IP-COM

Install Guide

M50
Multi-WAN Hotspot Router

Technical support

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Chapter 1 Product overview

1.1 Overview

M50, IP-COM Multi-WAN hotspot router, is an optimum choice for Small and Medium-sized Businesses (SMB) to manage their WLAN networks. It supports AP management, various authentication methods, device management, smart bandwidth control, PPTP/L2TP/IPSec VPN, multi-WAN load balance, and so on.

1.2 Package contents

Your box should contain the following items.

Package contents	Quantity	Usage
Multi-WAN Hotspot Router	1	/
Power Cord	1	Used to connect the router to a power outlet.
Ethernet Cable	1	Used to connect your computer to the router.
L-shaped Bracket	2	Used to install the router in a rack.
Screw	6	Used to install the router in a rack.
Rubber Footpad Sticker	4	Used to install the router on a workbench.
Install Guide	1	Used to help you install the router.
CE Declaration of Conformity	1	Used to declare conformity with CE directives.

If any item is incorrect, missing, or damaged, please keep the original package and contact your reseller for immediate replacement.

1.3 Hardware description

1.3.1 Front panel

On the front panel, there are LED indicators, one RESET button, and Ethernet ports.
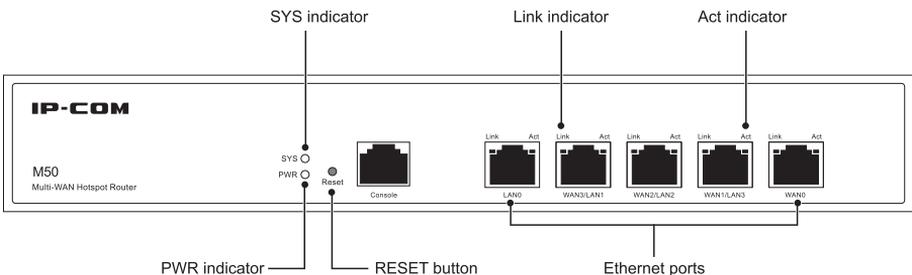

Fig 1-1 Front panel

LED indicators

This device has 1 PWR indicator, 1 SYS indicator, and each Ethernet port has 1 Link indicator and 1 Act indicator.

Indicator	Status	Description
PWR	Solid	The device is powered on.
	Off	The device is powered off or faulty.
SYS	Blinking	The device works properly.
	Solid	The device works abnormally.
	Off	The device has not finished initiation yet.
Link	Solid	The port is connected to a network device.
	Off	The port is not connected to a network device.
Act	Solid	The port is not transmitting or receiving data.
	Blinking	The port is transmitting or receiving data.

RESET button

The RESET button is used to restore the device to factory default settings.

To restore the device to factory default settings, do as follows:

When the device is powered on, use a needle to press the button for about 8 seconds. Then wait about 1 minute. When the SYS indicator blinks again, the device has been restored to factory default.

Ethernet ports

The device provides 5 10/100/1000Mbps auto-negotiation Ethernet ports. Each port has 1 Link indicator and 1 Act indicator.

By default, the leftmost three ports are LAN ports and the rightmost two ports are WAN ports. You can change each of the three ports in the middle of the device to a WAN or a LAN port, but the leftmost port is always a LAN port and the rightmost port is always a WAN port.

1.3.2 Rear panel

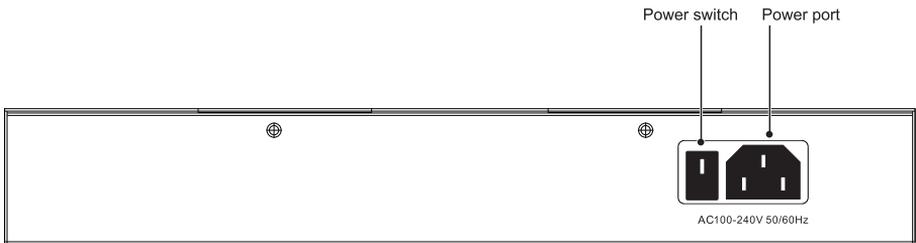On the rear panel, there is a power switch and a power port.

Fig 1-2 Rear panel

Power switch

The power switch is used to turn on or turn off the device.

Power port

The power port is used to connect to a power outlet.

To make the device work properly, please use the included power cord for power supply.

Chapter 2 Device installation

2.1 Installation preparations

To prevent device damages and personal injuries, complete the preparations before you install the device.

2.1.1 Safety measures

- Before you install the device, make sure it is powered off.
- Please wear anti-static gloves during the installation.
- Please use the power cord included in the package to connect the router to a power outlet.
- Ensure that the input voltage is within the accepted range of the device.
- Ensure that the cooling holes are not blocked.
- Do not open or disassemble the shell of the device.
- When you clean the device, power it off and do not use any liquid.
- Keep the device away from high voltage electrical power lines, high voltage lights or high voltage electrical power networks.

▼ Note

There is a tamper proof sticker on one of the screws. Technical personnel will check whether the tamper proof is intact before they maintain your device. If you need to remove the shell of the device, please contact the local reseller to get the permission. If you do so without the permission, your request for repairing your device will be rejected.

2.1.2 Operating environment

Site requirements

Operating/Storage Temperature	0°C ~ 40°C	-40°C ~ 70°C
Operating/Storage Humidity	10% ~ 90% RH (non-condensing)	5% ~ 90% RH (non-condensing)

Cleanliness requirements

Static electricity on the surface of the device absorbs dusts, which may result in bad contact between metal nodes. To avoid static electricity from affecting the device, please pay attention to the following:

- Keep indoor environment clean and dust the device regularly.
- Ensure that the device is well-grounded for electrostatic transferring.

Lightning protection

To avoid strong current from damaging the device due to inductive lightning, verify that:

● The power outlet, rack or workbench is well-grounded.

● The device is cabled properly. If it is cabled outdoors, it is advisable to use it together with a signal lightning arrester.

Installation site requirements

No matter you install the device in a rack or on a flat workbench, please verify that:

● The rack or workbench is stable and sturdy enough.

● The installation site is clean and well ventilated. There is at least 10 centimeters spacing on all sides for cooling.

● No objects, especially heavy ones, are placed on the device.

● There is more than 1.5 centimeters vertical spacing between devices that stack up.

2.1.3 Tools

Before installing the device, prepare the following tools:

● Antistatic Gloves

● Phillips Screwdriver

2.2 Hardware installation

You can install the device in a rack or on a workbench.

2.2.1 Install the device in a rack

To install the device in a 19-inch standard rack, do as follows:

Before you install the device, make sure the rack is well-grounded and stable.

1. Attach the L-shaped brackets to both sides of the device with the included screws.

Fig 2-1 Install the L-shaped brackets to the device

2. Attach the L-shaped brackets to the rack with screws to fix the device.
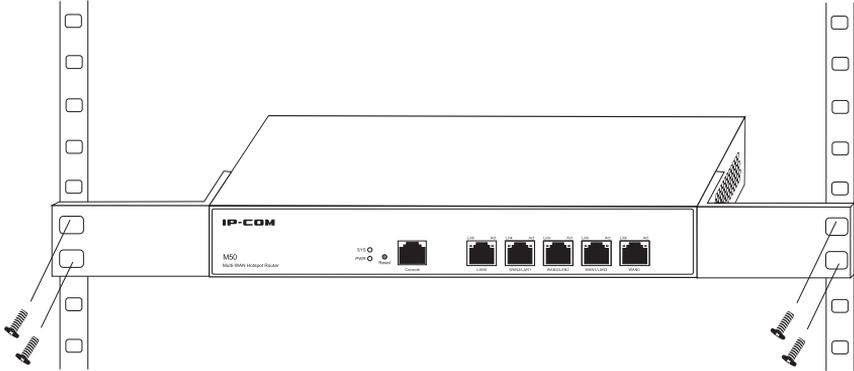
(You need to prepare the screws.)

Fig 2-2 Install the L-shaped brackets to a rack

2.2.2 Install the device on a workbench

To install the device on a workbench, do as follows:

1. Place the device upside down on a large, clean and stable workbench.

2. Tear the adhesive protection paper off the footpads and paste the footpads onto the grooves in the four corners.
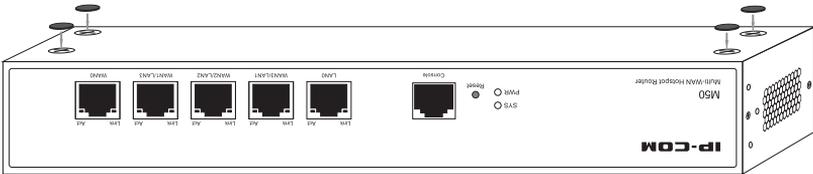

Fig 2-3 Paste the footpads
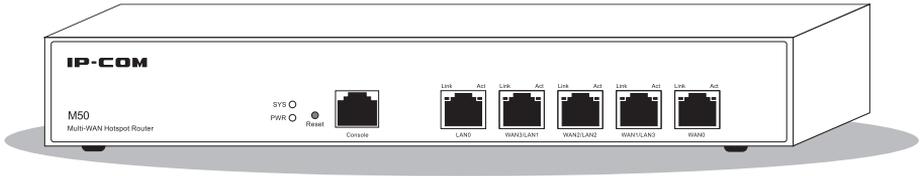
3. Turn the device right side up.

Fig 2-4 Workbench installation is complete

Chapter 3 Network connection

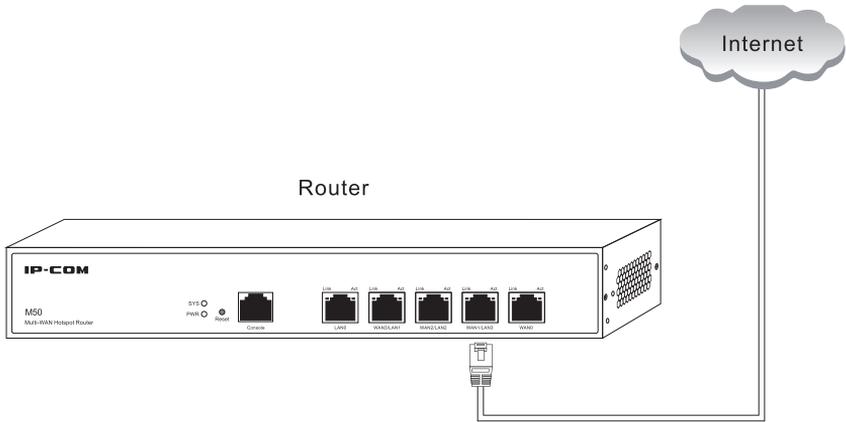1. Connect the Ethernet cable provided by the ISP to a WAN port of the device.

Fig 3-1 Connect WAN port of the device

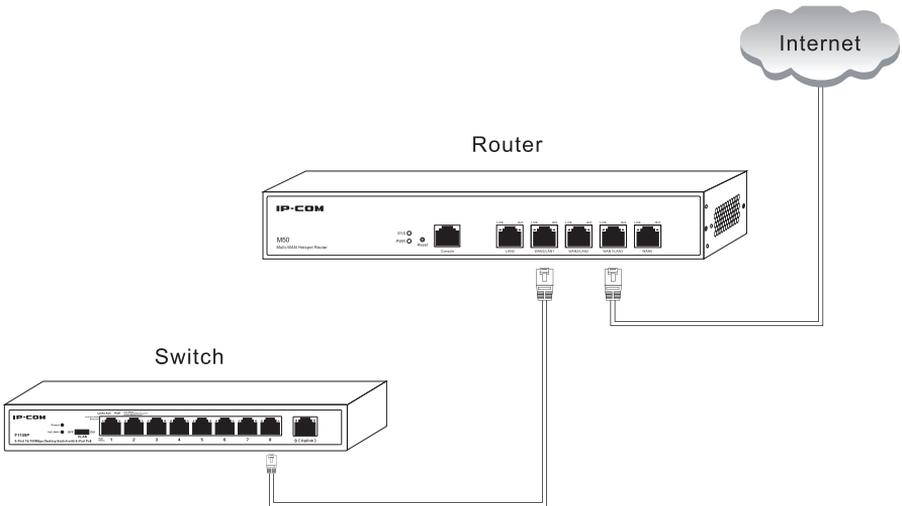2. Connect a LAN port of the device to a switch with an Ethernet cable.

Fig 3-2 Connect LAN port of the device

3. Connect other devices, such as APs, servers and computers, to the switch with Ethernet cables.
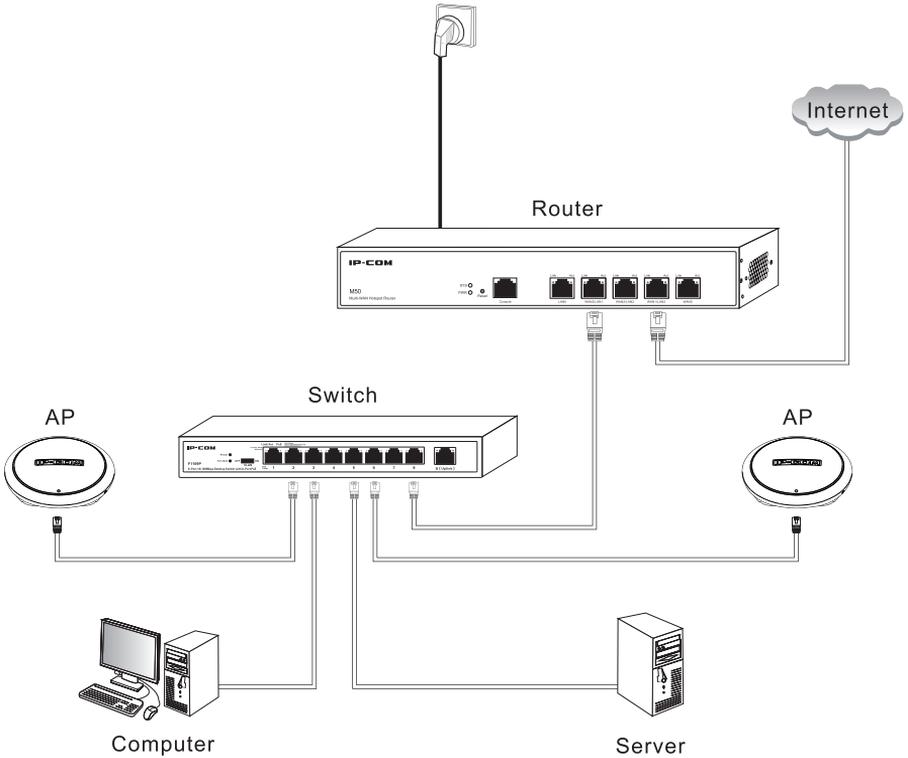
Fig 3-3 Network topology

4. Connect the device to a power outlet with the included power cord.

   Verify that the entire network topology is correct.

5. Press the power switch of the device to power on the device. Then the device starts initiation and the status of LED indicators changes as follows:

   1) The PWR, Link and Act indicators enter solid state.

   2) After the device finishes initiation, the PWR indicator is solid, the SYS indicator is blinking, the Link indicators of the connected Ethernet ports are solid, and the Act indicators of the connected Ethernet ports are blinking or solid.

Chapter 4 Web login

1. Connect your computer to the switch or the router itself.
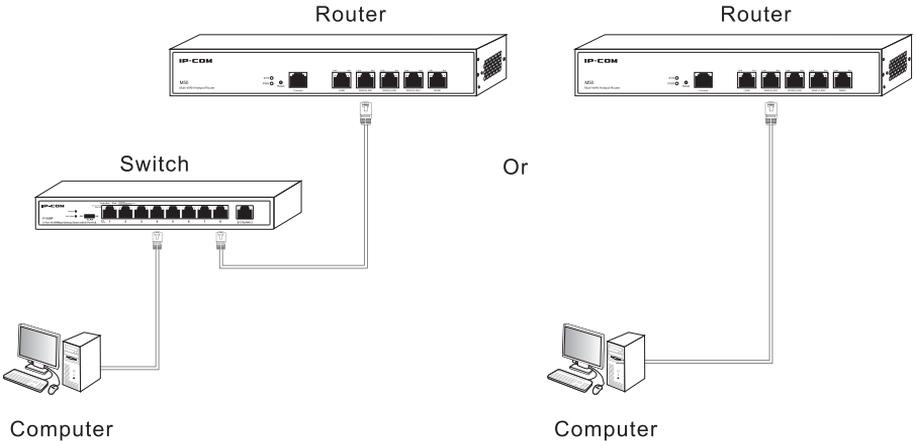
Fig 4-1 Connect a computer to the device

2. Set up the computer's local IP info to **Obtain IP address automatically and Obtain DNS server address automatically.**

Fig 4-2 Set up the computer's IP info

3. Open a browser on your computer, enter **192.168.0.252** in the address bar, and press **Enter** on the keyboard.

4. On the login page, enter **admin** for both username and password, and click **Login.**

Fig 4-3 Login page of the device

After the following page appears, you can configure the device. For function configuration details, go to http://www.ip-com.com.cn and download the user guide for this device.

Fig 4-4 Web UI of the device

Appendix A Troubleshooting

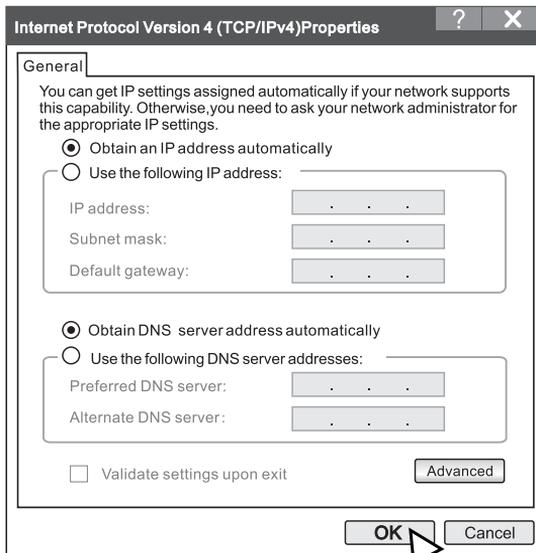**Q1: When I use the device for the first time, after I enter 192.168.0.252, I can't log in to the device's web UI. What should I do?**

A1: Please verify that:

- The Ethernet cables are connected correctly and firmly.
- Your computer's IP address is **192.168.0.X** (2~254, except for 252).
- Clear the browser's cache. Or use another browser to login and make sure the browser is not automatically Dial-up.
- Disable your computer's firewall or use another computer to login.
- If the problem persists, please restore the device to factory default and try again. For restore steps, refer to **Q3.**

Q2: I forget the login username and password. What should I do?

A2: First, try login using the default settings: the login IP is **192.168.0.252**, both username and password are admin. If login fails, please restore the device to factory default and use the default login information to re-login. For restore steps, refer to **Q3**.

Q3: I can't log in to the web UI, how do I restore the device to factory default?

A3: When the device is powered on, use a needle to press the button for about 8 seconds. Then wait for about 1 minute. After the SYS indicator is blinking again, the device is restored to factory default. After that, all configurations are replaced by the default factory settings, and you need to re-configure the device.

Appendix B Specifications

Item	Specification
Concurrent client	100
CPU	BCM4708
Memory	512MB
FLASH	128MB
Ethernet port	5 * 10/100/1000Mbps auto-negotiation RJ45 ports
LED indicator	1 * PWR indicator, 1* SYS indicator, 1 * Link indicator and 1 * Act indicator each Ethernet port
Button	1 * RESET button, 1 * power switch
Operating/Storage Temperature	0°C ~ 40°C | -40°C ~ 70°C
Operating/Storage Humidity	10% ~ 90% RH (non-condensing) | 5% ~ 90% RH (non-condensing)
Input	AC 100-240V 0.7A 50/60Hz
Power consumption	≤12W
Dimensions	294mm*178.8mm*44mm(L*W*H)

Appendix C Safety and emission statement

CE Mark Warning

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.
For Pluggable Equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

WARNING: The mains plug is used as disconnect device, the disconnect device shall remain readily operable.

The Product is designed for IT Power Distribution System.

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.

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 an new electrical or electronic equipment.

FC

FCC Statement

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

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.

Caution!

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

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.