EAN Contact Information

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

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

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

Hours of Operation
8:00 am - 5:00 pm EST.
Monday - Friday

Summer Hours:
7:30am - 4:00 pm EST.
Monday - Friday

Need In-Home Support?
NMU's EAN does not provide at home installation of our services, however more information can be found at eansupport.nmu.edu

NORTHERN MICHIGAN UNIVERSITY

EAN Setup Guide

Nokia Fastmile 4G05 Outdoor
Support: (906)227-2957 or eansupport@nmu.edu

Table of Contents

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 if a device is 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 4G05-A Antenna
1 x Power-Over-Ethernet (POE) Adapter
1 x Mounting Kit
2 x Mounting Rings
1 x Weather Seal
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 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.
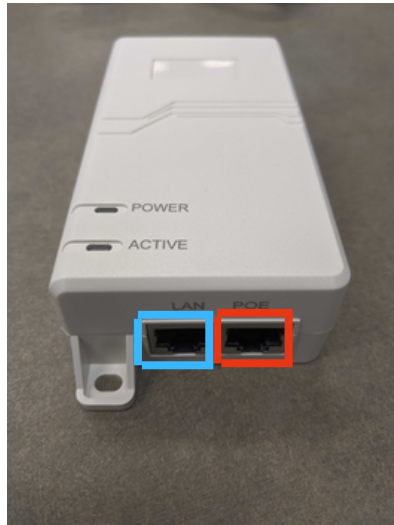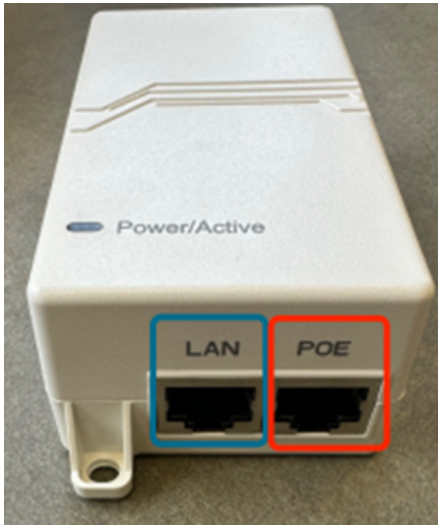
A weatherproof seal will be included in your box for the unit while it is outside.

Any issues contact EAN support at (906)227-2957, email eansupport@nmu.edu, or visit our website at 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. You may have a power adapter with two lights on top. The **Power** will light up when plugged into a wall socket. **Active** will light up as soon as it is connected to an antenna via the **PoE port**.
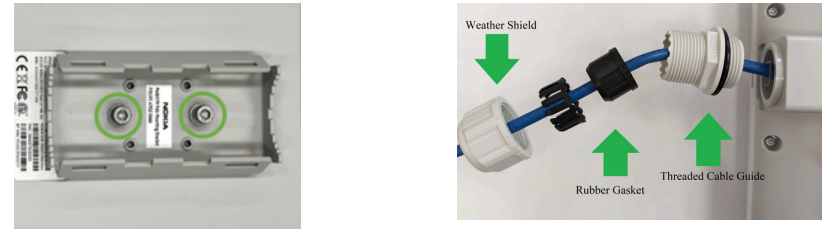

Step 2: Plug the Power Adapter into the wall and point the front end of your antenna (the sticker side) in the direction indicated on your map. It may take up to 7 *minutes* for it to find your nearest tower.
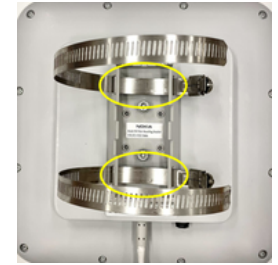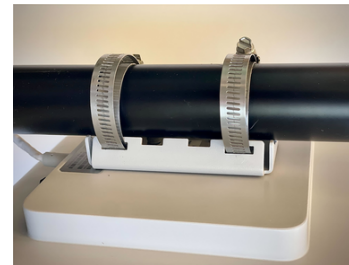
Outdoor Setup

Use this setup if you will be placing the Nokia FastMile Outdoor antenna outside of your home. Please read all instructions before mounting outside.

Step 1: Slide the weatherization kit over the Ethernet cable as shown in the image below, then plug it into the antenna. Screw on the weather shield after pushing in the rubber gasket to the threaded cable guide.

Step 2: Attach the pole mounting bracket to the back of the Nokia FastMile Outdoor Antenna using the two 4mm hex bolts provided (indicated above in green).

Step 3: 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 4: Run the Ethernet cable into your home and follow steps 1 & 2 on page 2 Indoor Setup to finish your setup. Do not place the Power Adapter outside.