

**enable**  
NETWORKS

**CR3000**

powered by  
**CloudCommand<sup>XP</sup>**

300N Wi-Fi Router with Dragon88™ Firmware and CloudCommand™ XP Service



Quick Install Guide

# STEP 1: Preparation

## Unit Identification Code (UIC) label

As you start the setup process, take your router out of the box, unwrap it and look at its bottom surface. Then identify the yellow label as in the figure below, and take note of its Unit Identification Code (UIC).

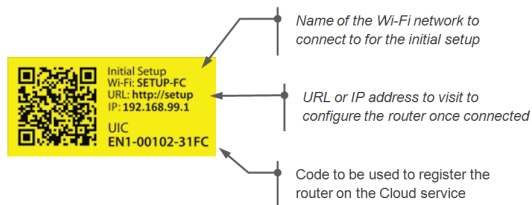


Figure 1: UIC (Unit Identification Code) Label

## Power adapter assembly

The CR3000 includes a power adapter designed to operate in multiple regions. Please select the power plug corresponding to your region and fully slide it in the body of the adapter until it securely snaps into place.

Please operate the CR3000 exclusively with the included adapter. Utilizing a different adapter may result in malfunction and permanent damage, voiding all warranties.

INPUT: 100 – 240 VAC at 50/60 Hz, 0.2A max

OUTPUT: +5VDC, 1A, 5W max

## Replacing an existing router

If you are replacing an existing router, you may want to replicate your current configuration in your new CR3000 Router. To do so you will need to log into your current router and take note of the following essential information:

1. WAN or Internet configuration settings, including the connection method and DHCP information.
2. LAN configuration, including IP address, subnet mask and DNS server address.
3. Wi-Fi network name (SSID), encryption/security method and passphrase.

# Step 2: Setup and First Configuration

## **Option 1: You have active Internet access and your modem provides automatic DHCP service**

1. While connected to the Internet using your old router, visit <http://enable.cloudcommandxp.com>.
2. Create an account or login with your Google credentials and follow the setup wizard.
3. Once the setup wizard is complete, disconnect your old router from your DSL/CABLE modem or the network port with access to the Internet you are intending to connect the CR3000 Router to.
4. If using a DSL/CABLE modem, restart it now by power-cycling it.
5. Using the provided Ethernet cable (RJ45), connect the BLUE port marked INTERNET on your CR3000 Router to your broadband DSL/CABLE modem or other network port with access to the Internet.
6. Power on your CR3000 Router by plugging the supplied power adapter into a power outlet and connecting it to the rear of the Router.
7. As your CR3000 Router starts, wait about 3 minutes. The LEDs on the top of the unit will cycle multiple times as the CR3000 Router is automatically configured by CloudCommand. When the AMBER LED (power) settles to a steady light, your Router is configured and ready to for use.
8. Once the setup is complete, upon first connection to CloudCommand, the router will perform a firmware upgrade. This will take up to 5 minutes, during which you SHOULD NOT POWER DOWN the router or disconnect it from the Internet.

## Option 2: Your Internet modem does NOT provide automatic DHCP service or you are not sure if it does

1. If you are already using a router, disconnect it from your DSL/CABLE modem or from the network port with access to the Internet you are intending to connect the CR3000 Router to.
2. If using a DSL/CABLE modem, restart it now by power-cycling it.
3. Using the provided Ethernet cable (RJ45), connect the BLUE port marked INTERNET on your CR3000 Router to your broadband DSL/CABLE modem or other network port with access to the Internet.
4. Power on your CR3000 Router by plugging the supplied power adapter into a power outlet and connecting it to the rear of the Router.
5. As your CR3000 Router starts, please wait about 90 seconds.
6. Connect your computer or tablet to the Router, either plugging an Ethernet cable into any of the ports marked "LAN 1" to "LAN 4" or by connecting to the wireless network named "setup-XX", where "XX" are the last two digits of the CR3000 Router Unit Identification Code (UIC). You can find the UIC on the yellow label on the bottom of the device.
7. After successfully establishing the connection to the CR3000 Router, open a web browser and type either "**setup**", "**http://setup**" or **192.168.99.1** in the Internet address bar as shown in the Figure 2 below. No other character should be present in the address.

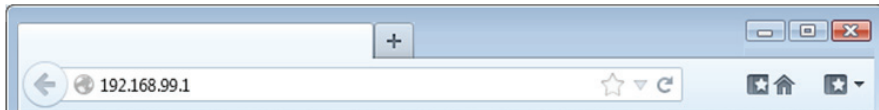


Figure 2: After connecting to the router, type either "setup", "http://setup" or "192.168.99.1" in your browser URL

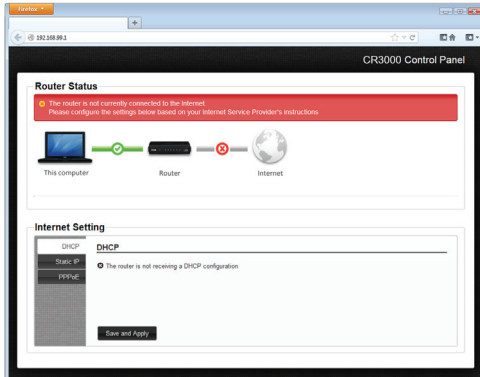


Figure 3: Screen asking for basic configuration information.

8. If your router does not auto-detect an Internet connection, you will be presented with a screen asking for basic configuration information as required by your Internet Service Provider, as shown in Figure 3.

9. After this step, or if your router does auto-detect an Internet connection, you will be automatically directed to create an account for the Cloud service and subsequently to a wizard that will guide you to configure your network in a few easy steps.

10. Once the setup wizard is complete your router will restart and you will temporarily lose connectivity

11. As your CR3000 Router restarts, please wait about 3 minutes. The LEDs on the top of the unit will cycle multiple times as the Router is automatically configured by CloudCommand. When the AMBER LED (power) settles to a steady light, your Router is configured and ready for use.

12. Once the setup is complete, upon first connection to CloudCommand, the router will perform a firmware upgrade. This will take up to 5 minutes, during which you SHOULD NOT POWER DOWN the router or disconnect it from the Internet.

# Troubleshooting

**Connectivity.** If after following the setup steps you are not redirected automatically to the CR3000 Cloud service portal, ensure the cable inserted into the INTERNET port on the back of the Router is properly connected and all connectors are clicked into place.

**Misconfiguration.** If you are unsuccessful completing the setup and believe your Router is misconfigured or otherwise stuck in an unresponsive state, you can factory reset it. Keep the Router powered and using a pin hold down the Reset button (located next to the Internet connection port) for 20 seconds, then release it and wait for about 90 seconds for it to restart.

**Accessing the CloudCommand XP portal.** If you keep having trouble connecting to the Router and accessing either the Internet configuration page or the Cloud portal, please reboot your computer and retry. If you the local configuration interface does not appear to work correctly, please ensure that Java Script is enabled in your browser.

**Firewall.** If using this product within a business network, behind a network firewall, use the following OUTBOUND traffic on ports: **53(DNS), 80(HTTP), 443(HTTPS), and 3478(STUN)**. These settings are standard defaults for the large majority of firewalls.

**Content Filtering.** If content filtering or network traffic monitoring software are in use, ensure the following entries are whitelisted. Asterisk indicates all subdomains:

- http://\*.cloudcommandxp.com
- https://\*.cloudcommand.com
- http://\*.crproxy.com
- https://\*.crproxy.com

**IP Filtering.** If content filtering or network traffic monitoring software filter IP addresses, ensure the following entries are whitelisted.

- 54.247.107.112
- 23.23.145.61
- 184.72.247.179
- 184.169.141.159
- 54.245.91.16
- 54.251.106.235
- 54.248.236.179
- 54.252.89.117
- 54.232.107.152

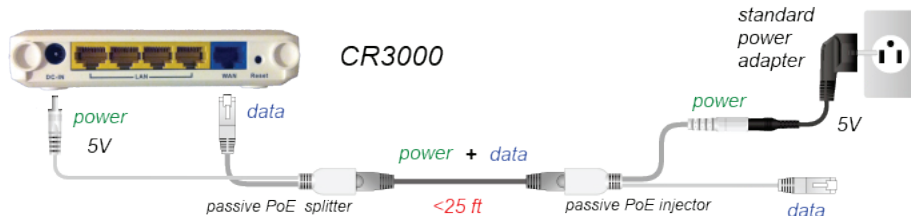
# Wi-Fi Performance Optimization

## Positioning

Position your router on a flat surface as unobstructed as possible, at least 3 ft (1m) from large metallic surfaces and at least 3 ft (1m) from the floor. Do not place it inside a small closet or cabinet. Usually indoor spaces present fewer obstruction to radio signals 6 ft from the floor or higher, as most furniture is located below 6 ft (2m)

To facilitate the positioning of the CR3000 you may consider utilizing an optional passive PoE adapter (injector + splitter) that allows the transfer of electricity from the power adapter to the router utilizing the same Ethernet cable that connects the router to the Internet modem. Always exclusively use the included 5V adapter and do NOT utilize 802.11af PoE switches or injectors.

Passive PoE for the CR3000 has been tested to operate properly with a Cat6 Ethernet cable 25 ft (7.5m) or shorter. Longer cables will induce loss of power and cause the router to operate inconsistently.





## Channel Choice

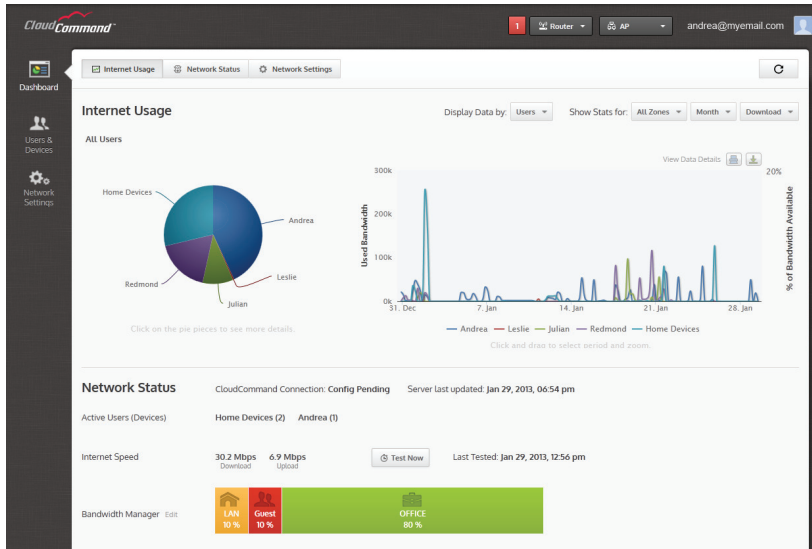
Detect the clearest channel available by determining what other devices are broadcasting on each channel available to your router. To do so you can install on your computer a free Wi-Fi scanning tool such as:

- **inSSIDer** (<http://www.metageek.net/products/inssider>)
- **NetSpot** (<http://www.netspotapp.com>).

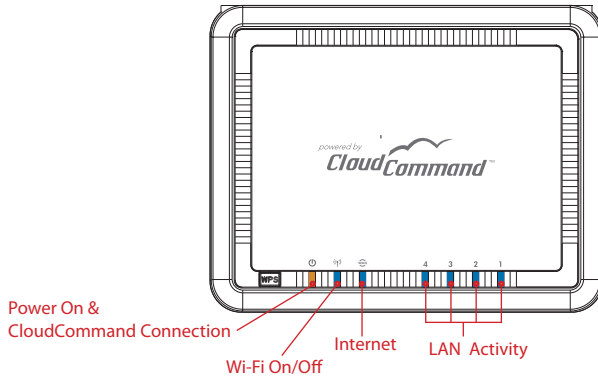
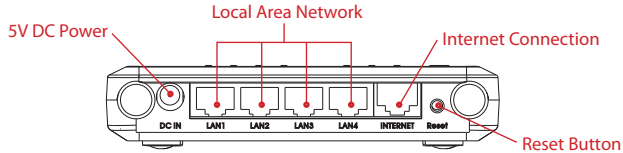
After determining which is the least utilized channel in your area, select it for your router.

You can learn more about Wi-Fi channels at [http://en.wikipedia.org/wiki/List\\_of\\_WLAN\\_channels](http://en.wikipedia.org/wiki/List_of_WLAN_channels)

# CloudCommand XP Dashboard



# Connectors and LEDs





## Technical Support

Support is available through your Enable Networks Authorized Resellers.

## Website

<http://www.enablenetworks.com>

## Support Email

[enable.support@enablenetworks.com](mailto:enable.support@enablenetworks.com)

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CR3000 QIG v1.0