

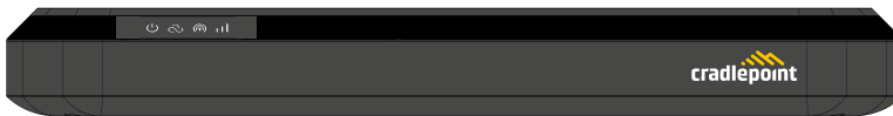
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E102 Series Enterprise Router Quick Start Guide

🕒 Oct 18, 2022 · Knowledge

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E102 Series Enterprise Router Quick Start Guide



Introduction

This document provides a brief overview of the Cradlepoint E102 Series Enterprise Router discusses what's inside the box and provides basic setup and installation instructions. The E102 router is paired with Cradlepoint NetCloud Service for SOHO.

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Router models

This document applies to the following E102 router models:

CRADLEPOINT E102-C7C MODEL: S5A135A

CRADLEPOINT E102-C7D MODEL: S5A136A

Before You Begin

Read the following before setting up the router.

Location considerations

The following considerations are recommended to ensure router operates efficiently:

- 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.

Refer to the E102 Safety, Regulatory, and Warranty Guide (included with your hardware) for more information about location considerations.

SIM Card for Wireless Connectivity

A wireless broadband data plan must be added to your Cradlepoint E102 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.

Required Tools for Setup

- #0 Philips-head screwdriver (for SIM door cover)
- Recommended for optional wall mounting (hardware not included):
 - #2 Philips-head screwdriver
 - A drill with 2.5 mm (or equivalent) drill bit and wall anchors (depending on mount location)
 - Recommended minimum wall mount screw size: M3/#6

Setup

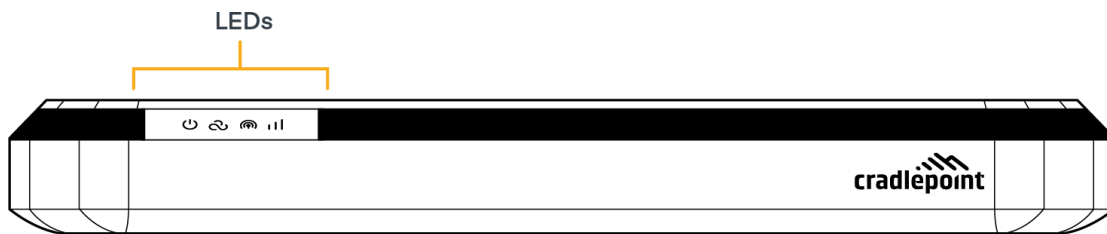
The following instructions walk you through basic setup of the router. For more advanced setups, contact a professional installer.

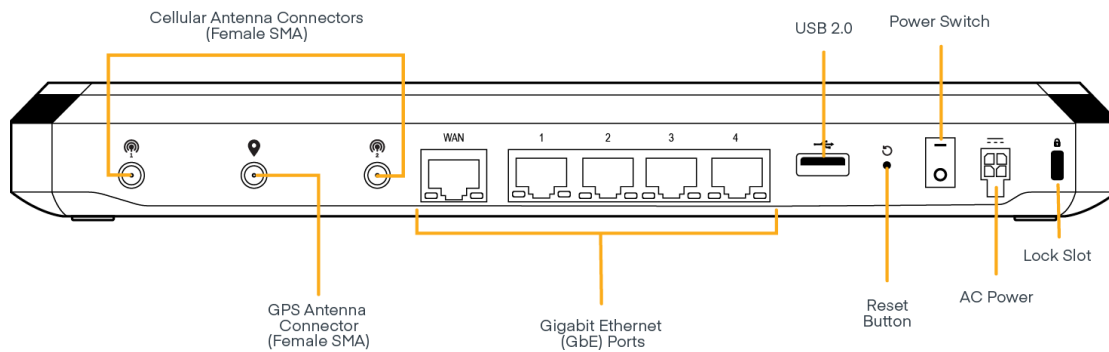
STEP 1: Check box contents

Refer to the following to ensure you received all items included with the E102 hardware.

- [1] Cradlepoint E102 router
- [1] Power supply with interchangeable plugs (if applicable)
- [2] LTE antennas
- [1] Ethernet cable
- [1] SIM door screws
- [4] Rubber desk mount feet
- [1] Getting Started reference sheet
- [1] Safety, Regulatory, and Warranty guide

Parts of the E102 router:



**STEP 2: Remove the SIM door.**

Unclip and remove the SIM door from the router.

**STEP 3: Insert an activated SIM card.**

Insert an activated 2FF-sized SIM card into the SIM1 slot (contacts down, notch in). The SIM card clicks into place.

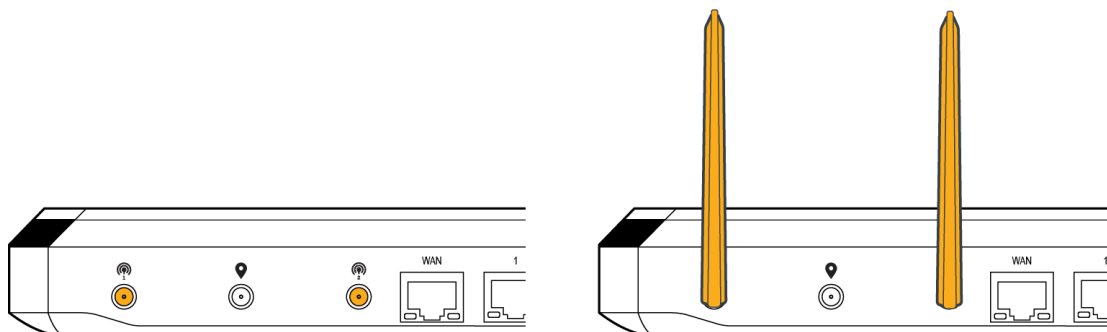
Optionally, insert an activated 2FF-sized SIM into the SIM2 slot with the same orientation.

**STEP 4: Reinstall the SIM door**

Replace the SIM door and use the door screw to secure.

**STEP 5: Attach the LTE cellular antennas**

Install the 2 paddle antennas on the antenna ports marked with 1 and 2.



STEP 6: Mount the router

The E102 router may be mounted in a number of ways, including placed on a desk, affixed to a wall, or mounted on the ceiling. Refer to the following for best practices:

DESKTOP

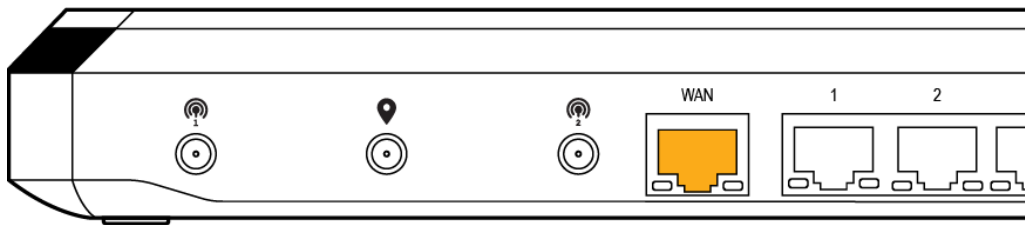
- Install the rubber feet (included) on the bottom of the router.
- Place the router on a flat surface away from objects that cause RF interference, including concrete, reflective and metal surface, microwaves, and so on.

WALL & CEILING

- Mark the desired mounting location on the ceiling or wall using a pen or marker.
- Ensure the mounting location is away from objects that cause RF interference, including concrete, reflective and metal surface, microwaves, and so on.
- Pre-drill holes for mounting screws (not included).
- Use wall anchors (not included) to ensure the endpoint is securely mounted.

STEP 7: Connect the Ethernet cable

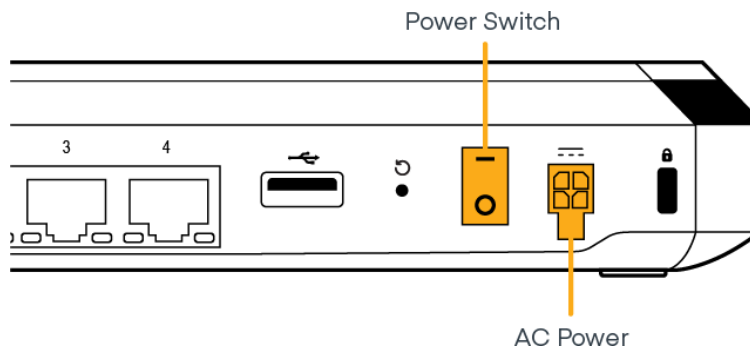
Connect the Ethernet cable to the port marked WAN on the back of the E102 router. Connect the other end to your wired modem.



STEP 8: Power up the router

- Connect the power supply to the router and then plug the other end into an electrical outlet.
- Switch the device to the ON position (O = Off, – = On).
- Verify that the Power LED lights up.
- Allow 1 minute for the router to run through its bootup sequence.

Refer to the Understanding LEDs section of this guide for information about LED indicator status.

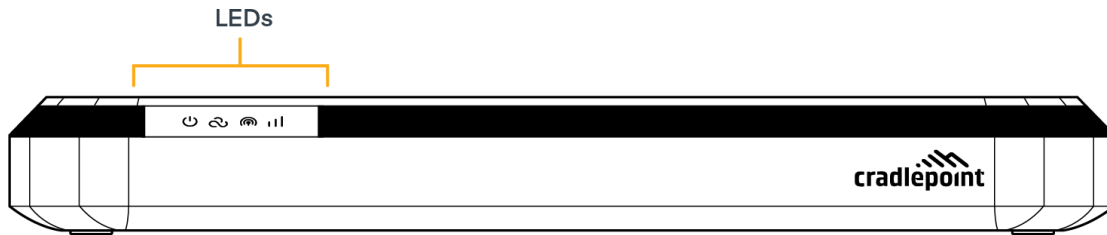




















STEP 9: Activate the router in NetCloud Manager

Activating your Cradlepoint router requires logging into your NetCloud Manager account. Refer to [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.

Understanding LEDs

The E102 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 1-minute bootup cycle.



INDICATOR	BEHAVIOR	
	POWER: Detects that the unit has power.	
		No Light = Not receiving power. Check the power switch and the power source connection.
		Solid White = Powered on
	NCM STATE: Detects whether the device is able to connect to NCM.	
		No Light = Unable to connect to NCM
		Solid White = Connected to NCM
	EMBEDDED MODEM STATE: Indicates connection status for the embedded (internal) modem.	
		Solid Green = Modem has established an active connection
		Flashing Green = Modem is connecting
		Solid Yellow = Data connection error
		Flashing Yellow = Modem is in the process of resetting
		Solid Red = Carrier reject
		Flashing Red = No SIM or SIM Door Open
	CELLULAR HEALTH: Indicates the health of the primary cellular modem's signal.	
		No Light = No cellular connection
		Solid Green = Cellular health is excellent/good
		Solid Yellow = Cellular health is fair
		Solid Red = Cellular health is poor

Troubleshooting

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 co-located with the device to do this. Refer to [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.

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

Resources

[E102 Series Enterprise Router Webpage](https://cradlepoint.com/product/endpoints/e102-series-enterprise-router) (<https://cradlepoint.com/product/endpoints/e102-series-enterprise-router>)

[E102 Series Enterprise Router Data Sheet](https://resources.cradlepoint.com/product-resources/e102-series-data-sheet) (<https://resources.cradlepoint.com/product-resources/e102-series-data-sheet>)

Help and Support

[Cradlepoint Connect Customer Community](https://customer.cradlepoint.com/s/) (<https://customer.cradlepoint.com/s/>)

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Regulatory requirements

Refer to the Safety, Regulatory, and Warranty guide included with your hardware for specific regulatory requirements.

Title
E102 Series Enterprise Router Quick Start Guide
URL Name
E102-Enterprise-Router-Quick-Start-Guide

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