

# EAN Contact Information

## Phone

888-458-8668

906-227-2957

## Online

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## Location & Hours of Operation

1401 Presque Isle Ave  
NMU Cohodas Building  
Room 504  
Marquette, MI 49855

## Hours of Operation:

### During School Year

Monday – Friday

8:00AM – 5:00PM

### During Summer Break

Monday – Friday

7:30AM – 4:00PM

Closed while Northern Michigan University is closed.

**Tell us what you think about this setup guide! Email [eansupport@nmu.edu](mailto:eansupport@nmu.edu) to let us know!**



**NORTHERN MICHIGAN  
UNIVERSITY**

# Quick Setup Guide



## **BAI CELLS ANTENNA**

**Support: 1(888)458-8668 or [eansupport.nmu.edu](http://eansupport.nmu.edu)**

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# Troubleshooting

## I cannot connect to the internet.

**Step 1:** Ensure your unit is powered on.

**Step 2:** Check to be sure you have at least 3 lights of RF signal on the side of your device. If you do, 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 *15 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 will 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:** Contact us to see if a speed upgrade is right for you.

## I cannot see my WiFi at my home.

The Bai Cells 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 **http://192.168.150.1** using your address bar.

**Step 4:** When prompted for a password, enter **admin** for the user and **admin123** for the password

**Step 5:** Once you are logged in, you should automatically be shown the **Overview** page. Under **LTE Status** you will 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.

	RSRP	RSRQ	SINR
Good	> -90dBm	> -9dB	> 10
Fair	-90dBm to -105dBm	-9dB to -12dB	6 to 10
Poor	< -105dBm	< -12dB	< 6

# Box Contents

## In The Box

- 1 x Bai Cells EG7035E-M1 Outdoor Antenna
- 1 x Power-Over-Ethernet Power Adapter
- 1 x Power Line Cable
- 1 x Mounting Kit
- 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](http://eansupport.nmu.edu) and click on *Getting Started*.**

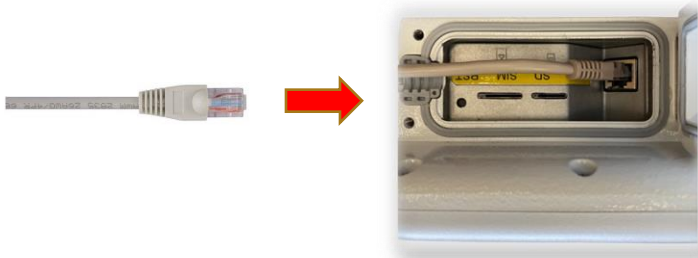
Your Bai Cells Antenna is not a wireless router. You may connect one computer to the internet using an Ethernet cable from the LAN port of the power adapter to the computer following the instructions in this guide. You may also connect a wireless router (sold separately) to have WiFi in the home.

Any issues contact EAN support at 888-458-8668, email [eansupport@nmu.edu](mailto:eansupport@nmu.edu), or visit our website at [eansupport.nmu.edu](http://eansupport.nmu.edu).

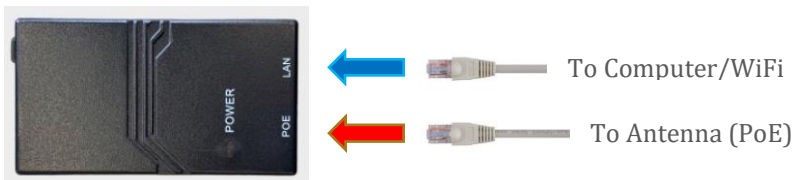
## Indoor Setup

Use this setup if you will be placing the Bai Cells 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 into the side of the antenna (behind the door)



**Step 2:** Plug the Ethernet Cable from the antenna into the POE port of your power adapter. Plug another cable from the LAN port into a computer or WiFi Router.



**Step 3:** Plug the Power Adapter into the wall and point the front end of your antenna towards your nearest tower. It may take up to 15 minutes for it to find your nearest tower.

## Outdoor Setup

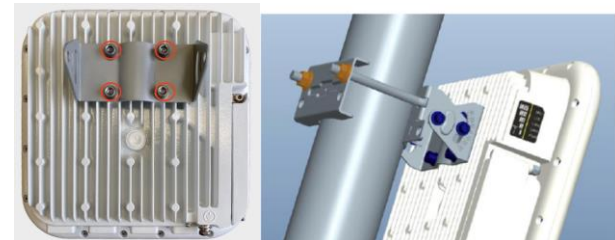
Use this setup if you will be placing the Bai Cells antenna outside of your home. Please read all instructions before mounting outside. You may need a longer Ethernet cable in order to setup your equipment outside.

**Step 1:** Plug the Ethernet Cable into the side of the antenna (behind the door)



**Step 2:** Close the door and tighten the two screws. You will need to put the cable through the slot in the door as shown above.

**Step 3:** Build and attach the antenna mounting bracket to the back of the Bai Cells antenna. Take the mounting kit and attach it to the post or pole using the U-bolt and the nuts.



**Step 4:** Run the Ethernet cable into your home, and follow steps 2 & 3 on page 2 **Indoor Setup** to finish your setup.