

Troubleshooting & Contact Info

Are you unable to connect to your wireless network?

Ensure your device is powered on and properly connected.
Look for a solid green light on the front of the unit, which indicates it's on and connected.

Select your network.
Open the Wi-Fi settings on your personal device and look for your network, which should be named "EAN-XXXXX." Select it, and enter the password provided on page 1.

Check your signal strength.
Make sure your device is receiving a strong Wi-Fi signal. You can check signal levels using the instructions on page 3. If needed, try moving your device to different areas of your home for a better signal.

Need more help?
If you're still having trouble, please scan the QR code below, or contact our support team.

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

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



Hours of Operation

Location

8:00 am - 5:00 pm EST.
Monday - Friday
Summer Hours:
7:30am - 4:00 pm EST.
Monday - Friday

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



NORTHERN MICHIGAN UNIVERSITY

EAN Setup Guide



Nokia Fastmile 5G31 LTE Router

Support: (906)227-2957 or eansupport@nmu.edu

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Box Contents

- 1 x Nokia Fastmile 5G31 LTE Indoor Router
- 1 x 12v Power Adapter

Other Important Information

Your **Wireless Name and Password** for connecting to the router are located on the back of the device and on page 1 of this guide.

If you experience any issues, please don't hesitate to reach out to EAN Support. You can:

- Call us at **906-227-2957**
- Email us at **eansupport@nmu.edu**
- Visit our website at **eansupport.nmu.edu**

We're here to help!

Checking Your Signal Levels

For a step-by-step guide to checking your signal levels using the Nokia WiFi app, scan the QR code OR follow the directions below:



1. From the home page of the app, select **"Network"** from the bottom bar.
2. Tap **"WiFi points"** and select your device from this menu.
3. Under **"4G Signal"**, reference the RSRP, RSRQ, and SINR levels. Compare the numbers to the table below. Moving your device may be necessary for good signal.

4G Signal	
RSRP	-91 dBm
RSSI	-58 dBm
RSRQ	-12 dB
SNR	2 dB

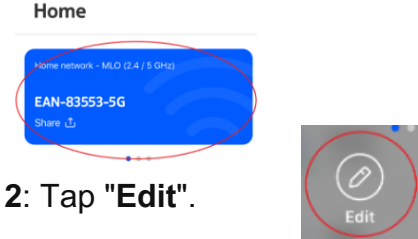
	RSRP	RSRQ	SINR
Good	>-90dBm	>-8dB	>10
Fair	-90dBm to -105 dBm	-8 dB to -10 dB	8 to 10
Poor	<-105 dBm	<-12 dB	<6

Changing Your Wireless Name and Password:

To change your Wireless Network Name and Password using the Nokia WiFi app, you can either scan the QR code below or follow the step-by-step instructions provided.



1. From the **app's home page**, tap the blue box at the top of the screen displaying the name of your EAN preset Wireless Name.



2: Tap "**Edit**".

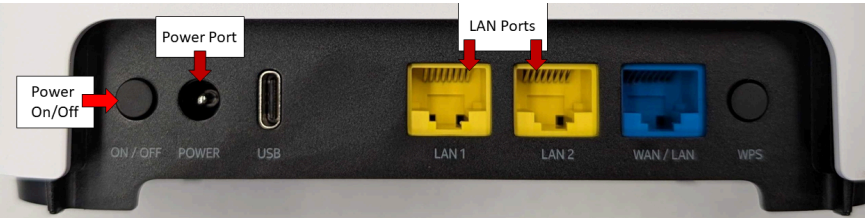
3. In the top-right corner of your screen, select the **pencil icon**. Here, you can change your Wireless Name and password. After making your changes, tap the **checkmark** in the top-right corner to save them.

Note: The device will reboot for 3-5 minutes after saving.

Important: Changing your wireless name and password is optional, but you may do so if preferred.

Getting Started

Nokia Fastmile Router Overview and Setup



1. Plug the **Power Adapter** into the **Power Port** on the back of the router, then plug the other end into a wall outlet.

2. Press the **Power On/Off** button on the back of the device (as shown in the photo above).

3. Wait until the **status light** on the front of the device turns solid green. This may take several minutes.

4. Connect to the router wirelessly using the Wireless information provided below and on the back of the device. Alternatively, you can directly connect to the router by plugging an Ethernet cable into one of the LAN ports on the back of the router.

5. If needed, test the unit in different locations within your home to find the best signal. To check your signal strength, refer to page 3.

Tip: For optimal signal strength, place the device high up, centrally located in the room, and away from windows or metal objects.

Wireless Name and Password

Place SSID and PW Sticker HERE

Nokia Mobile App

Your **Nokia 5G31 Router** works with the **Nokia WiFi app**, which lets you:

- Check your signal strength (Page 5)
- Change your wireless name and password (Page 4)
- Set up parental controls (QR Code)



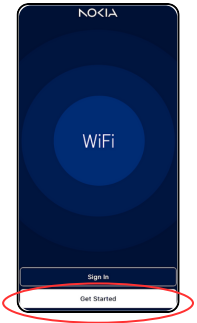
Note: Using the app is **optional** and not required for the use of your Nokia device. For further assistance, please visit eansupport.nmu.edu.

1. Search for and download "**Nokia WiFi**" from the Apple App Store or Google Play Store.

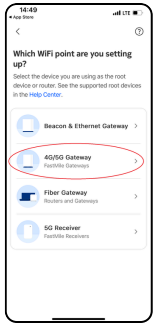


2. Connect your personal device to WiFi (see Page 1).

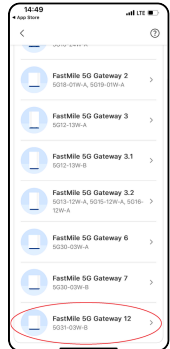
3. Open the **Nokia Mobile App** on your personal device and tap "**Getting Started**"



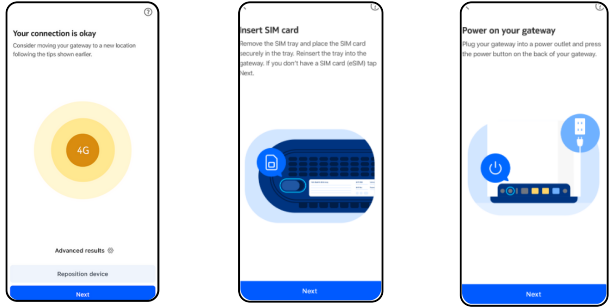
4. Select "4G/5G Gateway" when prompted.



5. Choose "FastMile 5G Gateway 12."



6. Tap "**Skip**" and "**Next**" through three pages (location, SIM card, and power setup).

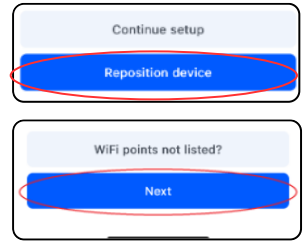


7. Find and enter the **Username** and **Password** found on the bottom of your router and on the bottom of this page



8. Enter your Wireless password found on the **back** of your router and on Page 1. **Note:** The app instructions will guide you to a "WiFi Key" on the bottom sticker. This is incorrect.

9. The app will test your connection. You may choose to "**Continue setup**" or "**Reposition device.**"



10. Tap "Next" on the "1 WiFi point" screen.

11. You may change your wireless network name now, or select "Finish" and do it at a later point using the instructions on page 4. Your app setup is now complete!

Username and Password

