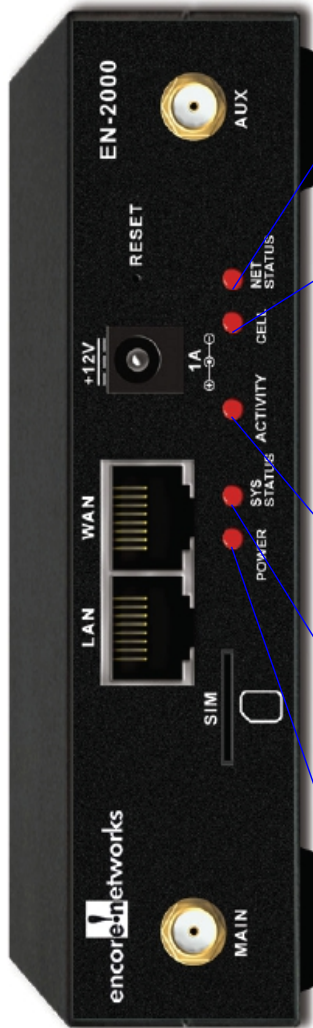


Quick Guide to EN-2000™ LED Codes

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Verizon Wireless has certified the EN-2000™ for use in its 4G LTE networks.



| LED Label | Alarm | LED State | Indication | Details | Resolution |
|------------|-------|---|---|--|---|
| NET STATUS | | On, steady | On line over Ethernet WAN | Private IP or Internet is accessible over the Ethernet broadband connection. | |
| | | Flashing | On line over cellular interface | Private IP or Internet is accessible over the cellular connection. | |
| | • | Off | Off line: No Internet or private IP connection | | Check the domain name system (DNS); review the routing configuration; confer with the carrier network's representative. |
| CELL | | Pattern of flashes followed by a pause of steady on | Normal behavior: Has IP address; number of flashes indicates signal strength. | Successfully registered with network carrier. 5 flashes indicate a strong signal; 1 flash indicates a weak signal. | |
| | | Pattern of flashes followed by a pause of off | Has signal strength but no IP address. | Not registered with network carrier. 5 flashes indicate a strong signal; 1 flash indicates a weak signal. | If the pattern continues more than 10 minutes with power on, the account may not be active. Check with your cellular network carrier. |
| | • | On, steady | Weakest signal | Successfully registered with network carrier | Make sure the EN-2000's antennas are in an area that receives a stronger signal, with at least one flash. |
| | • | Continuous fast flash (no pauses) | SIM problem: Mismatch or defective | The SIM is defective, or another carrier's SIM might have been installed. | Check the SIM; it must be a valid Verizon 4G LTE SIM. |
| | • | Off | No signal | The SIM is not present, or the antennas are not connected or are out of the Verizon 4G LTE coverage area. | If the SIM is not present or is loose, insert a valid Verizon 4G LTE SIM, and power cycle the EN-2000. If a valid SIM is present, check the antenna connections and make sure they are positioned in the coverage area. |
| ACTIVITY | | Flashing | Normal LAN or WAN connection and activity | | |
| | | On, steady | The LAN or WAN is connected but there is no activity. | | |
| | • | Off | There is a problem with the LAN or WAN connection. | | Check the EN-2000's LAN and WAN cables, or check the connections on the other end. |
| SYS STATUS | | On, regular occasional blip | The system's health is good. | | |
| | • | On, flashing fast | Hardware alarm | Software configuration mismatch with hardware configuration | Restore the last known good configuration, or press the reset button to restore the factory default configuration. |
| | • | On, flashing slow | Hardware alarm | Cell module not detected or not present | Return the EN-2000 to the distributor or vendor for repair. |
| | • | On steady for more than 20 seconds without a blip | The system has locked up or is busy. | | Wait for one minute. If the blip does not occur, then power cycle the EN-2000 router. |
| | • | Off | The system has locked up. | | Power cycle the EN-2000 router. |
| POWER | | On, steady | The router is receiving power. | | |
| | • | Off | The router is not receiving power. | | Check the power connection; it must provide 12 volts DC input. |

If a problem has not resolved after you have performed the recommended resolution, contact your EN-2000 distributor.