

## LTE Fixed Wireless Quick Start Guide

6500

### Welcome!

Rock Island's LTE Fixed Wireless Internet service is designed to serve San Juan County for years to come. Rock Island has built this network using nation-leading wireless technology and is broadcasting signal in private spectrum to protect the quality and longevity of this network. It's a new era in San Juan County, and you are about to join the movement toward better connectivity, better productivity and a more thriving community. Thank you for playing a part. Enjoy your connection!

### Enjoy your first month FREE!

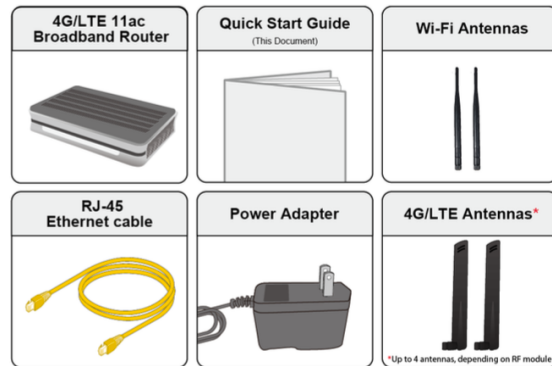
We want you to feel good about your new wireless Internet service, and to know that it's the right fit before committing to our terms of service (available at [www.rockisland.com/legal](http://www.rockisland.com/legal)).

Therefore, we offer your first month of service on us\*. This means that we will set up your billing account the day you take home an LTE modem but you won't see any charges until 30 days after your service start date. The first month is completely free! When you receive your first invoice, it will include the one-time setup fee of \$50 and first month's service at \$75. No data caps. No added taxes. Easy!

\*Credit card, debit card, or ACH billing information required at service start date. Auto pay not required. Cancellation within 30 days of activation waives all charges, including activation fee. If service is cancelled after 30 days, customer will be billed for one month's service, including activation fee. One Month Free offer is for new customers only.

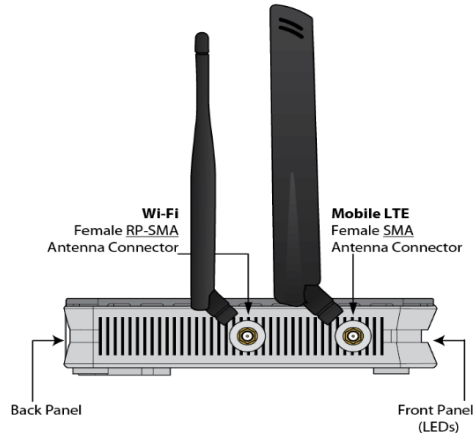
## Package Contents

- BEC 6500AEL 4G/LTE Wireless Broadband Router
- A Quick Start Guide
- One RJ-45 Ethernet cable
- Two 4G/LTE antennas
- Two WiFi antennas
- One power adapter

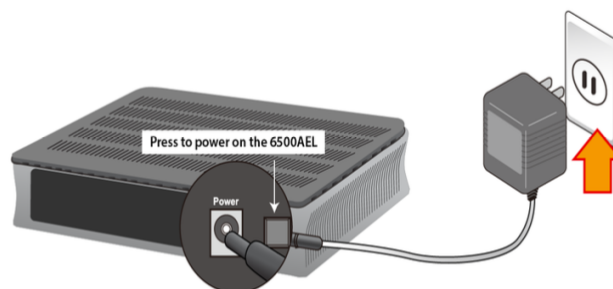


## Hardware Installation

1. Connecting the 4G LTE and WiFi antennas
  - a. The 4G LTE antennas are the larger, paddle-shaped antennas. Attach these to the connectors on the side of the router, closer to the front panel lights.
  - b. The WiFi antennas are round. Attach these to the connectors closer to the back of the router.



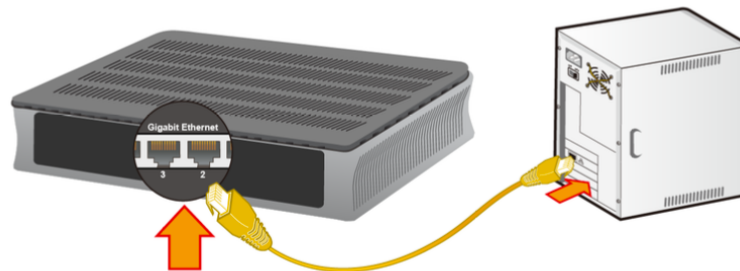
2. Connecting the Supplied DC Power Adaptor



## Connecting to the Internet

About five minutes after turning the router on, the Internet light (located furthest to the right on the front LED panel) will turn green, indicating that you are ready to connect to the internet!

1. Connecting wirelessly
  - On your computer, phone, or tablet, access the WiFi settings and look for a new available network with a name that starts with "BEC". This is your new wireless network's default name.
  - Select the BEC\_\_ network, and enter the 8 digit default password when prompted.
  - Please note that the password is case sensitive (all caps).
2. Using a LAN (Ethernet) Connection
  - Connect the supplied Ethernet cable to one of the Ethernet ports, and the other side to the PC's Ethernet interface.



## Modifying Your Router Settings

You can change your WiFi name and password, along with other connection settings by visiting the router admin page.

To do this, open a web browser and type this URL into your address bar:

<http://192.168.1.254>

User name: **user**

Password: **user**

Once you're logged in, look for a series of drop-down menus on the left of the screen. First, select **Configuration**. Then, **Interface Setup**. Finally, choose **Wireless**. This will bring you to this page:

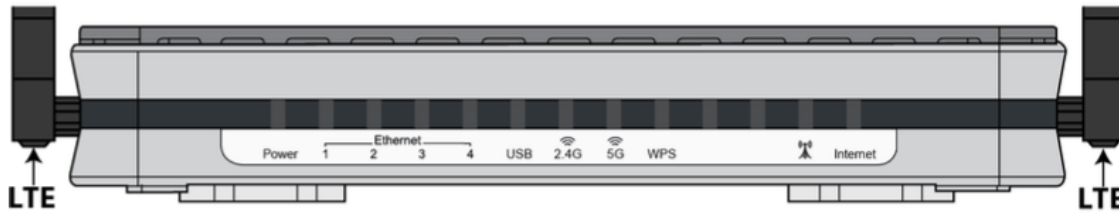
The screenshot shows the configuration page for a BEC 4G/LTE Wireless-N BB Gateway. The left sidebar has a navigation menu with 'Configuration' selected. The main content area is titled 'Wireless' and contains various settings. The 'SSID' field is highlighted with a green circle and contains the value 'BEC952'. The 'Pre-Shared Key' field is highlighted with a blue circle and contains the value '942718E3'. The 'Save' button at the bottom is highlighted with a purple circle.

Find the box labelled " SSID " and enter the WiFi name of your choosing.




"Pre-Shared Key" is your WiFi password. This has to be at least 8 characters long.

Once you've changed your network name and password, click the Save button at the bottom of the screen.

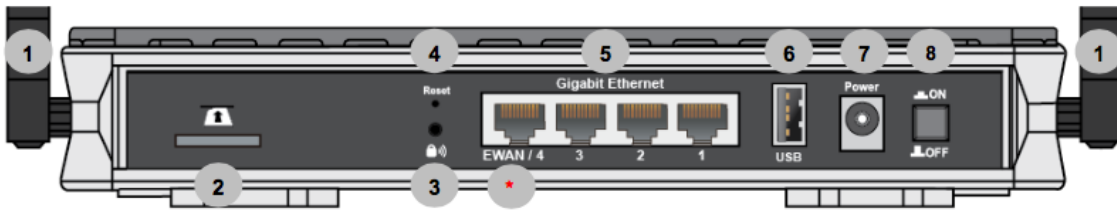
## Front Panel LEDs





PORT		MEANING
1	LTE Antenna Connectors	Screw the supplied mobile LTE antennas onto the antenna connectors on both sides. (6500AEL R18 / R21 uses <u>4</u> LTE antennas and <u>2</u> Wi-Fi antennas)

LED	STATUS	DESCRIPTION
Power 	Green	System is up and ready
	Red	Boot failure
Ethernet Port LAN 1 - 4	Green	Transmission speed is at Gigabit speed (1000Mbps)
	Orange	Transmission speed is at 10/100Mbps
	Blinking	Data being transmitted/received
USB	Green	Connecting to a USB dongle or a hard drive.
Wi-Fi 2.4G / 5G 	Green	Wireless connection to 2.4G or 5G network is established
	Blinking	Data being transmitted / received
WPS	Green	Wireless device(s) being connected successfully via WPS mode
	Blinking	WPS is enabled and trying to establish a WPS connection
LTE (Received Signal Strength Indicator) 	Green	RSSI greater than -69 dBm. Excellent signal condition
	Green Flashing Quickly	RSSI from -81 to -69 dBm. Good signal condition
	Orange Flashing Quickly	RSSI from -99 to -81 dBm. Fair signal condition.
	Orange Flashing Slowly	RSSI less than -99 dBm. Poor signal condition.
	Orange	No signal and the 4G_LTE module is in service
	Off	No LTE module or LTE module fails
Internet	Green	WAN IP is received, and traffic is passing thru the device.
	Red	Cannot get a WAN/public IP address
	Off	The device is either in bridged mode or WAN connection not ready.

## Rear Panel Connectors



PORT		MEANING
1	Wi-Fi Antenna Connectors	Screw the supplied Wi-Fi antennas onto the antenna connectors on both sides.
1	LTE Antenna Connectors	(6500AEL R18 / R21 uses <b>4</b> LTE antennas and <b>2</b> Wi-Fi antennas) Screw the supplied mobile LTE antennas onto the antenna connectors on both sides.
2	 SIM Card Slot	Insert the mini SIM card (2FF) with the gold contact facing down. Push the mini SIM card (2FF) inwards to eject it
3	 WPS & Wireless On/Off	By controlling the pressing time, users can achieve two different effects: (1) <b>WPS</b> : Press & hold the button for <b>less than 6 seconds</b> to trigger WPS function. (2) <b>Wireless ON/OFF button</b> : Press & hold the button for <b>more than 6 seconds</b> to enable or disable the wireless. <b>* Refer to the WPS section in the User Manual for more details.</b>
4	Reset	After the device is powered on, press it <b>6 seconds or above</b> : to restore to factory default settings (this is used when you cannot login to the router, e.g. forgot your password)
5	Gigabit LAN Ethernet (1 - 4)	Connect a UTP Ethernet cable (Cat-5 or Cat-5e) to one of the four LAN ports when connecting to a PC or an office/home network of 10Mbps /100Mbps /1000Mbps <b>* EWAN/4</b> Connect to Fiber/ Cable/ xDSL Modem with a RJ-45 cable, for broadband connectivity. <b>Note: LAN 4 automatically becomes an EWAN port when EWAN internet interface is being selected in the GUI</b>
6	USB	The USB can either setup for 3G/4G LTE internet access or storage/file sharing.
7	DC Power Jack	Connect the supplied Power Adapter to this jack.
8	Power ON/OFF	Power ON/OFF switch

## Troubleshooting

1. None of the LEDs are on when you turn on the router:  
Check the connection between the power adapter and the router. Also confirm that you're using a functional power outlet. If the error persists, you may have a hardware problem. In this case you should contact our technical support.
2. You have forgotten your WiFi password:  
Connect computer to router via ethernet and follow directions on page 5 of this guide to access your wifi settings.
3. Computer connected via ethernet but not able to connect to internet:  
Check the Ethernet LEDs on the front panel. The LED should be on for a port that has a PC connected. If it is off, check the cables between your router and the PC.
4. Slow speed or network drops:  
Check to see if any devices are doing big updates or downloads. If so, test speed again once that activity is complete (speedtest.net or on our website at [rockisland.speedtestcustom.com](http://rockisland.speedtestcustom.com)).  
Try rebooting your router.  
If the problem persists, please give us a call during business hours for troubleshooting.

## Free Customer Support

Don't forget we have a free customer support line if you need any assistance after you begin service. Our support staff is available 24/7 to assist you. Simply dial 360-378-5884 and press option 1.

## General Warnings

- Do not use the router in high humidity or high temperatures (or outside)
- Do not use the same power source for the router as other equipment
- Do not open or repair the case yourself. If the router is too hot, turn off the power immediately and have it repaired at a qualified service center
- Only use the power adapter that comes with the package. Using a different voltage rating power adaptor may damage the router
- Place the router on a stable surface.