Setup Guide

LED Indicators
Look at the photo below to locate and identify the LED indicators.

⏻ **Power:** Router must be powered using the power source

- No Light: No power; check the power switch and power source
- Blue: Powered on

📶 **Wi-Fi Broadcast:** Indicates Wi-Fi activity

- No Light: Wi-Fi not connected
- Green: Wi-Fi is working
- Yellow: Attention - contact support to troubleshoot

🔱 **Embedded Modem:** Indicates Status of LTE Router

- No Light: Router not connected
- Green: Router has an active connection
- Blinking Green: Router has active connection
- Yellow: Router not active
- Blinking Yellow: Data connection error. No connection possible
- Blinking Red: Router is resetting
- Blinking Red with Signal Strength LEDs: SIM door not installed, Router is off

📶 **Signal Strength:** Active Router's Strength

- Four Solid Bars: Strongest signal
- One Blinking Bar: Weakest signal

📍 **GPS:** Indicates status of GPS connection

- No Light: Off/no lock
- Blue: On/locked
- Blinking Blue: Obtaining lock

Tips & Troubleshooting:

Connectivity:

- Position the router in the window facing the school or nearest known LTE site and point the antennas in that direction.
- If the router is in the window and you still have poor reception, move the antennas or reposition the router until the signal strength is maximized.

Computer/Student Devices:

- If your device is not connecting to the internet, restart the device.
- Check the network and internet settings on your device, make sure your Wi-Fi adapter is enabled and connected properly.
- If your device is not working correctly, check for system updates.

Motorola Support Services:

- If you follow the troubleshooting activities and your internet service is still not functioning, please contact the Motorola Service Desk

Cradlepoint
R500-PLTE Series
Ruggedized Router

CITYWIDE CLASSROOM

Having Trouble Connecting?

Call 1-866-573-6730
Motorola Solutions Support
Pin (if asked): 9212

Before Setup:

Tips for Placement

- Place the router <u>near a window</u> and on the <u>highest possible floor</u> of your home.
- Be sure that the router is placed on a flat surface that will not be blocked to avoid signal interference.
- Do not place the router in direct sunlight.
- Be sure that there is plenty of airflow for ventilation.
- Keep the router out of reach for others, the device surface may be too hot to safely touch.

What You Should Expect in the Box

- [1] Cradlepoint for Nitro R500-PLTE Router
- [2] LTE cellular antennas
- [2] Wi-Fi antennas
- [1] 4-pin power supply

Now, Let's Set Up Your Router!

Step 1: Attach LTE Cellular Antennas

- Looking at the photo below, attach the antennas to the MAIN and DIV ports.
  - Hold the antenna straight and twist the base to thread it onto the connector.
  - Tighten with fingers only. Do not over-tighten.
- Once the router is mounted and powered on, angle the antennas for the best signal reception.
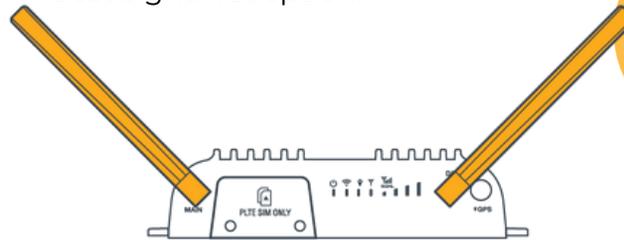
Step 2: Attach the Wi-Fi Antennas

- Looking at the photo below, attach the antennas to the 2.4/5 GHz ports.
- Hold the antenna straight and twist the base to thread it onto the connector.
- Tighten with fingers only. Do not over-tighten.
- Once the router is mounted and powered on, angle the antennas for the best signal reception.
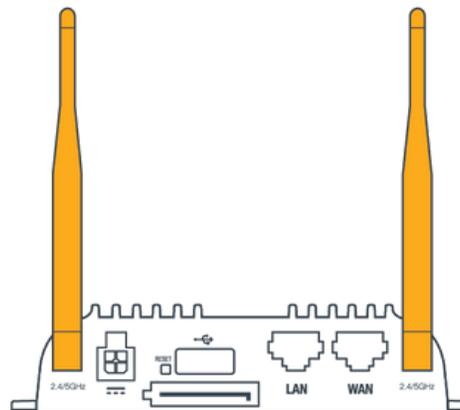
Step 3: Power Up the Router

- Looking at the photo below, take the plug-in and connect it directly to the router.
- Allow one minute for the router to run through the setup sequence.
- To understand the indicators on your router, please look at the LED section.
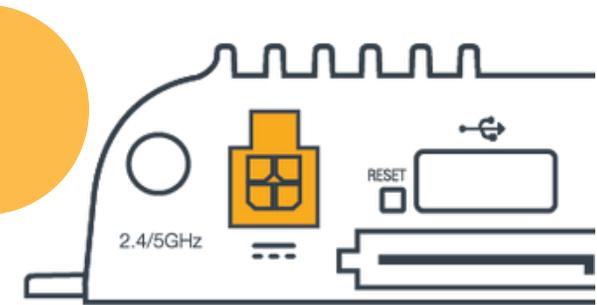
Step 4: Connect Your Device

- Refer to the LED section to ensure that the modem has an active network connection.
- To connect using an Ethernet cable, plug the cable into the LAN port as seen in the photo below.
- To connect using Wi-Fi, look for the network name <u>SBSCP5G</u> or <u>SBSCP24G</u> and enter the password <u>cradlepoint2080</u>. If available, SBSCP5G will provide a faster connection.