

EAN Contact Information

Location

1401 Presque Isle Ave
NMU Cohodas Building
Room 501
Marquette, MI 49855

Phone Support

888-458-8668
906-227-2957

Online Support

eansupport@nmu.edu
eansupport.nmu.edu

Hours of Operation

During School Year

Monday – Friday
8:00AM – 5:00PM

During Summer Break

Monday – Friday
7:30AM – 4:00PM
Closed while Northern
Michigan University is closed.

Need In-Home Support?

Here are some people who can help!

Greater Marquette Area:

Alex Bordeaux – (906)204-8903 | alexbordeauxit@gmail.com
Cybernetics Lab – (906)250-7507 | consult@cyberneticslab.com

Houghton Area:

Duane Bucheger – (906)399-3141

Entire Upper Peninsula:

Donn Wolf – (906)227-1268

**Individuals listed above are not affiliated with the Educational Access Network and we cannot guarantee their workmanship or quality of service.



**NORTHERN MICHIGAN
UNIVERSITY**

EAN Setup Guide



GLOBAL TELECOM MIFI HOTSPOT

Support: 1(888)458-8668 or eansupport@nmu.edu

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Troubleshooting

Not able to see the Mobile Hotspot on the list of WiFi Devices?

Step 1: Ensure your unit is powered on and charged.

Step 2: If your unit is charged and turned on, press and release the power button to see if the SSID (broadcast name) is shown on your PC WiFi list.

Step 3: If you still cannot see the SSID (broadcast name), turn the hotspot off, then on again. Do the same with the device connected to the hotspot.

Step 4: If the above steps do not work, contact EAN support.

The Hotspot only shows a battery icon filling up over and over again.

Step 1: Hold the power button down for 30 seconds, or until the battery icon stops showing and “Welcome” appears on the screen again.

Step 2: Unplug the mobile hotspot from the USB cable, and then hold the power button down for 30 seconds or until “Welcome” appears on the screen.

Step 3: If you still cannot power on your unit, contact EAN support.

Step 3: If you are still unable to access the internet, contact EAN support

Hotspot SSID and Password Key:

Place SSID and PW Sticker HERE

Checking Your Signal Strength

Step 1: Connect to the router using the pre-configured SSID and Password located on page 5.

Step 2: Open a web browser, and type the following IP address into the address bar: **192.168.0.1**. This will bring up login page of your hotspot. Use the information below to log in:

Username: system
Password: system

Step 4: You will be brought to your hotspots Dashboard. Review your RSRP, RSRQ, and SINR levels under the Router column to determine your signal strength and quality. Compare the numbers to the table listed.

	RSRP	RSRQ	SINR
Recommended	> -84dBm	> -5dB	> 12
Good	-85dBm to -102dBm	-6dB to -10dB	10 to 11
Fair	-103dBm to -110dBm	-11dB to -12dB	6 to 9
Poor	< -110dBm	< -12dB	< 6

Box Contents

In The Box

1 x MiFi Global Telecom Hotspot
1 x USB to Micro USB 1m cable
1 x 5v USB power brick

Other Important Information

Inside the box, and at the end of this startup guide, is your SSID and WiFi Password Key used in order to connect to this unit wirelessly. The MiFi Global Telecom Hotspot is battery powered, which means it contains a lithium ION battery and you should not be exposed to extreme heat or cold.

In the case that you want to use your MiFi Global Telecom Hotspot without a USB connection, please be advised that your Hotspot must be charged.

Any issues contact EAN support at 888-458-8668 or email eansupport@nmu.edu

Getting Started

Global Telecom Hotspot Overview

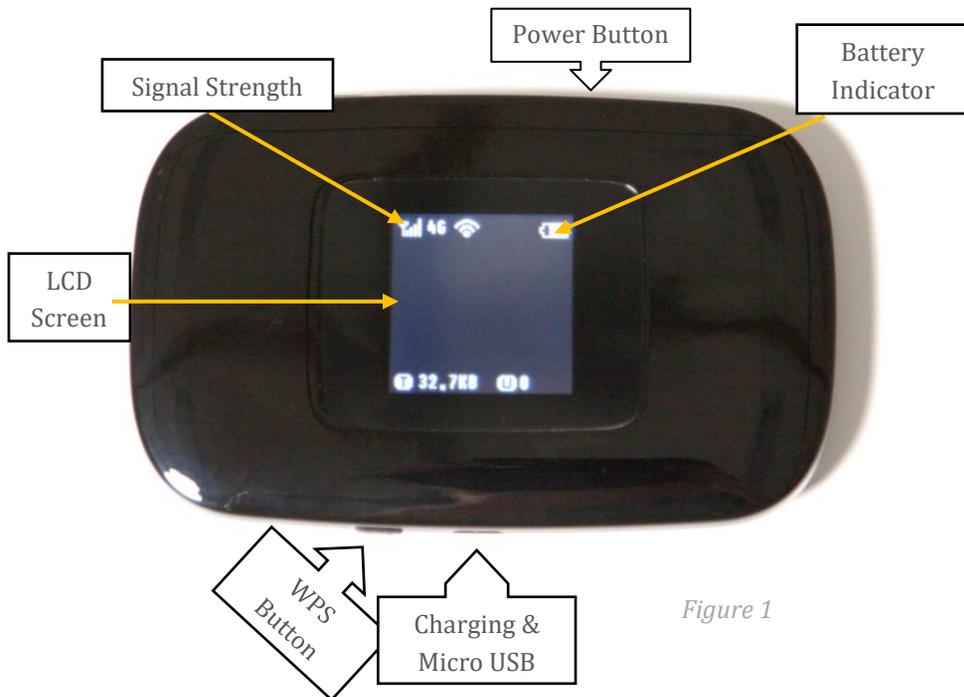


Figure 1

Step 1: Hold the power button on your mobile hotspot down until you see “Welcome” on the screen (Figure 2).

Step 2: Wait until the screen illuminates (Figure 1) before you connect your device using WiFi as seen above.

Step 3: Connect using WiFi from the information provided.
Note: If you lose your original box, you can press the power button quickly to see your SSID and Password. (See Figure 3)



Figure 2



Figure 3

How to Change Your WiFi SSID and Password

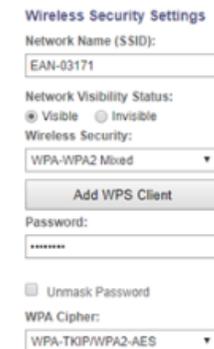
Step 1: Connect to the router using the pre-configured SSID and Password located on page 5.

Step 2: Open a web browser, and type the following IP address into the address bar: **192.168.0.1**. This will bring up login page of your hotspot. Use the information below to log in:

Username: system
Password: system

Step 4: Select **Wireless** from the top navigation bar, then select **Wireless - Wireless Security Settings**.

Step 5: You will now see the wireless settings page to change your SSID and password. Select the text fields to change the SSID and Passcode. After you are done modifying the settings, click on **Save**.



NOTE: Please be sure to remember any changes you make on your device. If you forget the new information, you will need to bring your hotspot back to the EAN office to be re-provisioned.