

IP-COM

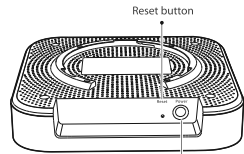
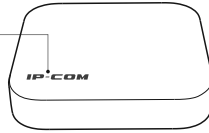
Quick Installation Guide

AC1200 Enterprise Mesh WiFi System
EP9

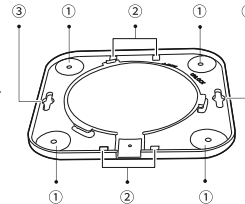
Getting to know your device

LED indicator

- Solid green: The system is starting.
- Fast green blinking: The device is connecting to another Mesh device.
- Slow green blinking: Good connection
- Blinking yellow: Fair connection.
- Blinking red: Fail to connect to the internet or disconnected.



DC power jack



- ① Screw holes for ceiling installation.
- ② Plastic strap holes for pole installation.
- ③ Slots for wall installation.

I. Setting up and positioning EP9

- Download the **IP-COM WiFi** App onto your mobile device by searching for **IP-COM WiFi** in the App Store or Google Play or by scanning the QR code. Then, install the App. (Skip this step if you have the App.)



- Place EP9 close to your existing Mesh device and power it on. Its LED indicator lights solid green. Wait for about 40 seconds. The system completes startup when the indicator blinks red.

- Connect your mobile phone to the WiFi network of your existing Mesh device, run the **IP-COM WiFi** App, tap **Settings** in the lower-right corner, tap **Add Mesh device**, and follow the on-screen instructions to add.

Tips:

- To add a new Mesh device, the account used for setting up your existing Mesh device is required.
- The LED indicator of EP9 blinks green fast when connecting to your existing Mesh network.
- If you fail to add EP9, restore it to factory settings and try again.

- For better performance, follow the placement tips below:
 - No more than 2 walls between any two Mesh devices.
 - Place it at an open area.

- Power on EP9. Observe its LED indicator until it lights one of the following colors:

| | |
|---------------------|-----------------|
| Slow green blinking | Good connection |
| Blinking yellow | Fair connection |
| Blinking red | Disconnected |



- If the LED indicator of EP9 does not blink green slowly, relocate it according to ④ in **I** to get better connection.

You have completed the configuration of EP9 and found a proper position for it. Go ahead to install EP9. After installation, you can enjoy better speed performance throughout your location. EP9 shares the same SSID and WiFi password with the existing Mesh device.

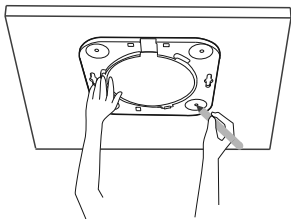
II. Installing EP9

Tips: You may need a rubber hammer, a marker, a hammer drill, a drill bit, a screwdriver, and a ladder for the installation. Please prepare them yourself.

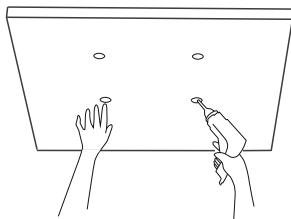
You are provided with multiple installation options, including desktop, ceiling, wall, and pole installations. Please choose the appropriate option as required. This guide provides ceiling and pole installations as examples.

■ Ceiling installation

- Position the bracket on the ceiling and mark screw holes on the ceiling with your marker.

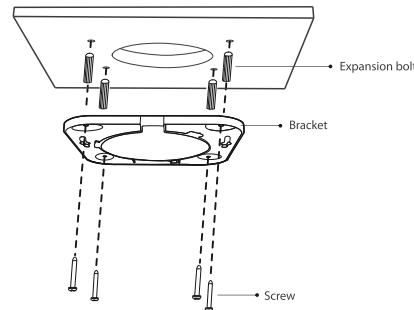


- Drill holes in the marked positions using the hammer drill.

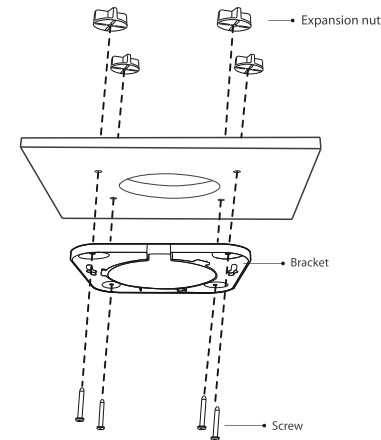


Tips: **Option A** applies to general situations. However, please choose **option B** if the strength of your ceiling material is weak, such as drywall.

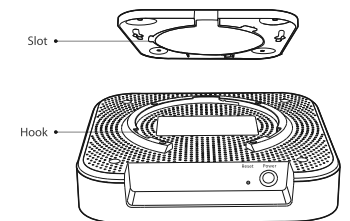
- Option A** Use the rubber hammer to knock the expansion bolts into the holes you drilled. Then use the screwdriver to drive screws into expansion bolts so as to fasten the bracket.



- Option B** Use screws and expansion nuts to fasten the bracket onto the ceiling. See the following figure.

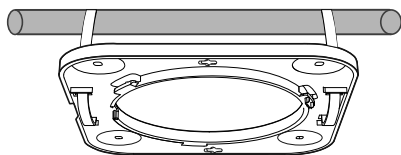


- Insert the hooks of EP9 into the slots of the bracket, and rotate EP9 to lock it firmly.

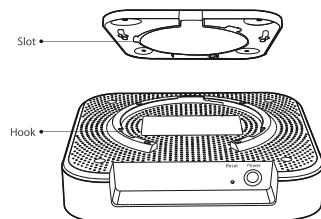


■ Pole installation

① Thread the two plastic straps across the holes on the bracket respectively. Attach the bracket onto the pole, and tighten the plastic straps to fix the bracket.



② Insert the hooks of EP9 into the slots of the bracket, and rotate EP9 to lock it firmly.



Appendix A FAQ

Q1: The LED indicator of the EP9 blinks red. What should I do?

A1: Try the following solutions:

- Ensure that the LED indicator of your existing Mesh device blinks green.
- Move EP9 closer to your existing Mesh device until its LED indicator blinks green slowly.

Q2: How can I remove a Mesh device from my WiFi network?

A2: Run the **IP-COM WiFi** App, tap the Mesh device you want to remove, tap “...” in the upper-right corner, and choose **Delete**.

Note: This removing operation restores the Mesh device to factory settings.

Q3: How to restore EP9 to the factory settings?

A3: With all the EP9 powered on, hold the Reset button down using a paper clip for about 8 seconds. Release it when the LED indicator lights solid on. EP9 restarts automatically after being reset.

Q4: How to authorize another person to manage my WiFi network?

A4: Run the **IP-COM WiFi** App, tap **Settings, Account Authorization**, and **Add an account**. Enter an account registered on the **IP-COM WiFi** App, and tap **OK**.

Appendix B How many Mesh devices do I need?

| Scenarios | Solutions |
|-------------------------------|-------------------|
| 3,500 sq. ft with 60 devices | 1 × EW9 + 1 × EP9 |
| 5,000 sq. ft with 80 devices | 1 × EW9 + 2 × EP9 |
| 6,000 sq. ft with 100 devices | 1 × EW9 + 3 × EP9 |

Appendix C Specifications

| Item | Parameter |
|-----------------------|------------------------------------|
| Wireless band | 2.4 GHz, 5 GHz |
| Data rate | 300Mbps + 867Mbps |
| Networking technology | True Mesh |
| Antenna | 4 x 4 dBi omni-directional antenna |
| Jack | 1 x DC IN jack |
| Button | 1 x Reset |
| Dimension (LxWxH) | 170 mm×170 mm×36 mm |
| Installation option | Wall, Ceiling, Pole and Desktop |



CE Mark Warning

This is a Class B product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

The mains plug is used as disconnect device; the disconnect device shall remain readily operable.

Operations in the 5.15-5.25GHz band are restricted to indoor use only.

This equipment should be installed and operated with a minimum distance 20cm between the device and your body.

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.

Declaration of Conformity

Hereby, SHENZHEN IP-COM Networks Co., Ltd. declares that the radio equipment type EP9 is in compliance with Directive 2014/53/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>

Operating Frequency:

2.4G: EU/2412-2472MHz (CH1-CH13)

5G: EU/5150-5250MHz (CH36-CH48)

EIRP Power (Max.):

2.4GHz: 19.97dBm

5GHz: 22.97dBm

Software Version: V15.11.0.X

Operating Environment

Temperature: 0°C-40°C Humidity: (10 - 90) %RH, non-condensing



FCC Statement

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.

The device is for indoor usage only.

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.

This device complies with FCC radiation exposure limits set forth for an uncontrolled environment and it also complies with Part 15 of the FCC RF Rules.

This equipment should be installed and operated with a minimum distance 20cm between the device and your body.



Caution:

Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Operating frequency: 2412-2462MHz, 5150-5250MHz, 5725-5850MHz

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.



Caution:

Adapter Model: BN036-A12012E / BN036-A12012B

Input: 100-240V AC 50/60Hz 0.4A

Output: 12V DC, 1A

Manufacturer: SHENZHEN HEWEISHUN NETWORK TECHNOLOGY CO., LTD.

⎓: DC Voltage



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.

For EU/EFTA, this product can be used in the following countries:

| BE | BG | CZ | DK | DE | EE | IE |
|----|----|----|----|----|----|----|
| EL | ES | FR | HR | IT | CY | LV |
| LT | LU | HU | MT | NL | AT | PL |
| PT | RO | SI | SK | FI | SE | UK |

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