




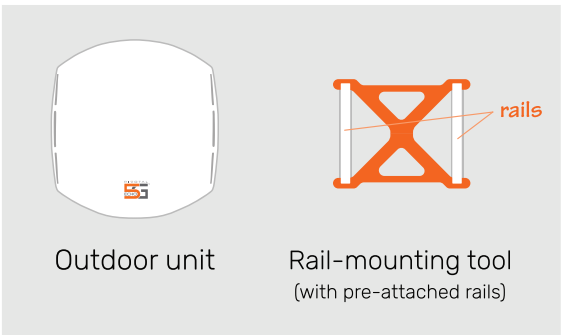
How to set up your Pivotal Echo 5G™

 **SUPPORT**

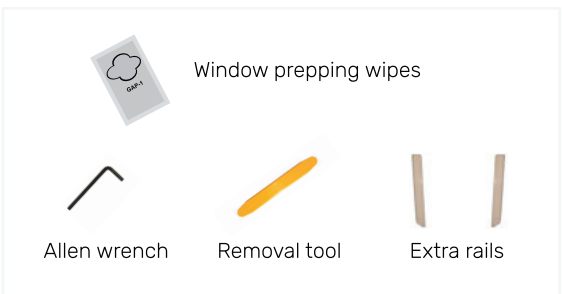
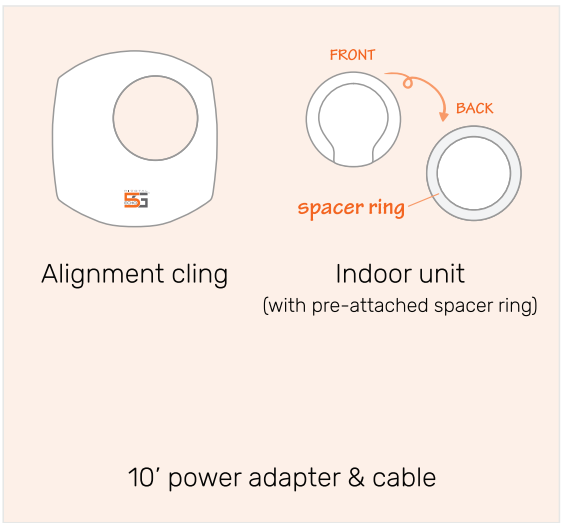
 1-855-956-2016
 support@pivotalcommware.com
 pivotalcommware.freshdesk.com

What's in the box

OUTDOORS



INDOORS



Scan for more Installation Help

Installation Video
The latest Quick Start Guide
The latest Installation Manual

Verizon Wireless authorizes the use of this device on Verizon networks only.

WARNING. This is not a CONSUMER device. This device may not be sold at retail. You MUST have an FCC LICENSE or express consent of an FCC Licensee (or express consent of your service provider) to operate this device. Antennas must be installed at least 20 cm (8 inches) from any person. Unauthorized use may result in significant forfeiture penalties, including penalties in excess of \$100,000 for each continuing violation.

1 Prep the window



Use the Speedtest App to determine the window with the strongest signal.



Make sure an outlet is within **10 feet** inside the house.



Please don't plug the indoor unit into the wall outlet until Step 5.

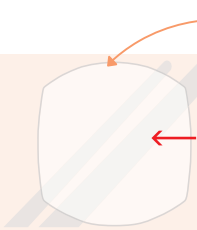


Clean the window with the wipes, following the instructions on its packet.

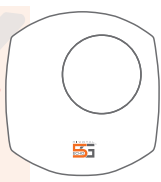


Wait **until the window is dry** before mounting the rails.

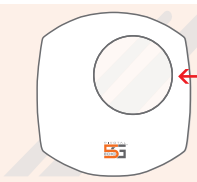
4 Mount the indoor unit



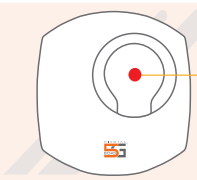
View of the outdoor unit from inside



Line up the alignment cling with the outdoor unit.

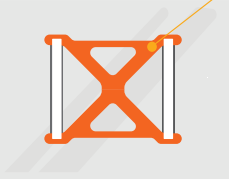


Place the indoor unit inside the cutout circle.



Press and hold for **30 Seconds**.

2 Mount the rails

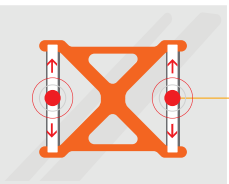


This side up

Place the tool while observing 'This Side Up' on the tool.



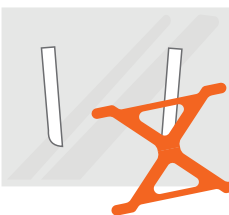
Keep **5-inches** from window edge.



Press hard up and down the rails for **30 seconds**.



Keep the rails and window dry while mounting.

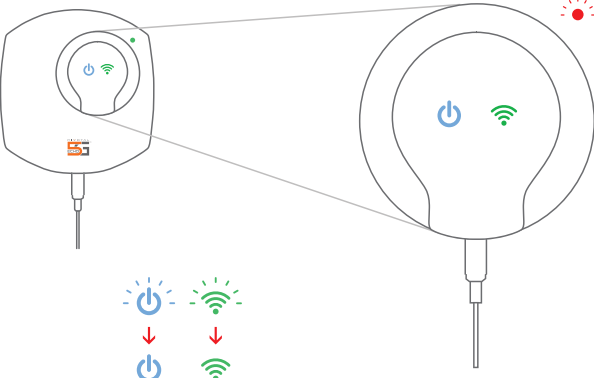


Pop the tool off using the tabs on the sides when done.

5 Plug it in



- Quality of 5G reception
- Indoor unit's power status
- Quality of power transfer to outdoor unit



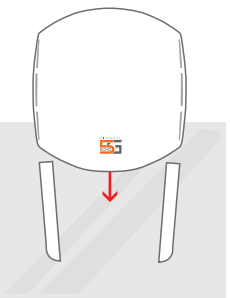
Those will blink then go solid.

v2021.1

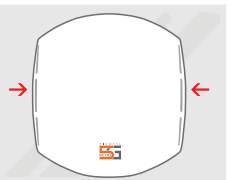
3 Mount the outdoor unit



Wait **60 minutes** after attaching the rails to mount the outdoor unit.



Slide the outdoor unit down onto the rails.



Tighten the set screws



It's time to go inside the house for the next steps.

6 Activation



Stay within 10 feet of your Echo 5G during activation.

A)

Turn WiFi off and select the Echo device in your phone's Bluetooth settings.



You may need to activate Bluetooth tethering in your Bluetooth settings, put your phone into airplane mode, or both.

B)

Navigate to web address 10.0.0.1 and type the last six digits of your device's serial number (located on the packaging box and the bottom of the outdoor unit) into the designated box.

C)

Press '**Enter**', then press '**Go**' on the next page.



The outdoor unit light will blink red while connecting.



OR



When the light becomes a solid green or yellow your Echo 5G activation is complete.

Flip the page for troubleshooting help ➡

Troubleshooting help



If the green light is blinking longer than 30 seconds

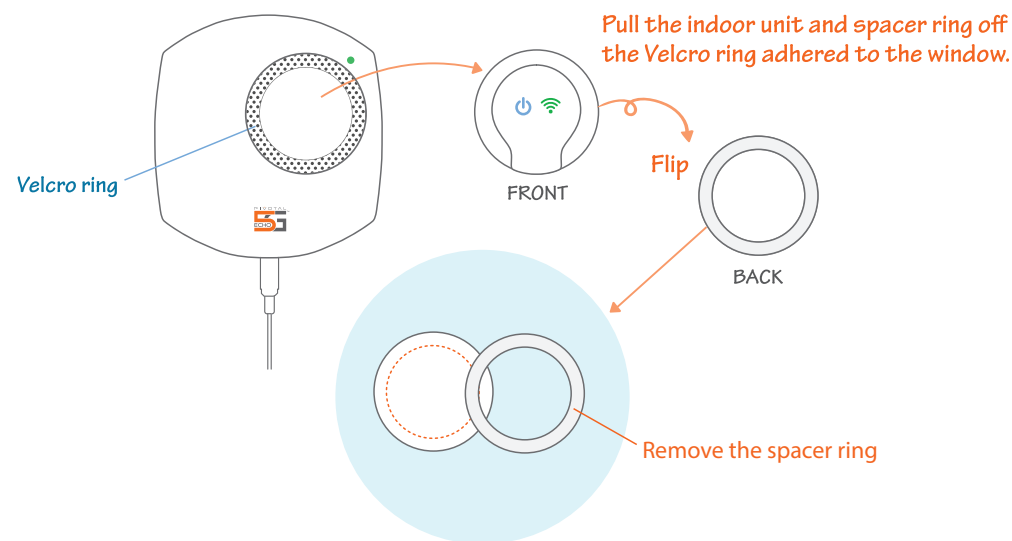
What it means

The indoor unit is not detecting and powering the outdoor unit.

NOTE: The light will blink red upon startup or reset before changing to indicate signal status.

What you can try

Remove the spacer ring from the indoor unit. Check also to make sure the alignment cling is lined up with the outdoor unit and the indoor unit is correctly positioned inside the circle.



FAQs

What do I do if I have trouble accessing 10.0.0.1?

You may need to clear your browser cache, set your phone to airplane mode, or both.

What do I do if I lose Bluetooth connectivity to the Echo 5G during activation?

Your Bluetooth connection may have dropped if your smartphone was moved too far away from the Echo 5G during activation. Try getting closer to the Echo 5G with the device you are using for activation via Bluetooth. You may need to re-do Step 6 on the other side of the page.

Can I use other devices to activate my Echo 5G?

In addition to a smartphone, you can also use a laptop to activate your Echo 5G. Laptop instructions can be found in the Installation Manual at pivotalcommware.com/Echo-5G-Installation-Help.

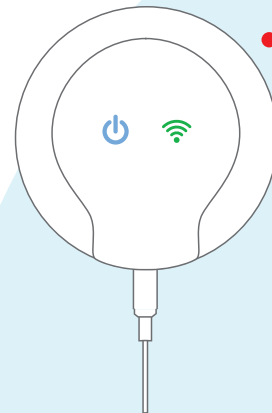
What do I do if the Echo 5G signal strength diminishes over time?

There may be a gradually increasing obstruction of the signal path to the gNB, such as leaves growing on trees that were not there during the initial Echo 5G setup. Re-do Step 6 on the previous page to re-scan and re-align the Echo.

What if the Echo 5G is still not working?

Power the Echo 5G off, then power it back on.

Reading the colors ● ● ● on the outdoor unit status indicator



● Solid red light

It means there is low to no connectivity/signal or no traffic running through Echo.

Try using a 5G mmWave device to run traffic through the Echo to see if the LED on the outdoor unit turns yellow or green.

If it remains red, you may need to relocate the Echo or re-run **STEP 6** on the other side.

● Solid yellow light

It means there is medium connectivity/signal through Echo 5G.

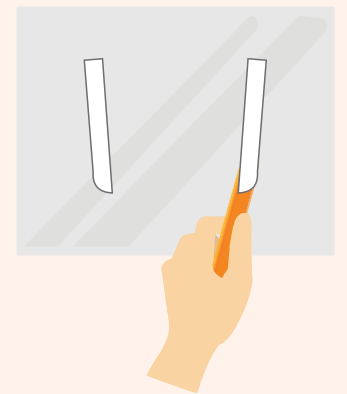
If you find the connectivity is good, no action is required. However, changing location for Echo could enhance the connectivity.

● Solid green light

It means you have good connectivity/signal and you are getting the optimal experience.

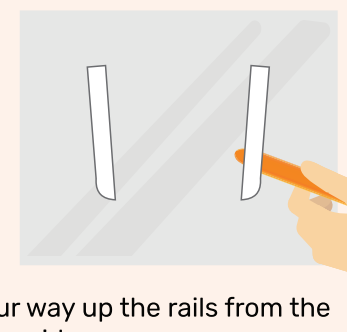
How to remove rails

1



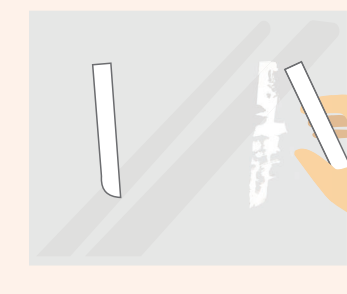
Slide the end of the removal tool under the rails, starting at the bottom.

2



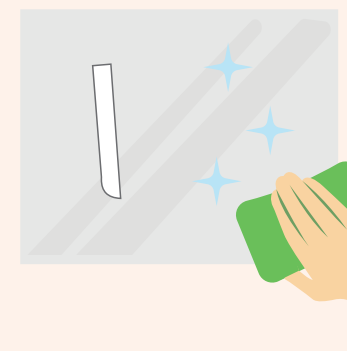
Work your way up the rails from the bottom or side.

3



When you have loosened the adhesive enough you can carefully remove it by hand.

4



Use a window cleaner and the rough side of a sponge to clean any remaining adhesive off your window.

For more support

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✉ Support@pivotalcommware.com

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