

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

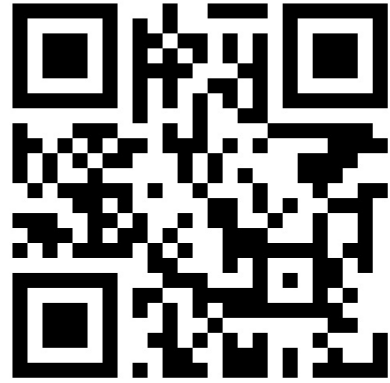
Hours of Operation

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-A OUTDOOR CPE

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

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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 a short Ethernet cable that can be used between your WiFi router and the power adapter. An additional Ethernet cord for the length between your power adapter and antenna must be separately purchased from Walmart, Amazon, Menard's, Etc

WHY IS THE LIGHT ON MY ANTENNA NOT GREEN?

The status 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. There are also signal indicator lights on the antenna itself. All 5 signal lights must illuminate for consistent service.

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-A Antenna
- 1x Power-Over-Ethernet (POE) Adapter
- 1x Mounting Kit
- 2x Mounting Rings
- 1x Weather Seal kit
- 4x Hex Bolts
- 1x Ethernet Cord

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

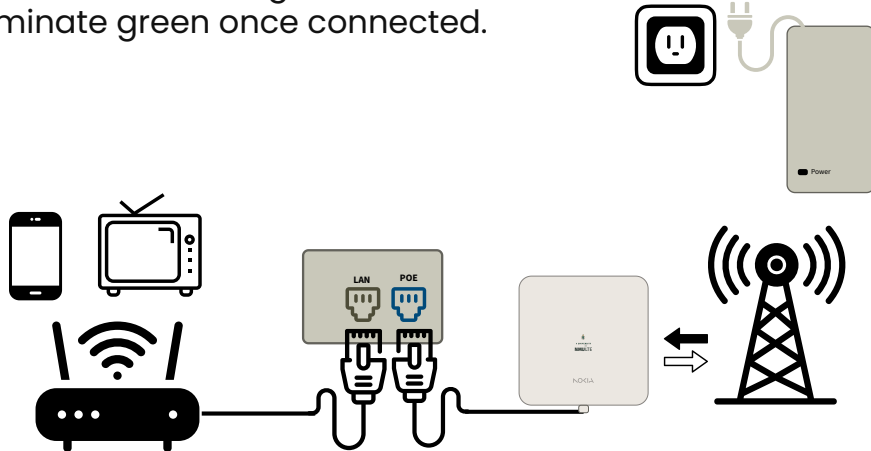
Use this setup when placing the Nokia FastMile antenna indoors. For best performance, aim the unit through a solid surface rather than a window. If your home has a metal roof or siding, the antenna must be mounted outside.

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.

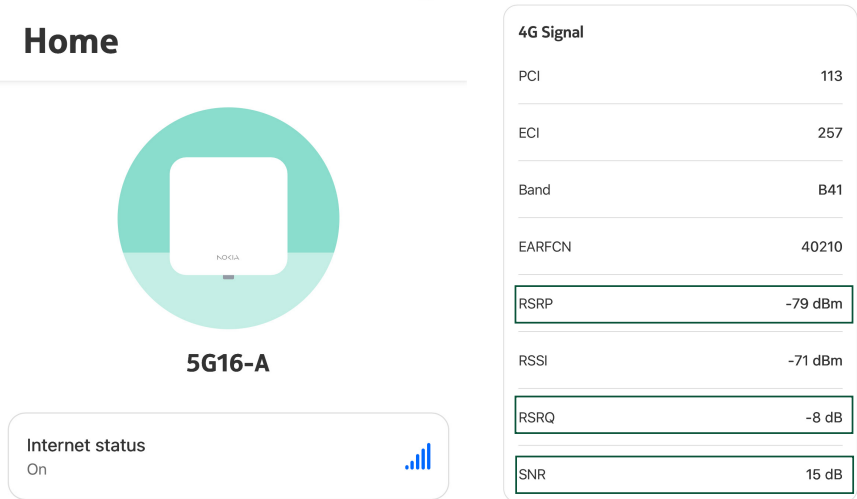
I CANNOT SEE MY WIFI AT MY HOME

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 BROADBAND INSTALLER APP, SCAN THE QR CODE OR FOLLOW THE DIRECTIONS BELOW

1. Connect to the Nokia Broadband Installer 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.

STEP 1

Slide the weatherization kit onto the Ethernet cable as shown below, then connect the cable to the antenna. Push the rubber gasket into the threaded cable guide, then screw on the weather shield to secure it in place.



STEP 2

Attach the mounting plate to the back of the Outdoor LTE Device using the provided screws. You may need to remove the top piece (outlined in blue) by unscrewing it to securely fasten the screws. Feed the hose clamps through the two openings on the plate as shown above, then tighten them firmly around the mounting surface to secure the device in place.

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 Broadband Installer App

Your Nokia 5G16-A 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 Broadband Installer 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 Broadband Installer” App from the apple app store or google play store.
2. Open the app and tap “New Installation”
3. Select “Scan code” and scan the QR code provided on the box
4. Your SIM card comes preinstalled, click “Next”
5. Physically setup the device and select “Next”
6. Wait for the LED to light up solid green and select “Next”
7. While in the app, pair to Bluetooth by inputting the pairing pin which can be pasted in or found on the box of your device and select “Next”
8. Enter the tower coordinates found in the providing mapping information sheet and select next.
9. Use the aerial view map in the app to locate the best EAN tower, and determine the angle needed for setting up your LTE device. Select “Next”
10. An automatic signal-strength test will be conducted. Select “Next” and “Start Testing”, and wait for the signal levels to display.
11. To save the installation, click “save Location”, then “Install here
12. To finalize the installation, select “It’s Mounted,” “Finalize Installation” and “Next” to save the device to the app.

Continued

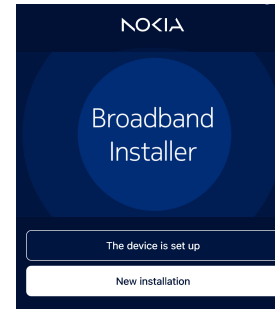


Fig. 1

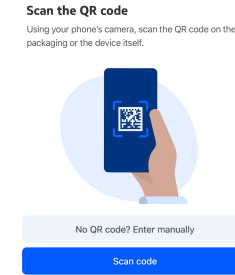


Fig. 2

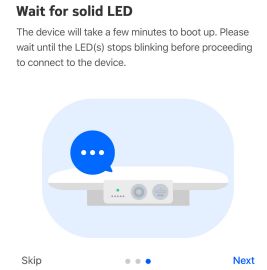


Fig. 3

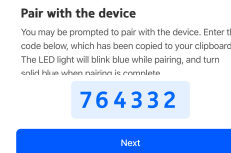


Fig. 4

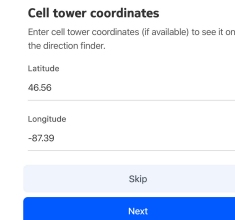


Fig. 5

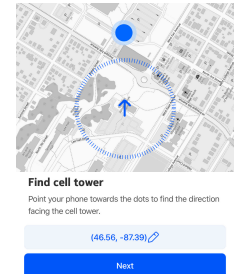


Fig. 6

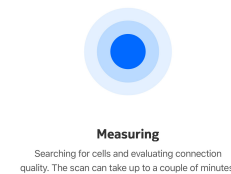


Fig. 7

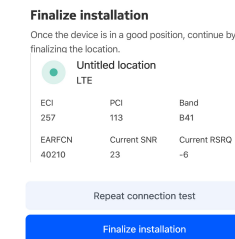
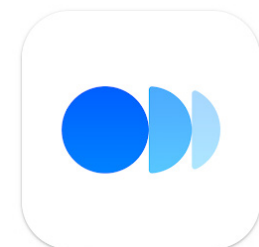


Fig. 8



**NOKIA
BROADBAND
INSTALLER APP**