ERICSSON ENTERPRISE WIRELESS DOCUMENTATION PORTAL

Cradlepoint E100-5GC Enterprise Router Router Quick Start Guide

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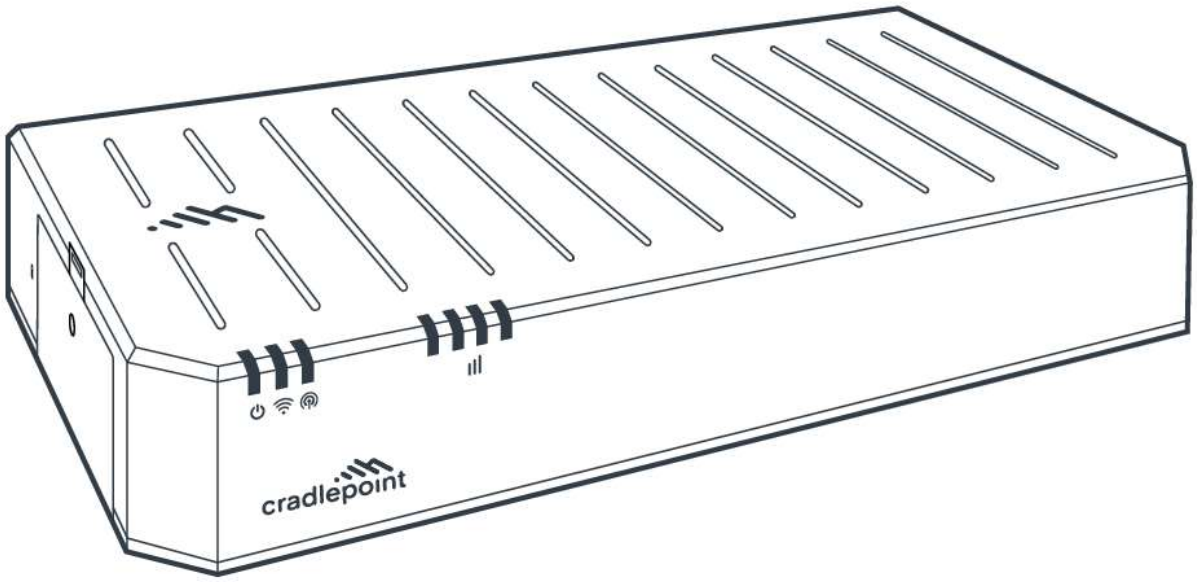
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1 | Cradlepoint E100-5GC Enterprise Router Quick Start Guide



1.1 | Overview

This document provides a brief overview of the Cradlepoint E100-5GC Enterprise Router, discusses what's inside the box, and provides basic setup and installation instructions.

1.1.1 | Intended Audience

This guide provides basic knowledge and should be used only as a reference for installing the Cradlepoint E100-5GC Enterprise Router.

Due to the unique nature of each installation, potential for RF exposure, and enhanced separation requirements, Cradlepoint recommends that you have a professional install your 5G hardware. This guide is intended only to provide best practices.

1.1.2 | Router Models

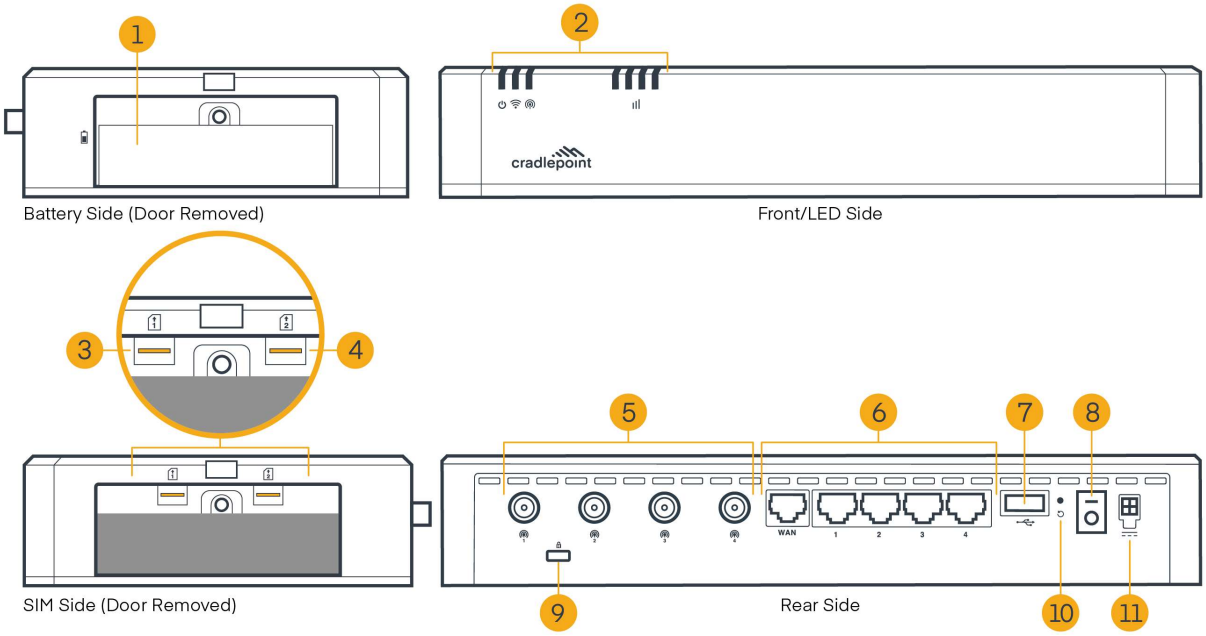
This guide applies to the following models:

CRADLEPOINT E100-5GC	MODEL: S5A352A

1.2 | Before You Begin

Read the following before setting up the router.

1.2.1 | External Device Components



1	Battery Slot
2	LEDs
3	SIM Slot 1
4	SIM Slot 2
5	Cellular Antenna Connectors (Female SMA)
6	Ethernet Ports
7	USB 2.0 Port

8	Power Switch
9	Kensington Lock Port
10	Reset Button
11	Power Port

1.2.2 | Location Considerations

To ensure the router operates efficiently, the following is recommended:

- Ensure the device is positioned to receive optimal signal. Avoid positioning near concrete walls, metal or reflective surfaces, or any other objects that may interfere with RF reception.
- Ensure plenty of ventilation. Avoid installing the device in enclosed spaces.
- Do not install the device in direct exposure to the elements. Extreme heat or cold can and will impact the router's performance.
- Do not stack other items on top of the router. Items on top of the router can hinder Wi-Fi signal and may allow the router to overheat, affecting performance.

See the Safety, Regulatory, and Warranty Guide (included with your hardware) for more information about location considerations.

1.2.3 | SIM Card for Wireless Connectivity

A wireless broadband data plan must be added to your router for wireless broadband connectivity. Wireless broadband data plans are available from network operators. The SIM card must be activated and provisioned by the network operator. Contact your network operator for details about selecting a data plan and about the process for provisioning your SIM.

1.2.4 | Battery Backup

The optional battery pack (model 170848-000) provides backup power for the router in the event AC power is lost. Under optimal conditions, the battery can provide up to eight hours of run time.

This guide provides instructions for installing a single battery. Installing a battery is optional and not required for use. The router will operate without an installed battery as long as it is connected to an appropriate power source.

Only install or replace batteries when the router is powered down. Purchased batteries are shipped with "shipping mode" enabled. The shipping mode is disabled when:

- The battery is installed in the router
- The router is plugged into an AC power source
- The power switch on the rear of the router is switched on

NOTE: Each battery must be fully charged by the router before it can power the endpoint. The router automatically charges the battery when plugged into an appropriate power source.

For more information about the optional battery, see E100 Series Battery Management.

1.2.4.1 | Replacing Batteries

Caution

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS.

- If the battery needs to be replaced, and the replacement is an incorrect or unsupported type, it could result in an explosion.
- Disposal of used batteries should be in compliance with local hazardous material disposal guidelines.
- Use only approved batteries and replacement batteries in Cradlepoint products as specified in the product ordering guides and data sheets.

1.3 | Setup

The following instructions walk you through basic setup of the router. For more advanced setups, contact a professional installer.

1.3.1 | Required Tools for Setup

- #0 Phillips-head screwdriver (for SIM/battery door cover screws)

1.3.2 | STEP 1: Check box contents

Refer to the list to check that you received all of the following in the box:

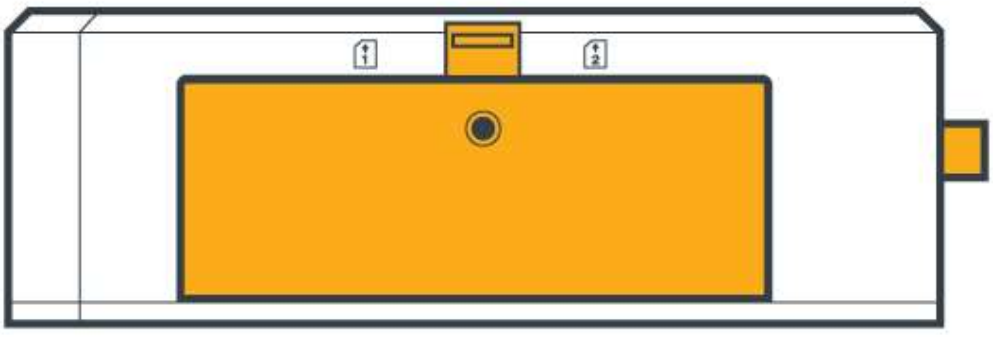
- [1] Cradlepoint E100-5GC Router
- [1] AC Power Adapter (with regionally appropriate plugs)
- [4] Cellular Antennas
- [1] Ethernet Cable (1.5 m) (5 ft)
- [1] Small Accessories Kit
    - [2] SIM/Battery Door Screws
    - [4] Rubber Feet
- [1] Getting Started Insert Card
- [1] Safety, Regulatory, and Warranty Guide

Note

The optional battery is not included with the E100-5GC router. It must be purchased separately, and ships separately.

1.3.3 | STEP 2: Remove the SIM door

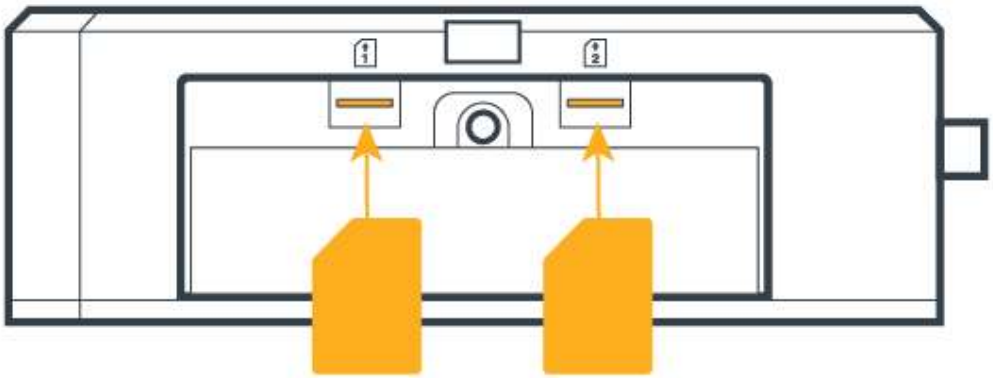
Unclip and remove the SIM door from the router.



1.3.4 | STEP 3: Insert an active SIM

Insert an appropriately-sized, activated SIM card into SIM Slot 1 slot (contacts down, notch in). The SIM card will click into place.

The E100-5GC uses 4FF-sized SIMs.

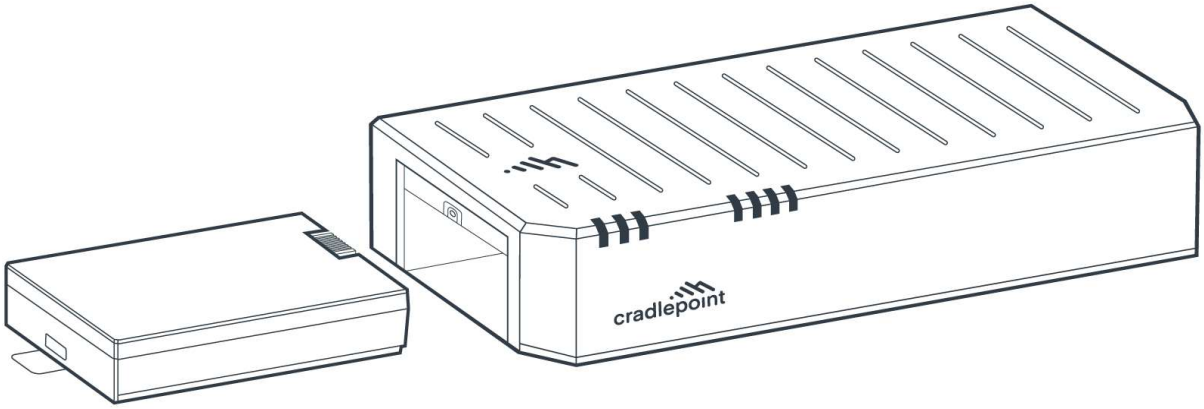


Optionally, insert an activated SIM into SIM Slot 2 with the same orientation.

1.3.5 | STEP 4 (Optional): Insert the battery

Remove the battery door. Insert the battery with the contacts in and facing up, until it clicks into place and is fully encased in the router. The clear plastic tab should be on the outside and can be used to remove the battery when needed.

The E100-5GC uses a single battery, inserted as shown:



1.3.6 | STEP 5: Reinstall doors

Replace all doors that you removed while installing the SIMs and battery, using the SIM/battery door screws (found in the small accessories kit) to secure. Remember to tuck the clear plastic tab on the battery inside the battery door, so that it is covered by the door but is accessible when the door is removed.

1.3.7 | STEP 6: Attach the cellular antennas

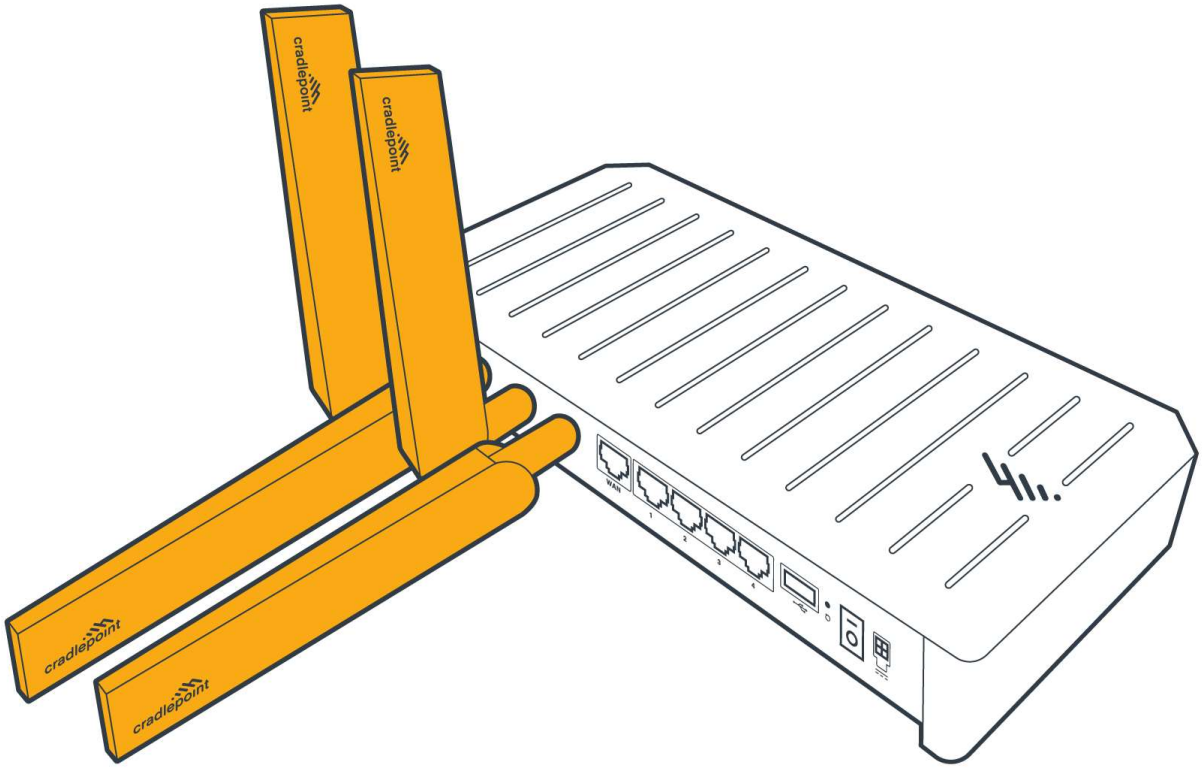
Install the cellular antennas on the indicated ports as follows:

The E100-5GC uses 4 cellular antennas:



1.3.7.1 | Positioning the antennas

For the best signal, position the antennas to avoid interference from each other. When the router is sitting on a horizontal surface, adjust antennas 1 and 3 to point vertically upward, and adjust antennas 2 and 4 to point horizontally outward from the router.

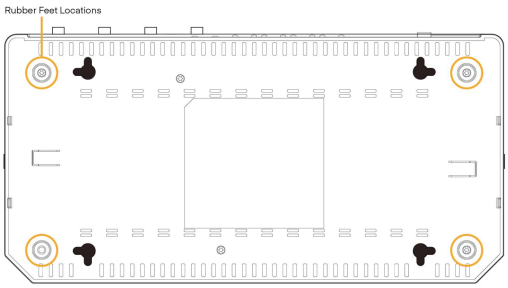


1.3.8 | STEP 7: Mount the router

The E100-5GC router may be mounted in a number of ways, including placed on a desk or affixed to a wall. See the following for best practices:

1.3.8.1 | Desk Mounting

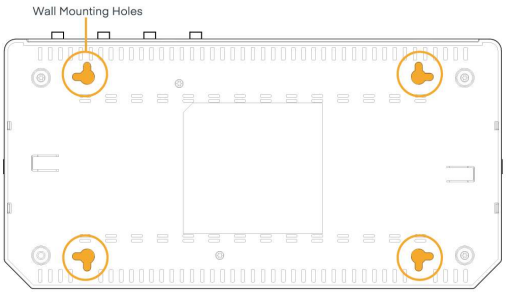
- Install the rubber feet (included) on the bottom of the router as indicated:



- Place the router on a flat surface taking into account the location considerations explained earlier.

1.3.8.2 | Wall Mounting

Use the indicated holes for wall mounting:



- Ensure the mounting location complies with all location considerations.
- You may need to pre-drill holes for the mounting screws, based on the mounting surface. Mounting screws are not included.
- Depending on the mounting surface, you may need to use wall anchors to ensure the endpoint is securely mounted, particularly for the added battery weight (when used).

Align the router mounting holes with the screws, inserting the screwheads into the router's mounting holes, and then slide toward the ground to lock the screwheads in place.

1.3.9 | STEP 8: Connect the Ethernet cable

If using a wired, Ethernet WAN connection, connect the Ethernet cable to the port marked WAN on the back of the router. Connect the other end to the WAN source.

Note that all WAN and LAN ports are programmable (WAN/LAN), in case this configuration does not accommodate your particular setup.

E100-5GC:

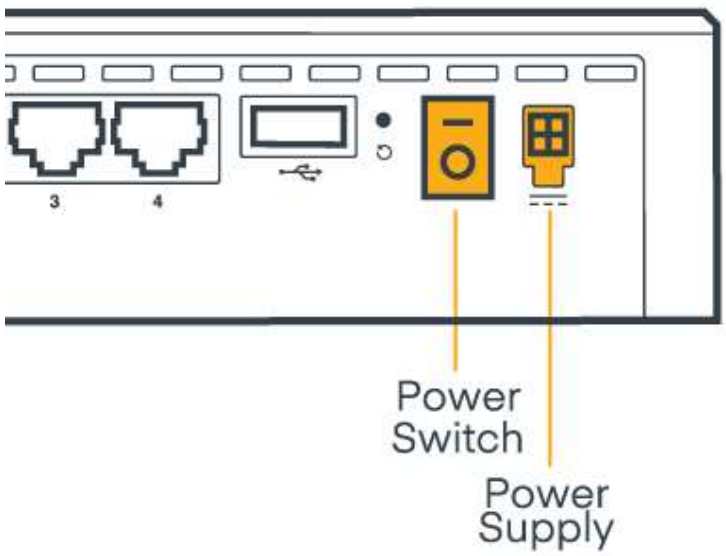


If using a wireless WAN (using cellular connectivity), power up the router first, and then access your NetCloud Manager account to complete the setup.

1.3.10 | STEP 9: Power up the router

1. Connect the AC power adapter to the router and then plug the other end into an electrical outlet.
2. Switch the device power switch to the ON position (O = Off, – = On).
3. Allow up to five minutes for the router to run through its bootup sequence and establish a connection to NetCloud Manager.

E100-5GC:

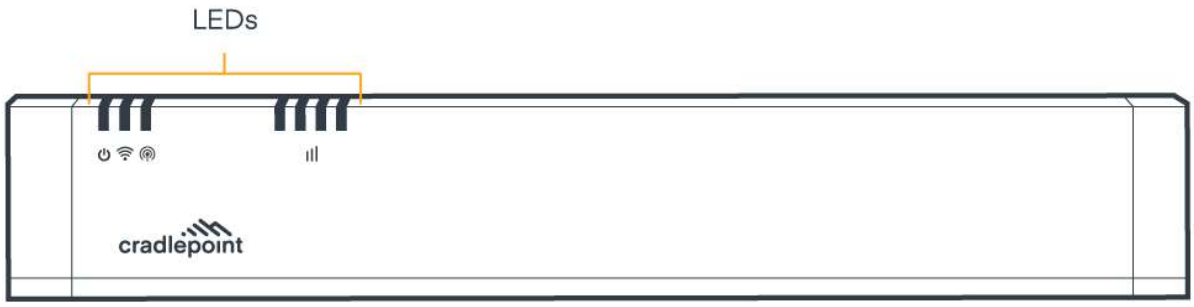


See the Understanding LEDs section of this guide for more information about LED indicator status.

1.3.11 | STEP 10: Activate the router in NetCloud Manager

Activating your Cradlepoint router requires logging into your NetCloud Manager account.
See Getting Started with NetCloud Manager for more information.

1.4 | Understanding LEDs



The E100-5GC router uses LED lights on the front panel to communicate various status conditions. Use the table below to verify the status of your router after the bootup cycle (up to five minutes).

STATUS INDICATOR	BEHAVIOR
	POWER: The router must be powered using an approved power source. Battery usage will power the endpoint but for a limited time. See the Battery Backup section of this document for more information.
	• **No Light** = Not receiving power. Check the power source connection, insert charged battery, or check power switch.
	• **Green** = Powered on.
	• **Blinking Green** = Powered by battery.
	• **Yellow** = Attention is needed. Log into NetCloud Manager and use the Remote Connect menu to access the router's NCOS to manage the alert. ◦ Examples: Battery at less than 20%, default password is unchanged, endpoint is not registered in NetCloud Manager, etc.

STATUS INDICATOR



- **Blinking Yellow** = The battery needs to be replaced or the installed battery can only hold 60% or less of its original capacity.

WI-FI: Indicates the Wi-Fi status.

- **No Light** = Wi-Fi is not operating.
- **Blue** = Wi-Fi is on and operating normally (2.4 GHz or 5GHz)

EMBEDDED MODEM: Indicates the connection status for the embedded (internal) modem.

- **No Light** = Modem is not connected (manual disconnect).
- **Solid Green** = Modem has established an active WAN connection.



- **Blinking Green** = Modem is connecting.
- **Solid Yellow** = Modem is not active.



- **Blinking Yellow** = Data connection error. No modem connection possible.

STATUS INDICATOR



- **Blinking Red** = Modem is in the process of resetting.



SIGNAL STRENGTH: LED bars indicate the active modem's signal strength.



- **No Lights** = No signal.



- **4 Solid Bars** = Strongest signal.



- **1 Blinking Bar** = Weakest signal (A blinking bar indicates half a bar).



- **4 Blinking Bars** = Battery door is not installed, modem is off.

OTHER

ADDITIONAL LED INDICATIONS

ETHERNET PORT LIGHTS: LEDs on either side of each Ethernet port on the backside of the endpoint, indicating connection status.

- **Green** = 1 Gbps Link/Activity
- **Yellow** = 10/100 Link/Activity

1.5 | Troubleshooting

Once the device connects to the internet, it should then connect to your NetCloud Manager account and start its configuration download. If the device takes longer than five minutes to connect to the internet, log into the local UI of the device to make configuration changes or to start the troubleshooting process. You must be physically colocated with the device to do this. See No Internet or Connection Issues for more information.

Resources

E100 Series Enterprise Router Webpage

E100 Series Enterprise Router Data Sheet

Help and Support

Cradlepoint Connect Customer Community

Cradlepoint Support Services

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Terms of Service

Terms of Service &License Agreement

Privacy Policy

GDPR Privacy Policy

1.6 | Terms of Service

Cradlepoint Terms of Service & License Agreement

Privacy Policy

GDPR Privacy Policy