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Inseego FW2000E

Inseego FW2000E Enterprise 5G Outdoor Modem User Manual

Model: FW2000E | Brand: Inseego

1. Introduction

The Inseego Wavemaker PRO 5G Outdoor CPE FW2000e is designed to provide high-speed wireless 5G data connectivity for enterprise applications in various environments, including urban, suburban, and rural areas. This device utilizes a proprietary high-gain antenna array to deliver robust data over both 5G and 4G LTE networks. It functions by connecting to the optimal cellular network and extending data connectivity to your existing in-building network infrastructure.

2. Key Features

- **High-Gain Antennas:** Achieves extended range and superior data throughput across all distances.
- **Fast 5G Speeds:** Delivers high bandwidth and low latency, benefiting a wider range of customers in suburban and rural locations.
- **Enterprise-Grade Security:** Includes robust device security, encryption protocols, and content filtering capabilities.

3. Package Contents

Verify that all items are present in your product package. If any items are missing or damaged, contact your vendor immediately.

- Inseego FW2000E Enterprise 5G Outdoor Modem
- Mounting Bracket and Hardware
- Power over Ethernet (PoE) Injector (if applicable)
- Ethernet Cable
- Quick Start Guide

4. Setup and Installation

Proper installation is crucial for optimal performance of your Inseego FW2000E. This section outlines the general steps for mounting and connecting the device.

4.1. Site Selection

Choose a location that provides the best possible line of sight to the nearest 5G/4G LTE cellular tower. Avoid obstructions such as large buildings, dense foliage, or other structures that could interfere with the signal. The device is designed for outdoor use and should be mounted in a secure, elevated position.

4.2. Mounting the Device



Figure 4.2.1: Front view of the Inseego FW2000E Outdoor Modem.

The FW2000E can be mounted on a pole or wall using the provided mounting bracket and hardware. Ensure the mounting surface is sturdy enough to support the device's weight and withstand environmental conditions.

1. Attach the mounting bracket to the chosen pole or wall using appropriate fasteners.
2. Secure the FW2000E unit to the mounting bracket. Ensure it is firmly attached and oriented correctly for optimal

signal reception.

4.3. Cabling and Power Connection



Figure 4.3.1: Rear view of the Inseego FW2000E showing connection points.

The FW2000E is powered via Power over Ethernet (PoE). Connect an Ethernet cable from the FW2000E's PoE port to the LAN/PoE port on the PoE injector. Then, connect another Ethernet cable from the PoE injector's LAN port to your router or network switch.

1. Connect one end of an outdoor-rated Ethernet cable to the PoE port on the FW2000E.

2. Route the cable indoors to the location of your PoE injector.
3. Connect the other end of the Ethernet cable to the "PoE Out" port on the PoE injector.
4. Connect an Ethernet cable from the "LAN In" port on the PoE injector to your internal network router or switch.
5. Plug the PoE injector into a standard electrical outlet.

Once powered, the device will begin its startup sequence and attempt to connect to the cellular network.

5. Operation

After successful installation and power-up, the Inseego FW2000E will automatically attempt to establish a connection to the best available 5G or 4G LTE network. The device's status indicators (if visible or accessible via management interface) will provide information on its current operational state.

5.1. Status Indicators (General)

- **Power LED:** Indicates power status (e.g., solid green for power on).
- **Network LED:** Indicates cellular network connectivity (e.g., solid green for 5G connected, solid blue for 4G LTE connected, blinking for searching).
- **Signal Strength LED:** May indicate signal quality (e.g., multiple bars or varying colors for strong to weak signal).

Refer to the detailed product documentation or the device's web interface for specific LED behavior and their meanings.

5.2. Accessing the Management Interface

The FW2000E typically features a web-based management interface for configuration, monitoring, and advanced settings. To access it:

1. Ensure your computer is connected to the same network as the FW2000E (via your router/switch).
2. Open a web browser and enter the default IP address of the device (e.g., http://192.168.1.1 or http://192.168.100.1). The exact IP address can usually be found in the Quick Start Guide or by checking your router's connected devices list.
3. Enter the default username and password when prompted. These credentials are often printed on a label on the device or in the documentation. It is highly recommended to change these default credentials immediately after initial login for security purposes.

6. Maintenance

The Inseego FW2000E is designed for robust outdoor operation with minimal maintenance. However, periodic checks can help ensure continued optimal performance.

- **Physical Inspection:** Periodically inspect the device and its mounting hardware for any signs of damage, corrosion, or loose connections, especially after severe weather conditions.
- **Software Updates:** Check the device's management interface for available firmware updates. Keeping the firmware up-to-date ensures the latest features, performance improvements, and security patches.
- **Cleaning:** If necessary, gently clean the exterior of the device with a soft, damp cloth. Do not use harsh chemicals or abrasive cleaners.

7. Troubleshooting

This section provides solutions to common issues you might encounter with your Inseego FW2000E.

Problem	Possible Cause	Solution
No Power	PoE injector not plugged in; faulty cable; power outlet issue.	Ensure PoE injector is plugged into a working outlet. Check Ethernet cable connections. Try a different outlet.
No Cellular Signal	Poor site selection; SIM card not inserted or faulty; network outage.	Verify device is mounted in an optimal location with clear line of sight. Ensure SIM card is correctly inserted and active. Check with your cellular provider for network status.
Slow Internet Speed	Weak cellular signal; network congestion; incorrect device configuration.	Check signal strength indicators. Try repositioning the device if possible. Access the management interface to verify settings and perform diagnostics.
Cannot Access Management Interface	Incorrect IP address; network connectivity issue; firewall.	Verify the correct IP address. Ensure your computer is on the same network. Temporarily disable any firewalls. Try restarting the device and your computer.

If you continue to experience issues, consult the full user manual available on the Inseego support website or contact technical support.

8. Specifications

Attribute	Detail
Model Number	FW2000E
Brand	Inseego
Product Dimensions	16.9 x 2.8 x 15.75 inches
Item Weight	10.5 pounds
ASIN	B09427NX3B
Connectivity Technology	Ethernet
Compatible Devices	Personal Computer, Laptop, Router
Modem Type	Cellular modem
UPC	649496025427
Manufacturer	Inseego
Date First Available	May 3, 2021

9. Warranty and Support

For information regarding the product warranty, please refer to the warranty card included with your product or visit the official Inseego website. For technical support, frequently asked questions, and additional resources, please visit the Inseego support portal or contact their customer service department.

Note: Warranty terms and support availability may vary by region and retailer.

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