IP-COM

Quick Installation Guide

AX3000 Dual Band Gigabit In-Wall Access Point
W39AP

Package Contents
- AP x 1
- Screw (thread diameter: 4 mm, length: 30 mm, head diameter 7 mm) x 2
- Quick installation guide

Typical Network Topology

☼ **Tips**
The AP can be powered through any 802.3af PoE-compliant switch or router. Use an Ethernet cable (CAT5e or above recommended, length: ≤100m) to connect the AP to the PoE power supply device. A PoE switch is used for illustration in the following figure.
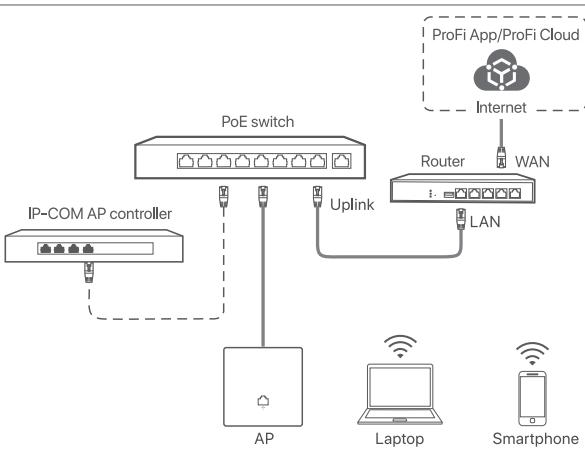
Install the AP into 86 mm Wall Junction Box

☼ **Tips**
The AP is suitable for mounting at heights ≤ 2m. Before installation:
— Record the MAC address (on the AP label after removing the front cover) and installation position of the AP to locate the AP.
— Ensure that an Ethernet cable has been deployed in the wall junction box.
— Prepare a Phillips screwdriver and a flathead screwdriver.

Step 1
Detach the faceplate of the AP with a flathead screwdriver

Step 2
Install the AP

Connect to the 802.3af PoE power supply device

❶ Detach the faceplate of the junction box with a Phillips screwdriver
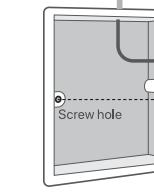
❷ Connect an Ethernet cable with an RJ45 connector to the rear port of the AP
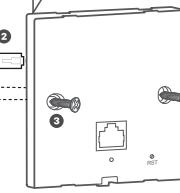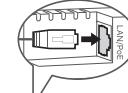
❸ Secure the AP to the junction box with the included screws

❹ Fix the faceplate of the AP

Configure the AP

Use ProFi App/ProFi Cloud

AP can be managed using ProFi App or ProFi Cloud (**https://imsen.ip-com.com.cn**). You can choose between the following methods.

☼ **Tips**
— Before managing the AP, ensure that the internet where the AP is deployed is connected.
— ProFi App is interoperable with ProFi Cloud, so a project created on the ProFi App can also be found and managed on ProFi Cloud.
— For more details, see help document in **Help Center** of ProFi App or ProFi Cloud.

Method 1: Add the AP in LAN

1. Download the ProFi App to your mobile device by scanning the QR code or searching for **IP-COM ProFi** in **Google Play** or **App Store**.


Or

Download on the App Store

GET IT ON Google Play

2. Connect your mobile device to the Wi-Fi network of the AP.
3. Open your ProFi App, and tap the project (or create one if no projects exist) to which you want to add the AP.

4. Tap the pop-up window that shows the AP is detected, and add the AP to the project.

☼ **Tips**
— If the AP is managed by the AP controller or router, log in to the web UI of the controller or router to view the Wi-Fi name and password of the AP. If the AP is not managed by any network device, the Wi-Fi network only has a default Wi-Fi name **IP-COM_XXXXXX** (**XXXXXX** is the last six digits of the MAC address on the AP label after removing the front cover).
— If the pop-up window does not appear, tap ⊕ and follow the instructions on your screen.

Method 2: Add the AP with Unique Cloud Code

1. Get the **Unique Cloud Code** from ProFi App or ProFi Cloud.
2. Log in to the web UI of the AP, enable cloud maintenance and paste the **Unique Cloud Code**.
3. Add the AP to the project through **Device-joining Alert** on ProFi App or ProFi Cloud.

Use an IP-COM Hardware Controller

IP-COM hardware controller is an IP-COM AP controller or IP-COM router with AP management function. If there is an IP-COM hardware controller in the LAN, you can manage the APs in batches using the hardware controller. For details, visit the product page or service page on **www.ip-com.com.cn** to get the user guide of the hardware controller of the model.

Use Web UI of the AP

☼ **Tips**
— To avoid IP addresses conflict between APs in the same LAN, change the IP addresses of the APs separately.
— Record the changed IP addresses of APs for subsequent management.

1. Use an Ethernet cable to connect the management computer to a switch that is connected to the AP.
2. Set the IP address of the management computer to the IP address within the same network segment as the AP.

☼ **Tips**
— Without the DHCP server in the LAN, the default IP address of the AP is **192.168.0.254**.
— With the DHCP server in the LAN, the AP will obtain an IP address from a DHCP server and you can check the new IP address from the client list of the DHCP server. It is available only when the AP is in factory settings.

For example, if the IP address of the AP is 192.168.0.254, you can set the IP address of your computer to **192.168.0.X** (**X** ranges from 2 to 253 and is unused) and subnet mask to **255.255.255.0**.

Internet Protocol Version 4 (TCP/IPv4)Properties

IP address: 192.168.0.10
Subnet mask: 255.255.255.0
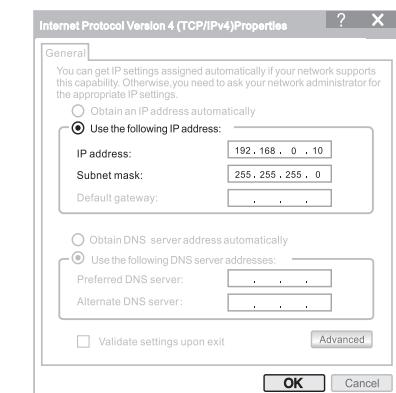
3. Start a web browser on the management computer, and enter the IP address of the AP in the address bar to log in to the web UI to manage the AP.
For details, visit the product page or service page on **www.ip-com.com.cn** to get the user guide of the AP.

Indicator/Button/Ports

Gigabit LAN port
Connect to an IPTV set-top box or a client.

Reset button
For the reset method, refer to **Q4** in the **FAQ**.

Gigabit LAN port and PoE power input port
Connect to a PoE power supply device (such as a PoE switch) compliant with IEEE 802.3af.
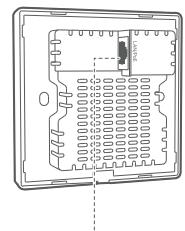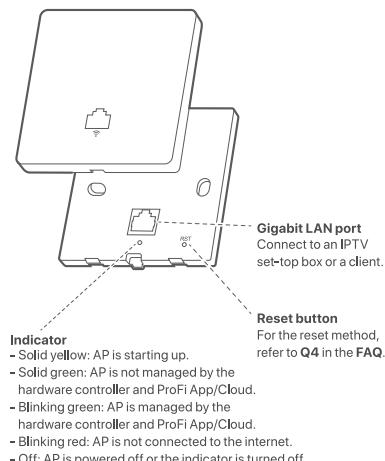
Indicator
— Solid yellow: AP is starting up.
— Solid green: AP is not managed by the hardware controller and ProFi App/Cloud.
— Blinking green: AP is managed by the hardware controller and ProFi App/Cloud.
— Blinking red: AP is not connected to the internet.
— Off: AP is powered off or the indicator is turned off.

FAQ

Q1. I cannot log in to the web UI of the AP. What should I do?
A1. Try the following solutions:
- Ensure that the Ethernet cable between the AP and the management computer is connected properly.
- Ensure that the IP address of the management computer is set to the IP address within the same network segment as the AP. For example, if the IP address of the AP is 192.168.0.254, you can set the IP address of your computer to 192.168.0.X (X ranges from 2 to 253 and is unused).
- If the LAN where the AP is deployed has a DHCP server, the AP will obtain an IP address from a DHCP server in the LAN. You can check the new IP address from the client list of the DHCP server, and use this IP address to log in. It is available only when the AP is in factory settings.
- Clear the cache of your web browser or replace the web browser, and try login again.
- If the problem persists, refer to **Q4** to reset the AP.

Q2. The ProFi App fails to add the AP to a project. What should I do?
A2. Try the following solutions:
- Ensure that the internet where the AP is deployed is connected.
- Ensure that the firmware of the AP is the latest version.
- Ensure that the AP is supported by the ProFi App.
- Reboot the AP.
- Refer to **Q4** to reset the AP.

Q3. The controller fails to detect the AP. What should I do?
A3. Try the following solutions:
- Ensure that the physical connections are correct and the AP has started up properly.
- If VLAN exists in the network, ensure that the controller is in the same VLAN as the AP.
- Reboot the AP.
- Ensure that the firmware of the controller and the AP is the latest version on **www.ip-com.com.cn**.
- Refer to **Q4** to reset the AP.

Q4. How to reset the AP?
A4. When the AP is idle, remove the cover, hold the reset button (**RST**) down with a needle-like object for about 8 seconds and release it when the indicator lights solid green. When the indicator lights solid yellow, the AP is reset successfully.

Q5. I forgot the username and password when logging in to the web UI of the AP. What should I do?
A5. Refer to **Q4** to reset the AP. Configuring the username and password is required when logging in to the web UI of the AP after resetting.

Get Support and Services


https://www.ip-com.com.cn/en/service/default.html

For technical specifications, user guides, GNU General Public License Notice and more information, please visit the product page or service page on **www.ip-com.com.cn**. Multiple languages are available. You can see the product name and model on the product label.

Safety Precautions

Before operating, read the operation instructions and precautions to be taken, and follow them to prevent accidents. The warning and danger items in other documents do not cover all the safety precautions that must be followed. They are only supplementary information, and the installation and maintenance personnel need to understand the basic safety precautions to be taken.
— Operating Temperature: -10°C~45°C (14°F~113°F).
— Do not use the device in a place where wireless devices are not allowed.
— Keep the device away from water, fire, high electric field, high magnetic field, and inflammable and explosive items.
— If such phenomena as smoke, abnormal sound or smell appear when you use the device, immediately stop using it and disconnect its power supply, unplug all connected cables, and contact the after-sales service personnel.
— Disassembling or modifying the device or its accessories without authorization voids the warranty, and might cause safety hazards.
— Refer all servicing to qualified service personnel.
— Disconnect the power source during servicing.
— The device's marking information can be found after removing the front cover.
For the latest safety precautions, see **Safety and Regulatory Information** on **www.ip-com.com.cn**.

Polski – Uwaga: W państwach członkowskich UE, krajach Europejskiego Stowarzyszenia Wolnego Handlu (EFTA), Irlandii Północnej i Wielkiej Brytanii praca w zakresie częstotliwości 5150 – 5250 MHz jest dozwolona tylko w pomieszczeniach.
Čeština – Pozor: V členských státech EU, zemích ESVO, Severním Irsku a Velké Británii je provoz ve frekvenčním rozsahu 5150 MHz – 5250 MHz povolen pouze v interiéru.
Ελληνικά – Προσοχή: Στα κράτη μέλη της ΕΕ, στις χώρες της ΕΖΕΣ, στη Βόρεια Ιρλανδία και στη Μεγάλη Βρετανία, η λειτουργία στην περιοχή συχνοτήτων 5150 MHz – 5250 MHz επιτρέπεται μόνο σε εσωτερικούς χώρους.
Română – Atenție: În statele membre UE, țările EFTA, Irlanda de Nord și Marea Britanie, operarea în intervalul de frecvență 5150 MHz – 5250 MHz este permisă numai în interior.
Български – Внимание: В страните-членки на ЕС, страните от ЕАСТ, Северна Ирландия и Великобритания, работата в честотния диапазон 5150 MHz – 5250 MHz е разрешена само на закрито.
Eesti – Tähelepanu: EL-o liikmesriikides, EFTA riikides, Põhja-Iirimaal ja Suurbritannias on sagedusvahemikus 5150 MHz–5250 MHz kasutamine lubatud ainult siseruumides.
Slovenščina – Pozor: V državah članicah EU, državah EFTA, Severni Irski in Veliki Britaniji je delovanje v frekvenčnem območju 5150 MHz – 5250 MHz dovoljeno samo v zaprtih prostorih.
Slovenčina – Pozor: V členských štátoch EÚ, krajinách EFTA, Severnom Írsku a Veľkej Británii je prevádzka vo frekvenčnom pásme 5150 MHz – 5250 MHz povolená len v interiéri.
Hrvatski – Pozornost: U državama članicama EU, zemljama EFTA-e, Sjevernoj Irskoj i Velikoj Britaniji, rad u frekvencijskom rasponu od 5150 MHz do 5250 MHz dopušten je samo u zatvorenom prostoru.
Latviešu – Uzmanību: ES valstīs, EBTA valstīs, Ziemeļīrijā un Lielbritānijā, operēšana iekštelpās ir atļauta tikai 5150 MHz – 5250 MHz diapazonā.
Lietuvių – Dėmesio: ES valstybėse narėse, ELPA šalyse, Šiaurės Airijoje ir Didžiojoje Britanijoje 5150 MHz – 5250 MHz dažnių diapazone leidžiama veikti tik patalpose.
Íslenska – Athugið: Í aðildarríkjum ESB, EFTA-löndum, Norður-Írlandi og Bretlandi er rekstur á tíðnisviðinu 5150 MHz – 5250 MHz aðeins leyfður innandyra.
Norsk – OBS: I EUs medlemsland, EFTA-land, Nord-Irland og Storbritannia er drift i frekvensområdet 5150 MHz – 5250 MHz kun tillatt innendørs.

CE

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.
This device should be installed and operated with a minimum distance of 20 cm 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 device (Access Point) 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

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 a new electrical or electronic equipment.

Technical Support
Shenzhen IP-COM Networks Co., Ltd.
Address: Room 101, Unit A, First Floor, Tower E3, No.1001, Zhongshanyuan Road, Nanshan District, Shenzhen, China. 518052
Email: info@ip-com.com.cn
Website: www.ip-com.com.cn

Language/Frequency Table

English: Operating Frequency/Max Output Power	
Deutsch: Betriebsfrequenz/Max. Ausgangsleistung	
Italiano: Frequenza operativa/Potenza di uscita massima	
Español: Frecuencia operativa/Potencia de salida máxima	
Português: Frequência de Funcionamento/Potência Máxima de Saída	
Français: Fréquence de fonctionnement/Puissance de sortie maximale	2412MHz~2472MHz/20dBm
Nederlands: Bedrijfsfrequentie/Maximaal uitgangsvermogen	5150MHz~5250MHz(indoor use only)/23dBm
Svenska: Driftsfrekvens / Max Uteffekt	
Dansk: Driftsfrekvens/Maks. Udgangseffekt	
Suomi: Toimintataajuus/maksimilähtöteho	
Magyar: Működési frekvencia/Maximális kimeneti teljesítmény	
Polski: Częstotliwość pracy / Maksymalna moc wyjściowa	
Čeština: Provozní frekvence/maximální výstupní výkon	
Ελληνικά: Συχνότητα Λειτουργίας/Μέγιστη Ισχύς Εξόδου	
Română: Frecvența de funcționare/Puterea maximă de ieșire	
Български: Работна честота/максимална изходна мощност	
Eesti: Töösagedus/Max väljundvõimsus	
Slovenščina: Delovna frekvenca/Največja izhodna moč	
Slovenčina: Prevádzková frekvencia/maximálny výstupný výkon	
Hrvatski: Radna frekvencija/Maksimalna izlazna snaga	
Latviešu: Operēšanās frekvences/ Maksimālā jauda	
Lietuvių: Darbinis dažnis / maksimali išėjimo galia	
Türkçe: Çalışma Frekansı/Maks. Çıkış Gücü	
Русский: Рабочая частота/макс. выходная мощность	
عربي: تردد التشغيل / الحد الأقصى لطاقة الإخراج	

Country Codes

AT	BE	BG	CH	CY	CZ	DE	DK	EE	EL	ES	FI	FR	HR	HU	IE
IS	IT	LI	LT	LU	LV	MT	NL	NO	PL	PT	RO	SE	SI	SK	UK(NI)

UK

English – Attention: In EU member states, EFTA countries, Northern Ireland and Great Britain, the operation in the frequency range 5150 MHz – 5250 MHz is only permitted indoors.
Deutsch – Achtung: In den EU-Mitgliedsstaaten, den EFTA-Ländern, Nordirland und Großbritannien ist der Betrieb im Frequenzbereich 5150 MHz – 5250 MHz nur in Innenräumen erlaubt.
Italiano – Attenzione: Negli Stati membri dell'UE, nei Paesi EFTA, nell'Irlanda del Nord e in Gran Bretagna, il funzionamento nella gamma di frequenze 5150 MHz – 5250 MHz è consentito solo in ambienti chiusi.
Español – Atención: En los estados miembros de la UE, los países de la AELC, Irlanda del Norte y Gran Bretaña, el rango de frecuencia operativa de 5150 MHz a 5250 MHz solo está permitido en interiores.
Português – Atenção: Nos estados membros da UE, países da EFTA, Irlanda do Norte e Grã-Bretanha, o funcionamento na gama de frequências 5150 MHz – 5250 MHz só é permitido no interior.
Français – Attention: Dans les États membres de l'UE, les pays de l'AELE, l'Irlande du Nord et la Grande - Bretagne, l'utilisation dans la gamme de fréquences 5150 MHz – 5250 MHz n'est autorisée qu'en intérieur.
Nederlands – Aandacht: In de EU-lidstaten, de EVA-landen, Noord-Ierland en Groot-Brittannië is gebruik in het 5150 MHz – 5250 MHz frequentiebereik alleen binnenshuis toegestaan.
Svenska – Uppmärksamhet: I EU medlemsstater, EFTA-länderna, Nordirland och Storbritannien är det endast tillåtet att använda frekvensområdet 5150 MHz – 5250 MHz inomhus.
Dansk – Bemærk: I EU-medlemslandene, EFTA-landene, Nordirland og Storbritannien er drift i frekvensområdet 5150 MHz – 5250 MHz kun tilladt indendørs.
Suomi – Huom: Eu-maissa, EFTA-maissa sekä Isossa-Britanniassa ja Pohjois-Irlannissa taajuusalueita 5150 MHz – 5250 MHz on sallittua käyttää ainoastaan sisätiloissa.
Magyar – Figyelem: Az EU-tagállamokban, az EFTA-országokban, Észak-Írországban és Nagy - Britanniában az 5150 MHz–5250 MHz-es frekvenciatartományban való működtetés csak beltérben engedélyezett.