

AER2100 Series

Temporary, Pop-Up & Mobile Branch Networking



THANK YOU FOR CHOOSING CRADLEPOINT

Cradlepoint is the leading provider of secure, cloud-managed 3G/4G/LTE networking solutions for the distributed enterprise with hundreds or thousands of locations. Our broad family of high-performance routers are designed for deployment in mission-critical applications that require 24x7 connectivity.

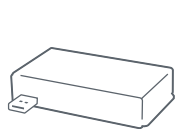
Always Connected. Always Protected.

AER2100 Key Features:

- + Cloud-managed
- + Dual-modem, multi-carrier support
- + Dual-band, dual-concurrent WiFi (802.11 a/b/g/n/ac)
- + WAN Diversity for backup, hybrid, or primary WAN
- + Industry-leading 4G failover
- + Advanced routing & best-in-class, cloud-based security options
- + Extensible & easily integrated enterprise applications via an open API

Go to cradlepoint.com/aer2100 to learn more.

WHAT'S INCLUDED:



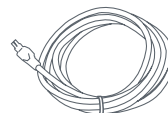
MC400 3G/4G Modem



12V 3A AC/DC Power Adapter



Modem & WiFi Antennas

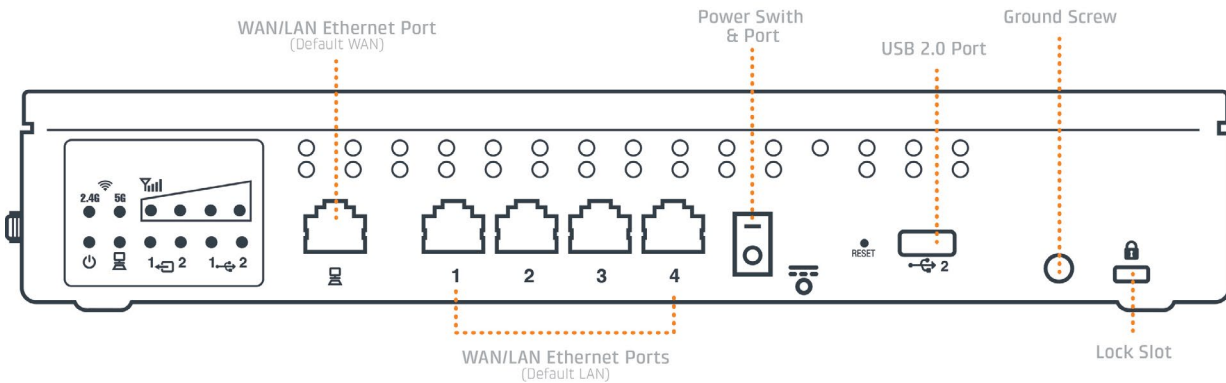


Ethernet Cable



Multipurpose Retaining Tool

HARDWARE



LED Indicators

Power: The Cradlepoint AER2100 must be powered using an approved 12V DC power source.

- + Green = Powered ON
- + No Light = Not receiving power. Check the power switch and the power source connection.
- + Amber = Attention. Open the administration pages (see page 4) and check the router status. The LED will show amber until the user changes the default Administrator and WiFi passwords. Default passwords must be changed to secure the router.

Ethernet WAN: Indicates information about a data source connected to the Ethernet WAN port.

- + Blue = Connected to an active Ethernet WAN interface.

WiFi Broadcast: These two LEDs indicate activity on the WiFi broadcast for both the 2.4 GHz and 5 GHz bands.

- + 2.4G (green) = 2.4 GHz WiFi is on and operating normally.
- + 5G (blue) = 5 GHz WiFi is on and operating normally.

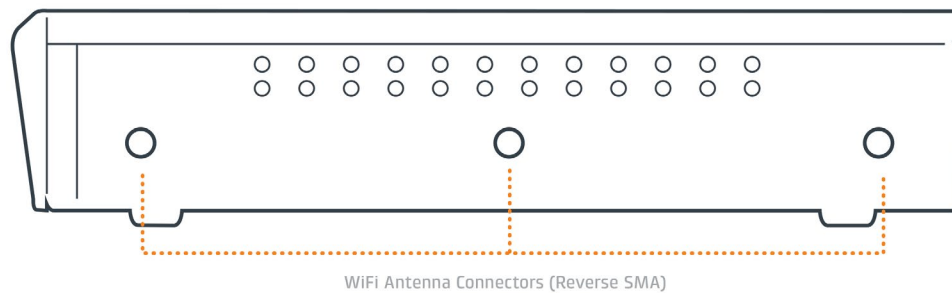
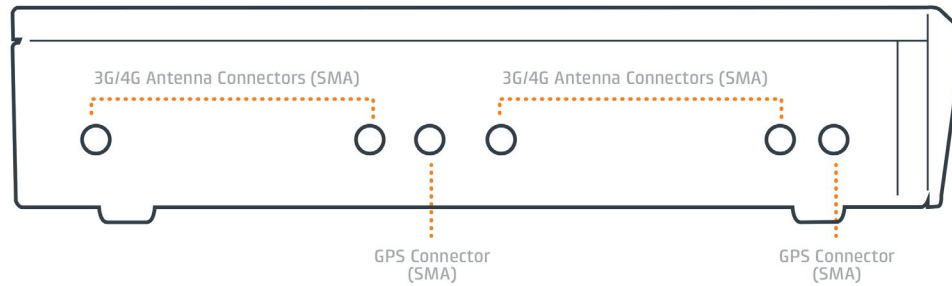
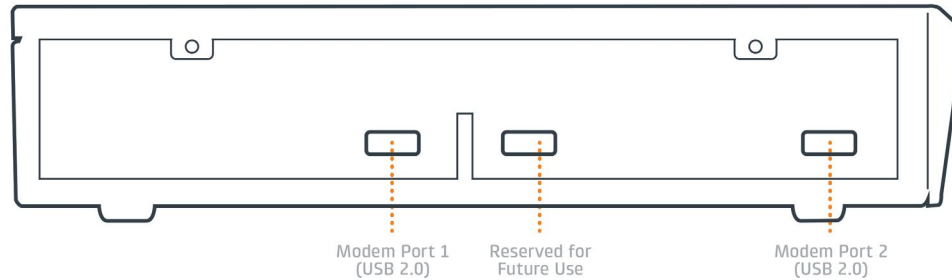
Signal Strength: Blue LED bars indicate the active modem's signal strength.

- + 4 Solid Bars = Strongest signal
- + 1 Blinking Bar = Weakest signal. (A blinking bar indicates half of a bar.)

External USB Modem: Indicates the status of external USB modem. All modems have the following LED indicators:

- + Green = Modem has established an active connection.

(continued on page 3)



- + Blinking Green = Modem is connecting.
- + Amber = Modem is not active.
- + Blinking Amber = Data connection error. No modem connection possible.
- + Blinking Red = Modem is in the process of resetting.

Additional LED Indications

- + Several different LEDs blink when the factory reset button is detected.
- + Two of the modem LEDs blink red in unison for 10 seconds when there is an error during a NetCloud OS (firmware) upgrade.

Integrated Modem: Indicates the status of integrated modems.

AER2100 DEVICE DETAILS

Accessories:

- + Additional MC400 integrated 4G LTE modem*
- + Power adapters and international power cords
- + Rack mounting bracket
- + External modem antennas and cabling

*A Cradlepoint MC400 integrated 4G LTE modem comes standard with the AER2100. Add a second integrated MC400 modem for a complete "Cut-the-Wire" 4G LTE solution, fusing enterprise reliability with unparalleled agility.

Model Numbers:

AER2100 S4A340A AER2150 S4A345A

Enterprise Support

For enhanced services including enterprise-level support, extended warranties, site surveys, and expert installation, learn more about Cradlepoint's CradleCare suite of services at cradlepoint.com/cradlecare.

GETTING STARTED

Insert an Activated SIM

A wireless broadband data plan must be added to your Cradlepoint AER2100. Wireless broadband data plans are available from wireless carriers such as Verizon, AT&T, Sprint, EE, and Vodafone. The SIM must be provisioned with the carrier. Contact your carrier for details about selecting a data plan and about the process for provisioning your SIM.

Once you have an activated SIM, insert it into the integrated modem. Insert the SIM card into the slot marked SIM 1 (use the other slot, SIM 2, for a secondary/backup SIM). Be sure to insert the card with the notch-end first and the gold contacts facing down – it will click into place.

Attach the Internal Modem

Follow these steps to attach the internal modem:

1. Remove the left side panel cover from the router. Use a Phillips screwdriver to remove the screws, and use the Multipurpose Retaining Tool (included in the router package) to remove the cover.
2. Slide the modem into the side of the router (left slot first). The protruding section of the modem fits into the groove.
3. Reattach the panel cover and screw it back on. (When necessary, remove the cover and modem using the Multipurpose Retaining Tool.)



Attach the WiFi & Modem Antennas

Attach the three included WiFi antennas and two included modem antennas to the connectors. Antennas are jointed, which enables you to position them for optimal signal. To attach, hold the antenna straight and twist the base of the antenna to connect, folding the joint if needed.

When connecting the provided antennas, review the connection points.

- + WiFi antennas have flat circular bases (RSMA).
- + Modem antennas have protruding pins (SMA).

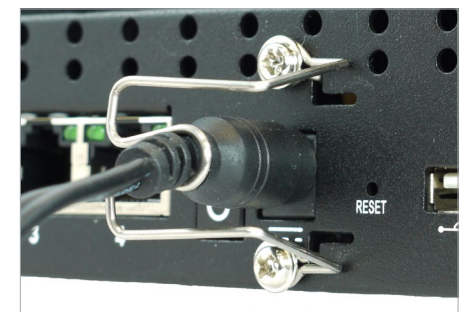
Care should be taken to ensure that the router antennas are not near metal or other RF reflective surfaces.

Connect the Power Source

Plug the provided power supply (12V DC wall adapter) into an electrical outlet. Then connect the power supply to the router. Ensure power is switched on.

When you set the power switch to the 'On' position, watch for the power LED to illuminate.

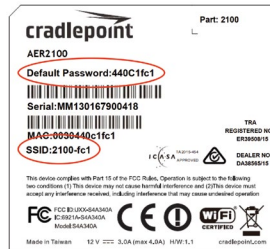
If you would like to secure the power supply cord, attach the Multipurpose Retaining Tool as shown. Secure with included screws.



Access the Administration Pages

To make configuration changes to your router, open the AER2100's GUI-based administration pages.

1. Connect to the router via Ethernet or WiFi. For WiFi, the default SSID is found on the product label on the bottom of the router.
2. Open a browser window and type **"cp/"** or **"192.168.0.1"** in the address bar and press return/enter.
3. When prompted for the Administrator password, type the default eight character password found on the product.
4. Upon login for the first time, you are automatically directed to the First Time Setup Wizard to configure Admin Password, Time Zone, WiFi Security, and WAN Failure Check.



Note: The power/attention LED will show amber until the user changes the default Administrator and WiFi passwords. Default passwords must be changed to secure the router.

FIRST TIME SETUP WIZARD

When you log in to the local administration pages for the first time, you will be automatically directed to the **First Time Setup Wizard**, which will walk you through basic steps to customize your Cradlepoint AER2100. You have the ability to configure any of the following:

- + Administrator Password
- + Time Zone
- + WiFi Network Name
- + Security Mode
- + Access Point Name (APN)
- + Modem Authentication
- + Failure Check

If you are currently using the router's WiFi network, you will need to reconnect your devices to the network using the newly established wireless network name and password.

To return to the First Time Setup Wizard after your initial login, select 'System' on the left navigation bar and First Time Setup from the Setup Wizards drop-down menu.

To restore the router to its factory default settings, press and hold the RESET button on the side of the device for ten seconds. Reset returns the login password to the default password and resets all configuration changes.



Deploy and Manage the Intelligent Network with Cradlepoint NetCloud

Cradlepoint NetCloud is a network management and application platform that integrates cloud-based, software-defined networking with your Cradlepoint devices to improve productivity, increase reliability, and reduce costs.

NetCloud includes SD-WAN capabilities and SD-Perimeter to enhance the security and scalability of your network and business operations.

To learn more and begin a free 30-day trial:

cradlepoint.com/netcloud

Sales & Support: +1 855-813-3385

UPDATING NETCLOUD OS

Via NetCloud Manager

1. Log in at cradlepointecm.com using your NetCloud Manager credentials.
2. Navigate to the Groups page. (This can also be done for an individual device on the Devices page.)
3. Select a group and click on the NetCloud OS option in the top toolbar. In the dropdown menu that opens, select the desired version.
4. Wait a moment while NetCloud OS is updated and the router reboots.

Via the Local Administration Pages

1. Log into the local administration pages (see page 5). You may have changed the Administrator Password.
2. Select 'System > System Control > System NetCloud OS'.
3. If a new NetCloud OS version is available, select 'Automatic (Internet)'.
4. Wait a moment while NetCloud OS is updated and the router reboots (do not close the browser window when updating).

If you do not have an active Internet connection, you may need to use the 'Manual NetCloud OS Upload' option. To use this option, download a new version of NetCloud OS to a local device and then upload it to the router on the System > System Control > System NetCloud OS page.

SETTING THE APN

Depending on your modem, you may need to specify the APN (Access Point Name).

SELECT THE APN

1. Log into the administration pages (see page 5).
2. Select 'Connection Manager'.
3. Select the modem you would like to manage. Click 'Edit' to open the WAN Configuration editor.
4. Select the 'SIM/APN/AUTH Settings' tab. In the 'Access Point Configuration' field, either select the desired APN from the options displayed or enter it manually.
5. Input the username and password for authentication if required by your carrier.
6. Click 'Submit'.

ROUTER COMMUNICATION / DATA USAGE

The factory default configuration of the router is set to communicate with Cradlepoint and other resources at regular intervals to access the latest NetCloud OS and modem updates, clock synchronization (NTP), and NetCloud Manager membership. Such communication may result in data usage and applicable charges regardless of whether the router uses a wired or wireless Internet connection. To avoid such data usage and potential charges, consult the following Knowledge Base article:

<http://knowledgebase.cradlepoint.com/articles/support/router-communication-data-usage>