

Quick Installation Guide

5 Port Cloud Managed PoE Router

M20-PoE

Package contents

- 1 * Enterprise router
- 1 * Power adapter
- 1 * Power cord
- Quick installation guide

III Connect the router

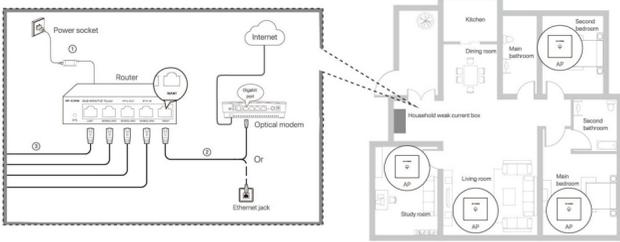
- Tips**
- Use the power adapter included in the package to power the router.
- The LAN or WAN/LAN port can supply PoE power to PoE-powered devices compliant with IEEE 802.3at or IEEE 802.3af.

The device is used as a router + wireless controller and is generally deployed at the egress gateway to act as a proxy for accessing the LAN.

Put the router in the household weak current box, and use the power adapter to power the router. Wait for the SYS LED indicator to blink.

Use an Ethernet cable to connect the WAN port of the router to the Modem (such as an optical modem) or Ethernet jack in the household weak current box. The LED indicator of the WAN port will blink.

Connect the computer and AP (if any) to the LAN port of the router with an Ethernet cable. The LED indicator of the corresponding port will blink.



IV Configure the router

- Connect terminal devices to the router.
 - Method 1:** Connect the wireless device such as a smartphone to the WiFi network of the AP connected to the router.
 - IP-COM APs that can be managed by the router. The default WiFi name is IP-COM_XXXXXX (XXXXXX is the last six digits of the router's MAC address on the label of the router).
 - IP-COM APs that have not been managed by the router or APs of other brands. The WiFi name is the original WiFi name of the AP.
 - Method 2:** Connect the wired device such as a computer to the LAN port of the router using an Ethernet cable.
- On a smartphone or a computer connected to the router, start a browser and enter **ipcwifi.com** or **192.168.0.252** in the address bar to access the web UI. Set a password for the super administrator account and tap/click **Log in**.
 - Tips**
 - If you cannot log in to the web UI of the router, refer to **Q1** in **FAQ**.
- Follow the setup wizard to configure the router. After the setup wizard is completed, you can perform more configurations.
 - Tips**
 - If you accidentally close the **Setup Wizard** window, you can click **Setup Wizard** in the upper right corner to reopen it. You can also navigate to **Network > Internet Settings** to configure the number of WAN ports and internet parameters and check the connection status.
 - Choose the connection type based on the actual networking mode. If you are not sure, you can refer to **Q2** in **FAQ** or contact your ISP for help.
 - After the number of WAN ports is modified, the router will automatically reboot to make the configuration take effect after the setup wizard.

V Access the internet

- Wired devices:**
Connect the wired device such as a computer to the LAN port of the router or the AP using an Ethernet cable to access the internet.
-
- Wireless devices:**
- The router has managed IP-COM APs: Connect the wireless device such as a smartphone to the WiFi network using the SSID you set. If you have not set it, the default WiFi name is IP-COM_XXXXXX (XXXXXX is the last six digits of the router's MAC address on the label of the router). And there is no password by default.
 - The router has not managed IP-COM APs or connected to other APs: Connect the wireless device such as a smartphone to the original WiFi of the AP to access the internet.
-

VI Manage the router through ProFi cloud

The router can be managed through the IP-COM ProFi cloud platform (https://imsn.ip-com.com.cn) locally on the LAN or remotely on the internet. Before managing the router through the IP-COM ProFi cloud platform, ensure that the network where the router is deployed is connected to the internet, and the router has been added to the IP-COM ProFi cloud platform.

FAQ

- Q1: I cannot log in to the web UI of the router by visiting ipcwifi.com or 192.168.0.252. What should I do?**
- A1: Try the following solutions:**
- If you are using a wireless device, such as a smartphone, ensure that:
 - It connects to the WiFi of the AP connected to the router.
 - The cellular network (mobile data) of the device is disabled.
 - If you are using a wired device, such as a computer:
 - Ensure that you have entered **ipcwifi.com** or **192.168.0.252** in the browser address bar (not the search bar).
 - Ensure that the computer is properly connected to the LAN or WAN/LAN port of the router with an Ethernet cable, and the corresponding port indicator is on.
 - Ensure that the computer is set to **Obtain an IP address automatically and Obtain DNS server address automatically**.
 - Clear the cache of your web browser or try again with another web browser.
 - If the problem persists, reset the router and try again. For the reset method, see **Q3** in **FAQ**.

- Q2: I cannot access the internet after the configuration. What should I do?**
- A2: Try the following solutions first:**
- Check if the WAN port of the router is connected to a modem or Ethernet jack properly, and the corresponding port indicator is on.
 - Log in to the web UI of the router and navigate to **Network > Internet Settings**. Ensure that the **Connection Type** matches your actual network environment by referring to the following table.
- | Internet parameters provided by your ISP | Connection type you should choose |
|---|-----------------------------------|
| PPPoE User name and password | PPPoE |
| No internet parameters | Dynamic IP Address |
| IP address, subnet mask, gateway, DNS server and other parameters | Static IP Address |
- Ensure that connection type and parameters are correct, and contact your ISP for help.
- If the problem persists, try the following solutions:
- For the wireless device such as a smartphone connected to the WiFi of the AP:
 - Ensure that you have selected the correct WiFi name and entered the correct WiFi password (case-sensitive).

- If you still cannot access the internet, use an Ethernet cable to connect the computer to the LAN or WAN/LAN port of the router. Then log in to the web UI of the router, and confirm that AP management has been enabled. Navigate to **AP > Wireless Policy > SSID Policy** to modify the SSID or password and deliver the wireless policy. Then try to connect to the WiFi again.
 - For the wired device such as a computer connected to the router through an Ethernet cable:
 - Ensure that the computer is properly connected to the LAN or WAN/LAN port of the router with an Ethernet cable, and the corresponding port indicator is on.
 - Ensure that the computer is set to **Obtain an IP address automatically and Obtain DNS server address automatically**.
 - Connect the computer to the LAN or WAN/LAN port of the router with an Ethernet cable. Then log in to the web UI of the router to check whether the blacklist is set.
- Q3: How to reset the router?**
- A3:** When the SYS LED indicator blinks, hold the **Reset** button down with a needle-like object for about 8 seconds, and then release it when all the LED indicators light up. The router is restored to factory settings when the SYS LED indicator blinks again.

- Q4: Smartphones or other wireless devices cannot search the WiFi of the AP. What should I do?**
- A4: Try the following solutions first:**
- Ensure that the WiFi function of wireless devices such as smartphones are normal and that other WiFi can be found.
 - Check whether the AP is managed by the router. If yes, the WiFi name is the SSID you set or IP-COM_XXXXXX (XXXXXX is the last six digits of the router's MAC address on the label of the router). If not, the WiFi name of the AP is the original SSID of the AP. To confirm whether the AP is managed by the router: Log in to the web UI of the router and navigate to **AP > AP List and Maintenance**. If the AP is in the AP list, it is managed by the router. Otherwise, it is not managed.
 - Connect the computer to the LAN or WAN/LAN port of the router with an Ethernet cable. Then log in to the web UI of the router, navigate to **AP > Wireless Policy > SSID Policy**, and ensure that:
 - WiFi is enabled.
 - Hide SSID is disabled.



https://www.ip-com.com/en/service/default.html

English
Get support and services
For technical specifications, user guides and more information, please visit the product page or service page on www.ip-com.com.cn. Multiple languages are available. You can see the product name and model on the product label.

Tiếng Việt
Nhìn hồ sơ và dịch vụ
Để biết thông số kỹ thuật, hướng dẫn sử dụng và thông tin khác, vui lòng truy cập trang sản phẩm hoặc trang dịch vụ trên www.ip-com.com.cn. Những ngôn ngữ có sẵn. Bạn có thể xem tên sản phẩm và kiểu máy trên nhãn sản phẩm.

ภาษาไทย
ดูข้อมูลผลิตภัณฑ์และบริการ
สำหรับข้อกำหนดทางเทคนิค คู่มือใช้ และข้อมูลอื่น ๆ โปรดไปที่หน้าผลิตภัณฑ์และบริการบน www.ip-com.com.cn มีหลายภาษา
คุณสามารถดูชื่อผลิตภัณฑ์และรุ่นบนฉลากผลิตภัณฑ์

latviešu
Saņemiet atbalstu un pakalpojumus
Lai iegūtu tehniskās specifikācijas, lietotāja rokasgrāmatas un vairāk informācijas, lūdzam apmeklējiet produktu lapu vai servisa lapu vietnē www.ip-com.com.cn. Ir pieejamas vairākas valodas.
Produkta nosaukumu un modeļi varat redzēt uz produkta etiķetes.

Svenska
Få support och tjänster
För tekniska specifikationer, användarguider och mer information, besök produktsidan eller service-sidan på www.ip-com.com.cn. Flera språk är tillgängliga. Du kan se produktnamn och modell på produktetiketten.

Melayu
Dapatkan sokongan dan perkhidmatan
Untuk spesifikasi teknik, panduan pengguna dan maklumat lanjut, sila lawati halaman produk atau halaman perkhidmatan di www.ip-com.com.cn. Pelbagai bahasa tersedia. Anda boleh melihat nama produk dan model pada label produk.

Italiano
Otteni assistenza e servizi
Per specifiche tecniche, guide per l'utente e ulteriori informazioni, visitate la pagina del prodotto o la pagina dei servizi su www.ip-com.com.cn. Sono disponibili più lingue. È possibile vedere il nome e il modello del prodotto sull'etichetta del prodotto.

Português
Obtenha suporte e serviços
Para especificações técnicas, guias do usuário e mais informações, visite a página do produto ou a página de serviços em www.ip-com.com.cn. Vários idiomas estão disponíveis.
Você pode ver o nome e o modelo do produto na etiqueta do produto.

Polski
Uzyskaj wsparcie i usługi
Specyfikacje techniczne, instrukcje obsługi i więcej informacji można znaleźć na stronie produktu lub stronie usługi w witrynie www.ip-com.com.cn. Dostępnych jest wiele języków.
Możesz zobaczyć nazwę produktu i model na etykiecie produktu.

Français
Obtenir de l'aide et des services
Pour les spécifications techniques, les guides d'utilisation et plus d'informations, veuillez visiter la page du produit ou la page de service sur www.ip-com.com.cn. Plusieurs langues sont disponibles.
Vous pouvez voir le nom et le modèle du produit sur l'étiquette du produit.

lietuviski
Gaukite palaiškymo ir paslaugų
Jei reikia techninių specifikacijų, vartotojų vadovų ir daugiau informacijos, apsilankykite gamintojo puslapyje arba paslaugų puslapyje www.ip-com.com.cn. Galimos kelios kalbos.
Gamintojo pavadinimą ir modelį galite pamatyti gamintojo etiketėje.

Português
DECLARAÇÃO UE DE CONFORMIDADE SIMPLIFICADA
Por este meio, a SHENZHEN IP-COM Networks CO., LTD declara que o dispositivo está em conformidade com a Diretiva 2014/35/EU e 2014/30/EU.
O texto integral da declaração de conformidade está disponível no seguinte endereço de Internet: <http://ip-com.com.cn/en/ce.html>

Polski
UPROSZCZONA DEKLARACJA ZGODNOŚCI UE
Niniejszym firmo SHENZHEN IP-COM Networks CO., LTD oświadczam, że sprzęt jest zgodny z dyrektywą 2014/35/EU i 2014/30/EU.
Pełny tekst deklaracji zgodności UE jest dostępny pod następującym adresem internetowym: <http://ip-com.com.cn/en/ce.html>

Français
DECLARATION UE DE CONFORMITE SIMPLIFIEE
Par la présente, SHENZHEN IP-COM Networks CO., LTD déclare que cet appareil est en conformité avec la directive 2014/35/EU et 2014/30/EU.
Le texte complet de la déclaration UE de conformité est disponible à l'adresse internet suivante: <http://ip-com.com.cn/en/ce.html>

Română
Obțineți asistență și servicii
Pentru specificații tehnice, ghiduri de utilizare și mai multe informații, vă rugăm să vizitați pagina produsului sau pagina de servicii de pe www.ip-com.com.cn. Sunt disponibile mai multe limbi.
Puteți vedea numele și modelul produsului pe eticheta produsului.

Magyar
Szerezzen támogatást és szolgáltatásokat
Műszaki adatokért, használati útmutatókért és további információkért látogasson el a termékoldalára vagy a szolgáltatás oldalára a www.ip-com.com.cn oldalon. Több nyelv is elérhető.
A termék nevét és modelljét a termék címkéjén láthatja.

Русский
Получите поддержку и услуги
Технические характеристики, руководства пользователя и дополнительную информацию можно найти на странице продукта или странице обслуживания на сайте www.ip-com.com.cn. Доступно несколько языков.
Вы можете увидеть название продукта и модель на этикетке продукта.

Türkçe
Destek ve hizmet alın
Teknik özellikler, kullanım kılavuzları ve daha fazla bilgi için lütfen www.ip-com.com.cn adresindeki ürün sayfasını veya hizmet sayfasını ziyaret edin. Birden fazla dil mevcuttur.
Ürün adını ve modelini ürün etiketinde görebilirsiniz.

Deutsch
Erhalten Sie Support und Services
Technische Spezifikationen, Benutzerhandbücher und weitere Informationen finden Sie auf der Produktsite oder Service-Settle unter www.ip-com.com.cn. Es stehen mehrere Sprachen zur Verfügung.
Den Produktnamen und das Modell finden Sie auf dem Produktetikett.

Slovenski
Získajte podporu a služby
Technické špecifikácie, používateľské príručky a ďalšie informácie nájdete na stránke produktu alebo servisnej stránke www.ip-com.com.cn. K dispozícii je viacero jazykov.
Názov a model produktu môžete vidieť na štítku produktu.

Română
DECLARAȚIA UE DE CONFORMITATE SIMPLIFICATĂ
Prin prezenta, SHENZHEN IP-COM Networks CO., LTD declară că dispozitivul este în conformitate cu Directiva 2014/35/UE și 2014/30/UE.
Textul integral al declarației UE de conformitate este disponibil la următoarea adresă internet: <http://ip-com.com.cn/en/ce.html>

Magyar
EGYSZERŐSÍTETT EU-MEGFELELŐSÉGI NYILATKOZAT
Ezennel a SHENZHEN IP-COM Networks CO., LTD kijelenti, hogy a készülék megfelel a 2014/35/EU és 2014/30/EU irányelvnek.
Az EU-megfelelőségi nyilatkozat teljes szövege elérhető a következő internetes címen: <http://ip-com.com.cn/en/ce.html>

Русский
Декларация соответствия
Настоящим, SHENZHEN IP-COM Networks CO., LTD заявляет, что устройство соответствует Директиве 2014/35/ЕU и 2014/30/ЕU.
Полный текст декларации соответствия ЕС доступен по следующему интернет-адресу: <http://ip-com.com.cn/en/ce.html>

Čeština
Získajte podporu a služby
Technické špecifikácie, užívateľské príručky a ďalšie informácie náleznete na produktové nebo servisní stránce www.ip-com.com.cn. K dispozícii je více jazyků.
Název a model produktu můžete vidět na štítku produktu.

Українська
Отримайте підтримку та послуги
Для отримання технічних характеристик, посібників користувача та додаткової інформації відвідайте сторінку продукту або сторінку послуг на www.ip-com.com.cn. Доступні кілька мов.
Ви можете побачити назву виробу та модель на етикетці продукту.

Español
Obtenga soporte y servicios
Para obtener especificaciones técnicas, guías de usuario y más información, visite la página del producto o la página del servicio en www.ip-com.com.cn. Varios idiomas están disponibles.
Puede ver el nombre del producto y el modelo en la etiqueta del producto.

Български
Получете поддръжка и услуги
За технически спецификации, ръководства за потребителя и повече информация, моля, посетете продуктовата страница или страницата за услуги на www.ip-com.com.cn. Налични са множество езици.
Може да видите името и модела на продукта на етикета на продукта.

Hrvatski
Dobijte podršku i usluge
Za tehničke specifikacije, korisničke vodiče i više informacija, posjetite stranicu proizvoda ili stranicu usluga na www.ip-com.com.cn. Dostupno je više jezika.
Naziv proizvoda i model možete vidjeti na etiketi proizvoda.

Slovensčina
Pridobite podporo in storitve
Za tehnične specifikacije, navodila za uporabo in več informacij obiščite strani izdelka ali storitev na www.ip-com.com.cn. Na voljo je več jezikov.
Ime izdelka in model lahko vidite na etiketi izdelka.

Türkçe
Uygunluk Beyanı
Bu vesile ile SHENZHEN IP-COM Networks CO., LTD cihazın 2014/35/EU ve 2014/30/EU Direktifine uygun olduğunu beyan eder.
Ayrıca uygunluk beyanımızın tam metni takip eden internet adresinde mevcuttur.
<http://ip-com.com.cn/en/ce.html>

Українська
Декларація відповідності
Таким чином, SHENZHEN IP-COM Networks CO., LTD заявляє, що пристрій відповідає вимогам Директиви 2014/35/ЄU та 2014/30/ЄU.
Повний текст декларації відповідності ЕС доступний за такою інтернет-адресою: <http://ip-com.com.cn/en/ce.html>

Español
DECLARACIÓN UE DE CONFORMIDAD SIMPLIFICADA
Por la presente, SHENZHEN IP-COM Networks CO., LTD declara que el dispositivo cumple con la normativa 2014/35/EU y 2014/30/EU.
El texto completo de la declaración UE de conformidad está disponible a través de la siguiente URL: <http://ip-com.com.cn/en/ce.html>

Dansk
Få support og tjenester
For tekniske specifikationer, brugervejledninger og mere information, besøg venligst produktetsiden eller service-siden på www.ip-com.com.cn. Flere sprog er tilgængelige. Du kan se produktnavn og model på produktetiketten.

Nederlands
Krijg ondersteuning en services
Ga voor technische specificaties, gebruikershandleidingen en meer informatie naar de productpagina of servicepagina op www.ip-com.com.cn. Er zijn meerdere talen beschikbaar.
U kunt de productnaam en het model op het productlabel zien.

Suomi
Hanki tukea ja palveluita
Tekniset tiedot, käyttöoppaat ja lisätietoja löydät tuotesivulta tai palvelusivulta osoitteessa www.ip-com.com.cn. Saatavilla on useita kieliä.
Näet tuotteen nimen ja mallin tuotteen etiketistä.

Ελληνικά
Λάβετε υποστήριξη και υπηρεσίες
Για τεχνικές προδιαγραφές, οδηγούς χρήστη και περισσότερες πληροφορίες, επισκεφθείτε τη σελίδα προϊόντος ή τη σελίδα υπηρεσιών στην διεύθυνση www.ip-com.com.cn. Διατίθενται πολλές γλώσσες.
Μπορείτε να δείτε το όνομα και το μοντέλο του προϊόντος στην ετικέτα του προϊόντος.

Eesti
Hankige tuge ja teenuseid
Tehniliste kirjelduste, kasutusjuhendite ja lisateabe saamiseks külastage toote- või teenuslehelehte aadressil www.ip-com.com.cn. Saadaval on mitu keelt.
Toote nimetus ja mudelit näete toote etiketil.

عربي
احصل على الدعم والخدمات
للمزيد من المعلومات، يرجى زيارة صفحة المنتج أو صفحة الخدمات على الإنترنت على www.ip-com.com.cn. تتوفر عدة لغات.
يمكن رؤية اسم المنتج والنموذج على ملصق المنتج.

CE
CE Mark Warning
This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.

English
Declaration of Conformity
Hereby, SHENZHEN IP-COM Networks CO., Ltd. declares that the device is in compliance with Directive 2014/35/EU and 2014/30/EU.
The full text of the EU declaration of conformity is available at the following internet address: <http://ip-com.com.cn/en/ce.html>

Italiano
DICHIARAZIONE DI CONFORMITÀ UE SEMPLIFICATA
Con la presente, SHENZHEN IP-COM Networks CO., LTD dichiara che il dispositivo è conforme alla Direttiva 2014/35/EU e 2014/30/EU.
Il testo completo della dichiarazione di conformità UE è disponibile al seguente indirizzo Internet: <http://ip-com.com.cn/en/ce.html>

Safety Precautions

- Before performing an operation, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
- Please use the included power adapter.
 - The mains plug is used as the disconnect device, and shall remain readily operable.
 - For power, operating temperature: -10°C~45°C, operating humidity: (10~90) % RH, non-condensing; Storage temperature: -40°C~70°C, storage humidity: (5~90) % RH, non-condensing.
 - For power adapter, operating temperature: 0°C~40°C, operating humidity: (10~90) %RH, non-condensing; Storage temperature: -20°C~70°C, storage humidity: (5~95) %RH, non-condensing.
 - Wear an ESD wrist strap or ESD gloves during installation, and ensure that the device is powered off.
 - Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
 - Unplug this device and disconnect all cables during lightning storms or when the device is unused for long periods.
 - Do not use the power adapter if its plug or cord is damaged.
 - Do not place other heavy objects on the device. Ensure that the ventilation openings of the router are well-ventilated.
 - If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
 - Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
 - Keep the ambient air clean. The device needs to be dusted regularly. Disconnect the power supply before cleaning the device. Do not clean the device with any liquid.
 - Conduct the appropriate electrical inspection. Refer to the Lightning Protection Guide at the official website for instructions.
- For more safety precautions, see **Safety and Regulatory Information** on www.ip-com.com.cn.



FCC Statement
This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.
Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
Caution!
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: (1) The manufacturer is not responsible for any radio or TV interference caused by unauthorized modifications to this equipment. (2) To avoid unnecessary radiation interference, it is recommended to use a shielded RJ45 cable.



RECYCLING
This product bears the selective sorting symbol for Waste electrical and electronic equipment (WEEE). This means that this product must be handled pursuant to European directive 2012/19/EU in order to be recycled or dismantled to minimize its impact on the environment.
User has the choice to give his product to a competent recycling organization or to the retailer when he buys new electrical or electronic equipment.

Technical Support
Shenzhen IP-COM Networks Co., Ltd.
Address: Room 101, Unit A, First Floor, Tower E3, No.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052
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Website: www.ip-com.com.cn

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