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Caption

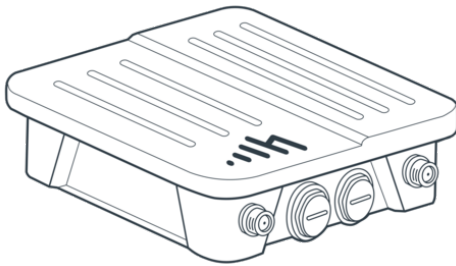


W1855 Series 5G Wideband Adapter Quick Start Guide

🕒 Sep 12, 2023 · Knowledge

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W1855 Series 5G Wideband Adapter Quick Start Guide



Overview

This document provides a brief overview of the Cradlepoint W1855 Series 5G Wideband Adapter, discusses the box contents, and provides basic setup instructions. Perform the procedures in this guide to verify that you can get the adapter setup and working before installing it outdoors in your planned location.

Intended Audience

This guide is provides basic knowledge and should be used only as a reference for basic setup and testing of the Cradlepoint W1855 Series 5G Wideband Adapter. Cradlepoint recommends professional hardware installers complete the installation, but this quick setup can be performed by a suitable professional in your organization. Once you have completed the basic setup, see the full [W1855 Series 5G Wideband Adapter Installation Guide \(/s/article/W1855-Series-5G-Wideband-Adapter-Installation-Guide\)](#) for in-depth setup and installation details.

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Available Models

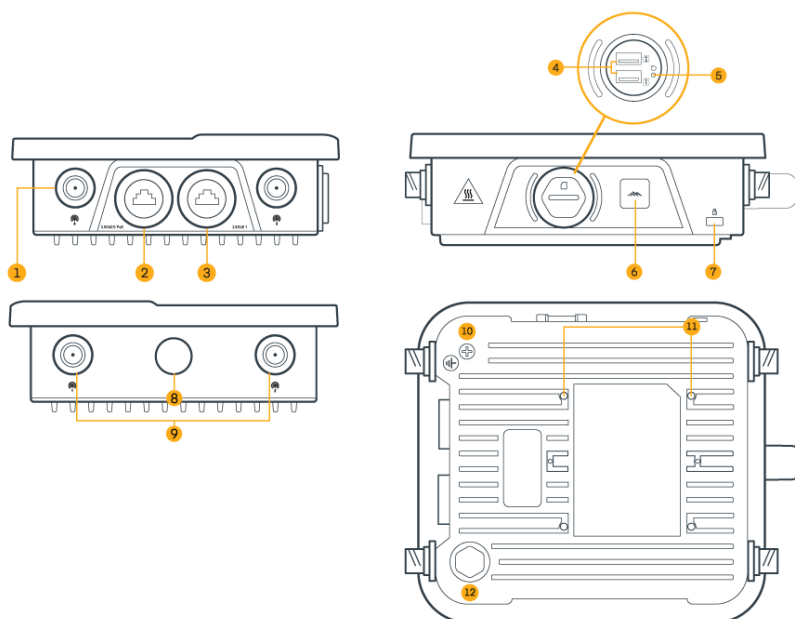
This guide applies to the following products:

CRADLEPOINT W1855-5GC MODEL: S5A312A

Before You Begin

Read the following before setting up your Cradlepoint W1855 Series 5G Wideband Adapter.

External Device Components



- 1 Cellular Antenna N-type Connectors (1 and 2) (covers removed)
- 2 2.5 GbE 0 PoE Ethernet Port (cover removed)
- 3 2.5 GbE 1 Ethernet Port (cover removed)
- 4 SIM Slots
- 5 Reset Button
- 6 LED
- 7 Kensington Lock Port
- 8 Bluetooth Low Energy 5.2 Antenna (inactive, for future use)
- 9 Cellular Antenna N-type Connectors (3 and 4) (covers removed)
- 10 Grounding Lug
- 11 VESA-compliant Mounting Holes
- 12 GORE® Vent

Ethernet Cable Considerations

The Cradlepoint W1855 Series 5G Wideband Adapter requires **shielded** twisted-pair (S/FTP) Ethernet network cabling and connectors (Cat5/Cat6/Cat6a/Cat7a) for

optimal wired network performance. Note that Ethernet cable length should not exceed 100 meters (328 feet) to avoid signal degradation.

SIM Card Setup for Wireless Connectivity

A wireless broadband data plan must be added to your adapter for wireless broadband connectivity. Network providers must provision a SIM to provide wireless broadband data plans compatible for use with Cradlepoint W1855 Series 5G Wideband Adapters. Contact your network provider for further details.

Setup

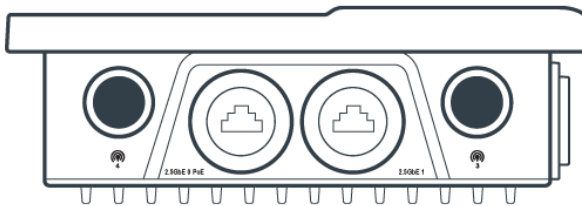
The following steps provide general setup instructions.

Required Tools for Installation

The following tools are needed to complete the basic setup:

- Wide-bladed flathead screwdriver (for port dust covers)
- Adjustable open ended wrench (for tightening threaded end of cable glands to adapter)

The port dust covers are not delivered preinstalled; cover any ports you do not plan to use by screwing a dust cover into place over the port.



Required Accessories (Not Included)

The following items are needed to complete the installation but are not included:

- **Shielded** Ethernet cable long enough to reach from the adapter installation location to the PoE injector - not to exceed 100 meters (328 feet) in length.

Step 1: Check Box Contents

Check that the following was shipped in the box. You will not need every part for the steps in this guide, but verify now that all parts are present:

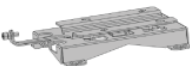
- [1] Cradlepoint W1855 Series 5G Wideband Adapter



- [4] Cellular antennas



- [1] Device backplate and wall/pole mount assembly (two connected pieces)



- [2] Pole mount clamps



- [2] Cable glands



- [1] PoE injector and PoE injector power cable



- [2] Ethernet port dust covers



- [1] Small Accessories Kit:
 - [4] Bracket-to-device screws
 - [4] Bracket-to-wall screws (pointed screws)



- [4] Bracket-to-wall screws (pointed screws)



- [4] Wall anchors



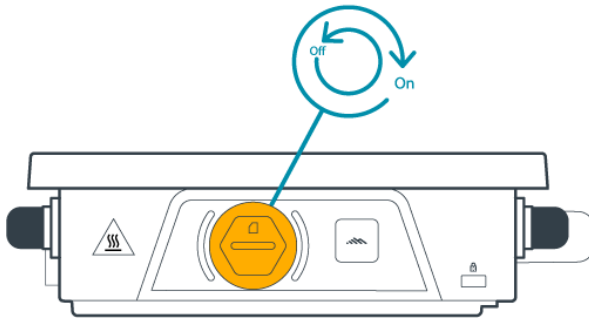
- [1] Grounding lug




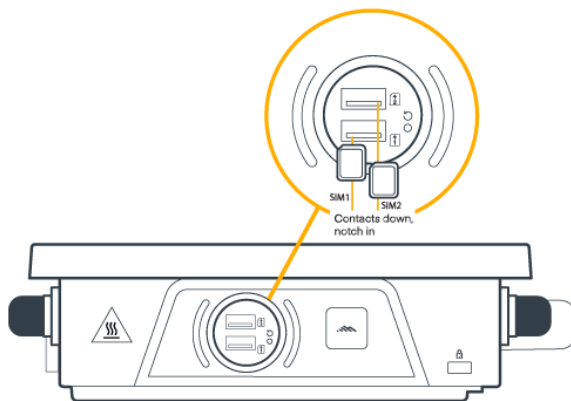
- [1] Safety, Regulatory, and Warranty Guide
- [1] Quick Start reference sheet

Step 2: Insert an Activated 4FF-sized SIM


1. Unscrew and remove the SIM cover of the W1855 Adapter.



2. Insert a 4FF-sized SIM into the slot marked  with metal contacts down and notch in. Press the SIM in until it clicks into place.



To remove it, depress the SIM until it clicks and slides out a short way, and then slide it out of the slot.

3. (Optional) Insert a second 4FF-sized SIM into the slot marked  for secondary/backup.
4. Replace the SIM cover.

Step 3: Attach PoE Ethernet Cable

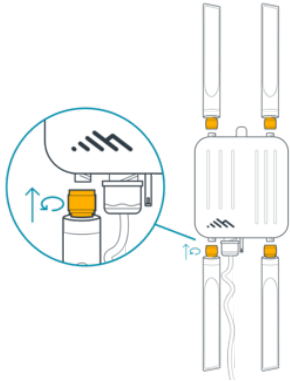
Insert an Ethernet cable connector into the adapter's port labeled **2.5GbE 0 PoE** which must run to a PoE capable router/switch, or to the included PoE injector.

TIP: Due to the recessed position of the Ethernet ports, any protective boots or snag-free attachments over the connector may make it difficult to remove the connector once inserted into the Ethernet port once your testing is complete.

Setup of the PoE injector is shown later in this guide.

Step 4: Attach Cellular Antennas

1. Remove the four covers from the N-type antenna sockets.
2. Remove the plastic port protectors from the antennas, and slide off the cardboard sleeves.
3. Attach the four cellular antennas to the four N-type socket connectors. The antennas screw onto the N-type socket connectors. Be sure that you align the antennas carefully to avoid cross-threading the connection. Tighten until finger tight.



Step 5: Power up the Adapter and Activate through NetCloud Manager

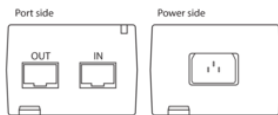
The W1855 Adapter requires Power over Ethernet and includes a PoE injector. Prepare the PoE injector and then connect an Ethernet cable between the PoE injector and the PoE port on the adapter.

Once powered up, activate the adapter through NetCloud Manager. Device activation requires that you log into your NetCloud Manager account. See [Getting Started with NetCloud Manager](https://customer.cradlepoint.com/s/article/Getting-Started-with-NetCloud-Manager) (<https://customer.cradlepoint.com/s/article/Getting-Started-with-NetCloud-Manager>) for more information.

Preparing the PoE Injector

When using the included PoE injector, **place the injector inside the building in an appropriate location** to protect it from the elements. The PoE injector can be mounted to a surface by adding screws through the mount points on the injector housing, if needed. Injector mounting screws are not included.

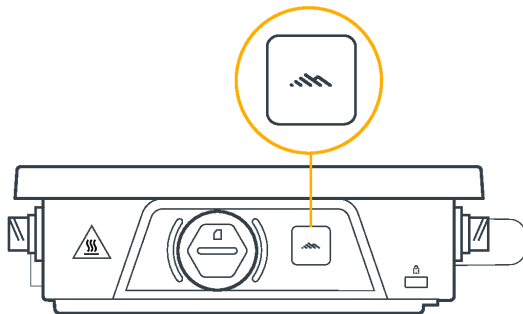
1. Before attaching the PoE power injector power cord, connect a LAN cable from your network to the PoE injector's IN port. Then connect the PoE Ethernet cable running from the adapter's installation site into the PoE injector's OUT port.













2. When you are ready to power the PoE injector, attach the power cable and then plug the other end into a power source.

NOTE: A router or switch that is capable of supplying 802.3at (type 2) 30 W PoE can be used in place of the supplied PoE injector.

Understanding the LED



| INDICATOR | BEHAVIOR | |
|-----------|--|-------------------------|
| | POWER: The adapter must be powered using PoE (802.3at (type 2) 30 W). | |
| | | No Light = Powered off. |

| INDICATOR | BEHAVIOR |
|---|--|
|  | Flashing White = WAN online and not connected to NetCloud Manager. |
|  | Solid White = Connected to NetCloud Manager. |
|  | Flashing Green = Modem is connecting. |
|  | Solid Yellow = Improper power supply (for example, a PoE-enabled connected device is supplying 802.3af and not 802.3at) |
|  | Flashing Yellow = Modem is in the process of resetting. |
|  | Solid Red = Offline. |
|  | Flashing Red = Data connection error. No modem connection possible. |
|  | Solid Blue = Carrier reject. |
|  | Flashing Blue = No SIM/SIM door open. |
|  | Flashing Cyan = Factory reset. |

Troubleshooting

If the adapter takes longer than five minutes to connect to the internet, you may need to log into the local UI of the device to make configuration changes or start the troubleshooting process. You must be physically co-located with the adapter to do this (or you can take advantage of the second Ethernet cable, if you installed it). See [No Internet or Connection Issues](https://customer.cradlepoint.com/s/article/NCOS-No-Internet-or-Connection-Issues) (<https://customer.cradlepoint.com/s/article/NCOS-No-Internet-or-Connection-Issues>) for more information.

Note this information when connecting locally:

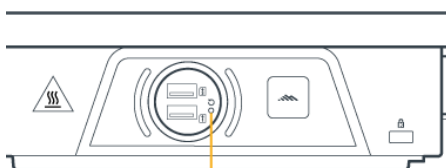
- The port labeled 2.5GbE 0 PoE defaults to IPPT.
- The port labeled 2.5GbE 1 is the default admin port.

Once the adapter connects to the internet, it should then connect to your NetCloud Manager account and start its configuration download.

Resetting the W1855 Adapter to Factory Settings

If it becomes necessary to reset your W1855 Adapter to factory settings (for example, when told to do so by Cradlepoint Support), do the following:

1. Remove the SIM slots cover.
2. With a dull-pointed object, press and hold the reset button for 10 seconds.



Reset Button

3. Replace the SIM slots cover.

The W1855 Adapter LED flashes cyan as it resets to factory settings.

Resources

[W1855 Series 5G Wideband Adapter Webpage \(http://\)](http://)

[W1855 Series 5G Wideband Adapter Data Sheet \(https://cradlepoint.com/datasheet/w1855-series-5g-wideband-adapter/\)](https://cradlepoint.com/datasheet/w1855-series-5g-wideband-adapter/)

[W1855 Series 5G Wideband Adapter Installation Guide \(https://customer.cradlepoint.com/s/article/W1855-Series-5G-Wideband-Adapter-Installation-Guide\)](https://customer.cradlepoint.com/s/article/W1855-Series-5G-Wideband-Adapter-Installation-Guide)

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