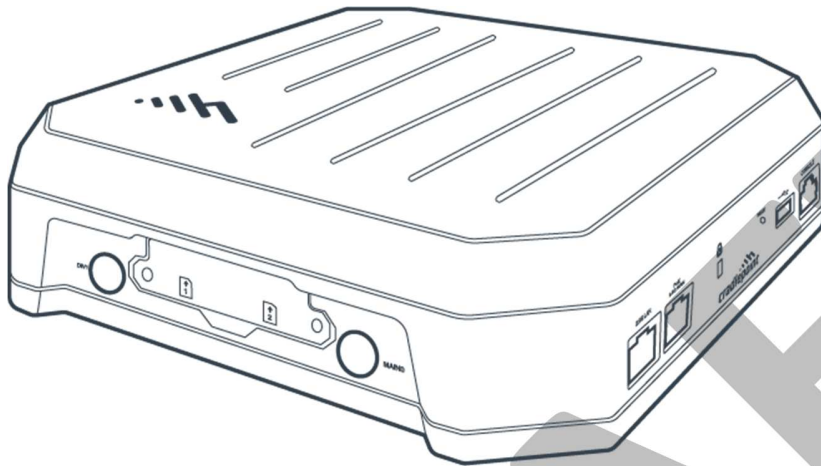# W2000 Series Indoor 5G Wideband Adapter Quick Start Guide



## Introduction

This document provides a brief overview of the W2000 indoor 5G Wideband adapter, discusses what's inside the box, and provides basic set up and install instructions.

## Intended Audience

This article is intended for general Cradlepoint hardware users. It provides a basic knowledge for setting up the W2000 indoor 5G Wideband adapter. Due to the unique nature of each installation, potential for RF exposure, and enhanced separation requirements, customers must have a professional install their 5G hardware. Refer to the Professional Installer Network section of this document for assistance in locating a professional installer.

## Professional Installer Network

Email our Professional Installer Network for assistance in locating a professional installer in your service area at <TBD>@cradlepoint.com.

# Navigation

Use the following links to quickly navigate through this quick start guide.

# W2000 Indoor 5G Wideband Adapter Models

This guide applies to the following products:

CRADLEPOINT W2000-5GA MODEL: S5A010A
CRADLEPOINT W2000-5GB MODEL: S5A103A

# Before You Begin

Read the following before setting up your W2000 indoor 5G Wideband adapter.

## Location Considerations

The W2000 Indoor 5G Wideband adapter is purpose-built for indoor mounting and should be installed by a professional. The following includes considerations when identifying a location for mounting.

- Ensure that the mounting surface is flat and clear of any obstructions or objects that may interfere with the antennas, signal reception, or cables.
- Position the endpoint for optimal cellular and Wi-Fi signal reception.
- Avoid mounting in direct sunlight or in locations where it may be exposed to the weather.
- Ensure plenty of airflow for ventilation.
- Mount in locations compliant with the Safety, Regulatory, and Warranty guide, included in the product shipping box.

**IMPORTANT:** The W2000 indoor 5G Wideband adapter requires increased separation distances in relation to other networking hardware. Therefore, Cradlepoint requires that all 5G adapters be installed by a professional. For assistance with installation or in locating a professional installer, contact Cradlepoint Sales and Support.

## Ethernet Cable Considerations

Cradlepoint recommends shielded, twisted-pair (S/FTP) Ethernet network cabling and connectors (Cat5/Cat6/Cat6a/Cat7a) for optimal wired network performance.

## SIM Card Setup for Wireless Connectivity

A wireless broadband data plan must be added to your Cradlepoint W2000 for wireless broadband connectivity. Network providers, such as AT&T, Verizon, and Telstra, must provision a SIM to provide wireless broadband data plans compatible for use with the Cradlepoint W2000 indoor 5G Wideband adapter endpoints. Contact your network provider for further details.

# Check Box for Contents

Prior to having the W2000 indoor 5G Wideband adapter installed, open the boxes and ensure that all items are present. You should have received the following:

- Box 1 - Hardware Only:
    - [1] W2000 indoor 5G Wideband adapter hardware
- Box 2 - Accessories Kit:
    - [1] 90 W PoE Injector
    - [4] Cellular antennas
    - [1] Indoor mounting kit
    - [1] Screw pack
    - [1] Safety, Regulatory, and Warranty guide
    - [1] Quick Start reference sheet

Once you ensure all required hardware is present, have a professional install your W2000 indoor 5G Wideband adapter.

## Activate the Adapter Through NetCloud Manager

Once the adapter is installed, it will need to be activated in NetCloud Manager (NCM). Your endpoint is packaged with NetCloud services and activation requires that you log into your NetCloud account. Refer to Getting Started with NetCloud Manager for more information.

## Understanding LEDs
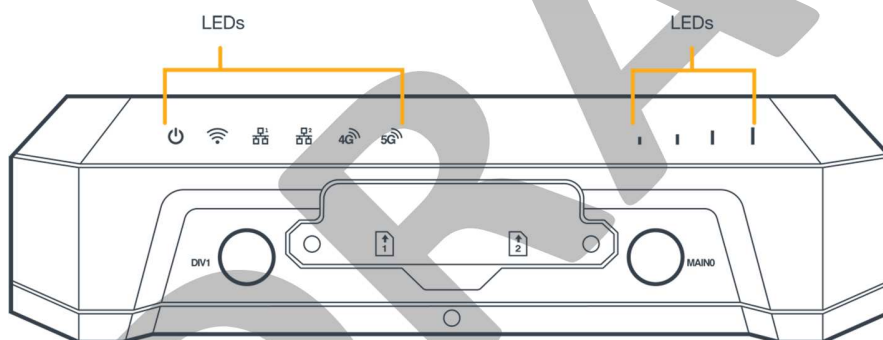


Refer to the following for information about the LED indicators on the Cradlepoint W2000 indoor 5G Wideband adapter.

NOTE: The W2000 LEDs are only visible when the endpoint is powered on. They are located along the top edge of the adapter, above the SIM slot cover.

| Status Indicator | Behavior | |
|---|---|---|
| **POWER** | The Cradlepoint W2000 and W2005 must be powered using an approved 54 V DC power source. | |
| | | • **No Light** = Not receiving power. Check the power switch and source connection. |
| | ⏻ | • **Green** = Powered ON. |
| | ⏻ | • **Yellow** = Attention. Log into NCM and use the Remote Connect menu to access the router's NCOS to manage any alert.<br>  o NOTE: Upon initial installation, the light will be yellow until the endpoint is registered in NetCloud Manager (NCM). |
| **SIGNAL STRENGTH** | LED bars indicate the modem's signal strength. | |
| | 📶 | • **4 Solid Bars** = Strongest signal |
| | 📶 | • **1 Blinking Bar** = Weakest signal (A blinking bar indicates half of a bar) |
| | 📶 | • **4 Blinking Bars** = SIM door is not installed, modem is off |
| **MODEM** | Indicates information about the modem. | |
| | | • **No Light** = Modem not connected.<br>  o NOTE: You will not be able to see the icon when the modem is not connected. |

| | | |
|---|---|---|
| | 4G 5G | • **Solid Green** = Modem has established an active WAN connection. |
| | 4G 5G | • **Blinking Green** = Modem is connecting. |
| | 4G 5G | • **Solid Yellow** = Modem is not active. |
| | 4G 5G | • **Blinking Yellow** = Data connection error. No modem connection possible. |
| | 4G 5G | • **Blinking Red** = Modem is in the process of resetting.<br>   o NOTE: Blinking Red with Signal Strength LEDs = SIM door is not installed, modem is off. |
| **Wi-Fi BROADCAST** | Indicates activity on the Wi-Fi broadcast for both 2.4 and 5 GHz bands. | |
| | | • **No Light** = Wi-Fi is not operating. |
| | (wifi icon) | • **Blue** = Wi-Fi is on and operating normally |
| **LAN ACTIVITY** | Indicates an active LAN connection.<br>NOTE: Only one LAN connection will be active at a time. | |
| | | • **No Light** = LAN is not connected or is not currently active. |
| | (LAN icon) | • **Flashing Green** = Active LAN connection. |
| **OTHER** | Additional LED Indications | |
| | The white Cradlepoint logo on the top face of the endpoint lights up when the endpoint is connected to a registered NCM account. | |

# Troubleshooting

If the endpoint takes longer than 5 minutes to connect to the Internet, you may need to log into the local UI of the endpoint to make configuration changes or start the troubleshooting process. You must be physically co-located with the endpoint in order to do this. Refer to How to Troubleshoot Connection Issues for additional information.

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

# Resources

W2000 Webpage
W2000 Data Sheet

# Help and Support

Contact Us
Cradlepoint Customer Connect Community
Cradlepoint Support Services

# Terms of Service

Cradlepoint Terms of Service & License Agreement
Privacy Policy
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