



FAQ

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Chapter 1 Why Devices Pairing Failed?

Reason

The devices pairing status depends on the distance, direction, SSID name, and PSK password.

Solution

You can check as follows:

1. Check distance and direction: Ensure the AP and CPE are directly faced to each other, and the distance between them is within the limit.
2. Check SSID name and PSK password: Ensure the SSID name and PSK password are correct.

Chapter 2 Why the Device Cannot Start Up?

Reason

1. The network cable length connecting the wireless bridge to the PoE module exceeds 60 m.
2. The network cable cannot meet the standard of Category 5e.
3. The registered jack of the network cable is not firmly connected, or the connection order is improper.

Solution

1. Use a network cable shorter than 60 m.
2. Use a network cable with Category 5e or higher standard.
3. Remake the registered jack.

Chapter 3 Why the Signal Intensity Is Too Low?

Reason

1. There is a large-sized obstruction between the CPE and the AP.
2. The CPE is not directly faced to the AP.

Solution

1. Remove the obstruction or bypass it.
2. Adjust the angle of the CPE and the AP.

Chapter 4 Why the Throughput Is Inadequate Even with High Signal Quality?

Reason

1. Excessive interference or multipath interference.
2. Wired device error.

Solution

1. Remove the interference or change the device frequency.
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Note

Method of changing frequency: Reboot the AP of wireless bridge to allow auto search of available signal channels.

2. Change a network cable or use another PC.

Chapter 5 Why the Wireless Connection Rate Is Relatively Low?

Reason

The wireless system makes connection with its maximum working rate, and the actual rate depends on the distance and environment.

Solution

You can check as follows to ensure the highest connection rate:

1. Device position: Adjust the device position and direction.
2. Wireless channel or frequency: Change to another signal channel or frequency to reduce interference.
3. Wireless interference: Adjust, shield, or disable the device causing interference.

Chapter 6 Why There Are Excessive Packet Loss and Time Delay when PC Pings the Device IP Address?

Reason

1. The registered jack of the network cable is not firmly connected.
2. The IP addresses of multiple devices conflict.

Solution

Port isolation should be conducted for APs connected to the same switch.

1. Remake the registered jack.
2. Modify the IP addresses of different devices.



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