

# 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:

Cybernetics Lab – (906)250-7507 | [consult@cyberneticslab.com](mailto: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



**NOKIA FASTMILE OUTDOOR**

Support: 1(888)458-8668 or [eansupport.nmu.edu](mailto:eansupport.nmu.edu)

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# Troubleshooting

## **I cannot connect to the internet.**

**Step 1:** Ensure your unit is powered on and the PoE adapter has a green light on it.

**Step 2:** 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 *7 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 may 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:** Try isolating devices connected to the router by powering them off. This will help determine the device using the available bandwidth

## **I cannot see my WiFi at my home.**

The Nokia FastMile Outdoor antenna 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. *These steps may not work if you are connected through WiFi.*

**Step 3:** Open a web browser (Chrome or Firefox) on your device and navigate to **https://192.168.15.1** using your address bar.

**Step 4:** You should now see the **Status** page. On this dashboard, you see dB values for *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 good range of signal, expect to see slow, intermittent connections until you are able to increase signal levels.

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

# Box Contents

## In The Box

- 1 x Nokia FastMile 4G03-A Antenna
- 1 x Power-Over-Ethernet (POE) Adapter
- 1 x Power Line Cable
- 1 x Mounting Kit
- 2 x Mounting Rings
- 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](https://eansupport.nmu.edu) and click on *Getting Started*.**

Your Nokia FastMile Outdoor 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.

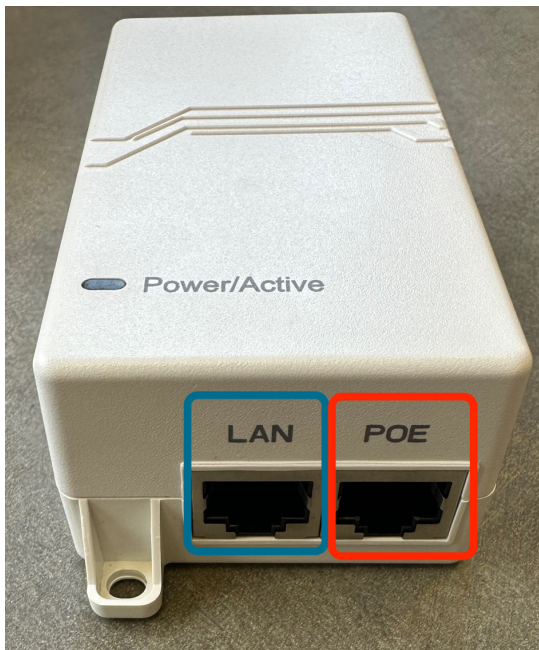
If your height requirement is greater than 40 feet, we have included a weatherproof Ethernet coupler for joining two cables together.

Any issues contact EAN support at 888-458-8668, email [eansupport@nmu.edu](mailto:eansupport@nmu.edu), or visit our website at [eansupport.nmu.edu](https://eansupport.nmu.edu).

## Indoor Setup

Use this setup if you will be placing the Nokia FastMile Outdoor 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 from the antenna into the **POE port** of your power adapter. Plug another Ethernet cable into the **LAN port** and the other end to a computer or WiFi Router.



**Step 2:** Plug the Power Adapter into the wall and point the front end of your antenna (the sticker side) in the direction indicated on your map. It may take up to 7 minutes for it to find your nearest tower.

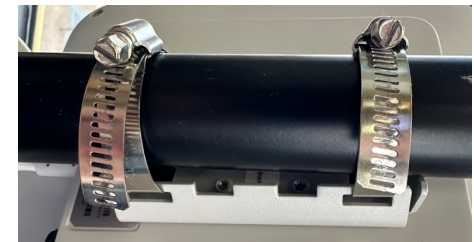
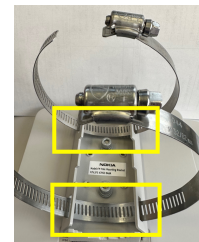
## Outdoor Setup

Use this setup if you will be placing the Nokia FastMile Outdoor 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:** Attach the pole mounting bracket to the back of the Nokia FastMile Outdoor Antenna using the two 4mm hex bolts provided (indicated in green).



**Step 2:** Feed the provided hose clamps through the pole mount bracket (indicated in yellow) and fit it around your mounting pole. Tighten the hose clamps so the device is securely fastened to the mounting pole.



**Step 3:** Run the attached Ethernet cable into your home and follow steps 1 & 2 on page 2 **Indoor Setup** to finish your setup. Do not place the POE Injector outside.