

Quick Installation Guide

5 Port Cloud Managed PoE Router M20-PoE

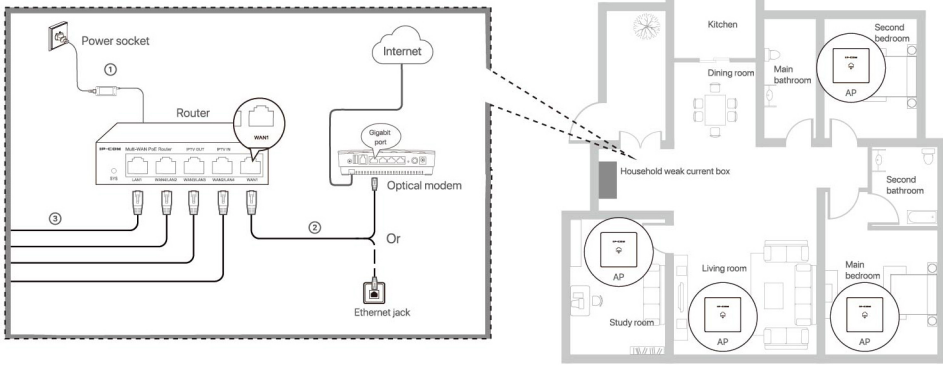
- Package contents**
- 1 \* Enterprise router
  - 1 \* Power adapter
  - 1 \* Power cord
  - Quick installation guide

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.



Port/Button	Description
LAN1	LAN port. Used to connect to computers, switches, APs or cameras.
WAN4/LAN2	WAN/LAN multiplexing port. LAN port by default.
WAN3/LAN3 (IPTV OUT)	WAN/LAN/IPTV OUT multiplexing port. LAN port by default. When your broadband service includes IPTV service, it can be used as an IPTV OUT port to connect to the IPTV port of an AP that supports the IPTV function.
WAN2/LAN4 (IPTV IN)	WAN/LAN/IPTV IN multiplexing port. LAN port by default. When your broadband service includes IPTV service, it can be used as the IPTV IN port to connect to the IPTV port of the optical modem.
WAN1	WAN port. Used to connect to an optical modem, DSL modem, cable modem or Ethernet jack.
Reset	Used to reset the router to factory settings. For the reset method, see Q3 in FAQ.
Power	Use the included power adapter to supply power to the router.

II Install the router

The router supports desktop mounting and wall mounting installation.

- Tips**
- For desktop mounting, prepare ESD wrist straps (or gloves). For wall mounting, in addition to the above tools, you may also need screws and screwdrivers.
  - Keep the environment well-ventilated, and leave about 10 cm of cooling space around the router.
  - Do not place other heavy objects on the router.

Desktop mounting

Place the router face up horizontally on a large, clean and stable desktop.

Wall mounting

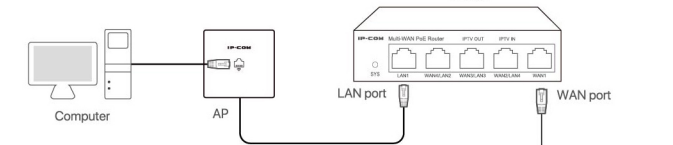
This device can be installed on the wall with two screws self-prepared. The recommended wall mounting tools are as follows:  
 [Expansion bolt] Inner diameter: 2.4mm; Length: 26.4mm  
 [Screws] PA3\*14mm; Head diameter: 5.2mm

IV Configure the router

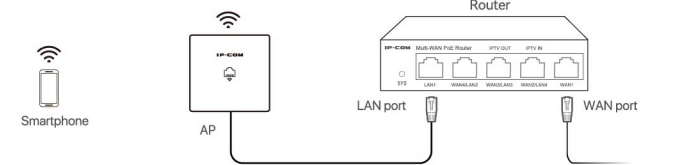
1. Connect terminal devices to the router.  
**Method 1:** Connect the wireless device such as a smartphone to the WiFi network of the AP connected to the router.  
 - IP-COM APs that can be managed by the router. The default WiFi name is IP-COM\_XXXXXX (XXXXXX is the last six digits of the router's 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.
2. On a smartphone or a computer connected to the router, start a browser and enter [ipcwifi.com](http://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.
3. 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://i/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](http://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.

QR code and multilingual support text for various languages including English, Tiếng Việt, Thai, and Svenska.

Melayu, Italiano, Português, Polski, Français, Slovenščina, Română, Magyar, Türkçe, Deutsch, Svenska, and other language sections providing localized support information.

Čeština, Українська, Español, Български, Hrvatski, Slovenščina, and other language sections providing localized support information.

Данск, Nederlands, Suomi, Ελληνικά, Eesti, and other language sections providing localized support information.

عربي, Български, Deutsch, and other language sections providing localized support information.

CE Mark Warning, English Declaration of Conformity, Italiano Dichiarazione di Conformità UE Semplificata, and other regulatory information.

Português Declaração UE de Conformidade Simplificada, Polski Uzasadnienie i usługi, Français Obtenir de l'aide et des services, Slovenščina Znakajte podporo a služby, and other regulatory information.

Română Declarația UE de Conformitate Simplificată, Magyar EGYSZERŰSÍTETT EU-MEGFELELÉSI NYILATKOZAT, Türkçe Destek ve hizmet alın, Deutsch Erhalten Sie Support und Services, Slovenščina Znakajte podporo a služby, and other regulatory information.

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Български ОПРОСТЕНА ЕС ДЕКЛАРАЦИЯ ЗА СЪОТВЕТСТВИЕ, Deutsch VEREINFACHTE EU-KONFORMITÄTSERKLÄRUNG, and other regulatory information.

Safety Precautions section detailing operational warnings and safety instructions.

FCC Statement section detailing compliance with FCC regulations.

RECYCLING section detailing environmental and recycling information.

Technical Support and Copyright information.

Additional regulatory information and contact details.