EAN Contact Information

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

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.

Phone Support
888-458-8668
906-227-2957

Online Support
eansupport@nmu.edu
eansupport.nmu.edu

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

Quick Setup Guide

GLOBAL TELECOM ANTENNA
Support: 1(888)458-8668 or eansupport.nmu.edu

Table of Contents

Troubleshooting

I cannot connect to the internet.

Step 1: Ensure your unit is powered on.
Step 2: Check to be sure you have at least 3 lights of RF signal on the back of your equipment. If you do, check your signal levels by following the steps on page 4.
Step 3: Unplug the Ethernet cable from the POE port of the power adapter, wait for 10 seconds, then plug it back in. Wait up to *15 minutes* for the device to come back online.
Step 4: Plug your computer directly into the LAN port of the POE power adapter and make sure your router is powered off. If the internet works, you may have a problem with your router.

My Internet is slow.

Step 1: Follow the steps on page 4. If your signal is below the Good range, you will have slower speeds.
Step 2: If all of your signal levels are in the good range, check to see how many devices are streaming in your home. The more devices you use, the slower your internet will be.
Step 3: Contact us to see if a speed upgrade is right for you.

I cannot see my WiFi at my home.

The Global Telecom does not produce a wireless signal. Please check your wireless router for issues and contact the router manufacturer with any questions.

Checking Your Signal Strength

Step 1: Wait for your antenna to fully power on

Step 2: Connect a computer directly to the LAN port of your POE Power adapter. *This may not work if you are connected through WiFi.*

Step 3: Open a web browser on your device and navigate to **http://10.1.1.1** using your address bar.

Step 4: When prompted for a password, enter **Global_system** and click login.

Step 5: Once you are logged in, you should automatically be shown the **LTE – Overview** tab. Under **Radio Information** you will see dB values next to *RSRP, RSRQ,* and *SINR.* **Compare RSRP, RSRQ, and SINR values to the table below.** If your signal levels are within the Good range, you should be getting close to your advertised speed.

IMPORTANT NOTE: If you are unable to get your antenna in our recommended range of signal, expect to see slow, intermittent connections until you are able to increase signal levels.

	RSRP	RSRQ	SINR
Recommended	> -90dBm	> -8dB	> 10
Good	-90dBm to -105dBm	-9dB to -10dB	8 to 10
Fair	-105dBm to -110dBm	-10dB to -12dB	6 to 8
Poor	< -110dBm	< -12dB	< 6

Box Contents

In The Box

1 x Global Telecom GLC130D Outdoor Antenna
1 x Power-Over-Ethernet Power Adapter
1 x Power Line Cable
1 x Mounting Kit
1 x CAT 5e Ethernet Cable

Other Important Information

This is a quick setup guide to outline a basic setup for your device. For a detailed look in the setup, please visit our website at eansupport.nmu.edu and click on *Getting Started*.
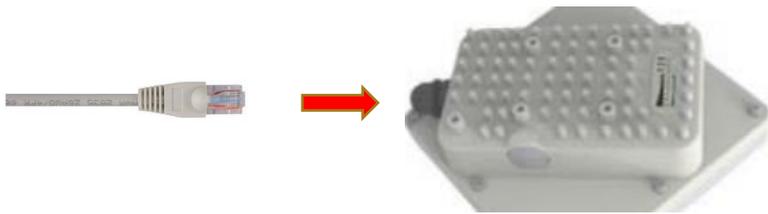
Your Global Telecom Antenna is not a wireless router. You may connect one computer to the internet using an Ethernet cable from the LAN port of the power adapter to the computer following the instructions in this guide. You may also connect a wireless router (sold separately) to have WiFi in the home.

Any issues contact EAN support at 888-458-8668, email eansupport@nmu.edu, or visit our website at eansupport.nmu.edu.
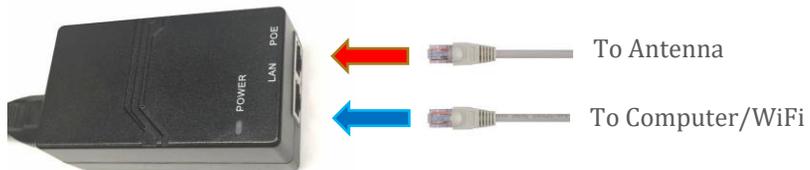
Indoor Setup

Use this setup if you will be placing the Global Telcom antenna inside of the home. Please point the unit out through a solid surface and avoid windows. If you have a metal roof or siding, you will need to mount this device outside.

Step 1: Plug the Ethernet Cable into the bottom of the antenna

Step 2: Plug the Ethernet Cable from the antenna into the POE port of your power adapter. Plug another cable from the LAN port into a computer or WiFi Router.
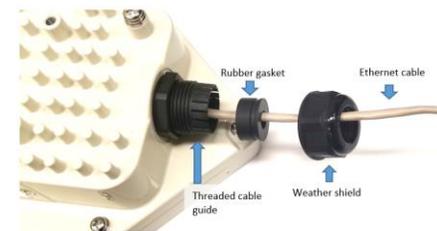

To Antenna

To Computer/WiFi

Step 3: Plug the Power Adapter into the wall and point the front end of your antenna towards your nearest tower. It may take up to *15 minutes* for it to find your nearest tower. The lights on the back of your antenna should look like this:

Outdoor Setup

Use this setup if you will be placing the Global Telecom antenna outside of your home. Please read all instructions before mounting outside. You may need a longer Ethernet cable in order to setup your equipment outside.

Step 1: Slide the weatherization kit over the Ethernet cable as shown in the image below, then plug it into the antenna.

Step 2: Push the rubber gasket into the threaded cable guide, then screw the weather shield cap over the threaded cable guide to seal the cable opening.

Step 3: Attach the antenna mounting bracket to the back of the Global Telecom antenna. Take the post mounting bracket and place it against your mounting post. Secure it using the two U-shaped bolts. Secure the Global Telecom antenna to the post mounting bracket attached to your mounting post.

Step 4: Run the Ethernet cable into your home, and follow steps 2 & 3 on page 2 **Indoor Setup** to finish your setup.