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:
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

BTI CP860 LTE ROUTER
Support: 1(888)458-8668 or eansupport@nmu.edu

Table of Contents

Troubleshooting

Not able to see the BTI Router on the list of Wi-Fi Devices?

Step 1: Ensure your unit is powered on.
Step 2: If your status lights show your unit is already on, unplug the router from power for 30 seconds, then plug it back in. Wait until the status lights illuminate.
Step 3: If the above steps do not work, contact EAN support.

I am connected to the router but I am not able to access the internet.

Step 1: With the unit powered on, verify you have at least 1-2 light of signal displayed on the front of the router (*see Figure 1 on page 2).*
Step 2: Try placing the unit in different locations until you get good signal, or plug the unit directly into a computer with the Ethernet cable included.
Step 3: If you are still unable to access the internet, contact EAN support

Router 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: **192.168.15.1**. This will bring up the home page of your router.

Step 3: Click on **Log In** from the top right of the screen. You will see a login window prompting for a username and password. Use **admin** as the username and **admin** as the password.

Step4: Review your RSRP1, RSRP2, RSRQ, and SINR levels for the antenna. Compare the numbers to the table listed.

	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 BTI CP860 Indoor Router
1 x 12v Power Adapter
1 x CAT 5e Ethernet Cable

Other Important Information

On the back of the router, and at the end of this startup guide, is your SSID and WiFi Password Key used in order to connect to this unit wirelessly

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

Getting Started

BTI LTE Router Overview and Setup

Ethernet Ports

VoIP Port
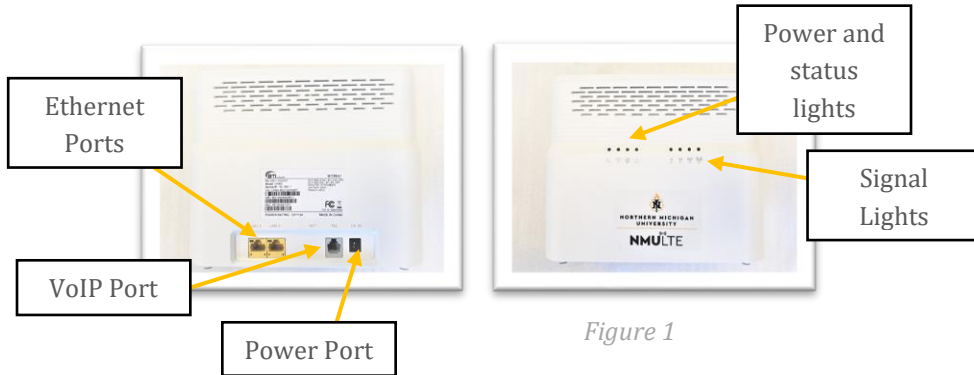
Power Port

Power and status lights

Signal Lights

Figure 1

Step 1: Plug the Power Adapter into the power port located on the back of the router, then plug the other end of the adapter into the wall.

Step 2: Wait until your status lights illuminate.

Step 3: Connect wirelessly to the router using WiFi from the information provided. You can also use the Ethernet cable provided to connect directly to the router by plugging in the cable into either of the ports on the back of the router.

How to Change Your Wi-Fi 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: **192.168.15.1**. This will bring up the home page of your router.

Step 3: Click on **Log In** from the top right of the screen. You will see a login window prompting for a username and password. Use the information below to log in:

Username: admin
Password: admin

Step 4: Select **Settings** from the top navigation bar, then select **Wi-Fi – WLAN Settings.**

Step 5: You will now see the wireless settings page to change your SSID and password. Use the Band drop-down menu to change the SSID and Passcode for each Wi-Fi configuration. After you are done modifying the settings, click on **Submit.**

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