PIVOTAL® COMMWARE

HOW TO SET UP YOUR PIVOTAL ECHO 5G™

Scan to read the **Pivotal Echo 5G™** Installation Manual

Parts List

Installed on your Window

Outdoors | Window | **Indoors**

- (1) Outdoor unit (ODU)
- (1) Rail-mounting tool (with pre-attached rails)
- (1) Indoor Unit IDU alignment cling
- (1) Indoor unit (IDU) With pre-attached spacer ring
- (1) 10' power adapter & cable

Also Included:

- (1) Window-prepping wipes
- (1) Allen wrench
- (2) Extra rails with adhesive (if needed)
- (1) Removal tool
- Troubleshooting Help (Back side)
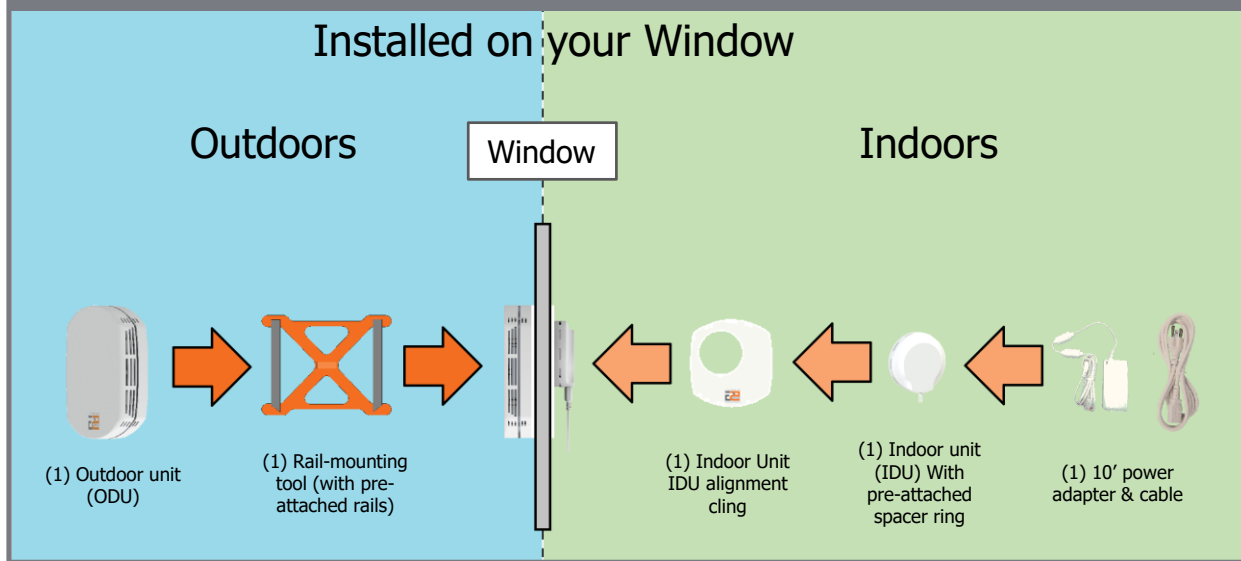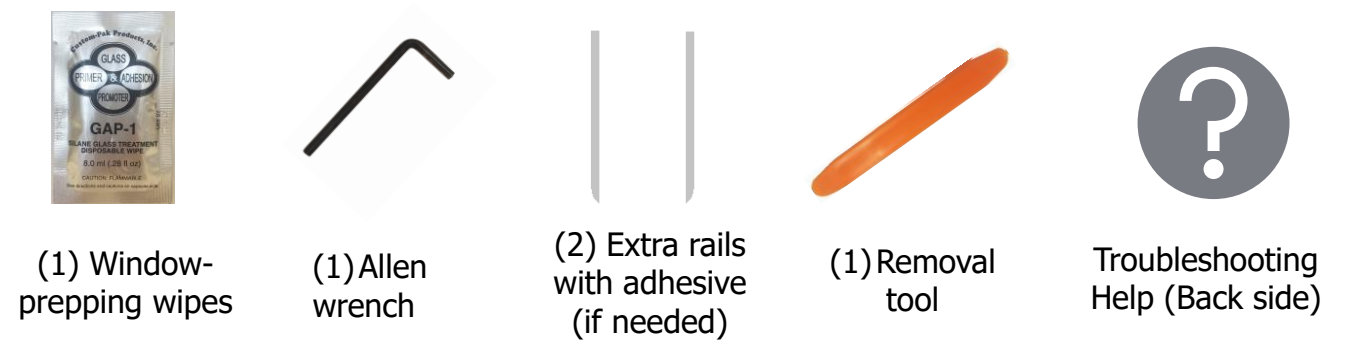
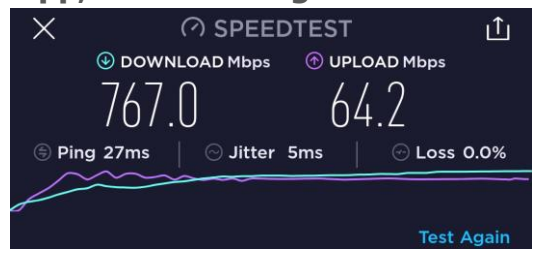## 1 — Start by locating the best window for installation and cleaning the glass

The Echo 5G is mounted on a window (not a sliding window) for optimum reception.

Identify the window with the best 5G reception by turning off your phone's wifi, downloading the SpeedTest app from your phone's App store, opening the app, and selecting 'Go.'

SPEEDTEST
DOWNLOAD Mbps **767.0** | UPLOAD Mbps **64.2**
Ping 27ms | Jitter 5ms | Loss 0.0%
Test Again

You will mount your Echo 5G:
- At least 4 inches from any window edge
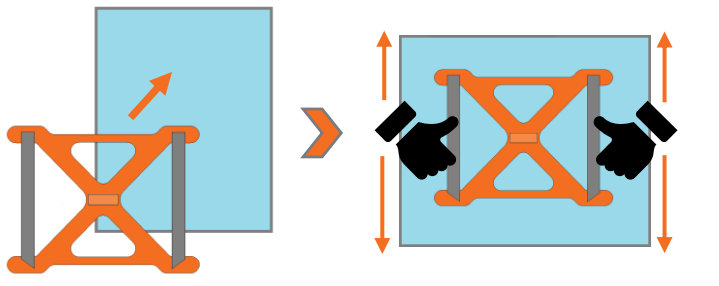- Within 10 feet of an outlet inside (to plug in the IDU)

Do not plug the IDU into the wall outlet until Step 5.

Clean both sides of the window glass with the provided wipes. See back of wipes packet for detailed cleaning instructions.

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2 — Mount the ODU

a) Remove the protective film from the adhesive on the rails pre-attached to the back of the rail-mounting tool and position the rails on the outside window glass keeping them at least 4 inches from any edge.

b) Press so that the rails adhere to the window. Run your fingers up and down the rails while applying force for 30 seconds.
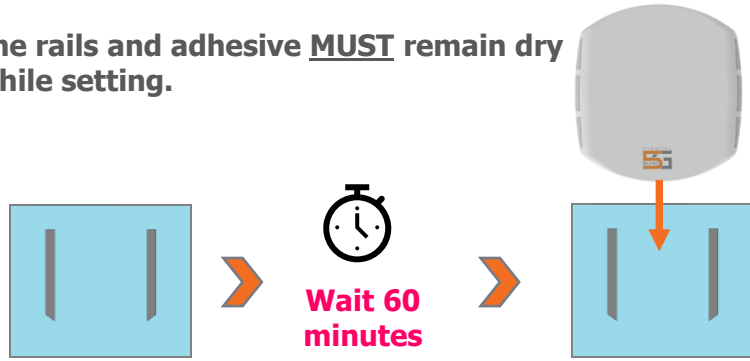
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3 — Press adhesive for good seal

Inspect the rails from the inside of the window to ensure that there are minimal air gaps in the adhesive bond. Remove the rail-mounting tool by using the tabs to pop the tool off the rails.
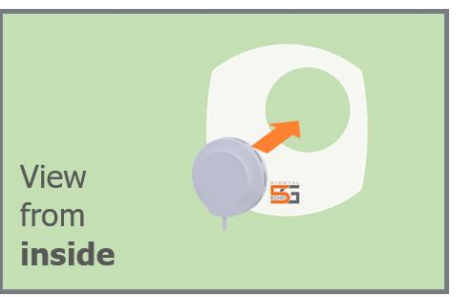
Wait 60 minutes for the rails to set, then slide the ODU on & tighten the set screws.

The rails and adhesive **MUST** remain dry while setting.

Wait 60 minutes

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4 — Attach alignment cling and IDU

Attach the IDU alignment cling to the inside of the glass, aligning it with the ODU.

View from **inside**

Remove the adhesive from the Velcro on the pre-attached spacer ring on the IDU and press to the glass in the circle of the alignment cling.

Apply force and hold for 30 seconds.

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5 — Plug in IDU & confirm connection to ODU

LED lights

Plug the Echo 5G IDU into your wall outlet. Blue and green LED lights on the IDU will appear and blink before going solid. If the green light blinks for more than 30 seconds, consult the Troubleshooting Help on the back of this page.

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6 — Commission your Echo 5G device

a) Stay within 10 feet of your Echo 5G while commissioning. Turn wireless off and select the Echo device in your smartphone's Bluetooth settings. You may need to activate Bluetooth tethering in your Bluetooth settings.

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 ODU) into the designated box.
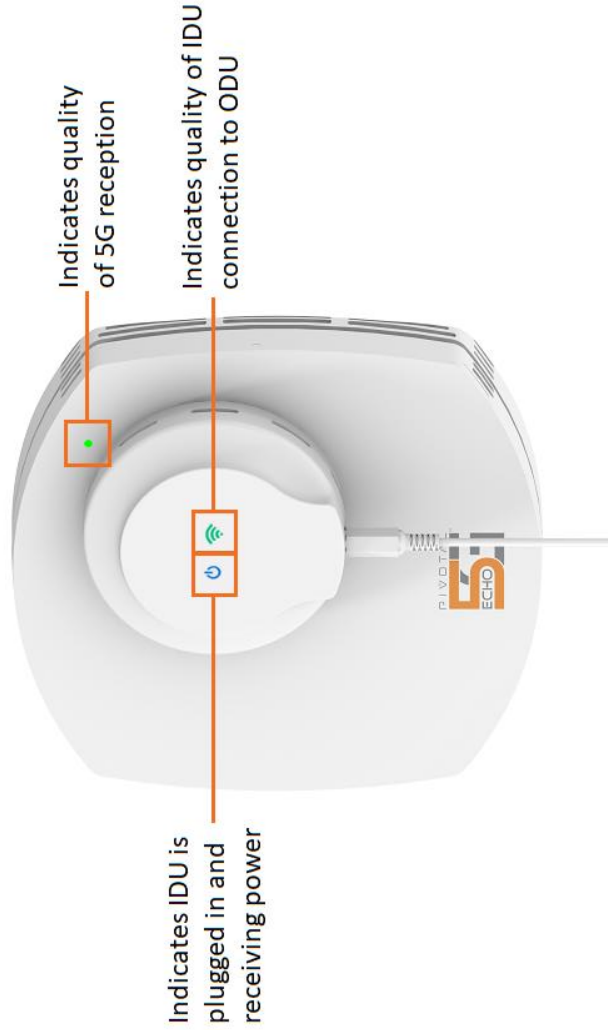
c) Press 'Enter.'

d) Then press 'Go' on the next page.

e) When the LED on the inside of the ODU (facing indoors) turns a solid green, your Echo 5G commissioning is complete!

Settings Bluetooth
Bluetooth
Now discoverable as "John's iPhone".
MY DEVICES
echo — Not Connected

Troubleshooting Help

What the lights indicate

Indicates quality of 5G reception

Indicates quality of IDU connection to ODU

Indicates IDU is plugged in and receiving power

How to tell if the IDU is not powered or is not detecting ODU
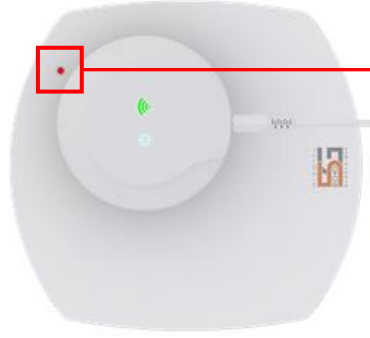
Solid blue light indicator
- DC power to the IDU

Green light indicator
- Blinking green: probing for an ODU
- Solid green: IDU is powering the ODU
- If the length of the blinking green LED is longer than 30 secs, the spacer needs to be removed or IDU needs repositioning
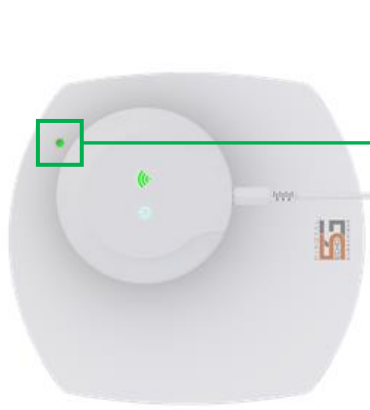
How to tell if the ODU is receiving a weak signal

Green light
Good connectivity/signal
Good user experience

Yellow light
Medium connectivity/signal
May need to change location based on User Experience

Red light
Low to no connectivity/signal
Need to change location of Echo

Removal Instructions

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

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

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

Use WD40 and the rough side of a sponge to clean any remaining adhesive off your window.