

EAN Contact Information

Location

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Phone Support

888-458-8668
906-227-2957

Online Support

eansupport@nmu.edu
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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:

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



NOKIA FASTMILE 4G LTE ROUTER

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

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Troubleshooting

Not able to see the Nokia Fastmile on the list of Wi-Fi Devices?

Step 1: Ensure your unit is powered on.

Step 2: Check for a **green** status light on the top of the Fastmile router.

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 lights of signal displayed on the top of the router. You will need to press the **Test** button for the signal lights to illuminate. (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: **192.168.1.1**. This will bring up the home page of your router.

Step 3: You will see a login window prompting for a username and password. Use **admin** as the username and **admin123** as the password.

Step 4: Select **Status** if it is not already selected from the left navigation bar, then select **4G LTE Wireless Status**.

Step 5: Review your SINR, RSRP, and RSRQ levels for the antenna. You will find these at the bottom of the page, and they are indicated by the red arrows below. Compare the numbers to the table listed.

4G LTE Cell Information

CellType	eNodeBID	CellID	BandWidth	PhysicalCellID	DownlinkEARFCN	Band	RSRP	RSRQ	RSSI	SINR	CINR
CellPrimary	99	2	20MHz	51	40610	41	-85	-8	-56	9	9



	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 Nokia Fastmile 4G Indoor Router
- 1 x 12v Power Adapter
- 1 x Ethernet Cable

Other Important Information

On the bottom 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

Nokia Fastmile Router Overview and Setup

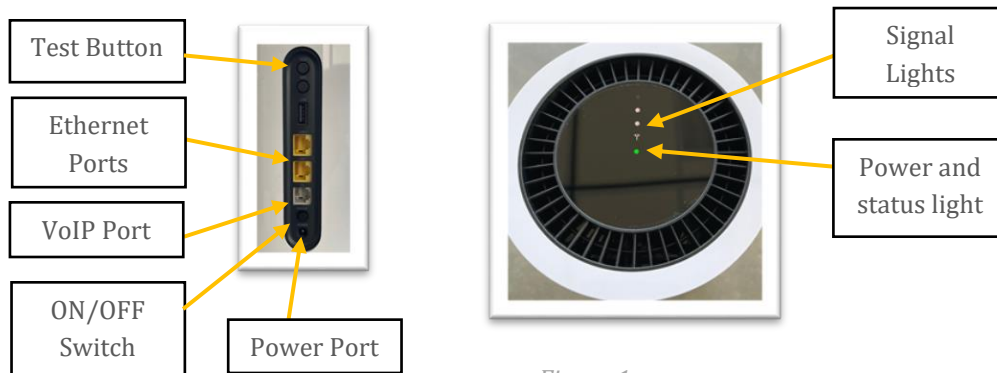


Figure 1

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: Depress the **ON/OFF** button on the back of the device.

Step 3: Wait until your status light turns **green**. This could take several minutes.

Step 4: 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.

Step 5: Press the **Test** button on the back of the unit and wait for the signal lights to illuminate on the top of the device. You may want to do this multiple times to find the best location for service within your home.

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: **192.168.1.1**. You will see a login window prompting for a username and password. Use **admin** as the username and **admin123** as the password.

Step 3: Once you are logged in, select **Network** from the left-hand menu then select **Wireless (2.4GHz)**.

Step 4: You can use the “**SSID Name**” and “**WPA Key**” to change the WiFi name and password.

Step 5: Once you select your new WiFi name and password, click **Save**.

Step 6: Repeat steps 3 through 5 making sure to select **Wireless (5GHz)** from the left-hand menu.

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.