

Contact Information

Phone Support

(906)227-2957

Online Support

eansupport@nmu.edu
eansupport.nmu.edu

Location

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

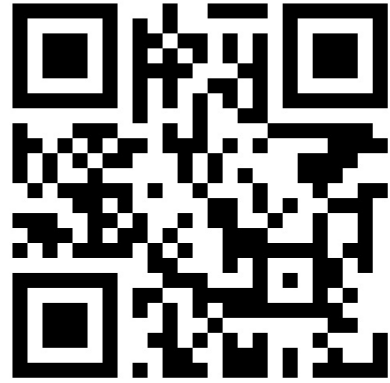
Hours of Operation

Academic Year:
8:00 a.m. - 5:00 p.m.
Monday-Friday

Summer:
7:30 a.m. - 4:00 p.m.
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



eansupport.nmu.edu



**NORTHERN MICHIGAN
UNIVERSITY**

EAN Setup Guide



NOKIA FASTMILE 5G16-B OUTDOOR CPE

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

Table of Contents

- PAGE 1:** Box Contents
- PAGE 2:** Indoor Setup
- PAGE 3:** Outdoor Setup
- PAGE 4:** Nokia WiFi App
- PAGE 5:** Nokia WiFi App Continued
- PAGE 6:** Checking your signal levels
- PAGE 7:** Troubleshooting
- PAGE 8:** FAQs
- PAGE 9:** FAQs Continued

FAQs Continued

WHAT ETHERNET CORD DO I NEED AND WHERE CAN I BUY ONE?

There are two Ethernet cords required for EAN service, one between the power adapter and WiFi router, and another between the Antenna and power adapter. Your unit includes an outdoor rated, flat Ethernet cable. If additional length is needed, a couple and additional Ethernet cord must be separately purchased from Walmart, Amazon, Menards, Etc.

WHY IS THE LIGHT ON MY ANTENNA NOT GREEN?

The light on your antenna acts as a signal indicator. If the light is yellow or red, the device is either receiving a poor signal, or unable to connect at all. You must make sure you are meeting all setup requirement provided by the EAN, then continue to move the antenna up in height until a recommended signal is achieved.

FAQs

WHAT ROUTER DO I NEED?

Most routers should work with your EAN service. We have limited availability for troubleshooting independently purchased WiFi routers, but we recommend **Linksys** and **Netgear** brands.

WHY DOES MY SERVICE SAY "CONNECTED NO INTERNET"?

There is a local connection between your wireless devices (ie. phone, laptop, Roku) and a secondary connection between your router and antenna, and your antenna and our tower. A "connected no internet" message means your wireless device is able to connect to your router, but your router is not receiving an internet signal. Common resolutions for this include 1) rebooting your WiFi router and antenna, and 2) making sure your WiFi router has been properly setup with the instructions provided by the manufacturer.

WHAT SPEED SHOULD I RECEIVE?

Your speeds will depend on multiple factors including your signal levels, the time of day, number of devices connected, and your physical location. You should make sure your device is within our recommended signal level range to achieve the highest speeds possible.

Box Contents

In the Box

- 1x Nokia FastMile 5G16-B Antenna
- 1x Power-Over-Ethernet (POE) Adapter
- 1x Window Mounting Kit
- 2x Mounting Rings
- 1x Weather Seal kit
- 1x CAT 5e Flat Ethernet Cable

Other Important Information

This is a quick 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 device to the internet using an Ethernet cable from the LAN port of the power adapter to the device 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

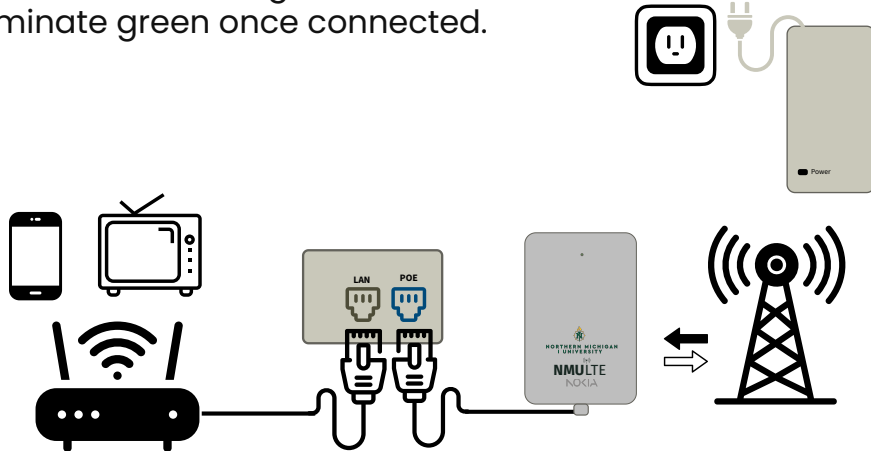
Use this setup when placing the Nokia FastMile antenna indoors. For best performance, aim the unit through a solid surface rather than a window. If your home has a metal roof or siding, the antenna must be mounted outside.

STEP 1

Plug the Ethernet Cable from the **antenna** into the **POE /WAN port** of your power adapter. Plug another Ethernet cable into the **LAN** port and the other end to a **computer** or **WiFi Router**. The Power light will illuminate when plugged into a wall socket.

STEP 2

Plug the Power Adapter into the wall and point the front 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. The light on the front of the antenna will illuminate green once connected.



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 6.

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 to “Checking Your Signal Strength” on page 6. 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.

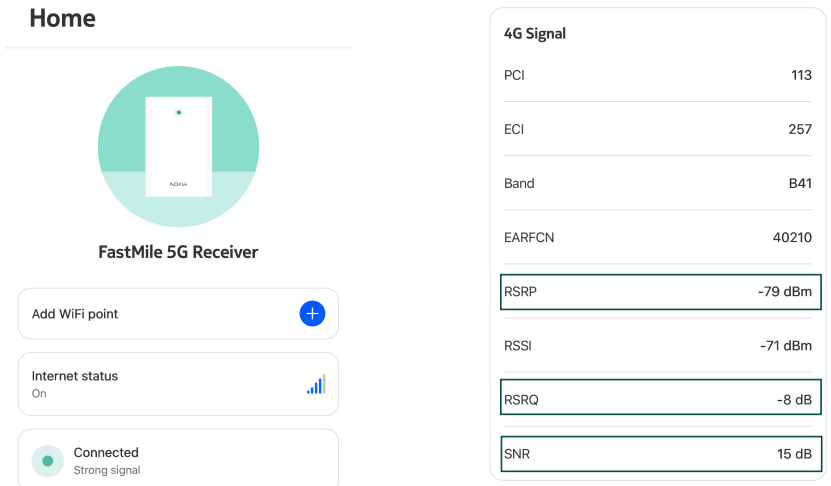
I CANNOT SEE MY WIFI AT MY HOME

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

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. Connect to the Nokia Wifi App and open the Home page
2. Scroll down on the home page until you see the 4G Signal section. Compare your **RSRP**, **RSRQ**, and **SNR** values to the chart provided below.



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



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.



Pole Mount

STEP 1

Feed the provided hose clamps through the two gaps provided on the back of the device, and fit it around your mounting pole. Tighten the hose clamps so the device is securely fastened to the mounting pole.

STEP 2

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.



Window Mount

STEP 1

Remove the three sticker covers from the outdoor mount, and adhere the mount to a clean window, applying pressure for at least 30 seconds

STEP 2

Slide the Nokia Fastmile onto the window bracket.



STEP 3

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.



Nokia WiFi App

Your Nokia 5G16-B Indoor/Outdoor CPE works with the Nokia WiFi app, which lets you check your signal levels and provides installation assistance. To learn about setting up the Nokia WiFi App, scan the QR code, or follow the instructions below.

NOTE: USING THE APP IS OPTIONAL AND NOT REQUIRED FOR USE OF YOUR NOKIA DEVICE.



1. Search for and Download the "Nokia WiFi" App from the apple app store or google play store.
2. Open the app and tap "Get Started" (Fig. 1)
3. Tap "Scan code:" and scan the QR code included on the box or bottom of your device (Fig. 2)
4. Tap "Next" through the followings tips regarding the setup of your equipment.
5. Tap "Next" through the following 2 steps because the SIM card is preinstalled for you.
6. Make sure the device is physically set up, plugged in, and wait for the LED light to remain solid green. (Fig. 3)
7. Connect the LTE device via Bluetooth using the pairing pin provided in the app or on the box, and select "Pair" (Fig. 4)
8. Continue any physical setup requirement for the unit (Fig. 5)
9. Test your connection. You may reposition the unit and re-test the connection until a great signal is achieved at any time in the future. (Fig. 6)
10. The option to test your speeds will appear. This function is not supported and will not work. Select "Next"
11. Select "Finish Installation" when everything is complete. (Fig. 7)

Continued

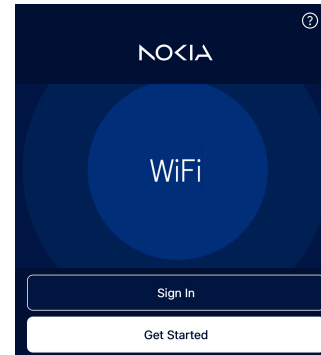


Fig. 1

Scan the QR code
Using your phone's camera, scan the QR code on the bottom of your root WiFi point.

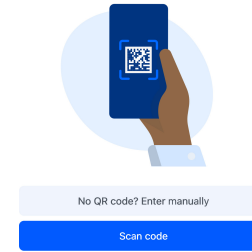


Fig. 2

Wait for the device to boot up
Your 5G receiver will take a couple of minutes to boot up. Wait for the LED to stop blinking before moving on to the next step of connecting to the device.

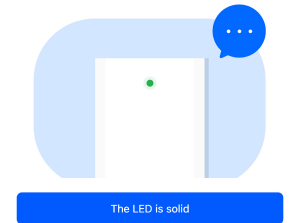


Fig. 3

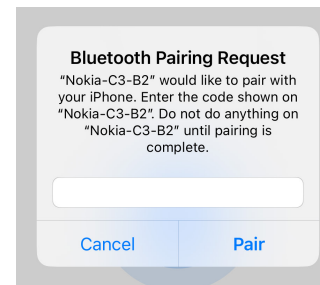


Fig. 4

Successfully paired

Next we will test the signal quality. To have an accurate result, make sure the device is in the area you want to mount it in and face the front (Nokia logo) side towards the base station.



Fig. 5

Your connection is great
This position will receive a great signal.

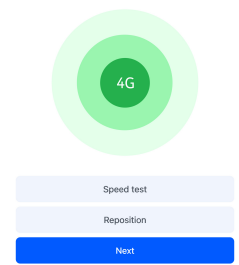


Fig. 6

Finalize your installation

Make sure the 5G Receiver has been securely mounted in your selected location.

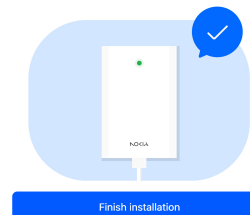


Fig. 7

All done

Your Nokia FastMile 5G Receiver has been added successfully.

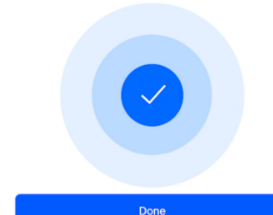
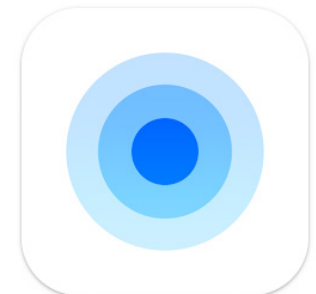


Fig. 8



NOKIA WiFi APP