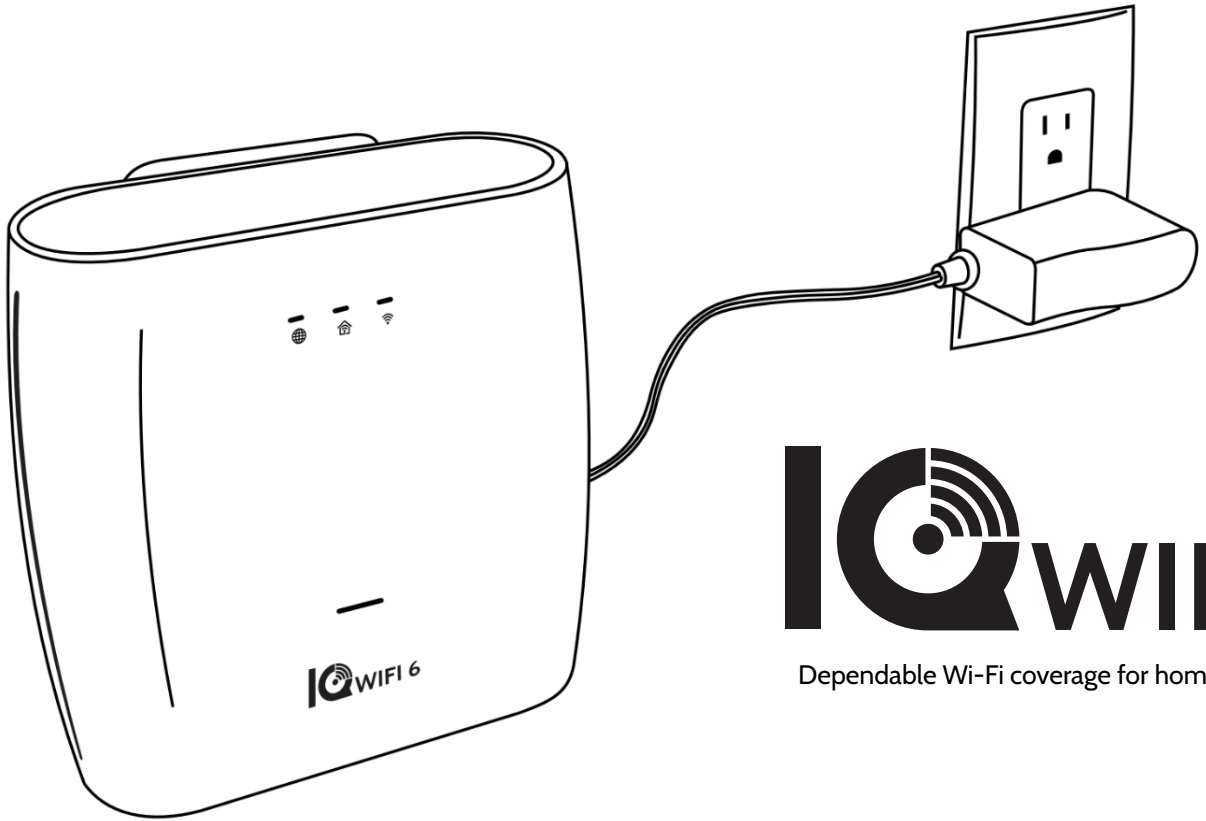
IQ WiFi 6 INSTALLATION MANUAL



IQ WIFI6

Dependable Wi-Fi coverage for home or business

Johnson Controls IQ WiFi 6
Version 2.0.0

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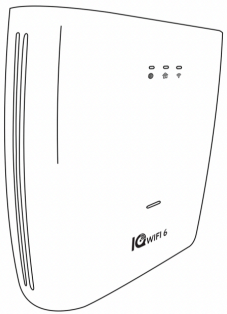
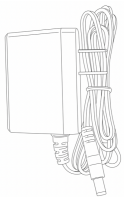
IQ WiFi 6 OVERVIEW

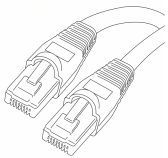
Mounting Bracket



IQ WiFi 6



Power Supply



Ethernet Cable

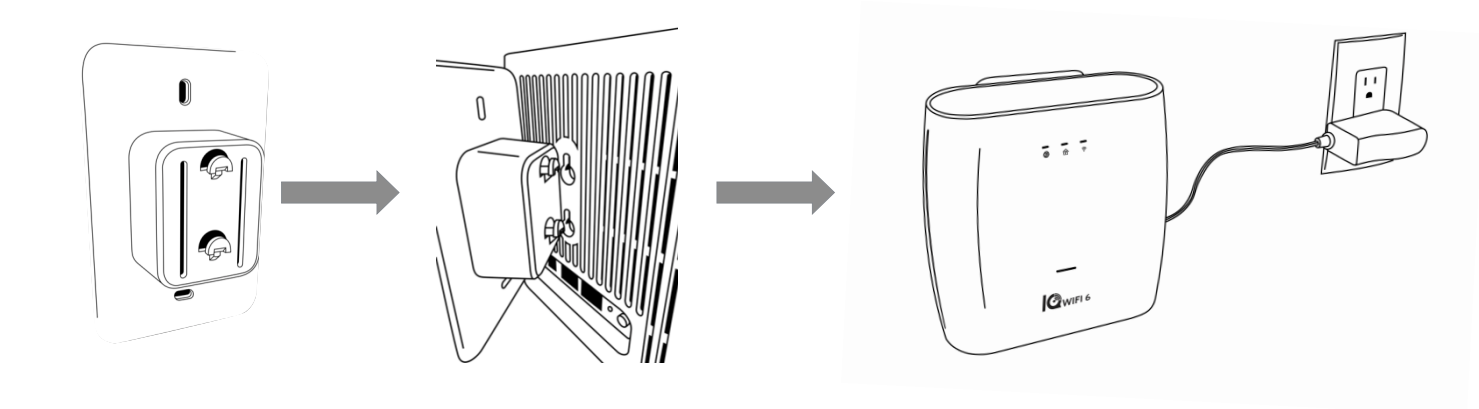
SUPPORT

QUESTIONS?

Contact us at
855-4QOLSYS
Or email us at
techsupport@qolsys.com

ABOUT THIS GUIDE

This document outlines the basic hardware specifications and software directions to install and customize the IQ WiFi 6. Note that the information presented is not comprehensive, but is intended to provide guidance and information regarding the most . The information contained is confidential and proprietary, and is solely owned by Johnson Controls. Any reproduction, modification, or distribution without permission is strictly prohibited.



If mounting to the wall please use drywall anchor screws OR the provided sticky tape on the mounting bracket. Verify that the mount provided is oriented with the space in the tab UP.

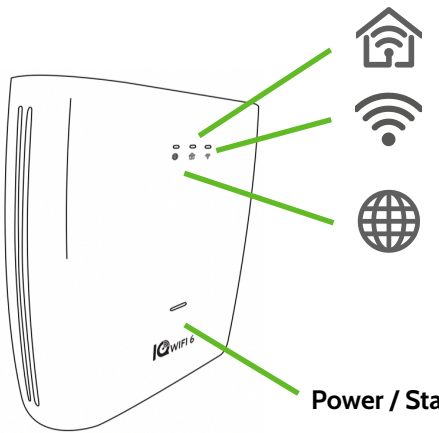
When installing mount to router, note the orientation and verify that the router slides down onto the mount often providing a 'click' onto the mounting tabs.

Wires can be neatly wound on the mounting bracket to keep the installation neat.

Note: The Low-Voltage IQ WiFi Mount is designed to mount onto a low-voltage single gauge back-box or to be mounted with drywall anchors. ***DO NOT MOUNT ON A HIGH VOLTAGE BOX OR CEILING MOUNT. If paring with a low-voltage box use two size 6 standard screws (M3.5) that are 1 inch (2.54 cm) in length.***

IQ WiFi 6 OVERVIEW: EXTERIOR

FRONT



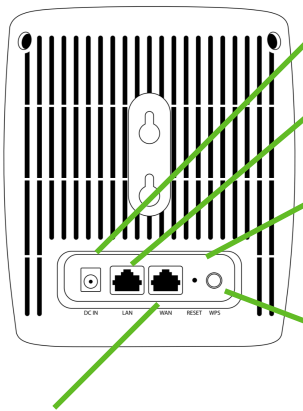
Smart Home Status (Not Used)

LAN Status

WAN Status

Power / Status LED

BACK



DC-IN
Power Supply

LAN
Local Area Network
(Network out)

Reset Button
Short press: restart
Press/hold 10 sec:
Factory Default

WPS
Once this button has been pushed you have 2 minutes to push the **WPS button** on a corresponding Wi-Fi device to connect it to the network

WAN
Wide Area Network
(Internet in)

Refer to page 6 for the location of each LED

Power LED		
○	Off	Power Off
●	On	Power On / Ready
✳	Blink	Bootup / Firmware Update
●	On	Critical Fault Detected
✳	Blink	Factory reset

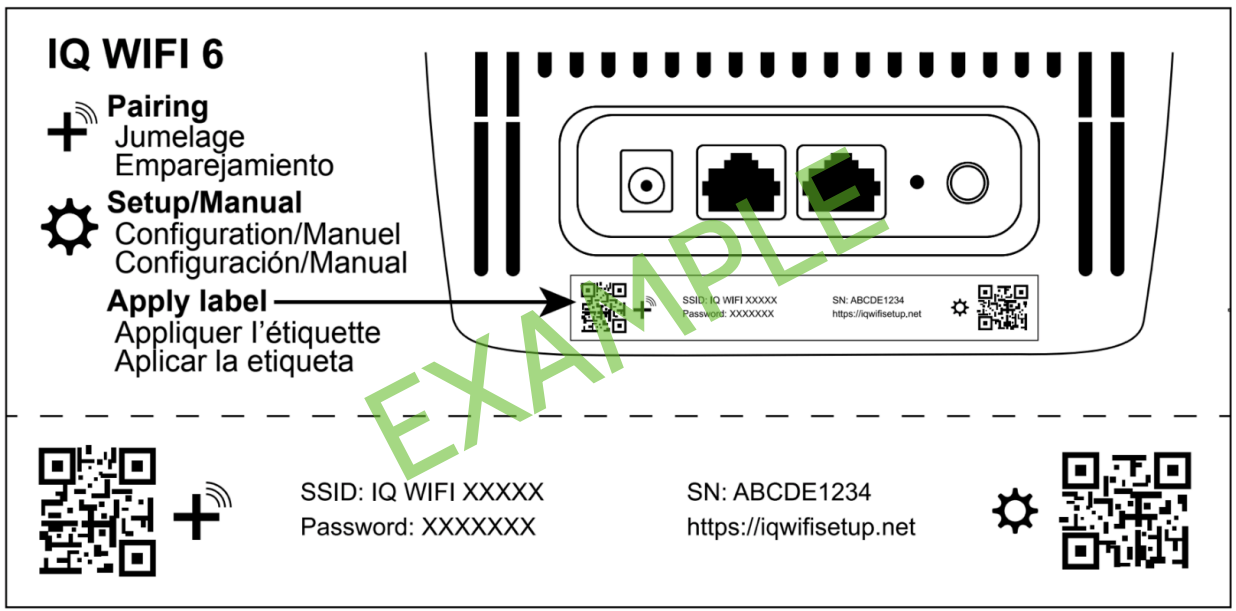
WAN Status		
○	Off	No WAN Link / No Mesh Link
●	On	WAN Link / Agent Mesh Link Strong
●✳	Single Blink Off	Agent Mesh Link Medium
●✳✳	Double Blink Off	Agent Mesh Link OK
✳	Blink	WPS Pairing in Progress - Wait

LAN Status		
○	Off	No LAN Link / WiFi Not Available
●	On	WiFi Available

Smart Home Status
Reserved for future use

The label on the bottom of IQ WiFi 6 shows the device's MAC address, Password, and serial number.

The packaging also includes a QR code that can be scanned by a smartphone camera for easy setup



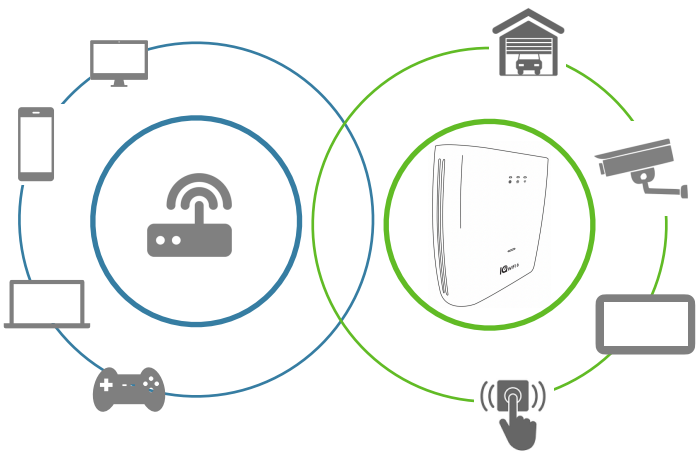
Sticker included in every box: detach and place on IQ WiFi 6

You can set up the IQ WiFi 6 in either of these ways:

As the only wireless network on the premises:

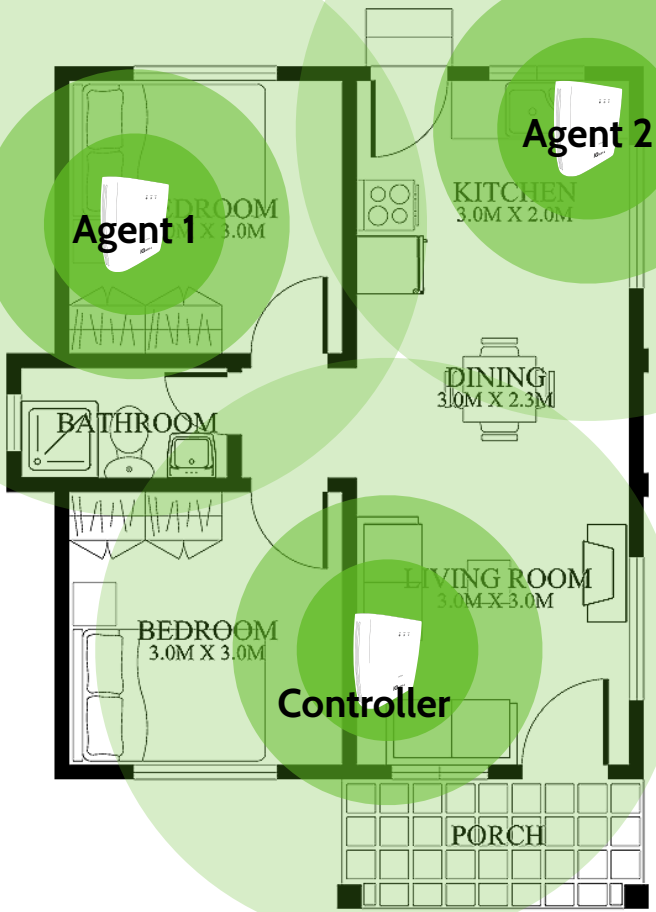
Great for:
-Improving connectivity for ALL Wi-Fi devices on the network
-Offering support for the entire network

In parallel with an existing wireless network:



Great for:
-Keeping the security and smart-home devices private/hidden from the rest of the Wi-Fi connected devices on the network
-Making online/remote support easier as only known/authorized devices should be connected
-Ensuring better connectivity for dealer supported devices

EVALUATING NETWORK COVERAGE



1 unit covers up to

1,500 ft2

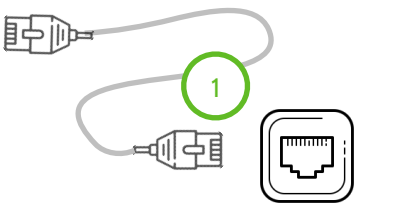
(139.4 m²)

Add up to 8 units

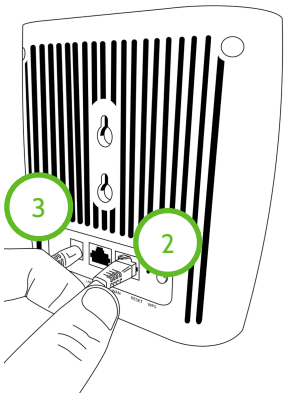
If a single IQ WiFi 6 does does not cover the location as desired, you can add up to seven (7) additional nodes to eliminate dead spots and boost overall network performance.*

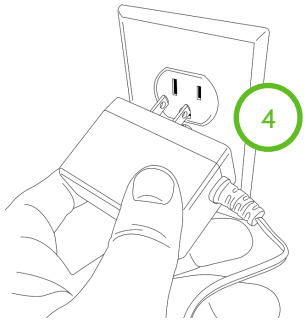
**IQ WiFi 6 will not increase the speed coming from the customer's ISP (Internet Service Provider) but can ensure the customer is getting the best coverage throughout their location. Please note that not all buildings are the same, and building materials, wireless interface, and other factors can limit Wi-Fi range.*

INSTALLING THE IQ WiFi 6



MODEM/ROUTER*



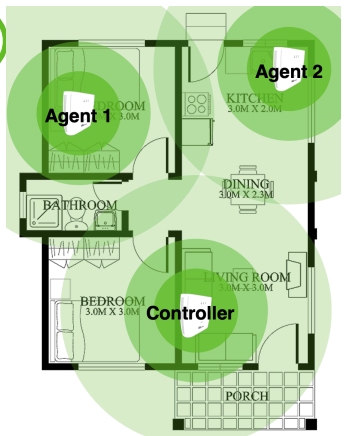


1. Connect one end of the provided ethernet cable into the “ETHERNET” port on the modem*.
2. Connect the provided ethernet cable into the “WAN” port.
3. Plug the barrel jack end of the power supply into the “DC-IN” port. Do not plug in the power supply into outlet until step 3.
4. Plug the power supply into the wall outlet. Router takes up to 8 minutes to power up and identify as a controller, the power LED will stop flashing when ready.

**Please note: Plugging the ethernet cable into a WAN port on IQWIFI 6 will configure it to become the Controller when it powers up for the first time. IQWIFI6 has automatic updates enabled by default. The Controller update can take a significant amount of time and may catch an installer off guard if an update is not anticipated. It is recommended while waiting for the Controller to update, to proceed to adding Agents (see page 13) if additional Agents are needed for better WiFi coverage. The router takes about 6 minutes to power up and identify as a Controller, The LED will stop flashing GREEN when ready. IQWIFI6 boot up as Agents and will only take about 4 minutes to power up. If a software update is needed the router will automatically download and install it. This may take an additional 2 minutes.*

Add one or more Agents if needed. Agents expand the area covered by the network. Once added, Agents use the same SSID and PW as the Controller.

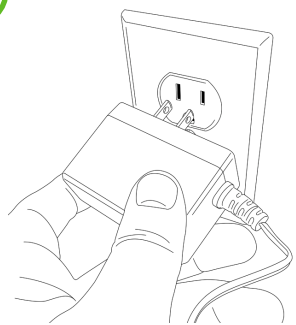
1



Example of where controllers and agents may be placed for best performance and for adding an Agent with the WPS button.

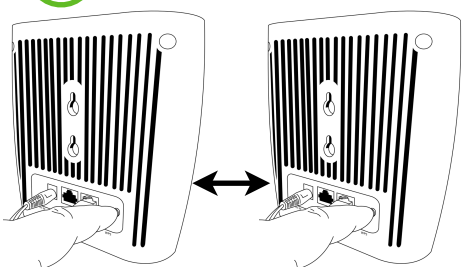
Choose your location to maximize your mesh WI-FI network. Ensure desired location has an available power outlet.

2



Plug the barrel jack end of the power supply into the DC-IN and plug the power supply into the wall outlet. Router takes 6 minutes to power up, the Power LED will stop flashing when ready.

3



Controller Agent

Once the Agent is powered the LEDs are solid GREEN. Activate WPS on the controller by pressing and holding the WPS button for about 1 second then press the WPS button on the Agent for about 1 second. The pairing process can take up to 7 minutes to finish paring. You can begin pairing subsequent Agents when the Controller WAN LED goes solid GREEN.

Please note: Ethernet backhaul is supported when you plug an ethernet cable between LAN to LAN. A switch may be needed for more than two IQ WiFi 6's. IQ WIFI6 will default to a WiFi backhaul if no physical LAN connection is made between routers.

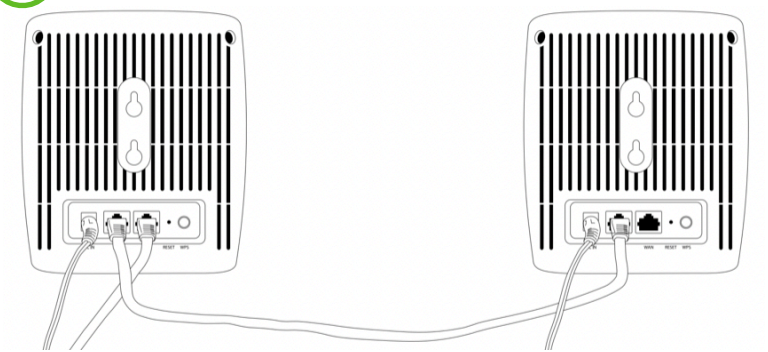
CONNECTING ADDITIONAL AGENTS - LAN TO LAN

Agents can be added to a Controller via ethernet connection without any button press or manual configuration. All that is needed is to use the suppled ethernet cable and connect the LAN to LAN ports between Controller and Agent(s), find a nearby outlet and power the Agent. It's recommended to start un-boxing each Agent while waiting for the connected Agent to finish configuration and update.

1

Controller

Agent



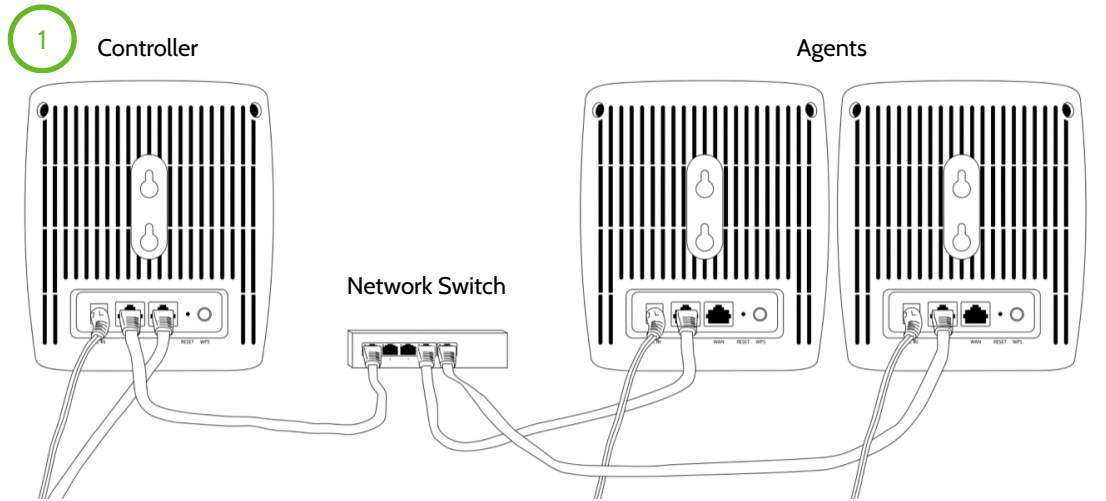
1. With a Controller already powered and connected, add an Agent to a Controller by using the provided ethernet cable. Plug each end of the ethernet cable into the LAN port of both the Controller and the Agent creating a LAN-to-LAN connection.

2

2. Power up the Agent

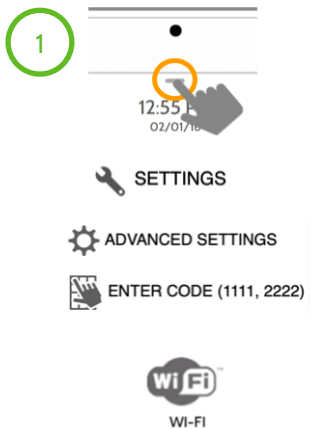
**Please note: When configuration of an Agent is complete the WAN, LAN, and Power status LEDs will be solid GREEN. This process can take as long as 7 MINUTES to complete. Once configuration is complete, you can unplug power, and the physical ethernet between the LAN connection and place in a wireless location. If within wireless range, the Agents will reconnect using the wireless backhaul. See the LED WAN status on page 7 for LED placement feedback.*

Adding a network switch (not provided) is the quickest way to add more than one additional Agent.

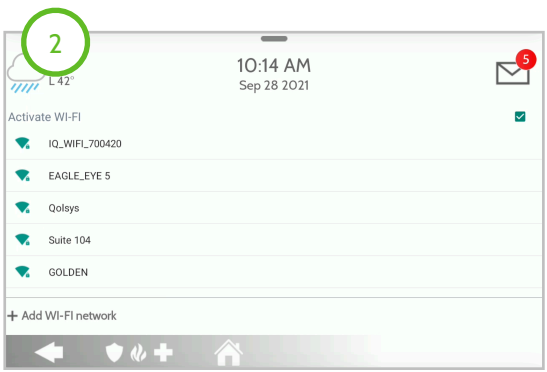


1. Add a network switch (not provided) to add multiple Agents to a Controller for configuration. Once powered and physically connected with the provided ethernet cable the connected Agents will auto configure and update based on Controller device settings. Adding a switch will help speed up larger router installations.

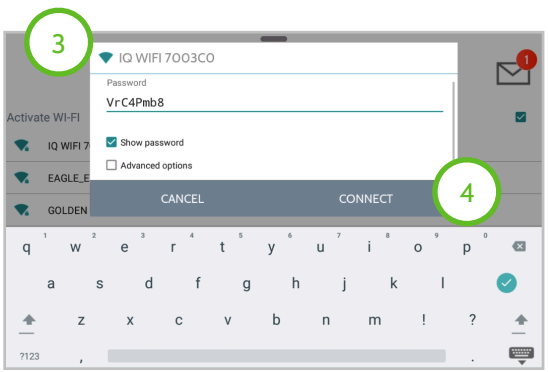
**Please note: When configuration is complete the WAN, LAN, and Power status LEDs will be solid GREEN. Once configuration is complete, unplug power, and the physical ethernet between the LAN connection and place in a wireless location. If within wireless range, the Agents will reconnect using the wireless backhaul.*



1. Open settings tray, touch Settings > Advanced settings > type valid dealer or install code > WiFi.



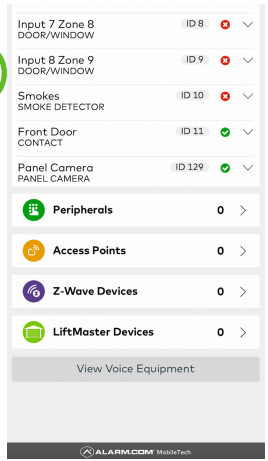
2. Look for the broadcasting SSID or network name and touch it. SSID will be IQ_WIFI_XXXXXX



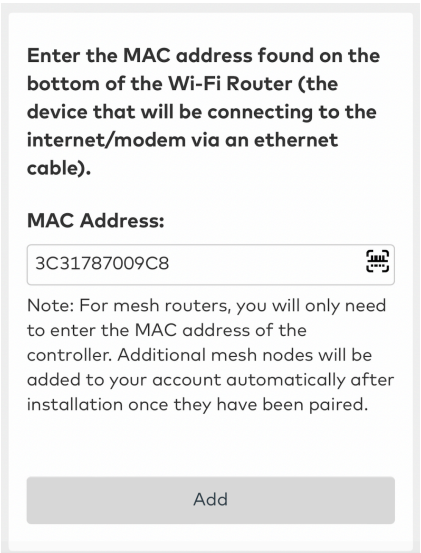
3. Enter password printed on sticker or bottom of router.
4. Touch connect

Please note: Make sure that the IQ Panel software is at minimum: 2.7.1 (IQ Panel 2), 3.1 (IQ Hub), or 4.2 (IQ Panel 4).

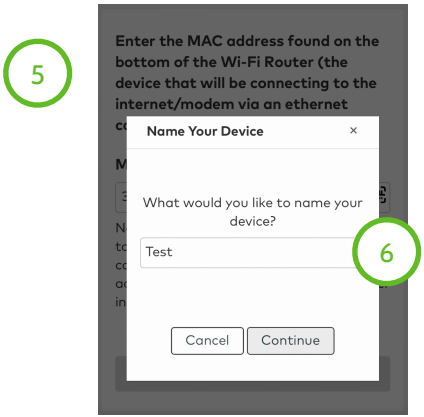
If IQ Panel has been connected to a previous IQWIFI router, the panel must be unpaired from IQWIFI via the dealer or installer settings. Locate Dealer or Installer settings by touching the top center line (also known as the settings drawer from IQ Panel) touch Settings > Advanced Settings > Enter your Dealer or Installer code > touch Installation > Dealer or Installer Settings > and scroll down to IQWIFI > touch Unpair IQ WiFi



1. From ADC Mobile Tech, find the customer
2. Touch Equipment, Add Devices
3. Scroll down to Wi-Fi Router, select Qolsys IQ WIFI 6



4. Scan the MAC Address from the Controller

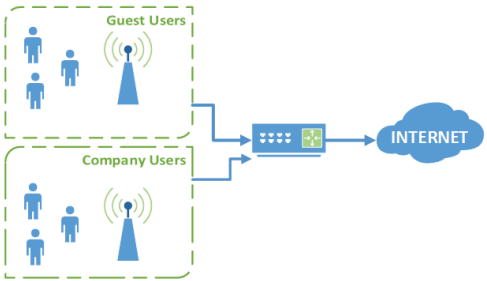


5. Enter a unique device name
6. Touch continue
7. Reboot the Controller

IQ WiFi 6 can be managed by the homeowner either directly from the Alarm.com app or from a dedicated IQ WiFi app. In cases where Alarm.com is used, it is recommended to manage devices directly from Alarm.com. As long as the Controller is added to the ADC account no further action is required and IQ WiFi 6 will automatically show up for homeowner to control and manage the Main and Guest networks from their ADC app.

In cases where Alarm.com is not used, the homeowner can download the dedicated IQ WiFi app. To do this, go to iTunes/App Store or the Google Play store and search for IQ WIFI.

By default, IQ WiFi 6 broadcasts 3 distinct network names or SSID's. (1) The Main network, (2) a Guest network and (3) a Security network. The purpose of the Security network is to isolate security devices like Panels, Secondary Keypads and Cameras from the Main and Guest network. This helps reduce the chance that these devices will disconnect, causing a truck roll in the future, due to a homeowner pausing the internet, changing the network name, password or encryption type.



Start by connecting all Wi-Fi devices installed in the home or business to the Main or Guest network first. Once connected, IQ Panels and Secondary Keypads will automatically move themselves to the Security network by default. Alarm.com Cameras and Doorbells can be manually moved to the Security network from Mobile Tech, the Partner Portal or the End User website. Additionally, both Mobile Tech and the Partner Portal allow you to "see" the password for the Security network if needed.

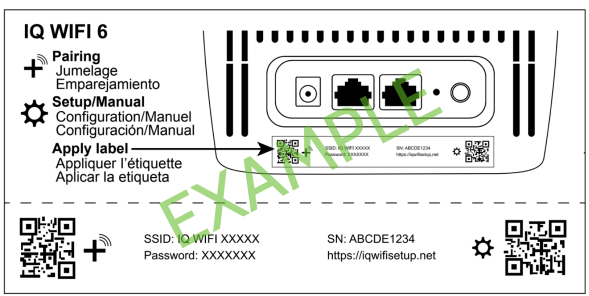
Wired Connection:

- Connect your laptop to the IQ WiFi 6 via the LAN port on the back of the controller or agent LAN port.
- Open up a web browser (chrome recommended) and type in the following:
  - \\192.168.105.1 (default gateway address)

Wireless Connection:

Connect all WiFi client devices to the Main or Guest network first. IQ Panels will automatically move themselves to the Security network by default.

- The default SSID is "IQ_WiFi_XXXXXX". (XXXXXX is the last 6 digits of the MAC address of the IQ WiFi 6)
- Using the QR code sticker you can auto connect to the default Network Name (SSID)
- WPS mode is also supported for wireless connection.



Default User Name:

- admin

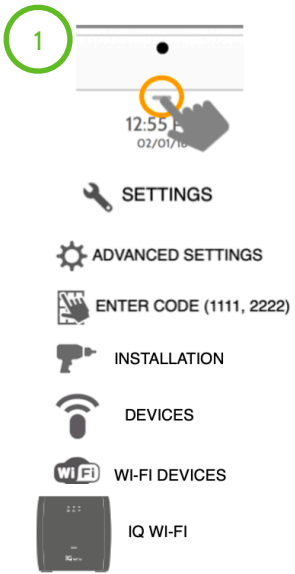
Default Password:

- Default password is case sensitive and located on the bottom of IQ WiFi 6 titled 'PW'.

**Please note: Devices connected via the customer SSID (2.4 & 5 GHz) the Security 2.4 GHz and Security 5 GHz and the ethernet LAN port will be all on the same VLAN or Partition. Guest SSID (2.4 & 5 GHz) will be on a separate VLAN.*

MANAGING IQ WiFi 6 FROM IQ PANEL

Default settings are displayed below



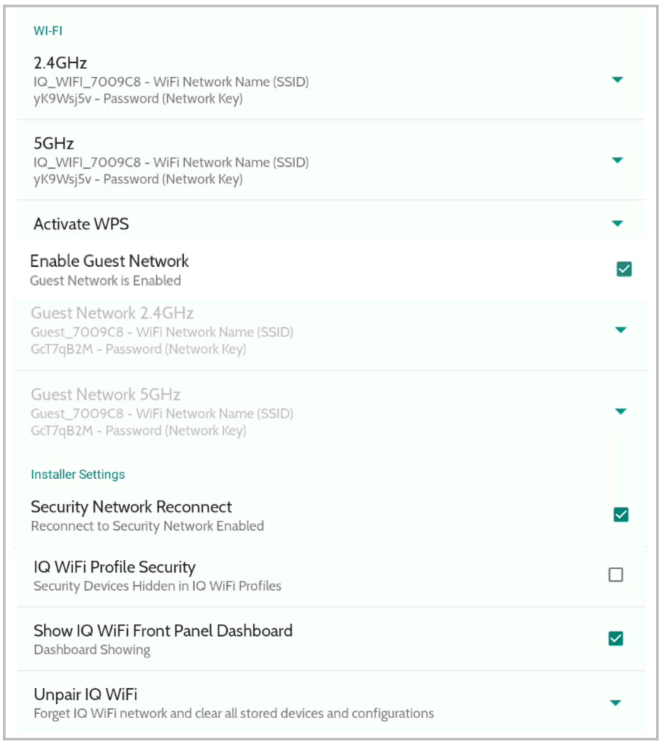
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

WIFI

• 2.4 and 5GHz SSID and encryption will be mirrored with IQWIFI6. Settings can be displayed and adjusted here.
• Activate WPS: when enabled can help pair additional agents to the controller.
• Guest Network: enabled by default, can be disabled in installer settings and from Panel Dashboard (if enabled).

Installer Settings

• Security Network Reconnect: enabled by default. Pushes all IQ devices to a secure unmanageable security SSID.
• Profile Security: Unchecked by default.
• WIFI Dashboard: enabled by default. Allows users to manage profiles, test speed, enable guest network, and validate connectivity

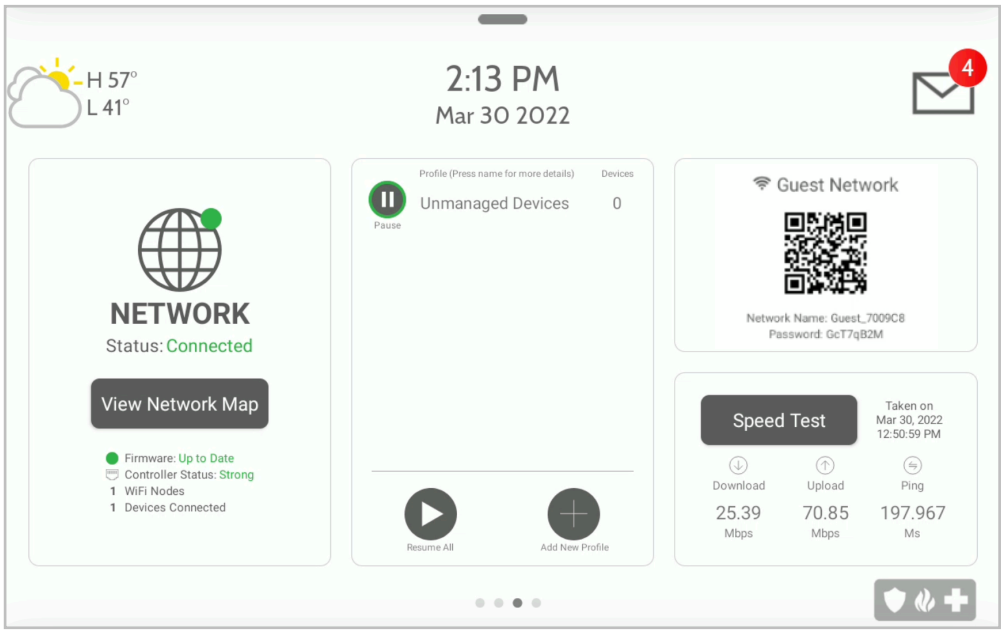


NEW FOR IQWIFI 6 - IQ WIFI Front Panel Dashboard

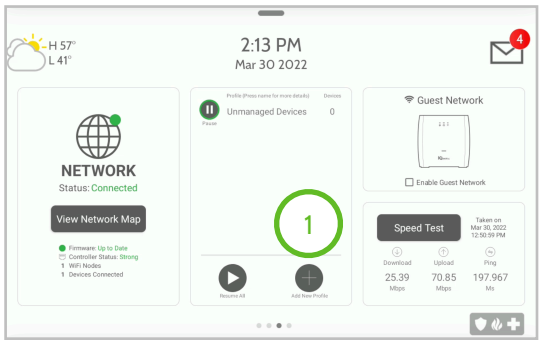
WIFI Dashboard

Enabled by default. IQ WIFI Front Panel Dashboard gives the customer the ability to view connected devices, create profiles, enable a guest network, and test internet speed.

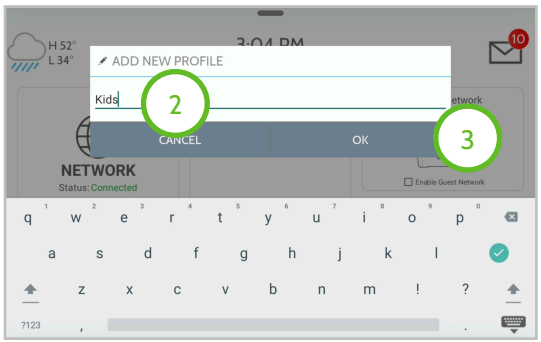
**Note: internet speed tests can take a few minutes depending on the connected ISP. Please be patient while the system reports back current connectivity. Profiles can be created from the IQ WIFI Front Dashboard and connected devices will only default to Unmanaged Devices. (See page 20)*



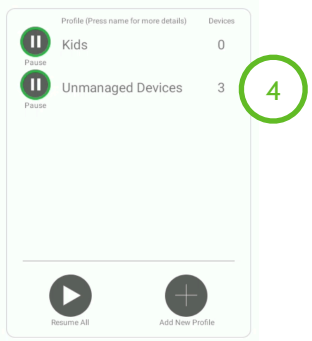
Customer facing IQ WIFI Front Panel Dashboard - Profiles



1. From the WIFI Dashboard. Touch Add New Profile



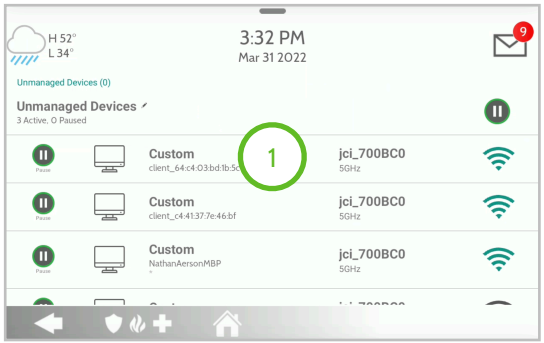
2. Type in a unique profile name.
3. Touch OK.



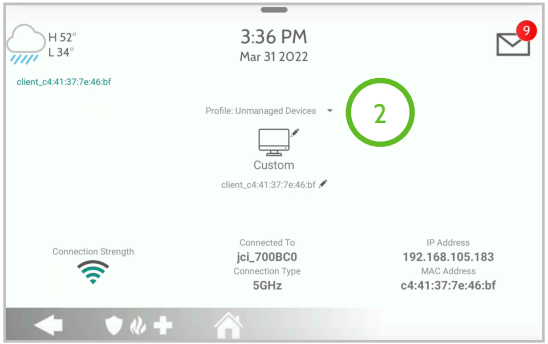
4. Touch Unmanaged Devices.

**Note: Unmanaged Devices profile can not be deleted or renamed. Profiles empower you to manage all the devices on your network. To delete any other profiles that have been added simply press and hold on that created profile and an option to delete that profile will appear.*

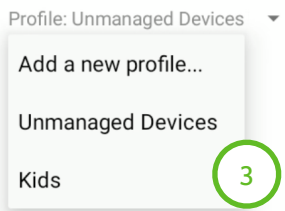
Customer facing IQ WIFI Front Panel Dashboard - Profiles



1. To change the profile for each device touch the device name.



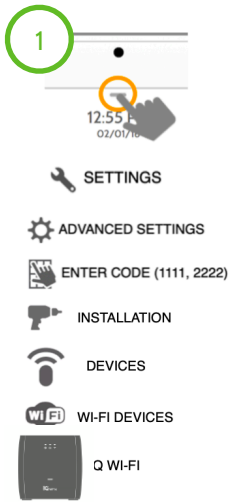
2. Touch the down arrow on the profile line change the device profile.



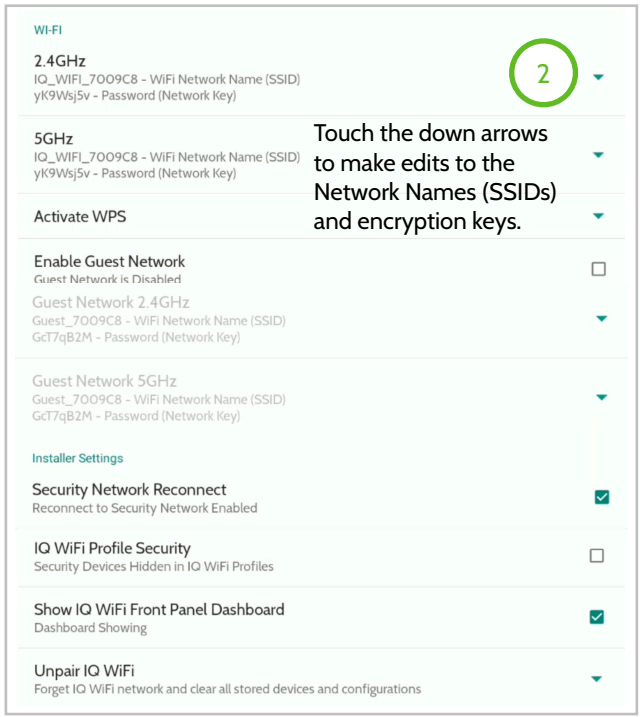
3. Touch and select the desired profile for the device

**Note: Profiles are designed to pause and play internet connectivity. Once created, you can administer manual pauses to control Internet access.*

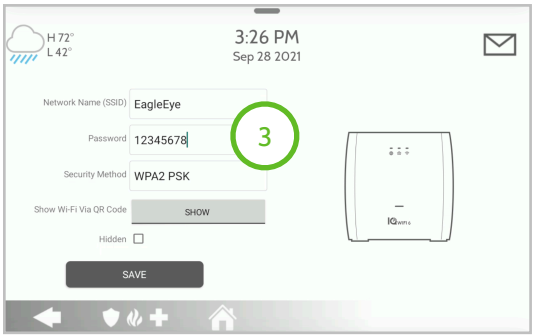
RENAMING YOUR NETWORK NAME (SSID)



Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI



Touch the down arrows to make edits to the Network Names (SSIDs) and encryption keys.



Enter in a unique **Network Name (SSID)** of your choice.

Enter a password that you can remember.

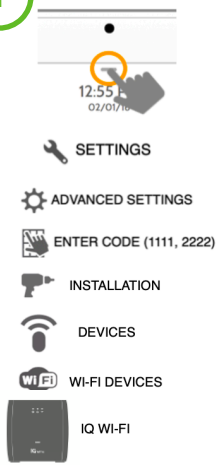
This information will be needed to connect to the IQ WIFI from any other wireless device.

Network SSID cannot contain &()|< > , ‘ or spaces or backslash.

**Note: IQ WIFI6 supports band-steering. This setting can not be disabled, so when you edit the 2.4GHz SSID or encryption key these changes will also effect the 5GHz settings to be the same as well.*

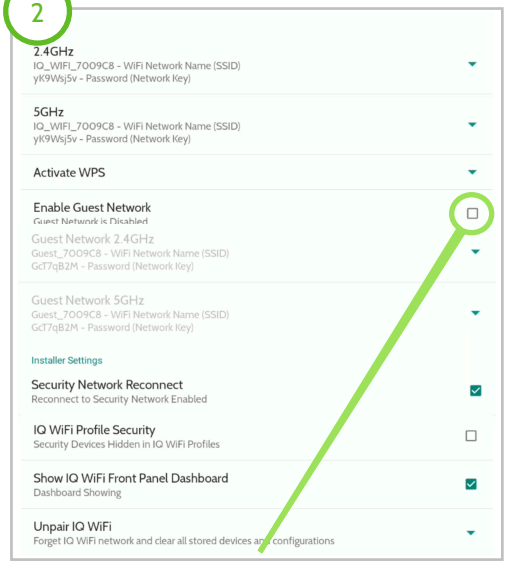
The Guest Network is enabled by default. To disabled/enable follow these steps

1



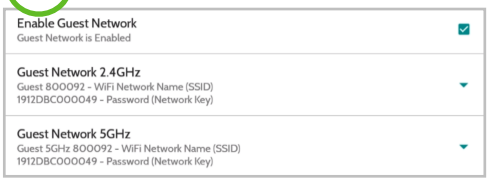
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2



Touch the box to Enable or Disable Guest Network

3



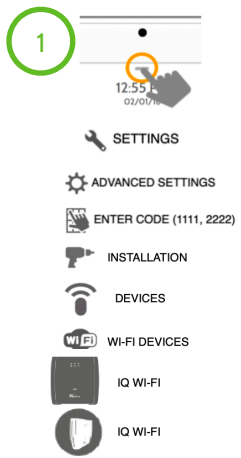
Touch the down arrows to make edits to the 2.4/5GHz Guest Network Name (SSID)

4

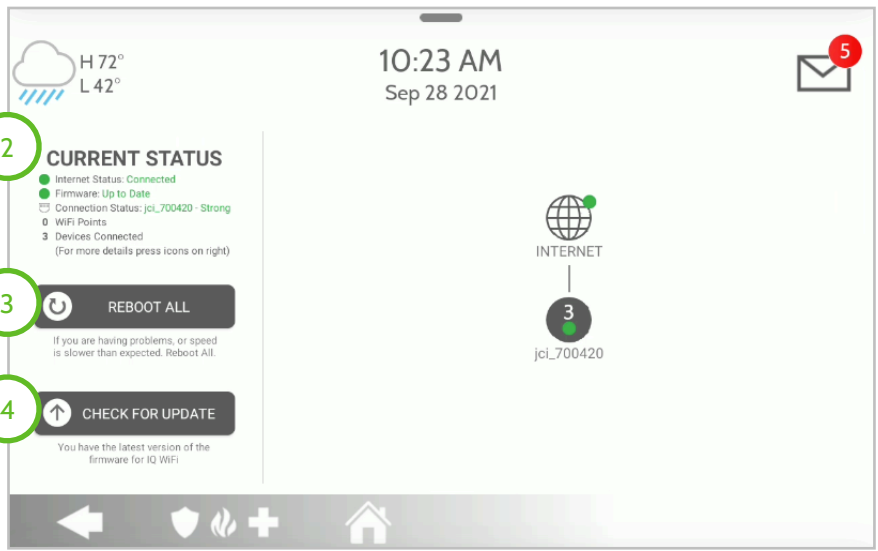
Enter a unique Network Name (SSID)

**Note: Guest network can be disabled from the IQ WIFI Front Panel Dashboard as well. Enabling/disabling the guest network will reboot the router (will take ~5 seconds before the panel will show that the router has disconnected for reboot)*

After the initial setup, update your IQ WiFi 6 to the latest version of firmware and validate that each agent is on the same version of firmware - automatic updates are enabled by default. To disable auto updates - do so from web UI (see page 33)



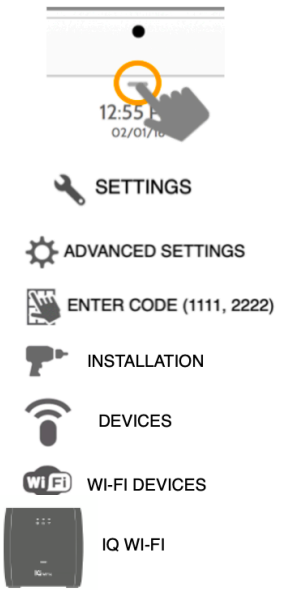
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI



2. CURRENT STATUS: Green shows Internet Status, Firmware Status, and Connections Status
3. REBOOT ALL: Icon to reboot all connected IQ WiFi 6 devices
4. CHECK FOR UPDATE: Icon to validate and update (if available) the connected IQ WiFi 6

**Note: If adding an additional agent to a preexisting IQ WiFi 6 to improve wireless performance validate that the firmware on the IQ WiFi 6 mesh is the same and if it is not, update.*

1

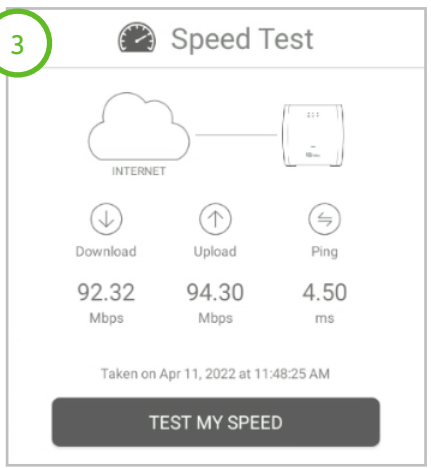


Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2

Touch the **INTERNET** icon

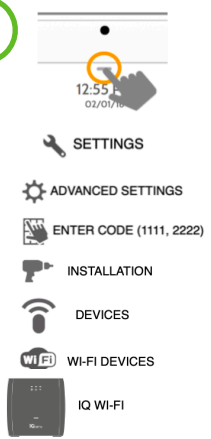
3



Touch the **TEST MY SPEED** button

RENAMING CONTROLLER OR AGENTS

1

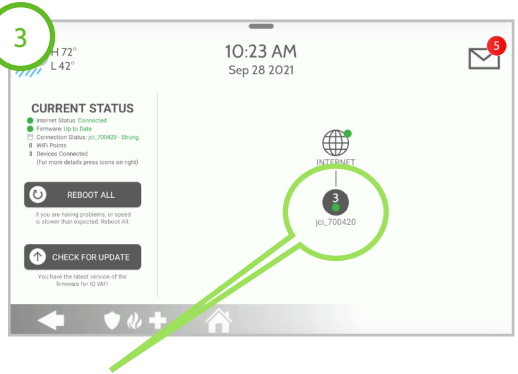


Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI

2

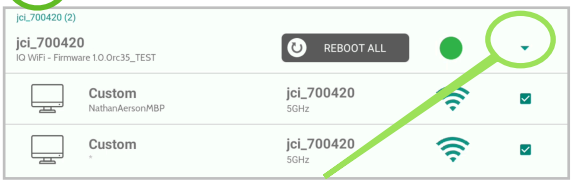
Touch either the **IQ WI-FI** or **WiFi POINTS** icon

3



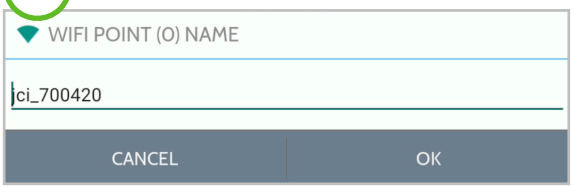
Touch controller or agent icon you wish to rename.

3



Touch the down arrow

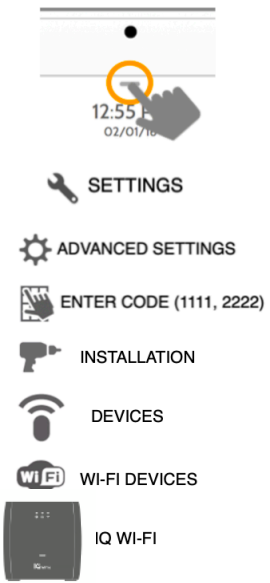
4



Type in a unique controller or agent name.

**When renaming a controller or agent, please note that the unique name entered can't have any spaces.*

1

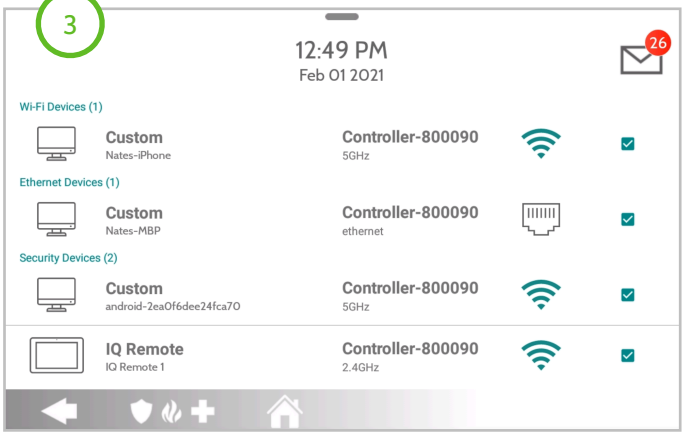


Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2

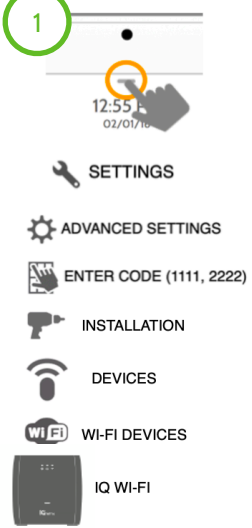
Touch the **DEVICES** icon

3



**Note: When viewing connected devices, you can manage internet connectivity by unchecking (not internet) the checkbox of a connected device.*

1

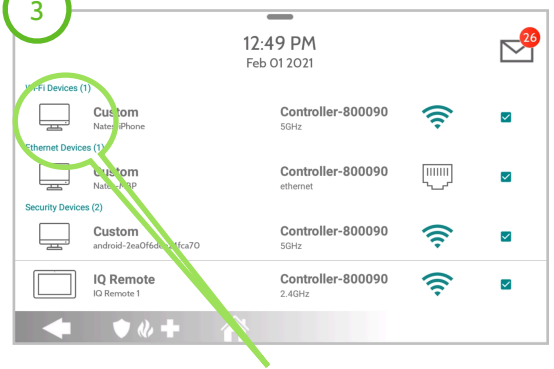


Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2

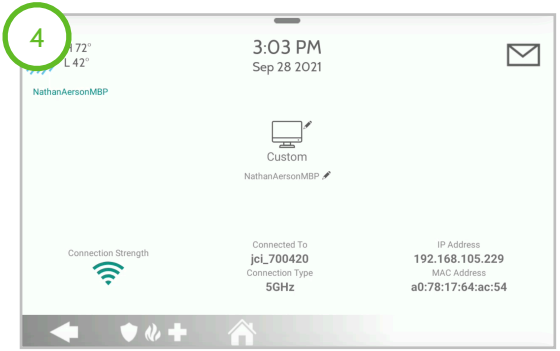
Touch the **DEVICES** icon

3



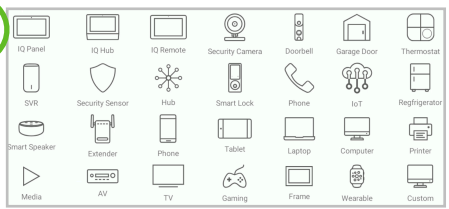
Touch the CONNECTED DEVICE

4



Touch the pencil icons too rename or adjust the default image per connected device.

5



Device icons can be edited to aid with viewing connected devices.

**Note: When viewing connected devices, you can manage internet connectivity by unchecking (not internet) the checkbox of a connected device.*

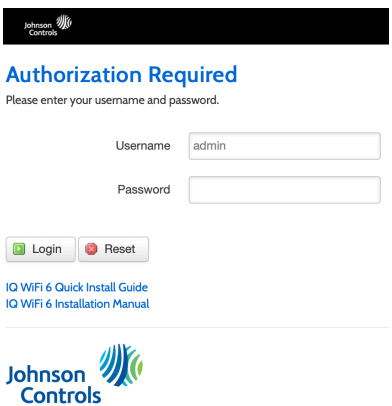
MANAGE IQ WiFi 6 FROM WEB INTERFACE

After all the physical connections are made (see steps 1-4 on page 12), using a web browser you can manage IQ WiFi 6.

1

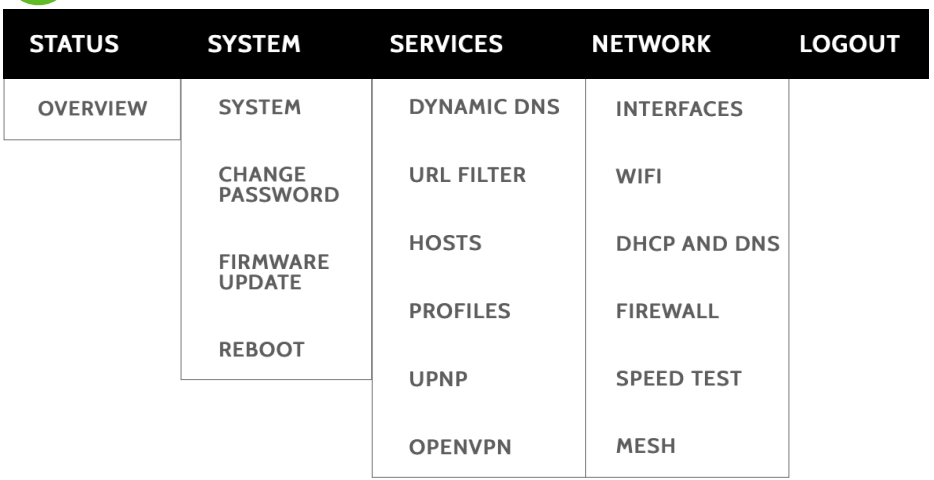
From Chrome go to 192.168.105.1

2



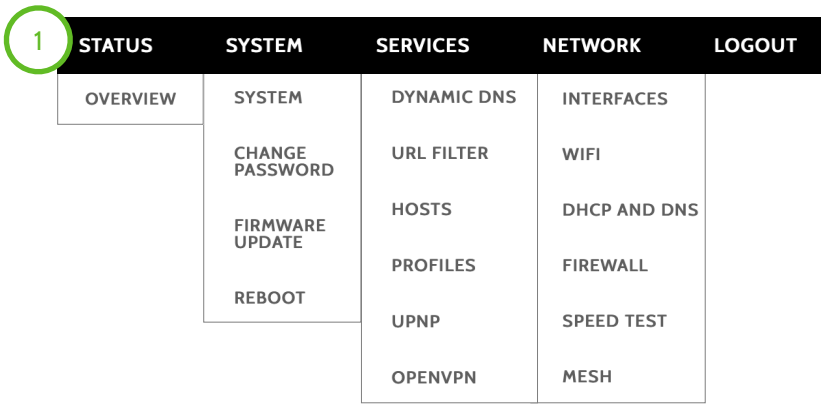
Login with default user name and password:
Username: admin
Password: located on the bottom of each IQ WiFi 6 unit.

3



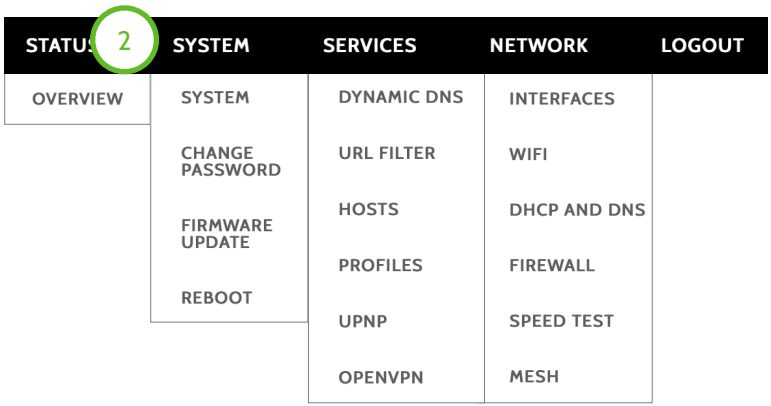
Manage IQ WiFi 6 from the Web Interface using the STATUS TAB or by touching the Johnson Controls icon in the top left corner after you have logged in.

Manage IQ WiFi 6 from the Web Interface using the STATUS TAB or by touching the Johnson Controls icon in the top left corner after you have logged in.



1. STATUS Tab: The status tab shows an overview of how IQ WiFi 6 is preforming and a quick high level view on some of the operating settings. Once touched on Overview tab the following sub tabs will follow:
    A. **System**: Hostname, Model, Firmware Version, Kernel Version, Local Time, Uptime, Load Average.
    B. **Memory**: total Available, Free, and Buffered
    C. **Network**: IPV4 WAN Status, IPv6 WAN Status, and Active Connections
    D. **DHCP Leases**: a complete list of IPv4 devices.
    E. **DHCPv6 Leases**: a complete list of IPv6 devices.
    F. **Wireless**: this is an overview of current WiFi settings on IQ WiFi 6.
    G. **Associated Stations**: all connected agents with agent details.
    H. **Dynamic DNS**: an overview of Dynamic DNS configurations.

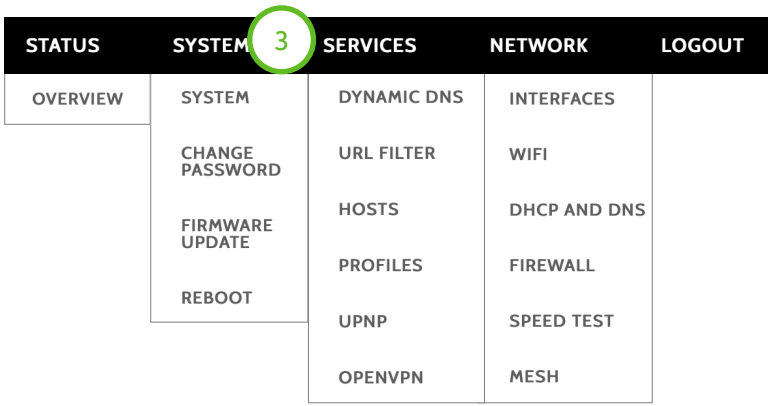
Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to disable auto updates, change the host name, or change your timezone.



2. SYSTEM Tab: The system status tab allows you to configure the basis aspects of your IQ WiFi 6 like its host name, timezone, and enable auto updates.
    A. **System**: General Settings, Logging, and Language and Style tabs
    B. Change Password: from this tab you can change the administrator password for accessing the IQ WiFi 6.
    C. Firmware Update: from this tab you can manually update IQ WiFi 6 or disabled automatic updates.
    D. Reboot: from this tab you can perform a reboot to IQ WiFi 6

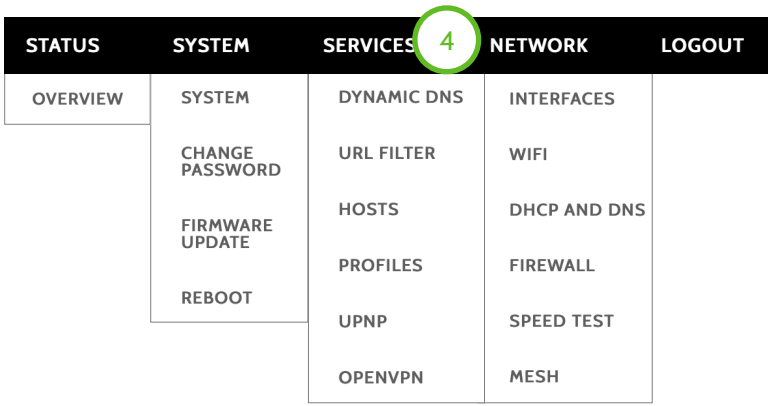
Please note: Once the password has been changed from default password the only way to access IQ WiFi 6 web interface is by using the new updated password. If forgotten the only other way to gain access is to perform a master reset on IQ WiFi 6 by pressing and holding the physical reset button for 20 seconds.

Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to enable auto updates, change the host name, or change your timezone.



3. SERVICES Tab:
   - A. **Dynamic DNS**: General Settings, Logging, and Language and Style tabs
   - **B. URL Filter**: from this tab you can change the administrator password for accessing the IQ WiFi 6.
   - **C. Hosts**: from this tab you can manually update IQ WiFi 6.
   - **D. Profiles**: from this tab you can create profiles
   - **E. UPNP**:
   - **F. OpenVPN**: from this tab you can create an OpenVPN used for remote connectivity.

Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to enable auto updates, change the host name, or change your timezone.



4. NETWORK Tab:
   - A. **Interfaces**: Interface overview
   - **B. WIFI**: Wireless overview, associated stations, and agents.
   - **C. DHCP and DNS**: Dnsmasq is a combined DHCP-Server and DNS-Forwarder for NAT firewalls and static assigned addresses.
   - **D. Firewall**: General settings, port forwards and traffic rules tabs. The Firewall creates zones over your network interfaces to control network traffic flow. Port forwarding allows remote computers on the internet to connect to a specific computer or service within the private LAN. Traffic rules define policies for packets traveling between different zones, for example to reject traffic between certain hosts or to open WAN ports on the router.
   - **E. Speed Test**: Test ISP speed between server and IQ WiFi 6.
   - **F. Mesh**: Mesh allows user changer mesh related settings.

PPPoE is a **connection** protocol (mainly for xDSL **connections**). Using that protocol a PC can **connect** to a network **and** receive an IP. PPPoE is a way to encapsulate network traffic, based on credentialed access (i.e. username and password).

Static IP means that regardless of the **connection method**/request the same Network Interface Card (PC) will be issued one, pre-defined IP that will never change.

DHCP is a way for a network to allocate unique IP addresses to the devices (i.e. computers and smartphones, etc.) within it so that traffic can be delivered back-n-forth without confusion.

TROUBLESHOOTING

When you restart your network, follow this sequence:

1. Turn off *and* unplug the modem.
2. Turn off the IQ WiFi 6.
3. Plug in the modem and turn it on. Wait two minutes.
4. Turn on the IQ WiFi 6 and wait for the power LED to stop flashing.

CONTROLLER AND AGENTS DO NOT SYNC

If you are experiencing difficulty syncing the controller and the agent, we recommend that you move the agent into the same room as the controller during the sync. Then move the agent to a different location.

To sync the controller and the agent:

1. Place the agent in the same room as the IQ WiFi 6. Use this agent location only during the sync process.
2. Connect the agent to a power source.
3. Wait for the agent power LED to light solid GREEN.
4. Press the WPS button on the controller and then within two minutes, press the WPS button on the agent.
5. Wait for the agent internet LED to light solid GREEN. The agent WiFi LED will slowly blink GREEN when communicating.
6. Move the agent to a new location and connect the agent to a power source.
7. At the new location, check the agent power LED and make sure it is solid GREEN.
   If agent is not preforming well, check the WAN LED to verify that it is not flashing for 30 seconds. This will indicate that the signal is strong. If flashing briefly once every 30 seconds, the signal is good but not ideal. If it flashes twice every 30 seconds it is just ok. If it is off, there is no connection.

YOU CAN'T LOGIN INTO THE IQ WiFi 6

Make sure that your computer or IQ Panel is connected to the IQ WiFi 6 network. If you do not want to use a WiFi connection, you can connect your computer to the IQ WiFi 6 with an Ethernet cable.

If you changed the admin password and you forgot what it is, reset the IQ WiFi 6 back to factory default settings.

Check your network and Internet connections:

1. Make sure that your WiFi-enabled computer or IQ Panel is connected to the IQ network.
2. If you are connected to the IQ network but can not access the Internet, check to see if your Internet connection is working.
3. Launch a web browser from a computer or WiFi device that is connected to the network.
4. Enter the DEFAULT GATEWAY ADDRESS, A login window opens.
5. Enter the IQ WiFi 6 admin username and password.
6. The user name is **admin**. The default password is the S/N printed on the bottom label of the Controller. The user name and password are case-sensitive.
7. The Home Screen is displayedClick NETWORK > ADVANCED tab.
   The ADVANCED Home page displays.
8. Check that an IP address is shown for the WAN Internet IPv4 section.
9. If 0.0.0.0 is shown, your IQ WiFi 6 did not obtain an IP address from your Internet service provider (ISP).
10. If your IQ WiFi 6 cannot obtain an IP address from the ISP, you can force your cable or DSL modem to recognize your new IQ WiFi 6 by restarting your network. For more information, see Sequence to restart your network on page 41.
11. If your IQ WiFi 6 is still unable to obtain an IP address from the ISP, the problem might be one of the following:
12. Your Internet service provider (ISP) might require a login program. Ask your ISP whether they require PPP over Ethernet (PPPoE) or some other type of login.
13. If your ISP requires a login, the login name and password might be set incorrectly.

SPECIFICATIONS

Part	Description
Process and Memory	Qualcomm IPQ6000 512MB NAND & 512MB DDR3-933MHz
Connectors	1 DC Power Jack 2 RJ-45 Connectors
LED and Button	2 color LED (Green and Red): Power/Status Green LEDs: WAN, SmartHome, LAN Buttons: 1 WPS Button on the back 1 Reset button on the back
Frequency Type	Wireless IEEE 802.11 b/g/n/ax 2.4GHz IEEE 802.11 a/n/ac/ax 5GHz
Power Adapter	Input: 100-240VAC, 50-60Hz, 0.68A Max Output: 12 VDC 1.5A 18.0W
Weight	425g
Operating Temperature	0°C - 40°C (32°F - 104°F)
Operating Humidity	10% - 90% RH (non-condensing)
Altitude	0 to 2000 m
Dimensions	151.4 mm x 150.4 mm x 55.4 mm

Network and Software	Notes
Ethernet	LAN and WAN Gigabit Ethernet Ports
Wireless	Wireless IEEE 802.11 b/g/n/ax 2.4GHz IEEE 802.11 a/n/ac/ax 5GHz
DHCP	Server, Client
Protocols	IPv4 and IPv6
Guest Network	2.4GHz/5GHz
Ethernet On-Boarding	Supported
Topology Dump	Supported
OTA	Supported
Application	OpenWRT Web GUI Configuration

US/CANADA COMPLIANCE

This product has been tested and found in compliance with the following standards: UL 62368-1 and CAN/CSA-C22.2 No. 62368-1, Standard for Safety for Audio/ Video, Information and Communication Technology Equipment - Part 1: Safety Requirements.

Recycling and Disposal: Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

US and Canadian point of contact: Contact your authorized dealer.

Warranty Information: IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

FCC COMPLIANCE STATEMENT

This device complies with part 15 of the FCC Rules. 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.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

—Reorient or relocate the receiving antenna.

—Increase the separation between the equipment and receiver.

—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

—Consult the dealer or an experienced radio/TV technician for help.

Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.

ISED CANADA COMPLIANCE STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1) this device may not cause interference, and

2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

1) l'appareil ne doit pas produire de brouillage, et

2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with RSS-247 of Industry Canada. Operation is subject to the condition that this device does not cause harmful interference

Cet appareil est conforme à la norme RSS-247 d'Industrie Canada. L'opération est soumise à la condition que cet appareil ne provoque aucune interférence nuisible.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter, except tested built-in radios.

Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faites des radios intégrées qui ont été testées.

The County Code Selection feature is disabled for products marketed in the US/ Canada.

La fonction de sélection de l'indicatif du pays est désactivée pour les produits commercialisés aux États-Unis et au Canada.

Radiation Exposure Statement: This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27 cm between the radiator & your body.

Déclaration d'exposition aux radiations: Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 27 cm de distance entre la source de rayonnement et votre corps.

MEXICO, SOUTH AMERICA & LATIN AMERICA COMPLIANCE STATEMENT

This product has been tested and found in compliance with the following standards: IEC 62368-1, Standard for Safety for Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements and IEC/EN 60950-1, Information Technology Equipment – Part 1: Safety Requirements.

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.
Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.

Recycling and Disposal: Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

Mexico, South America and Latin American point of contact: Contact your authorized dealer.

Warranty Information: IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

CE & UKCA (i.e EU & UK) DECLARATION OF CONFORMITY

This product is in conformity with the Electromagnetic Compatibility Directive 2014/30/EU, the Low Voltage Directive 2014/35/EU, POP Directive (EU) 2019/1021 and RoHS Directive (EU) 2015/863.

The product is labelled with the CE mark as proof of compliance with applicable European Directives and/or the UKCA Mark as proof of compliance with applicable UK Laws and Regulations. Also, a CE or UKCA declaration of conformity (DoC) for this product can be found at www.qolsys.com .

Simplified EU Declaration of Conformity Hereby, Qolsys Inc. declares that the radio equipment type is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: www.qolsys.com

Frequency Bands	Maximum Power
2412-2472 MHz	92.89 mW
5180-5825 MHz	895.4 mW

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.

Recycling and Disposal: Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

UK & European single point of contact: Tyco Safety Products, Voltaweg 20,6101 XK Echt, Netherlands.

Warranty Information: IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

AUSTRALIA & NEW ZEALAND DECLARATION OF CONFORMITY

This product is in conformity with the Compliance Labelling – Devices Notice 2014, Compliance Labelling – Electromagnetic Radiation Notice 2014, Electromagnetic Compatibility Notice 2017 of Radiocommunications Act 1992, and Telecommunications Instrument 2015 of the Telecommunications Act 1997. Additionally the product complies with the following applicable Standards: AS/NZS 62368-1 .

The product is labelled with the RCM and R-NZ mark as proof of compliance with applicable Australian and New Zealand Directives, Laws and Regulations. A Supplier Declaration of conformity (SDoC) for this product can be found at www.qolsys.com .

Frequency Bands	Maximum Power
2412-2472 MHz	19.68 dBm,
5180-5825 MHz	35.76 dBm

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.

Recycling and Disposal: Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

Australia & New Zealand point of contact: Contact your authorized dealer

Warranty Information: IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

Compliance	Notes
Country / Region	
NORTH AMERICA	
United States	FCC ID: 2AAJXQS-WIFI6 UL Listed (UL 62368-1)
Canada	IC ID: 11205A-QSWIFI6 cUL Listed (CSA C22.2 No. 62368-1)
Mexico	
EUROPE	
All countries except United Kingdom	CE
	LVD - Directive 2014/35/EU -- IEC/EN 62368-1
	EMC - Directive 2014/30/EU
	RED - Directive 2014/53/EU
	RoHS - Directive 2011/65/EU
	POP - Regulation (EU) 2019/1021
	Eco-Design - Regulation (EU) 2019/1782 - (power supply only)

Compliance	Notes
LATAM (Latin America / South America)	
Peru	MTC - Certificate No. TRSS52068
Uruguay	URSEC - VU20210920-013085
All others	FCC - See information United States

Compliance	Notes
EMEA (Middle East / Asia)	
Australia / New Zealand	RCM / RCM-NZ

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