

User Manual

Ver 1.0.0

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INTRODUCTION

Thank you for purchasing this Loopcomm product. At Loopcomm we strive to provide you with the highest quality products through innovation and advanced technology. We pride ourselves on delivering

Email: service@loopcomm.com

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Web: <http://www.loopcomm.com>

GETTING STARTED

Package Contents


Check to make sure you have all the contents within your package:


- High Power Wireless N Access Point
- 30 ft Power over Ethernet Cable
- Standard Ethernet Cable
- Power Adapter
- Metal Desktop Stand
- Metal Pole Mounting Clamp
- Plastic Pole Mounting Tie
- CD with User's Guide




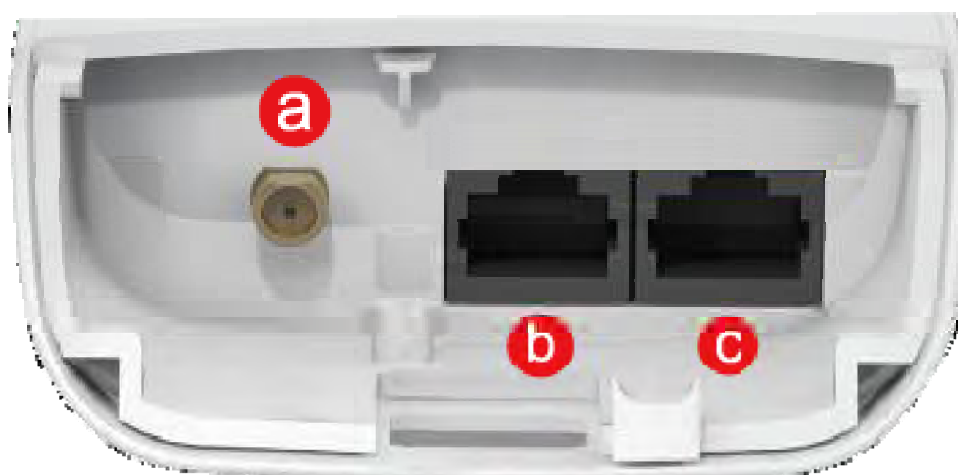
LED Indicators

 **Power:** When lit, the power is on.

 **Wireless Activity:** Blinks rapidly when wireless data traffic is passing through the Pro Access Point.

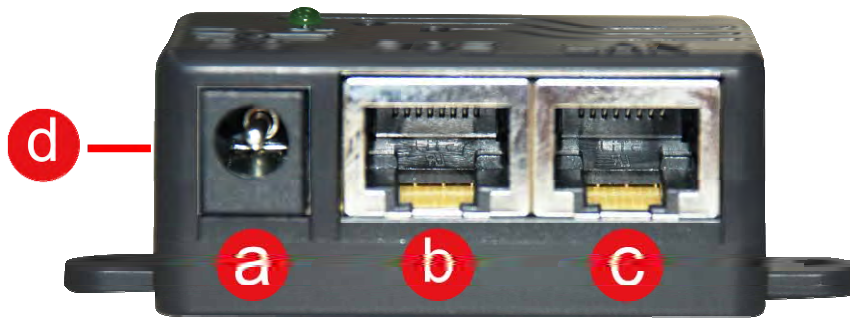
 **Main:** Shows the connection status of the Network port on the PoE Adapter

 **Sec.:** Shows the connection status and data activity of your local network (network devices connected to the Pro Access Point).



Inside Panel

- a. **Optional External Antenna Port:** RJ-SMA antenna connector. Compatible with all antennas with RP-SMA connectors. Upgradable to high gain antennas for more range. See the External Antenna configuration section for setup procedures.
- b. **PoE Port:** Power over Ethernet capable RJ-45 port used to connect the Pro Access Point to the included PoE Adapter for power and data connectivity.
- c. **LAN Port:** RJ-45 port used to connect additional network devices to the Pro Access Point.



Power over Ethernet (PoE) Adapter

- a. **Power Adapter Port:** Connect the included power adapter to the PoE adapter port for powering the Pro Access Point.
- b. **AP Port:** Connect a PoE cable between the PoE Adapter's AP port and the PoE port on the Pro Access Point to provide power and data to the Pro Access Point.
- c. **Network Port:** Connects to an available port on a network switch or router's LAN port.
- d. **Reset Button:** The easy to access reset button is located on the back of the PoE Adapter. Pressing the reset button will reboot the Pro Access Point. To reset the Pro Access Point to default settings, hold the reset button down for 5-10 seconds and release.

MOUNTING INSTRUCTIONS

Desktop Mounting (Indoor)



- Place the stand in an optimum location.
- Secure the LP-9318A onto the desktop mount by sliding it down onto the L shaped desktop mount.
- Position the cables so that they are neatly tucked and not obstructing the stand

Wall Mounting



- Place the LP-9318A against the wall, use a pencil and mark two locations through the mounting hole on the wall.
- Remove the LP-9318A and securely drill two screws where you've marked on the wall. screws where you've marked on the wall. and the wall so the LP-9318A can slide be mounted onto the screws.
- Mount the LP-9318A onto the secured screws and adjust the screws if needed to secure the Access Point to the wall.

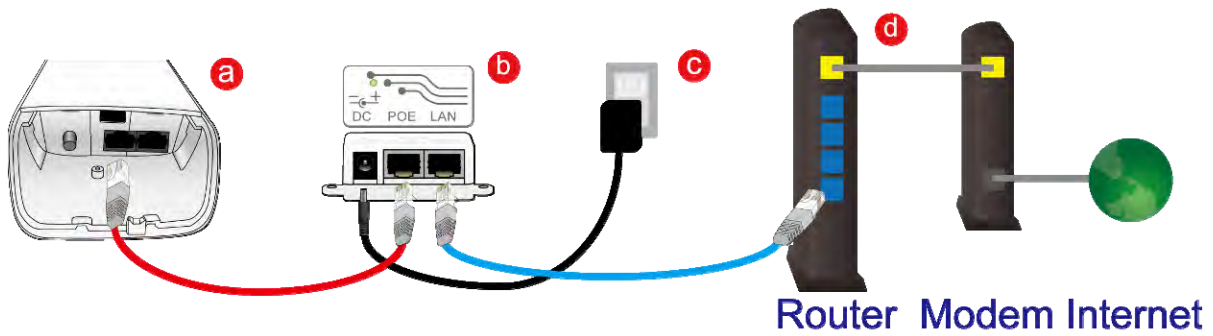
Pole Mounting



- a. Place the LP-9318A against the pole.
- b. Use the included hose clamp or plastic tie and secure it through the smaller hole located on the bottom of the mounting bracket. Use a screw driver to tighten the clamp until the adapter is securely mounted to the pole.

PLUG AND PLAY SETUP GUIDE

Connect your Pro Access Point to your Router



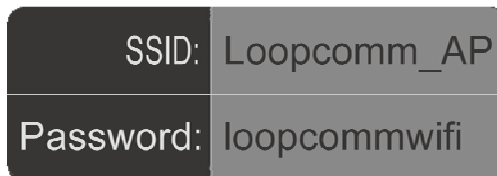
- Open the lid of the Access Point and check that the PoE cable is securely fastened to the **Main port**
- Locate the PoE Adapter and connect the 30 ft PoE cable to the **POE port** on the PoE adapter
- Locate the power adapter and connect one end to a power outlet and the other end to the **DC port** on the PoE adapter.
- Locate the shorter network cable and connect one end to the **LAN port** on the PoE adapter and the other to your router's network (LAN) port, or a network switch.

Note: Use only Ethernet cables that do NOT support PoE for this connection.

- Allow up to 2 minutes for the Pro Access Point to configure itself to your network. (DHCP Networks Only)

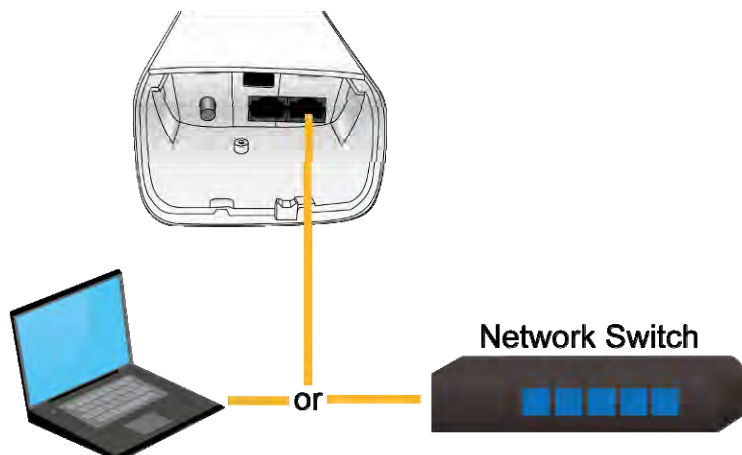
Connect your PC to the Pro Access Point

Connecting Wirelessly:



With your PC or Mac, scan for available wireless networks and locate the wireless network for the Pro Access Point: By default the Pro Access Point will have a SSID with the name: **Loopcomm_AP**. The default WPA security key is: **loopcommwifi**.

Wired Connections:



Attach any wired devices to the Pro Access Point using Ethernet cables.

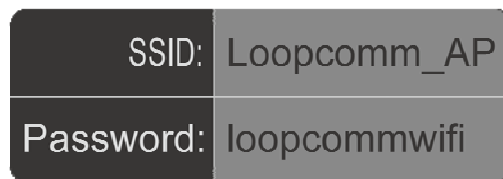
Your Plug and Play setup is now complete. You may now use the Pro Access Point to access your network.

ADDITIONAL SETTINGS

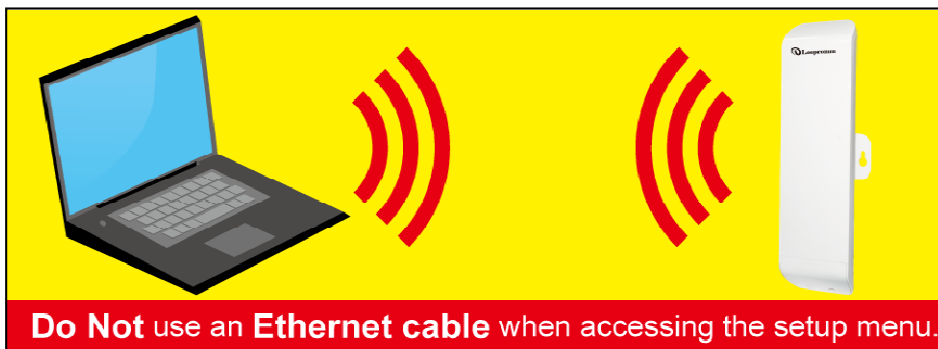
Accessing the Settings Menu

To access the settings menu for additional changes to the configuration of your Access Point, you will need to access the settings menu. The settings menu will allow you to change all features and settings for the Access Point. To access the settings menu follow the instructions below:

- a. Scan for available wireless networks on your PC and connect to the following network:

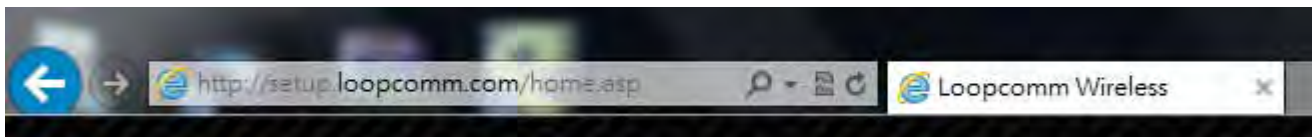


- b. The Settings Menu can NOT be accessed with a wired connection to the Pro Access Point. Your computer must be connected to with a wireless connection to the Pro Access Point.



Open your Web Browser

- a. Open your web browser
- b. Type in: <http://setup.loopcomm.com> into the web address bar
- c. If the web menu fails to open, then type in the following IP address into your web address bar: <http://192.168.1.240>

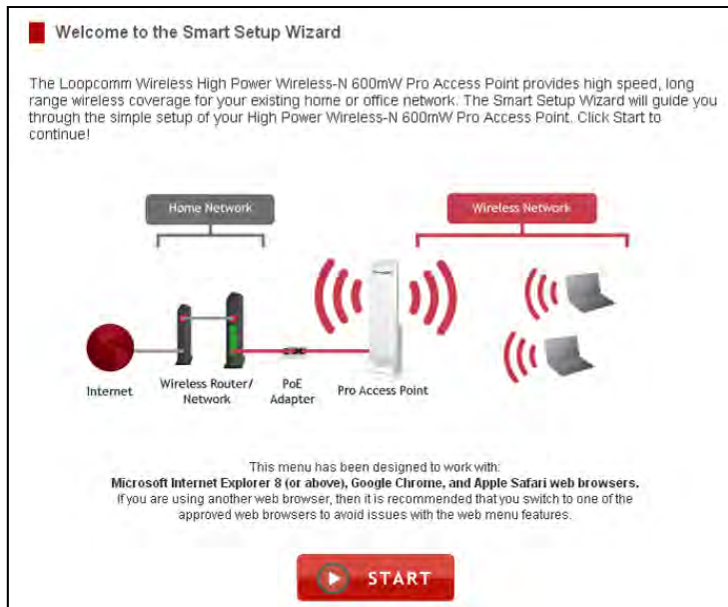


Welcome to the Smart Setup Wizard

When the web menu appears, click **Start** to continue to the next page.

The wizard will guide you through the setup of your:

1. System Clock
2. Wireless Network SSID
3. Wireless Network Security Key



Click **Start** to begin

Set the System Clock

The System Clock is used for system logs and setting schedules for Internet access. Click Sync to synchronize the System Clock with the time on your computer.

System Clock

Update the System Clock for the Smart Access Point by clicking the Sync button below.

Current Time: Year
Month Day
Hour Minute Sec

Sync with your computer:

Click Next to confirm your settings and continue.

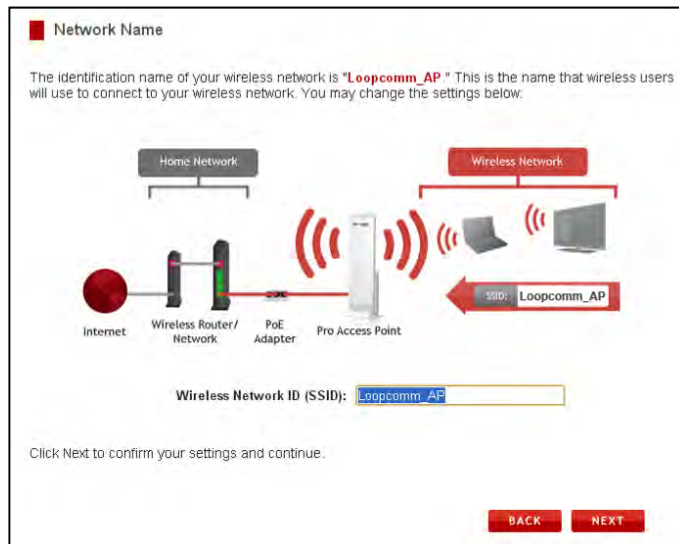
NEXT

Click **Next** to Continue

Wireless Network ID

The ID of your Wireless Network is: **Loopcomm_AP**

To change it, enter a new name in the SSID field. Users connecting wirelessly to the Access Point will use this ID to



identify your wireless network.

Click **Next** to continue.

Wireless Network Security

The default Security Key (WPA) of your wireless network is: **loopcommwifi**

To change it, enter a new key in the Security Key field. The key must be at least 8 characters long.

Network Security

Your wireless network is secured with the following (WPA) security password/key. You must enter this key when connecting wirelessly for the first time to the High Power Wireless-N 600mW Pro Access Point. You may change the key below.

Note: To specify the use of another type of encryption please view the More Settings > Wireless Settings > Security menu for more security options after your setup is complete.



Network Security Key:
8 Character Minimum
Leave blank for no security.

Click Next to confirm your settings and continue. The High Power Smart Access Point will reboot and apply your settings.

[BACK](#) [NEXT](#)

Click **Next** to apply your settings.

The Access Point will reboot. This process may take up to 2 minutes. Do not refresh the web page. The page will automatically reload with the connection status.

Setup Summary

The Setup Summary provides you with information regarding your current settings.


If you have wired network devices, you may attach them to the wired ports on the back of the Access Point for additional wired connectivity.

For information on additional settings and configurations for your Pro Access Point, continue to the next section.

■ SETUP SUMMARY

Congratulations, you have successfully configured the wireless and time settings for the Pro Access Point. At this time, you may attach an additional wired device or connect wirelessly to the Pro Access Point.

If you haven't done so already, connect the Pro Access Point to your network by attaching it to a network switch or your router's network port.



Wireless Settings

SSID: Loopcomm_AP
Encryption: WPA
BSSID: 00:e0:4c:81:98:b1
Associated Clients: 0

IP Settings

Obtain IP Protocol: Fixed IP
IP Address: 192.168.1.250
Subnet Mask: 255.255.255.0
Default Gateway: 0.0.0.0
DHCP Server: Auto
MAC Address: 18:7b:8c:03:19:91

FINISH **REFRESH**

WIRELESS SETTINGS

Basic Settings

The Wireless Basic Settings page allows you to adjust settings for your wireless network. These settings are for adjusting the Access Point after you have already gone through the Smart Setup Wizard and wish to adjust your current configurations.

Disable Wireless LAN Interface:

Turns off all wireless access.

Band:

Allows you to setup access under a specific combination of Wi-Fi speed standards.

Broadcast SSID:

Disabling the broadcasting of your SSID will make it so outside users cannot see your network when they scan for wireless networks. Users must manually enter the SSID to connect.

Data Rate:

Adjust the speed of your wireless network. It is recommended that you use Auto for this selection.

SSID of Wireless network:

This is the name of your Wireless network and the name that users will scan for to connect wirelessly.

Multiple SSID:

You may add one additional (SSID) to you Wireless network. The additional SSID can have its own security, band and data rate settings. You may restrict users for specific SSIDs or provide access only to some users with lower bandwidth by changing the band. (i.e. only allow 802.11b access to specific users)

Channel Width:

Wi-Fi operates in two separate channel widths, 20Hz and 40Hz. 20Hz allows operation on channels 1-11, while 40Hz is 5-11. 40Hz allows for faster speeds. Select the channel width you wish to use for your network.

Control Sideband:

This relates to the channel number used for your wireless network. An upper band represents higher channels and vice versa.

Channel Number:

The channel number used for your wireless network. If there are other wireless networks using the same channel, this may cause slower performance. You may adjust the channel here to attempt to improve performance through less interference.

WMM:

Prioritizes audio and video content going over your wireless network.

Associated Clients:

The screenshot shows the 'Basic Settings' configuration page. It contains the following elements:

- Disable Wireless LAN Interface:** A checkbox that is currently unchecked.
- Band:** A dropdown menu set to '2.4 GHz (B+G+N)'.
- Broadcast SSID:** Radio buttons for 'Enable' (selected) and 'Disable'.
- Data Rate:** A dropdown menu set to 'Auto'.
- Wireless Network ID (SSID):** A text input field containing 'Loopcomm_AP' and a 'Multiple AP' button to its right.
- Channel Width:** A dropdown menu set to '40MHz'.
- Control Sideband:** A dropdown menu set to 'Upper'.
- Channel Number:** A dropdown menu set to 'Auto'.
- WMM:** A dropdown menu set to 'Enabled'.
- Associated Clients:** A 'Show Active Clients' button.

Displays all wireless connections to the Pro Access Point

Security

Wireless security allows you to change the security type, password/key and format of your wireless network security settings.

Note: The security key you select must be used by all computers and devices connecting to the Access Point wirelessly. Using the drop down menu, you can select which network you wish to configure and adjust the security settings for (standard wireless network or the multiple SSID network).



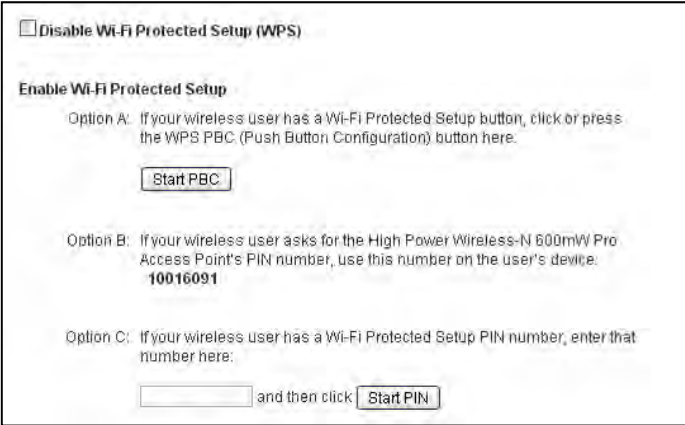
The screenshot shows a web-based configuration interface for wireless network security. At the top, there is a section titled "Select Wireless Network:" with a dropdown menu showing "SSID: Loopcomm_AP". To the right of this dropdown are two buttons: "APPLY" (in red) and "RESET". Below this, the "Encryption:" dropdown is set to "WPA". Underneath, there are radio buttons for "Authentication Mode": "Enterprise (RADIUS)" and "Personal (Pre-Shared Key)", with "Personal (Pre-Shared Key)" selected. Below that, there are radio buttons for "WPA Cipher Suite": "TKIP" and "AES", with "AES" selected. The "Pre-Shared Key Format:" dropdown is set to "Passphrase". At the bottom, there is a text input field for the "Pre-Shared Key:" with a masked password "*****".

For more information on the differences between the types of Wi-Fi security available, please check the Learning Center of the Loopcomm website: <http://www.loopcomm.com>

Note: WEP 64bit and 128bit security is a more primitive WiFi security encryption type and limits wireless performance and speed from the Access Point. It is recommended to use WPA or WPA2 as your encryption type. Note: Some older Windows XP computers (Pre Service Pack 3) may not support WPA2.

Wi-Fi Protected Setup (WPS)

WPS is a Wi-Fi feature created to make Wi-Fi setup simpler and easier. Some wireless devices and adapters support this feature with varying names (i.e. one touch setup or WPS).



The screenshot shows the "Wi-Fi Protected Setup (WPS)" configuration page. At the top, there is a checkbox labeled "Disable Wi-Fi Protected Setup (WPS)" which is currently unchecked. Below this, the section "Enable Wi-Fi Protected Setup" is active. It lists three options: "Option A: If your wireless user has a Wi-Fi Protected Setup button, click or press the WPS PBC (Push Button Configuration) button here." with a "Start PBC" button; "Option B: If your wireless user asks for the High Power Wireless-N 600mW Pro Access Point's PIN number, use this number on the user's device: 10016091"; and "Option C: If your wireless user has a Wi-Fi Protected Setup PIN number, enter that number here:" with an empty text input field and a "Start PIN" button.

You may enable WPS setup here by selecting the type of WPS setup you wish to use. The Access Point supports all types of WPS setup:

Push button:

You may push the WPS button on the web menu. The Access Point does not have a physical WPS button.

WDS Settings

Wireless Distribution System (WDS) allows you to use the Access Point to wirelessly connect to other Pro Access Points. It allows a wireless network to be expanded without the use of Ethernet cables, similar to how a repeater works. In WDS mode, the Access Point can function as a Main Access Point which is connected to a network using a cable, or it can be a Relay Access Point which is wirelessly connected to the Main Access Point. To configure WDS mode you will need to adjust the settings for the following fields:

- a. **Enable WDS:** First you must enable the WDS function to use it.
- b. **MAC Address:** Enter the MAC address of the Pro Access Point that you wish to connect to. If you are configuring the Main Access Point then you would need to enter the "Relay Access Point's" MAC Address here. The "Relay Access Point" Access Point's" MAC Address here. The "Relay Access Point"
- c. **Comment:** Provide a comment, such as "Main Access Point" to easily remember which Access Point belongs to which MAC Address entry.
- d. **Band:** Select the wireless band you wish to operate on.
- e. **Wireless Network (SSID):** Enter the wireless SSID of your Access Point. Ensure that all WDS Access Points have unique SSID's. Do not use the same SSID for two separate Access Points.
- f. **Channel:** Ensure that all Pro Access Points, Main or Relay operate on the same wireless channel.
- g. **DHCP:** WDS mode requires that you have a static IP address for your Access Point. Enter a static IP address for your Access Point by selecting "Disable" under the DHCP field.
- h. **IP Address:** The IP address of the Pro Access Point should be on the same IP address subnet as the Main or Relay Access Points. For example, if the network you are connected to has an IP address range of 192.168.1.100 – 192.168.1.200, then the IP address of the Pro Access Point should also be 192.168.1.xx.
- i. **Subnet Mask:** The subnet mask for the Pro Access Point should be the same as the network you are connecting to. (i.e. 255.255.255.0)
- j. **Default Gateway:** This entry is typically the IP address of your network router. (i.e. 192.168.1.1)

Wireless Distribution System (WDS)

Wireless Distribution System (WDS) allows you to use the Smart Access Point to wirelessly connect to other Smart Access Points. It allows a wireless network to be expanded without the use of Ethernet cables, similar to how a repeater works. In WDS mode, the Smart Access Point can function as a Main Access Point which is connected to a network using a cable, or it can be a Relay Access Point which is wirelessly connected to the Main Access Point.

To configure WDS:

1. List the MAC address of the Relay Access Point on the WDS menu of your Main Access Point.
2. List the MAC address of the Main Access Point on the WDS menu of your Relay Access Point.
3. Disable DHCP on the WDS menu of the Relay Access Point and set a static IP, Subnet Mask, and Default Gateway (Your static IP, Subnet Mask, and Default Gateway must match the IP settings of your router)
4. In order for WDS to function correctly, all Smart Access Points MUST be set on the same wireless channel. It is recommended that you also select a different SSID for the Relay Access Point.

Enable Wireless Distribution System Setup (WDS)

MAC Address:

Comment:

Band:

Wireless Network (SSID):

Channel Number:

DHCP:

IP Address:

Subnet Mask:

Default Gateway:

Antenna Settings

The Access Point includes an internal High Gain Antenna, however, if you wish to use an external antenna instead of the internal antenna, you may activate the External Antenna port here.

The External Antenna Port is a RP-SMA port and accepts RP-SMA antenna connections. It is compatible with most high gain antennas.

It is important that you attach the external antenna to the External Antenna Port **BEFORE** activating the External Antenna Port to avoid damage to the Pro Access Point.

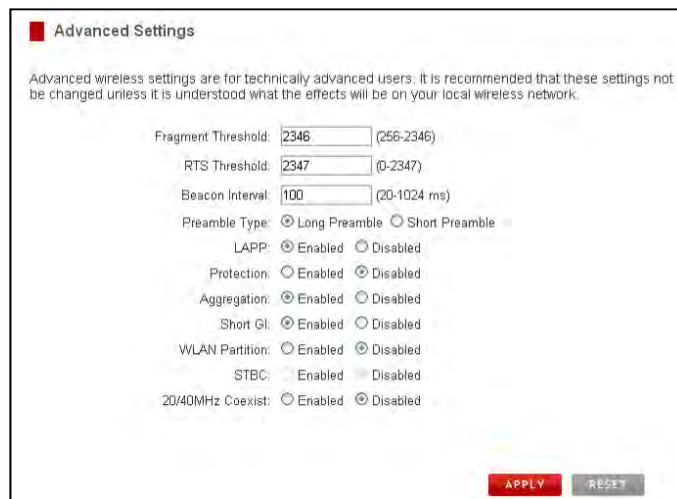


After you have attached the external high gain antenna, select the External Antenna selection under Active Antenna and click **Apply**. After the Access Point reboots, your external antenna will be active and ready for use.

Advanced Settings

It is recommended that only experts in Wi-Fi configuration adjust the advanced wireless settings for the Access Point.

These settings allow you to control the details of your wireless network configuration.



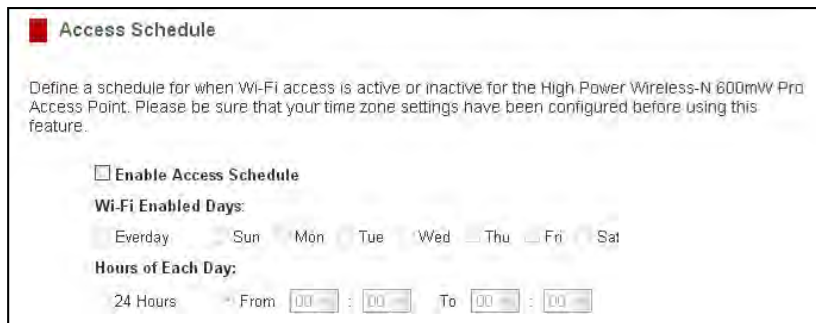
SMART FEATURES

The Access Point provides your wireless network with Smart Features that help to provide convenience and protection for your wireless network. The Smart Features allow you to control access to your wireless network through on/off schedules, specific user authorizations as well as through the size of your wireless coverage for your wireless network.

Note: These settings only apply to users connecting through the Pro Access Point to your network.

Access Schedule

You can set a schedule for when your Wi-Fi is enabled or disabled through the Access Schedule feature. To do so:

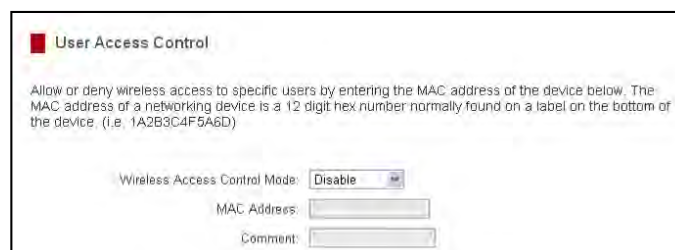


- Enable Access Schedule
- Select which days you wish for your Wi-Fi to be available
- Select the time frame during that day that you wish for Wi-Fi to be available
- Apply Changes

Note: Make sure you have already configured your Time Zone Settings in order for your schedule to work correctly. Time Zone Settings can be adjusted from the web menu under Management > Time Zone Settings.

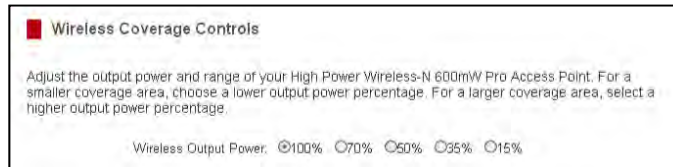
User Access Control

User Access allows you to deny access or allow access to specific users connecting wirelessly to your wireless network. Each networking device has a unique address called a MAC address (a 12 digit hex number). By inputting the MAC address into the field, you can define whether that device is allowed into your network or not allowed. When entering the MAC address, only enter alpha-numerical characters (i.e. A1B233C45566).



Wireless Coverage Controls

Adjust the output power of the Pro Access Point to control the coverage distance of your wireless network. For a smaller coverage area you can select a lower output power. For the maximum wireless coverage select the 100% selection. Note that if you select a lower output power, your connection to your Home Network will also decrease in range. So be careful



and test your signal strength after each adjustment.

IP Address: 192.168.1.250
 Subnet Mask: 255.255.255.0
 Default Gateway: 0.0.0.0
 DHCP: Auto
 DHCP Client Range: 192.168.1.100 - 192.168.1.200
 Static DHCP: Set Static DHCP
 Domain Name: loopcomm
 802.1d Spanning Type: Disabled
 Clone MAC Address: 000000000000

IP SETTINGS

IP Address:

The IP address of the Access Point.

Subnet Mask:

The subnet of the Access Point.

Default Gateway:

The Access Point to another network, normally the Access Point or your router.

DHCP:

The Access Point includes a 'Smart' **AUTO DHCP** feature to help manage the IP addresses within your wireless network and with your router. When the Access Point is connected to your home network/router through the 'Network' port the AUTO DHCP will determine whether it can receive an IP address from your router. If it can it will automatically switch to a client and allow your router to assign it an IP address. However, when there is no connection available, the Access Point will act as a DHCP Server. You may also manually control the IP settings of the Access Point by choosing, Client, Server or Disabled from the DHCP drop down menu. This is only for advanced users.

DHCP Client Range:

The range of IP addresses the Access Point's DHCP server will assign to users and devices connecting to the Access Point.

Disabled / Static DHCP:

If your network requires the use of manual IP address assignments, select this option. You may manually enter the IP address settings of the Access Point so it reflects the correct addresses to work with your specific network.

Note: In Static IP mode, the setup URL: <http://setup.loopcomm.com> will no longer work. You will need to manually enter the IP address of the Access Point to access the setup menu in the future.

Domain Name:

The Domain Name allows you to change the URL which is used to access the Setup Menu for the Access Point. For example, entering <http://setup.loopcomm.com> into your web browser while connected to the Access Point, will guide you to the Web menu for the Access Point. By changing the Domain Name, you will change the URL entered to access the Web menu. If you forget the Domain Name you entered and can no longer access the Web menu, then you will need

to reset your Access Point to default settings by holding down the reset button on the back panel for 5-10 seconds.

MANAGEMENT FEATURES

The Management features on the Access Point allow you to view the status of your Access Point and your wireless network.

System Status

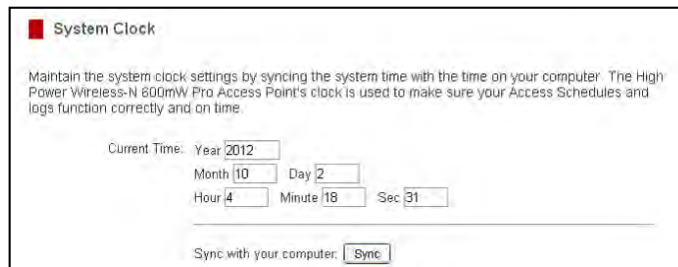
The Access Point System Status page provides full information regarding the system, wireless network and configurations as well as the current IP settings of the Access Point. This page is often used to check the health of your wireless network and the link to your home router/network.

Network Statistics

The Network Statistics page provides detailed traffic data for each connection type. View this page to see the amount of traffic going through the Access Point's wired or wireless connections.

System Clock

Maintain the internal clock for the Pro Access Point by syncing with your computer's time. Your system clock settings need to be accurate in order for system logs and wireless access schedules to work correctly.



System Clock

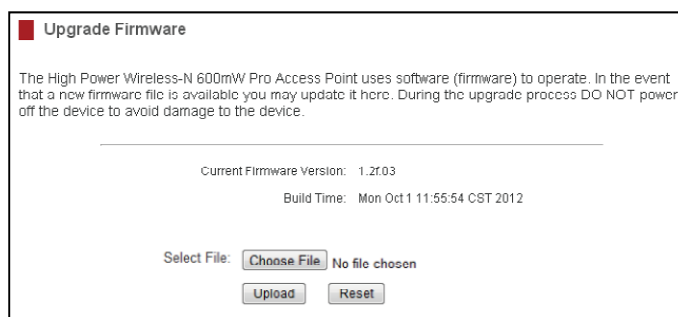
Maintain the system clock settings by syncing the system time with the time on your computer. The High Power Wireless-N 600mW Pro Access Point's clock is used to make sure your Access Schedules and logs function correctly and on time.

Current Time: Year
Month Day
Hour Minute Sec

Sync with your computer:

Upgrade Firmware

The Access Point uses internet software (firmware) to operate. In the event that a new firmware file is available you may update it here. During the upgrade process **DO NOT** power off the device to avoid damage to the Access Point. To check for new firmware click the Check button. If a new firmware is available you will be given the option to install.



Upgrade Firmware

The High Power Wireless-N 600mW Pro Access Point uses software (firmware) to operate. In the event that a new firmware file is available, you may update it here. During the upgrade process DO NOT power off the device to avoid damage to the device.

Current Firmware Version: 1.2r.03
Build Time: Mon Oct 1 11:55:54 CST 2012

Select File: No file chosen

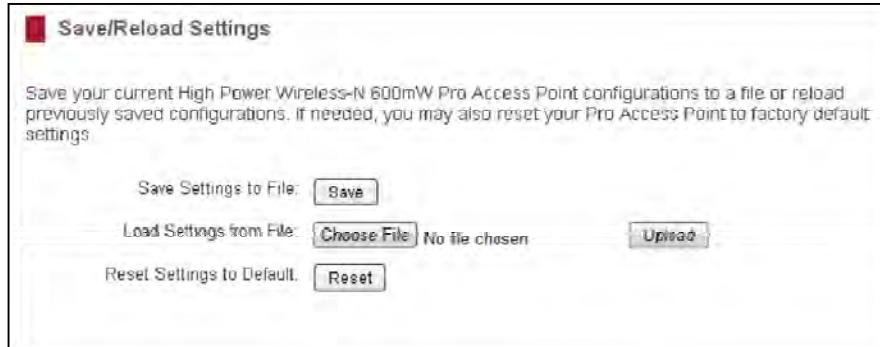
To manually upgrade your firmware:

- a. Download the file from the <http://www.loopcomm.com/support> website and remember the location where you saved it. Firmware files may also be provided by Loopcomm support reps.
- b. Click Browse and locate the file.
- c. Click Upload to begin upgrading.

Note: Firmware files normally have a **.bin** file extension.

Save and Reload Settings

Saving your current settings allows you to back-up your current settings which may be reloaded at a later time. This feature may be useful for testing new features and settings without having to worry about returning to a stable platform.



The screenshot shows a web interface titled "Save/Reload Settings". It contains the following text and controls:

- Section title: **Save/Reload Settings**
- Instructional text: "Save your current High Power Wireless-N 600mW Pro Access Point configurations to a file or reload previously saved configurations. If needed, you may also reset your Pro Access Point to factory default settings."
- Form elements:
 - "Save Settings to File:" followed by a "Save" button.
 - "Load Settings from File:" followed by a "Choose File" button, the text "No file chosen", and an "Upload" button.
 - "Reset Settings to Default:" followed by a "Reset" button.

To save current settings:

- a. Click Save
- b. Select a file name and location

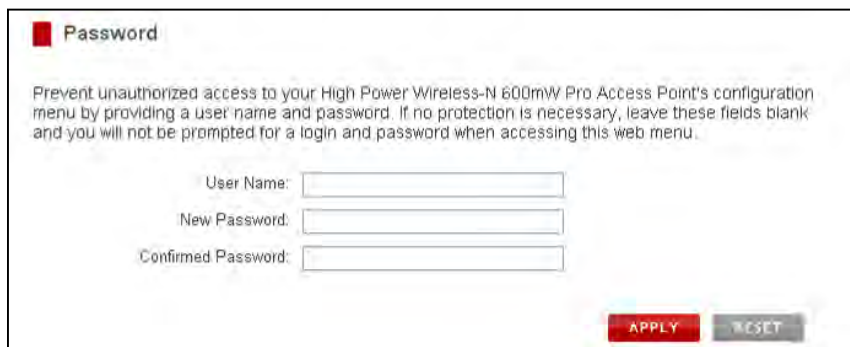
To load previously saved settings:

- c. Click Browse
- d. Locate the previously saved settings file
- e. Click Upload to restore the settings to the saved

You may also reset the Access Point's settings to factory settings by pressing Reset. By resetting the Access Point you will lose all previous configurations and will need to run the Smart Setup Wizard again to reconnect to a Home Network.

Password Settings

By default, the Access Point does not require a password to log in to the web menu. If you wish to enable a password to protect unauthorized access to the web menu and Smart Setup Wizard, you may enter one here.



The screenshot shows a web interface titled "Password". It contains the following text and controls:

- Section title: **Password**
- Instructional text: "Prevent unauthorized access to your High Power Wireless-N 600mW Pro Access Point's configuration menu by providing a user name and password. If no protection is necessary, leave these fields blank and you will not be prompted for a login and password when accessing this web menu."
- Form elements:
 - "User Name:" followed by a text input field.
 - "New Password:" followed by a text input field.
 - "Confirmed Password:" followed by a text input field.
- Buttons: "APPLY" (red) and "RESET" (grey).

Wireless Standard: 802.11b/g/n

Frequency Band: 2.4 – 2.48 GHz

Wireless Security:

- WEP, WPA, WPA2

Wireless Sensitivity: -95 dBm (Max)

Wireless Output Power: 29 dBm (Max)

Amplifier: Low Noise Amplifier

600 mW Power Amplifier

Wireless Access Control:

- MAC address filtering

Wireless Access Scheduling:

- Specific day and time

Wireless Coverage Control:

- 15% - 100% Output Power

WDS: Supported

Antennas:

- 1 x High Gain Directional 9dBi Panel Antenna
- 1 x Reverse SMA Connector for optional external antennas

Ports:

- Pro Access Point: 2 x RJ45
- PoE Adapter: 2 x RJ45

Mounting:

- Wall, Stand or Desktop

Warranty: 1 Year

Setup Requirements:

- Wired or wireless PC/Mac and an available 802.11b/g/n wireless network

TECHNICAL SPECIFICATIONS

DEFAULT SETTINGS

The default settings for your Access Point are listed here. If for some reason you need to return your Access Point back to default settings, hold down the Reset button on the back panel for 10 seconds. The Pro Access Point will reset back to factory settings as listed below:

IP Address: 192.168.1.240

DHCP: Auto

Web Menu Access: <http://setup.loopcomm.com>

SSID: Loopcomm_AP

Security Key (WPA/AES):loopcommwifi

TROUBLESHOOTING AND SUPPORT INFORMATION

We are here to help. If you have any issues with your Access Point please contact us.

To contact Loopcomm Technical Support use one of the following methods:

Phone: +886-2-8686-9685

Email: service@loopcomm.com

Web: www.loopcomm.com/support

TROUBLE SHOOTING

The tips in this guide are listed in order of relevance. Try solution (a) before trying solution (b), etc.

I entered setup.loopcomm.com and it failed to open the Web Menu.

- a. Make sure your computer is connected to the Access Point wirelessly and **NOT** using a network cable. Ensure the power is plugged in and on. Try to access the setup menu again.
- b. Enter the following web address into your web browser: <http://setup.loopcomm.com>
- c. Power off (unplug the power adapter) the Pro Access Point and power it back on. Try again.
- d. Reset your Access Point to default settings by holding the Reset Button (located on the back panel) for ten (10) seconds and try again.

The Access Point is not functioning and the Power LED keeps blinking

- a. The network (Ethernet) cable you are using is not compatible with the Access Point. Replace the network cable between the PoE Adapter and your router/switch with a Non-PoE Cable.

Tip: How to check whether your cable is a PoE cable or a Non-PoE cable:

Check the connector tip of the network cable to see if there are 4 wires or 8 wires. Non-PoE cables use only 4 wires.

- b. If you have a computer or network device attached to the LAN port of the Pro Access Point, check that the cable is a Non-PoE cable. Some unsupported PoE devices may cause power conflicts with the Access Point.

I do not have Internet access when connecting to the Access Point

- a. Your router or original network may not have Internet access. First check to see if you are able to access the Internet by connecting directly with your router. If you cannot, there is a problem with your router that needs to be fixed first. If you are able to access the internet, continue with the following troubleshooting options below.
- b. Check that the Access Point is correctly connected to your router or network switch. The router should be connected to the Network Port on the PoE Adapter (Not directly to the Access Point). The PoE adapter should be connected to the Access Point's PoE port. After the connection has been established, allow up to 2 minutes for the Access Point to configure itself to your router's settings.
- c. Your router may be using Static IP assignments. If so, you will need to configure a Static IP for the Access Point. Connect your PC to the Access Point using an Ethernet cable. Disconnect your PC from any wireless networks that it may be connected to. Access the web menu at setup.loopcomm.com using a web browser. Access the IP settings menu from the left hand navigation bar. Select 'Disable' under the DHCP dropdown menu and enter an IP address that matches your router's IP settings.
- d. Detach the cable from the PoE Adapter to your router and reset it back to default settings by holding down the reset button (red circle) on the back of the PoE Adapter for the Access Point for 5-10 seconds. After it has reset, reattach it to your router's network port. Allow up to 2 minutes for the Access Point to reconfigure itself to your network and attempt to access the Internet through the Access Point's wired or wireless network.

My Access Point was working fine previously but now I can no longer access the Internet through the Access Point.

- a. The settings on your router's network may have changed or you may have lost internet connection on your home router. Any changes to the DHCP settings of your home router may affect the internet connection of the Access Point. Check the settings on your router and try again.
- b. Reboot the Access Point by unplugging the PoE Adapter's power adapter and plugging it back in. Allow up to 2 minutes for the Access Point to reconfigure itself to your network. Check to see if your connection has been reestablished by viewing a website.

I can no longer access the Web Menu or the Access Point no longer responds.

- a. Double check that you are connected to the Access Point and not to your home router. Disconnect your computer from all wireless networks and connect back to the Pro Access Point's wireless network ID (default: Loopcomm_AP) Try to access the web menu again.
- b. If you are advanced in networking troubleshooting, log onto your home router's web interface. Look for the DHCP client list and try to find the IP address of your Access Point assigned by your home router. Once you have it, connect to the Access Point wirelessly. Open your web browser and enter the IP address into the address bar.
- c. Reset the Access Point back to default settings and try the Smart Setup Wizard again. To reset the Access Point back to default settings, hold the Reset Button (on the PoE Adapter) down for five (5) to ten (10) seconds. After the Access Point has fully reset, connect to the Access Point wirelessly. Log in to the Web Menu at <http://setup.loopcomm.com> and reconfigure the settings for your Access Point.

The connection through the Access Point seem slow. File transfers take a long time to transfer.

- a. You may be too far away from the wireless network. Wireless data transfer speeds degrade as distances increase between your computer and the Access Point.
- b. You may be downloading from the Internet and not within your local network. Files transferred through the Internet are limited by your ISP speed and the data download speeds from the website that you are downloading from.
- c. Your computer may be using an older Wi-Fi adapter with lower speed limits (802.11b/g)
- d. You may have interference on the wireless channel that the Access Point is currently using. Try changing the channel of your wireless network.

The range from the Access Point seems low.

- a. Check to see that your wireless output settings are at 100%. Go to the Web Menu, Wireless Settings and check the Advanced Settings. Make sure the output power is at 100%.
- b. Your Access Point may be installed in a poor location. Avoid setting up your Access Point in areas with high interference, such as, near fridges, microwaves, metallic objects and low surfaces. Install the Access Point in a higher location if possible.
- c. Check the connections of the Antennas to the Access Point. Tighten them if necessary.
- d. Adjust the direction of the Access Point in different angles. The internal antenna is a high power directional antenna and will require adjusting to find the optimal orientation.

My Wireless Access Schedule is being erratic and not working at the correct times.

You need to adjust your Time Zone Settings from the Management Web Menu page.

WiFi Protected Setup (WPS) is not working. Push button configuration does not detect the connection.

The Access Point supports WPS connections however some companies may use proprietary code for their own push button configurations. Try connecting using the Windows wireless utility or Mac wireless utility instead.

WARRANTY AND REGULATORY INFORMATION

The Loopcomm Technology Limited Warranty

Warranty Period:

The Loopcomm Limited Warranty is for one (1) year from the date of purchase for new products. Refurbished products carry the Limited Warranty for thirty (30) days after the date of purchase.

Guarantee:

Loopcomm warrants to the original purchaser that the hardware of this Loopcomm product shall be free of defects in design, assembly, material, or workmanship.

Conditions:

The Loopcomm Limited Warranty is for repair or replacement only at the sole discretion of Loopcomm. Loopcomm does not issue any refunds for purchased product. In the event that Loopcomm is unable to repair or replace a product (i.e. discontinued product), Loopcomm will offer a credit toward the purchase of a similar product of equal or lesser value direct from Loopcomm. Any repaired or replacement products will be warranted for the remainder of the original Warranty Period or thirty (30) days, whichever is longer. Loopcomm reserves the right to discontinue any of its products without notice, and disclaims any limited warranty to repair or replace any such discontinued product. Loopcomm reserves the right to revise or make changes to this product, its documentation, packaging, specifications, hardware, and software without notice. If any portion of the Loopcomm Limited Warranty is found to be unenforceable, its remaining provisions shall remain in effect. All costs of shipping the product to Loopcomm shall be borne solely by the purchaser.

Limitations:

IN NO EVENT SHALL Loopcomm LIABILITY EXCEED THE AMOUNT PAID BY YOU FOR THE PRODUCT FROM DIRECT, INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THE PRODUCT, ITS ACCOMPANYING SOFTWARE, ACCESSORIES OR ITS DOCUMENTATION. The Loopcomm Limited Warranty does not apply if: (a) the product assembly has been opened or damaged, (b) the product or its software or firmware has been altered or modified, (c) the product has not been used and installed in accordance to Loopcomm' instructions, (d) the product has been subjected to misuse, or negligence. Loopcomm does not guarantee the continued availability of a third party's service for which this product's use or operation may require. The Loopcomm Limited Warranty does not protect against acts of God, vandalism, theft, normal wear and tear, obsolescence and environmental damages such as, but not limited to, weather and electrical disturbances. The Loopcomm Limited Warranty is the sole warranty for this product. There are no other warranties, expressed or, except required by law, implied, including the implied warranty or condition of quality, performance merchantability, or fitness for any particular purpose.

How to Claim Warranty:

In the event that you have a problem with this product, please go to www.loopcomm.com to find help on solving your problem. In the event that you cannot and need to file a warranty claim, please call Loopcomm' Customer Service or visit www.loopcomm.com to fill out a Return Authorization (RMA) form and obtain a Return Authorization (RMA) number. A dated proof of original purchase and the RMA number is required to process warranty claims. You are responsible for properly packaging and shipping the product at your cost and risk to Loopcomm. The bearer of cost related to shipping repaired or replaced product back to the purchaser will be at the sole discretion of Loopcomm and determined based on the details of each RMA case. Customers outside of the United States of America are responsible for all shipping and handling costs including custom duties, taxes and all other related charges.

Technical Support:

The Loopcomm Limited Warranty is not related to the terms, conditions and policies of Loopcomm' Technical Support offerings. For questions regarding support, please contact service@loopcomm.com

Regulatory Information

FCC Statement and Declaration:

Loopcomm declares that this device complies with Part 15 of the FCC Rules and Regulations. Operation of this device is subject to the following two (2) conditions:

- (1) This device may not cause harmful interference
- (2) This device must accept any interference received, including interference that may cause undesired operation.

FCC Notice:

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 and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between the equipment and the receiver.
- Connect the equipment to 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.
-

FCC Caution and Safety Notices:

Any changes or modifications (including the antennas) made to this device that are not expressly approved by the manufacturer may void the user's authority to operate the equipment. This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter. Avoid use of this product near water or during an electrical storm as there may be a remote risk of electrical shock from lightning. This product may contain lead, known to the State of California to cause cancer, and birth defects or other reproductive harm. Wash hands after handling. This device must always be used with a Listed Computer or device.

RF Radiation Exposure and Hazard Statement:

To ensure compliance with FCC RF exposure requirements, this device must be installed in a location such that the antenna of the device will be greater than 20 cm (8 in.) away from all persons. Using higher gain antennas and types of antennas not covered under the FCC certification of this product is not allowed. Installers of the radio and end users of the product must adhere to the installation instructions provided in this manual. This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

Non-modification Statement:

Use only the integral antenna supplied by the manufacturer when operating this device. Unauthorized antennas, modifications, or attachments could damage the TI Navigator access point and violate FCC regulations. Any

changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

Deployment Statement:

This product is certified for outdoors deployment only. Do not install or use this product indoor.