltage 93.6 V, compliant with ISO 7637-2 and IEC 61000-4-5. Ignition sensing (automatic ON and time-delay OFF);

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Power	Power consumption: Idle: typical = 100 mA @ 12 V DC; Maximum = 500 mA @ 12 V DC; Tx/Rx: typical = 300 mA @ 12 V DC; Maximum = 800 mA @ 12 V DC; 12 V DC 2 A adapter recommended
Hardware	CPU: Qualcomm chipset RAM: 512 Mb DDR, optional up to 2 Gbit; Flash: 128 Mb, optional up to 4 Gbit;
Ports	Power (2 Pin Terminal Block for wire connection) 2 x Megabit 10/100 Mbps Ethernet LAN/WAN Console Port (on board)
LEDs	1 x SYS, 2 x Cell Signal, 2 x Cell Online, 1 x WAN, 1 x LAN, 1 x Wi-Fi
UIM/SIM Card Slot	Supports 1.8 V / 3 V UIM/SIM cards
eSIM and EUICC	Optional
Buttons	Reset button
Case	IP68 grade anti-dust and anti-water enclosure for outdoor installation; Light-gray color; PC+anti-UV+anti-oxidation OSP; Wall-mount, Pole Mount; Customization is available;
Size	PCBA: 123 x 100 x 23 mm With case: 185 x 172 x 82 mm
Weight	405 g (router only) 700 g (including all accessories, without package)
Temperature	All models: -35 °C to 75 °C ambient operating; All models: -40 °C to 85 °C storage;
Humidity (non-condensing)	5% to 95% operating 5% to 95% storage
Package Contents	H820QO series 4G outdoor router Ethernet Cable POE Power Adapter Others depends on option features (GPS antenna, etc.)
Warranty	1 year standard. Optional extended warranty up to 5 years maximum; Customizable additional warranty services available;
Customization Services	OEM / ODM & other customization services

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Other Details

VPN	IPsec Tunnel, NAT-T and transport modes; compatible with E-Lins, Cradlepoint, Cisco / Linksys, CheckPoint, WatchGuard, Juniper, SonicWall, Adtran and other vendors; Hash algorithms (MD5, SHA128, SHA256, SHA384, SHA512), Cipher algorithms (AES, 3DES, DES), IPSec over L2TP support; GRE tunneling, PPTP, L2TP, L2TP over IPSec; VPN pass-through; Multiple networks supported within a single tunnel, site-to-site dynamic VPN with NHRP; VTI Tunnel support; Optional: OpenVPN, DMVPN, WireGuard, certificate support, ZeroTier, EoIP;
Routing	OSPF / BGP / RIP, Virtual Server / Port Forwarding, IPv6 (Optional), VRRP;
Management	E-Lins Enterprise Cloud Network Management System (NMS) Web GUI, API, CLI / SSH / Telnet Data Usage Alerts (router-wide and per client) Advanced Troubleshooting support Device Alerts SNMP SMS control SMS gateway and SMS alarm TR-069 (customizable) Optional RADIUS or TACACS+ username / password; remote web-based WAN management with access control (HTTP, HTTPS); SNMP v1, v2c & v3; CLI over SSH, SSH to serial, API; one-touch firmware upgrade; modem configuration, update and management; modem data usage with alerts, per-client data usage; custom AT scripting for modems; SMS;
Security	RADIUS and TACACS+ support 802.1X authentication for Ethernet Certificate support ALGs MAC Address Filtering Advanced Security Mode (local user management only) Per-Client Web Filtering IP Filtering Basic Content Filtering Website Filtering Zone-Based Object Firewall supporting host address (IP or FQDN), port and MAC address Other features: NAT, SPI, port blocking, service filtering (FTP, SMTP, HTTP, RPL, SNMP, DNS, ICMP, NNTP, POP3, SSH), protocol filtering, WAN ping (allow / ignore)

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Optimized IP Communications	Automated WAN Failover / Fallback support WAN Affinity and QoS allow prioritization of VoIP services Advanced VPN connectivity options to HQ SIP ALG and NAT enable VoIP and UC communications to traverse firewalls MAC Address Filtering 802.1p/q for LAN QoS segmentation and VoIP handling on LAN; Private network support (wired and 4G WAN)
Firmware update	Supports local and remote firmware updates (LAN, Wi-Fi and OTA WAN); NMS (Network Management System) optional;
Redundancy and Load Balancing	Failover / fallback with 4G, 3G, 2G; WAN failure detection, VRRP; Auto-dial feature, keep-alive link; LCP, ICMP check; Built-in watchdog; Load Balancing: enables multiple WAN sources to boost throughput; supports three-line redundancy via Cellular (2G / 3G / 4G), RJ45 WAN (xDSL, DHCP, Fixed IP) and Wi-Fi client; Optional feature: Ethernet with rule selection, advanced load balancing modes (round robin, spillover, data usage, rate)
Intelligent Routing	UPnP, DMZ, virtual server / port forwarding, routing rules, NAT-less routing, wired or wireless WAN-to-LAN IP passthrough, route management, per-interface routing, content filtering, IP filtering, website filtering, per-client web filtering, local DHCP server, DNS, DHCP client, DHCP relay, DNS proxy, Split DNS; ALGs: PPTP, SIP, TFTP, FTP, IRC; MAC Address Filtering, Dynamic DNS, LAN / WAN affinity, VLAN 802.1Q, STP, enterprise routing protocols: BGP / OSPF / RIP, multicast proxy support, IP setting overrides; IPv6 support optional;
SMS, SMS Control and Alarm	Send and receive SMS; WAN cellular APN configuration via SMS; SMS / Voice control and alarms; SMS or call commands to switch router online / offline, reboot, monitor signal and status; SMS included as standard, Voice optional; SMS text send and receive;
Others	Cellular and Wi-Fi MIMO supported; Syslog (local and remote); DDNS; DNS proxy; Optimized EMC design; Real-time clock (NTP, supports scheduled updates); WAN / LAN / Memory statistics; Local / remote profile backup and restore; Modbus is supported

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Order Part Numbers

H820QO Series Router Order Models

Part Number	5G	4G						3G	Wi-Fi			PoE			Serial		GPS	DI/DO	5-60 VDC
		CAT 1	CAT 4	CAT 6	CAT 12	CAT 19	CAT 20		Wi-Fi 4 802.11b/g/n	Wi-Fi 5 802.11b/g/n/ac	Wi-Fi 6 802.11b/g/n/ac/ax	Passive	PD	PSE	RS232	RS485			
H820QOt	-	O	D	O	O	O	O	Y	O	O	O	Y	-	-	-	-	O	-	O
H820QOfrc	5G RedCap	Y						Y	O	O	O	Y	-	-	-	-	O	-	O

D = default
Y = supported
O = optional
- = not supported

PoE = Power over Ethernet; Passive = Passive PoE input; PD / PSE = Active PoE input / output
DI/DO = Digital Input & Output

Part Number Markings Description:

G = GPS / GNSS
W = Wi-Fi
DC60V = DC 5 - 60 V wide range voltage input

Part Number Definition:

H820QOx-CATn-XXX (e.g. H820QOt-CAT6-G-DC60V means H820QO with Cat 6 LTE modem, GPS/GNSS and DC 5 - 60 V wide range input)

Option Accessories:

Replaceable High Gain Antennas

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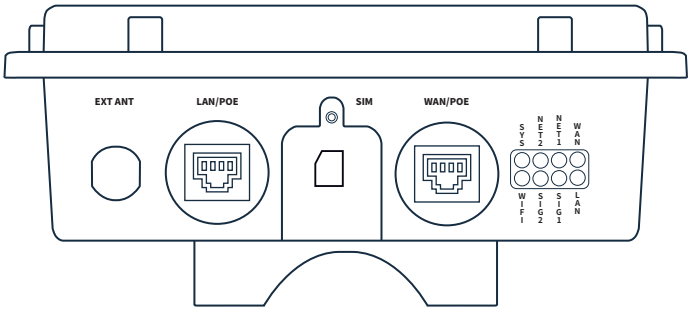
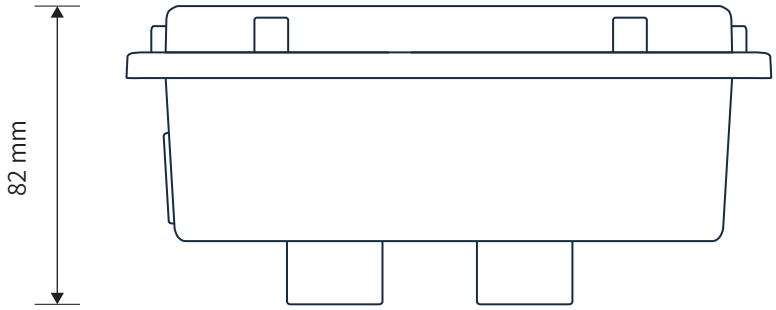
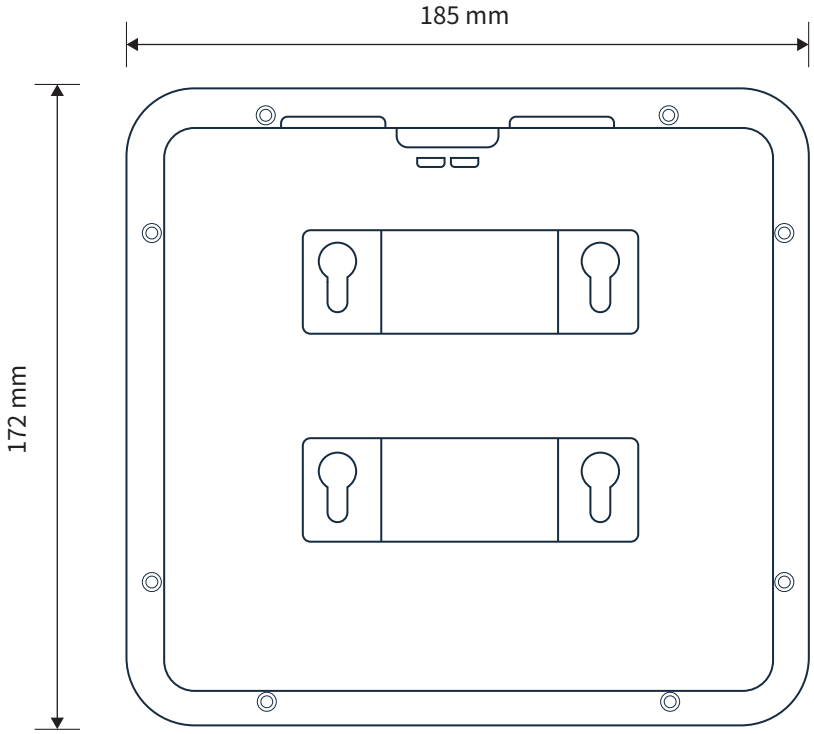
Interface Layout & Dimensions



Front side



Left side



Down side

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