

# IP-COM PRODUCT FAQ

V1.1

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Version	Updates	Date
V1.0	Creation	06/08/2024
V1.1	Add: <ul style="list-style-type: none"><li>- Where is the reset button on G5328P-24-410W and G5328XP-24-410W?</li><li>- How can I add the managed switch to the cloud?</li><li>- What if I cannot find the AP when I try to add it to my cloud project?</li><li>- Why doesn't my SFP module work when I plug it in the SFP+ port of the switch?</li></ul>	30/08/2024

## SWITCH

### Q1.WHAT DOES THE DIFFERENT MODE TOGGLE ON THE SWITCH MEAN?

**Standard:** The switch works as a standard switch and all ports can communicate with each other.

**Extend:** the maximum data rate of each PoE port reduces to 10 Mbps, but the maximum transmission distance increases to 250 meters.

**Priority:** Ports 1 – 8 serve as high priority port, which greatly reduce packet loss on these ports when the network is congested.

#### **VLAN:**

In this mode, You can reduce broadcast storm and isolate DHCP broadcast.

**F1118P-16-150W:** ports 1 - 16 of the switch can communicate with port G1 and G2/SFP2 separately but cannot communicate with each other.

**F1126P-24-250W:** ports 1 - 24 of the switch can communicate with port G1 and G2/SFP2 separately but cannot communicate with each other.

**G1105P-4-63W:** ports 1-4 of the switch can communicate with port 5 separately but cannot communicate with each other.

**G1110PF-8-102W:** ports 1-8 of the switch can communicate with port 9 and SFP1 separately but cannot communicate with each other.

**G1120P-16-250W:** ports 1 to 16 can communicate with ports 17, 18, SFP1 (19) and SFP2 (20) but cannot communicate with each other.

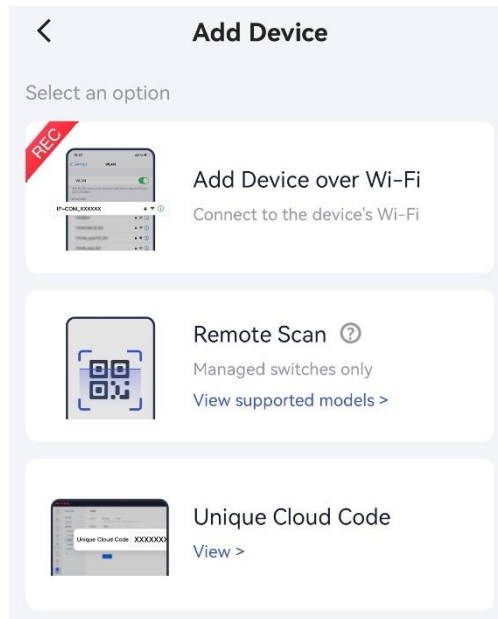
**G1128P-24-410W:** ports 1 to 24 can communicate with ports 25, 26, SFP1 (27) and SFP2 (28) but cannot communicate with each other.

### Q2.WHERE IS THE RESET BUTTON ON G5328P-24-410W AND G5328XP-24-410W?

The LED Mode button is working as RESET button. If you want to reset the switch, when the Power LED is solid on and the SYS LED is blinking, you can hold down the LED Mode button for about 10 seconds, and release it when all LED indicators light up. The switch is restored to factory settings when the SYS LED indicator blinks again.

### Q3.HOW CAN I ADD THE MANAGED SWITCH TO THE CLOUD?

You can add the managed switch to your project in your cloud account by one of the following methods after you connect the switch to a local network with internet connection.



- **Add Device very Wi-Fi**

Connect your mobile phone to the local Wi-Fi in the same network with the switch and Scan the local network to find all of the IP-COM managed devices including managed Switch, AP, Router, and more

- **Remote Scan**

Scan the QR code of the switch no matter your mobile phone is connected to the internet through local wifi or 4G/5G cellular network.

- **From the web UI of the switch**

Please refer to the guide 'Unique Cloud Code' on APP

Refer to [here](#) about how to download the APP and create a project.

**Tips:**

If you cannot find the switch after you scan the network, you may need to reset the switch when it is connected to internet and try again since the switch may have been managed by another account.

#### Q4.WHY DOESN'T MY SFP MODULE WORK WHEN I PLUG IT IN THE SFP+ PORT OF THE SWITCH?

If you plug the SFP module in a SFP+ port of a switch, e.g. the SFP+ port of G5328XP-24-410W, you need to manually change the **Rate/Mode** of the port to 1000M/FDX.

Basics

System Summary

Port

VLAN

Maintenance

User Management

Diagnostics

Cloud Management

Switching

Routing

QoS Policy

Network Security

Device Settings

Visualization

Basic

Port Mirroring

Port Aggregation

Port Rate Limit

Packet Statistics

Port	Port Status	Speed/Duplex	Port Isolation	Ingress Limit	Egress Limit	Ingress Flow	Egress Flow	Jumbo Frame	Operation
19	Disconnected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
20	Disconnected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
21	Disconnected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
22	Connected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	3495.6MB	230623.7MB	1522	
23	Disconnected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
24	Connected	Auto-negotiation 1000M/FDX	Disable	Disable	Disable	2653.0MB	590.8MB	1522	
25	Disconnected	Auto-negotiation 10G/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
26	Disconnected	Auto-negotiation 10G/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
27	Disconnected	Auto-negotiation 10G/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	
28	Disconnected	Auto-negotiation 10G/FDX	Disable	Disable	Disable	0.0MB	0.0MB	1522	

A Total of 28 Pieces of Data

### Edit Port

Port 25

Rate/Mode

Auto-negotiation

Port Status

No Change

Ingress Limit

Auto-negotiation

Egress Limit

1000M/FDX

Port Isolation

Disable

Jumbo Frame

No Change

Byte (Range: 1522 to 10240)

Cancel

Confirm

## CPE (POINT TO POINT/POINT TO MULTI POINT)

### Q5.CAN I PAIR THE CPES AFTER I MOUNT THEM?

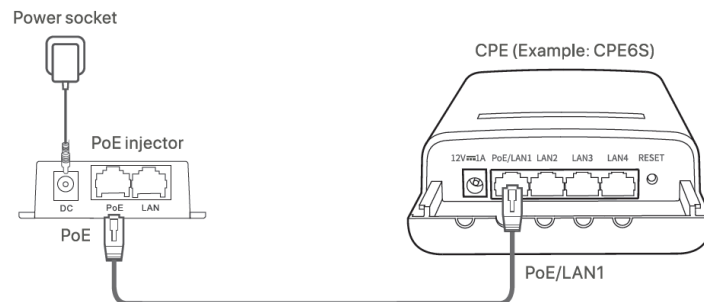
Answer:

Please pair them before you mount them.

### Q6.HOW SHOULD I POWER THE CPE?

Answer:

**Option 1:** Use the PoE injector



**Option 2:** Use the power adapter

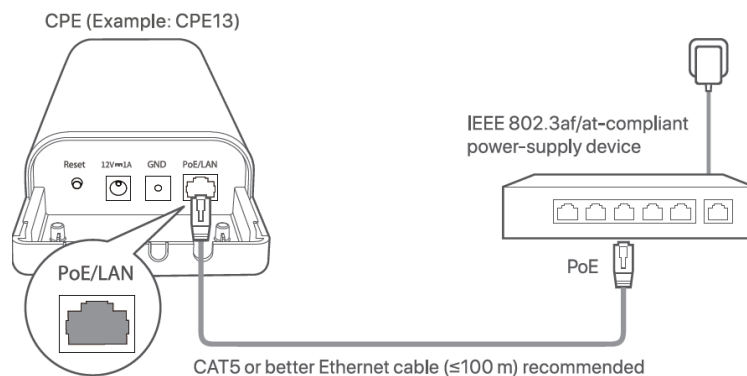
If the CPE has a DC power jack, use the included power adapter to power on the CPE

**Tips:**

Use the included power adapter to avoid damage to the device.

**Option 3:** Connect to the Standard PoE switch

Please note this option is available for the CPE that supports standard PoE power supply only, e.g. CPE13. For CPE that does not support standard POE, please do not connect them to standard POE switch.

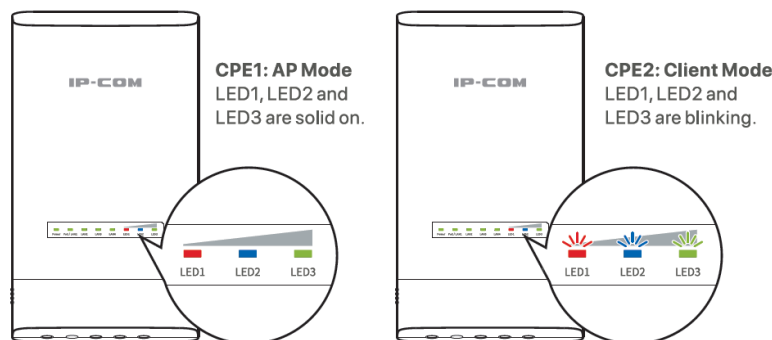


### Q7.HOW SHOULD I DO THE AUTOMATIC PAIRING OR AUTOMATIC BRIDGING?

Answer:

1. Place two CPEs in factory settings within 5 meters and power the two devices with the power adapters.
2. Wait for the two devices to negotiate and connect to each other automatically.
3. The LED1, LED2, and LED3 of the two CPEs blink fast. When LEDs on one CPE become solid on, and LEDs on the other CPE blink slowly, the automatic pairing succeeds. The CPEs with LED1,

LED2, and LED3 solid on works in AP mode, and the CPEs with LEDs blinking works in Station or Client mode.



Example: CPE6S

**Tips:**

- Automatic pairing is only applicable when CPEs are in factory settings. If the automatic pairing fails, you can reset the devices and try again.
- Automatic pairing could fail if three or more powered CPEs in factory settings are placed nearby.
- If the pairing succeeds, the DHCP servers of the two devices are disabled, and the IP address of the device working in Client mode or Station mode changes to 192.168.2.2.

**Q8. HOW SHOULD I DO THE AUTOMATIC POINT TO MULTIPLE POINT PAIRING?**

**Answer:**

1. Pair the first two CPEs.
2. With 30 minutes after the first pairing succeeds, place another CPE in factory settings near the CPE working in AP mode (LED1/LED2/LED3 solid on), and power it on.
3. After the LED1, LED2, and LED3 on the 3<sup>rd</sup> CPE become blinking slowly, the pairing succeeds.

**Q9. WHAT SHOULD I DO IF THE AUTOMATIC PAIRING FAILS?**

**Answer:**

**P2P pairing:**

Reset the two CPEs to factory settings and try again.

**P2MP pairing:**

- For the CPEs that fail to pair within 30 minutes after the first peer-to-peer succeeds, reset them and try again.
- For the CPEs that fail to pair beyond 30 minutes after peer-to-peer succeeds, set the rest CPEs to Station mode using web UI and connect them to the CPE in AP mode.

**Q10. HOW CAN I RESET THE CPE?**

**Answer:**

After the CPE boots up (PoE/LAN LED becomes solid on or blinks), hold down the 'Reset' button for about 8 seconds until all indicators light up and then light off.

**Q11. WHICH CPE SHOULD I CONNECT TO THE NVR SIDE OR CAMERA SIDE?**

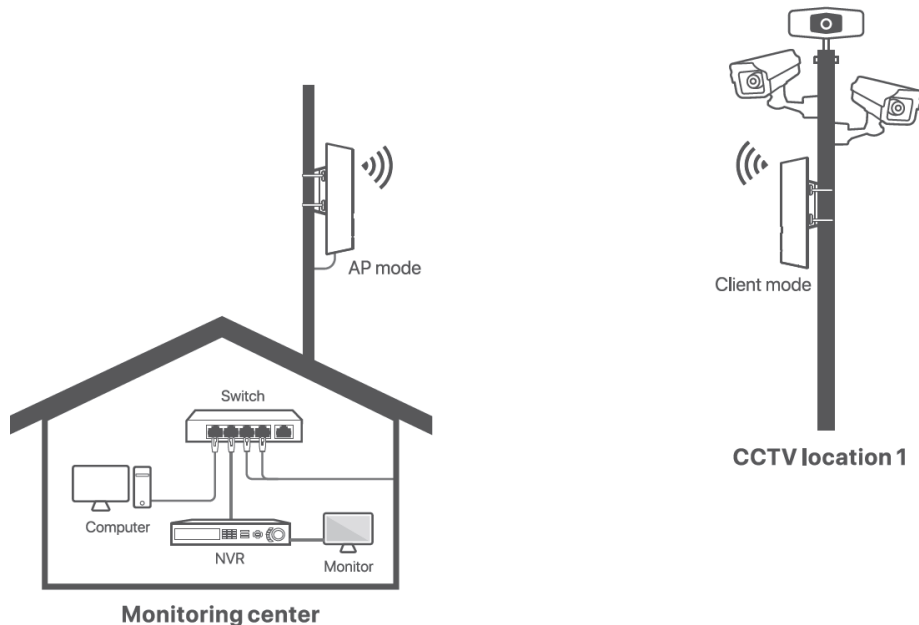
**Answer:**

**NVR side:** CPE working in **AP** mode (LED1, LED2, or LED3 solid on)



**IP Camera** side: CPE working in **Station** mode (or **Client** mode for some CPEs) (LED1, LED2, or LED3 blinking)

Refer to the picture below



#### Q12. HOW DO I KNOW WHETHER THE CONNECTION QUALITY IS THE BEST?

Answer:

Check the signal strength LED indicators on the CPE. If the LED1, LED2, and LED3 are solid on (CPE working in AP mode) or blinking (CPE working in Station or Client mode), the connection quality is the best.

#### Q13. WHAT ARE THE DEFAULT ADDRESSES OF CPES?

Answer:

Default IP address of CPE: 192.168.2.1

For **CPE(2-PACK)**

Please check the label on the devices.

**Tips:**

To login to the CPE, you need to set the IP address of your computer to the same network segment as the CPE. For example, if the CPE's IP address is 192.168.2.1, the computer's ip address should be set to 192.168.2.x (x ranges from 2 to 254 and is unused), and the subnet mask is 255.255.255.0.

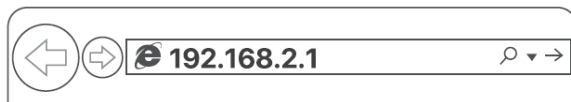
#### Q14. HOW SHOULD I DO THE MANUAL PAIRING?

Answer:

**Step 1:** Place the two CPEs next to each other.

**Step 2:** Log in to the web UI of CPE1.

- Power on CPE1
- Connect your computer to any port of CPE1.
- Start a web browser on the computer and visit **192.168.2.1**. Enter username and password.  
Default username and password are **admin**.



### Step 3: Set CPE1 to AP Mode

- On the **Quick Setup** page, Select **AP** and click **Next**
- Customize your **SSID** (WiFi name) and **Key** (WiFi password), and other parameters if needed, Click **Next**.

Record the **SSID** and **Key** for later setup



**Quick Setup >> AP**

You can set up your wireless network name and wireless password here.  
Note down your wireless password.

SSID: IP-COM\_123456

Channel: [Dropdown menu]

Security Mode: WPA2-PSK

Encryption Algorithm: ☒ AES ☐ TKIP ☐ TKIP&AES

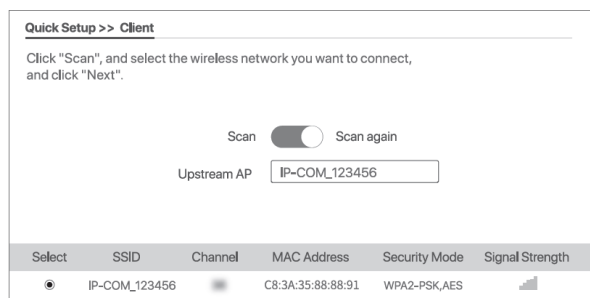
Key: [Masked password field]

Previous Next

- Click **Save**, and wait until the CPE reboots automatically.

### Step 4: Set CPE2 to Station Mode (or Client mode on some CPEs)

- Perform **Step 2** to log in to the web UI of CPE2.
- On the **Quick Setup** Page, select **Station** (or **Client** mode on some CPEs) and click **Next**.
- Select the SSID of CPE1, which is IP-COM\_123456 in this example and click **Next**.



**Quick Setup >> Client**

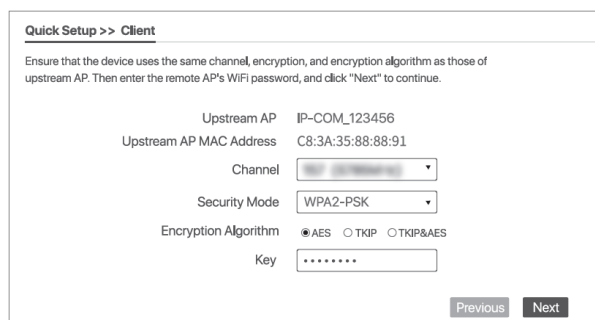
Click "Scan", and select the wireless network you want to connect, and click "Next".

Scan: ☒ Scan again

Upstream AP: IP-COM\_123456

Select	SSID	Channel	MAC Address	Security Mode	Signal Strength
<input checked="" type="radio"/>	IP-COM_123456	[Signal icon]	C8:3A:35:88:88:91	WPA2-PSK,AES	[Signal strength icon]

- Enter the **Key** of CPE1 and Click **Next**



**Quick Setup >> Client**

Ensure that the device uses the same channel, encryption, and encryption algorithm as those of upstream AP. Then enter the remote AP's WiFi password, and click "Next" to continue.

Upstream AP: IP-COM\_123456

Upstream AP MAC Address: C8:3A:35:88:88:91

Channel: [Dropdown menu]

Security Mode: WPA2-PSK

Encryption Algorithm: ☒ AES ☐ TKIP ☐ TKIP&AES

Key: [Masked password field]

Previous Next

- Set the IP address to an unused IP address belonging to the same network segment as that of CPE1. For example, if the IP address of CPE1 is 192.168.2.1, you can set this IP address to 192.168.2.X (X ranges from 2 to 254). Then click **Next**.

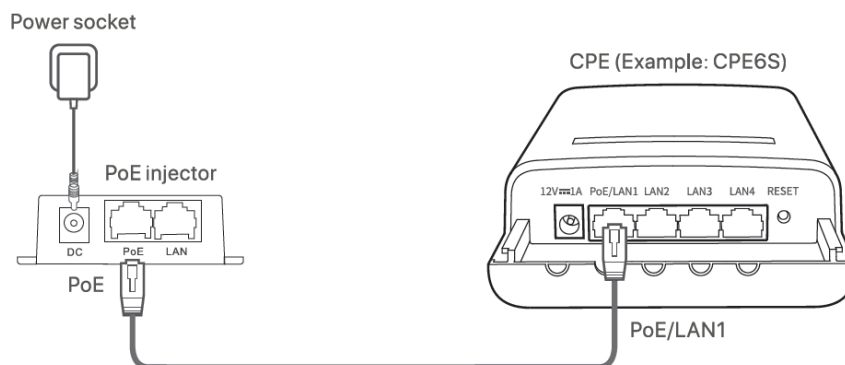
- Click **Save**, and wait until the CPE reboots to activate the settings.

When LED1, LED2 and LED3 of CPE1 are solid on, and LED1, LED2, and LED3 are blinking slowly, the pairing succeeds.

If you want to perform P2MP (**point to multiple points**) pairing, refer to **Step 4** to set them to the Client mode and pair them with the CPE working in AP mode.

#### Q15. WHAT IS THE MAXIMUM DISTANCE OF THE POE CABLE WHEN A POE INJECTOR USED?

Answer:



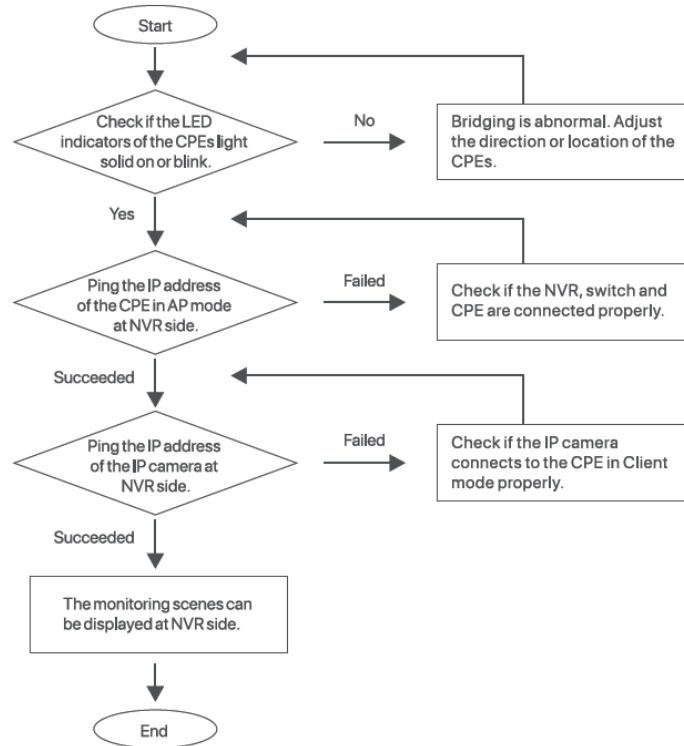
- CPE3: 30m
- CPE5: 60m
- CPE6S: 60m
- CPE12: 60m
- CPE13: 60m
- BS9: 60m

#### Q16. AFTER SUCCESSFUL PAIRING, WHY ISN'T THERE DISPLAY OF THE SCENES MONITORED AT THE NVR SIDE.

Answer:

Try the following methods:

- Ensure that all devices are powered on properly and Ethernet cables are connected properly.
- Ensure that the computer, NVR and IP cameras are in the same network segment, and the configuration of NVR and IP cameras are correct.
- If the IP camera can be scanned but cannot be added to the NVR, ensure that the **Transparent Bridge** function is enabled and the IP camera is already in initialization (active) state.
- If the IP camera cannot be scanned at the NVR side, please refer to the following procedure to solve this issue.



**AP (ACCESS POINT)****Q17. WHAT IS THE DEFAULT ADDRESS OF IP-COM AP?**

Answer:

Default IP address of CPE: **192.168.0.254**

**Tips:**

The DHCP Client of the AP is enable by default so it will obtain a new IP address from the DHCP server if any, in the LAN. You can check the new IP address from the client list of the DHCP server.

**Q18. HOW TO RESET THE AP?**

Answer:

After the AP boots up, hold down the **RESET** button for about 8 seconds until the LED indicator turns off.

**Q19. HOW TO MANAGE THE APS FROM THE APP:**

Answer:

1. Download **IP-COM ProFi APP**  from **Google Play** or **App Store**

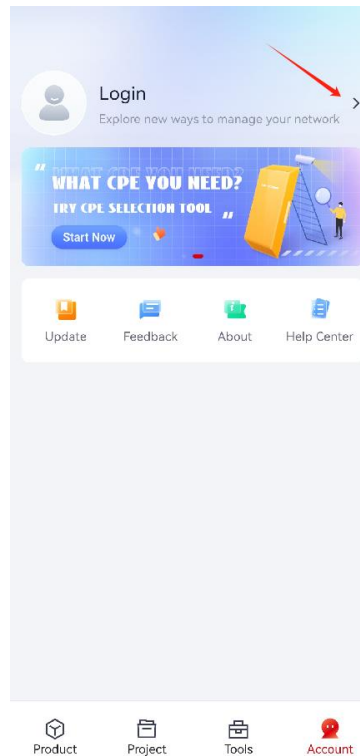


Google Play



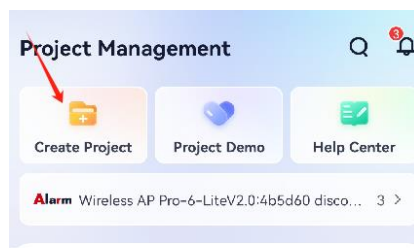
App Store

2. Register your cloud account from the APP or from the cloud web <https://profi.ip-com.com.au>



3. Connect the AP to the network with internet connection
4. Connect your phone to the existing WiFi in the Local network or the default SSID of the AP (IP-COM\_XXXXXX, XXXXX are the last 6 letter of the MAC address)

5. Create a new project

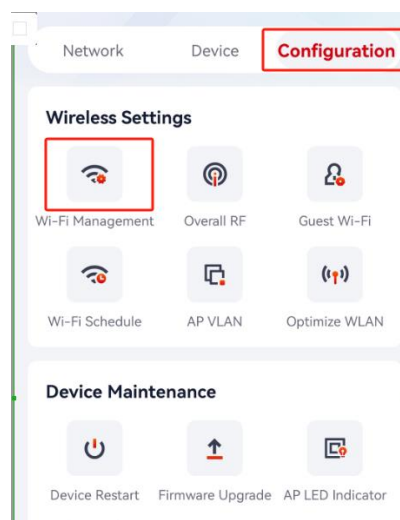


6. Click the top right + button, and then **'Add Device over Wi-Fi'**, the AP will be found and you can add it to your project. You can find multiple APs and add them to the project altogether.

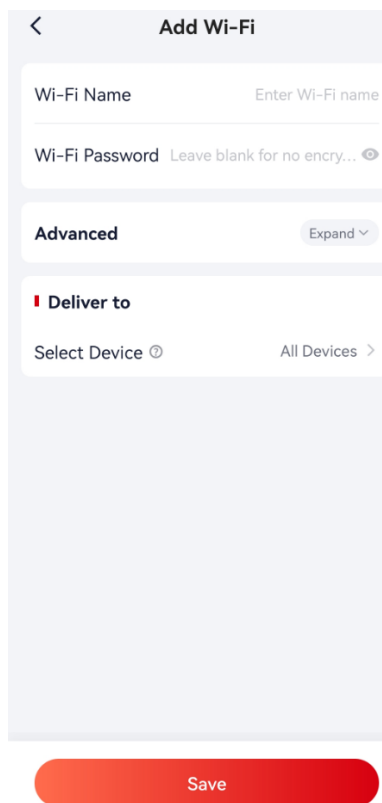
**Q20. HOW TO MODIFY THE WIFI NAME AND PASSWORD OF THE AP FROM THE APP**

Answer:

1. Open the project in the APP which the AP belongs to.
2. Click **Configuration -> Wi-Fi management**



3. Input the Wi-Fi name and password, and other parameters if needed, Click **Save**. The new Wi-Fi policy will be delivered to the AP.



The screenshot shows the 'Add Wi-Fi' screen in the IP-COM mobile app. At the top is a back arrow and the title 'Add Wi-Fi'. Below this are two input fields: 'Wi-Fi Name' with a placeholder 'Enter Wi-Fi name' and 'Wi-Fi Password' with a placeholder 'Leave blank for no encry...' and an eye icon. A section titled 'Advanced' with an 'Expand' button is visible. Below that is a 'Deliver to' section with a 'Select Device' option and an 'All Devices' link. At the bottom is a large red 'Save' button.

**Q21. HOW CAN I ACCESS THE PROFI CLOUD WEB FROM THE COMPUTER?**

Answer:

Please access <https://profi.ip-com.com.au/> and log in with your account.

**Q22. WHAT IF I CANNOT FIND THE AP WHEN I TRY TO ADD IT TO MY CLOUD PROJECT**

Answer:

This AP may have already been managed by other accounts. You can reset the AP when it is connected the internet and try again.