

# Quick Guide to EN-1000™ LED Codes

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Verizon Wireless has certified the EN-1000™ for use in its 4G CAT-1 LTE networks.

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| 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-1000'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 CAT-1 LTE SIM.   |
|            | •     | Off   | No signal   | The SIM is not present, or the antennas are not connected or are out of the Verizon 4G CAT-1 LTE coverage area.    | If the SIM is not present or is loose, insert a valid Verizon 4G CAT-1 LTE SIM, and power cycle the EN-1000. 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-1000'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-1000 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-1000 router.   |
|            | •     | Off   | The system has locked up.   |  | Power cycle the EN-1000 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-1000 distributor.