

# **Product guidance document**

## **WiSmart3E Wireless Dual Band Access Point**



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# Chapter 1 Product Overview

## 1.1. Product Introduction

To fully utilize the various functions of this device, please carefully read the user manual of this product.

The WiSmart3E dual band wireless access point is a new product from Maiwaidi based on the Wi Fi 5 802.11ac standard. The entire product can support a maximum wireless access speed of 1200Mbps. Paired with independent 2x2 MU-MIMO for 2.4G and 5G, the entire machine provides 2 spatial streams. Cooperating with Maiwaidi's firmware system specially developed for commercial wireless access applications, it can seamlessly connect with Maiwaidi's commercial equipment management and operation management cloud platform - WiDash, quickly building a high-speed, stable, intelligent, and secure commercial wireless access network.

## 1.2. Main characteristics

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- Adopting MTK's complete solution, it supports 802.11a/b/g/n 2.4GHz-2.483GHz and 802.11ax/ac standards, and can support wireless access speeds up to 1200Mbps.
- Equipped with high-performance PA (power amplifier) and LNA (low noise amplifier), the signal coverage (through wall) capability is doubled.
- Supports multiple installation methods such as desktop, wall mounted, ceiling mounted, and embedded
- Supporting the 802.3af/at standard network cable remote power supply technology, POE switches can be used for centralized power supply, or POE power adapters can be used for separate power supply, making it convenient to complete installation projects in various scenarios.

- If consumers use a power adapter for charging, they should purchase a matching POE adapter that has obtained CCC certification and meets the standards.
- Supporting multiple SSIDs, it can provide differentiated wireless access services (authentication, QoS, advertising push, etc.) for different customer groups.
- Support dual firmware to prevent device abnormalities caused by power outages during upgrades.
- The WiOS system developed for commercial applications integrates wireless access optimization technology WROT, and through optimization technologies such as automatic bandwidth control, automatic priority mapping, automatic channel planning, active roaming, wireless isolation, and load balancing, the wireless access capability is doubled.
- Capable of real-time detection of wireless space usage, automatic selection of the best working channel, timely detection of security risks in wireless networks (disguised SSID, DNS/ARP man in the middle attack, DDOS attack, etc. and timely warning), meeting the security requirements of network monitoring for public hotspots.

## Chapter 2 Hardware Description

### 2.1. Packaging List

Please check if the items inside the product packaging box are complete and should include the following items:

Wireless dual band access point \* 1

Warranty card \* 1

### 2.2. Panel Display and Interface Description



Name	Interface Definition
WAN(POE)	Router External Network Interface&POE Power Interface
LAN	Router intranet network interface
RESET	Long press for 5 seconds to restore the router to its factory default value

## Chapter 3 Safety Precautions

Before using this device, please carefully read the installation and management precautions, otherwise some of your actions may cause damage to the device!

### 3.1. Installation precautions

- Please do not install the equipment or antenna near power lines, lights, power grids, or any places that may come into contact with strong electrical grids, otherwise it may cause the equipment to work improperly!
- If it is an outdoor equipment (GND port grounding, power adapter grounding), please ensure that the wireless access point grounding is in good condition, otherwise it may affect the normal operation of the equipment due to static electricity; If installed outdoors, it is highly likely to damage the equipment due to lightning strikes. Please refer to the <Grounding Installation Guide> inside the equipment packaging for details. If it is an indoor product, please ensure that the power adapter is well grounded.
- If conditions permit, please install additional lightning protection equipment.
- 
- Please use a stable power grid to power the equipment, as an unstable power grid can cause abnormal operation of the equipment; If the device supports PoE
- Power supply, it is recommended that the power supply network cable should not exceed 100 meters.
-



- Please use the standard power supply to power the device. Using an mismatched power supply to power the device may cause damage to the router.

### **3.2. Management precautions**

- During the software upgrade process, please do not attempt to shut down the router or computer until the router restarts completely!

### **3.3. FCC WARNING**

- 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.
- Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
- NOTE: 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.
- To maintain compliance with FCC's RF Exposure guidelines, This equipment should be installed and operated with minimum 20cm distance between the radiator and your body: Use only the supplied antenna.

## Chapter 4 Quick Installation Guide

### 4.1. Configure internet terminals

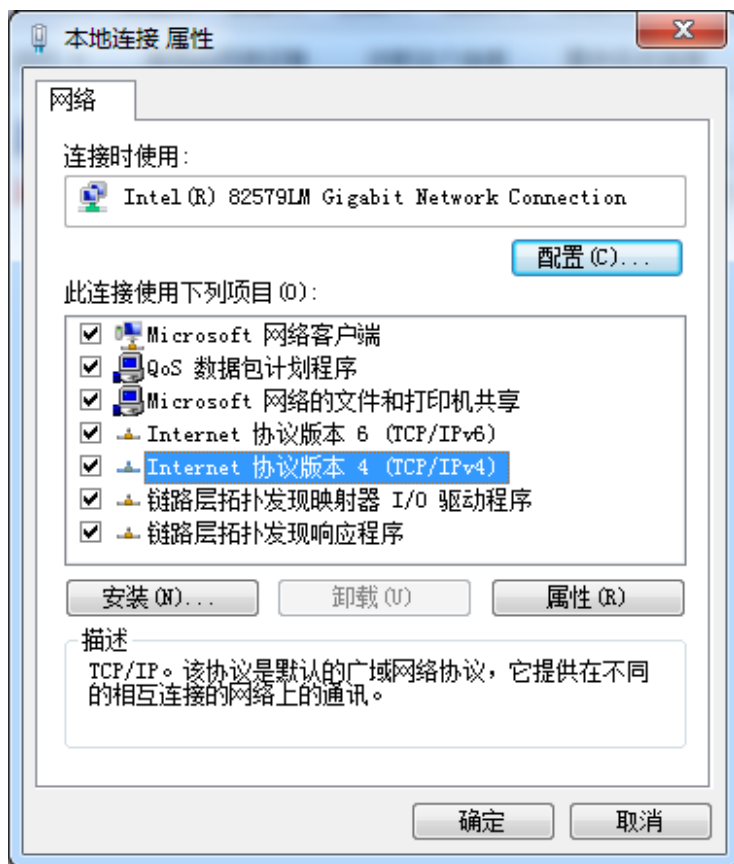
PC configuration through wired connection to router Lan port

Click on "Start ->Control Panel ->Network and Sharing Center ->Change Adapter Settings ->Right click on Local Connection

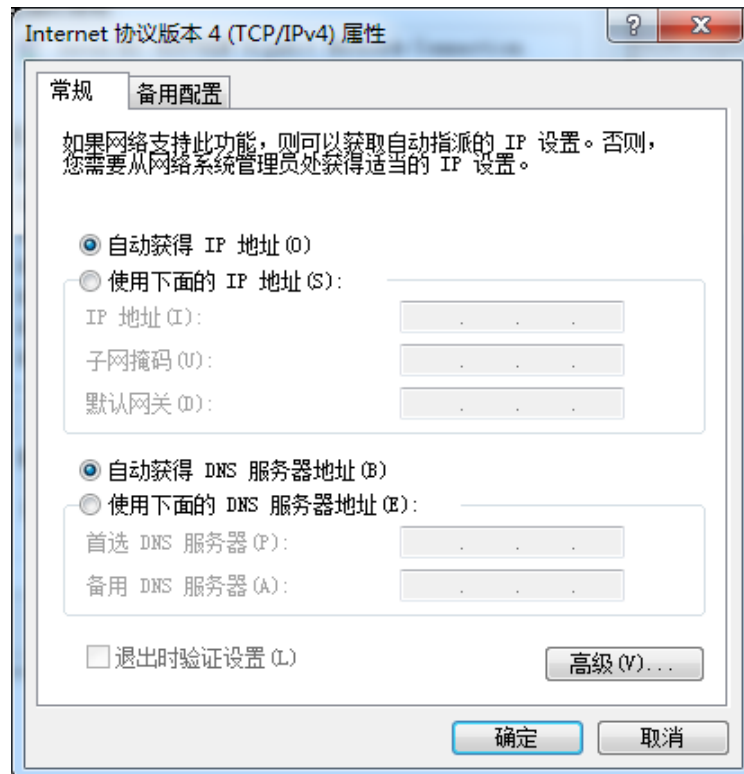


Select Properties.

- Double click on Internet Protocol Version 4 (TCP/IPv4)".



- Select "Automatically obtain IP address and DNS server address", click "OK".



## 4.2. First Login Configuration Wizard

- Open IE browser, enter "device.wide.com" in the address bar, press enter to enter the "login" interface :





- ★ When the user logs in for the first time, enter the device code as the initial password according to the prompts on the page, and then customize the password again. Click the "Save Password" button, and the following prompt interface will appear to select the internet access method :



If the internet connection method is "DHCP", the IP address can be automatically obtained from the network service provider. Click the "Next" button to complete the internet connection settings.



Static address (using a fixed IP address provided by the network service provider)

If the internet connection method is "static address", the network service will provide IP address parameters. Enter the relevant parameters provided by the ISP on the following page, and click the "Next" button to complete the internet connection settings. If you have any questions, please consult your online service provider.

IP address: This router has an IP address for the wide area network, which is provided by the ISP. If you are unsure, you can inquire with the ISP. Subnet Mask: This router's subnet mask for the wide area network, which is the subnet mask provided by the ISP, is generally

255.255.255.0.

Gateway: Fill in the gateway parameters provided by the ISP. If unsure, you can inquire with the ISP.

Main DNS server: Fill in the DNS server address provided by the ISP. If you are unsure, you can inquire with the ISP.

Secondary DNS server: optional. If the ISP provides two DNS server addresses, the other DNS can be added

Fill in the IP address of the server here.

## 请选择您设备的上网方式

静态 IP

IP地址

子网掩码

网关

主DNS服务器

副DNS服务器

下一步

PPPOE dialing (using ADSL virtual dialing method that requires username and password)

If the internet access method is "PPPOE", the ISP will provide a broadband username and password, fill in the relevant information on the following page, and click the "Next" button to complete the internet settings.



The screenshot shows a web interface for selecting the internet connection method. The title is '请选择您设备的上网方式' (Please select the internet access method for your device). Below the title is a dropdown menu with 'PPPOE' selected. Underneath the dropdown are three input fields: '用户名' (Username), '密码' (Password), and '请再次输入' (Please re-enter). At the bottom of the form is an orange button labeled '下一步' (Next).

#### 4.3. Cloud Configuration

Create a Mai Master platform account and bind devices



< 新增设备

\* 设备厂商:  [新增设备厂商](#)

\* 设备分类: ☒ 网络设备 ☐ 关键终端

添加方式: ☒ 设备MAC ☐ 设备IP

\* 设备MAC:

\* 设备名称:

设备系列:

\* 设备类型:  [新增设备类型](#)

设备点位①:  [新增点位](#)

备注:  0/30

Add location information for new locations

工作台

告警管理

场所管理

设备管理

云宽带管家

## 新增场所

\* 场所名称:

不超过50个字

0/50

\* 场所类型:

请选择

场所分类:

请选择

内部标识:

请输入内部标识

0/30

\* 所属品牌:

请选择

新增品牌

\* 所在地区:

请选择地区

\* 详细地址:

请填写详细地址、街道门牌号

0/50

\* 营业时间:

00:00

-

00:00

营业面积:

m<sup>2</sup>

场所状态:

☒ 启用

☐ 未启用

☐ 停用

负责人姓名:

请输入负责人姓名

负责人联系方式:

请输入负责人联系方式

Perform remote device configuration and template configuration

工作台

告警管理

场所管理

设备管理

云宽带管家

## 编辑模板

模板名称: test

基本配置 | **Wi-Fi配置** | 高级设置 | 网络配置 | 4G配置

Wi-Fi配置 已开启

SSID	状态	多播合一	频段	VLAN	隐藏SSID	智能认证	portal认证	操作
测试模板Wi-Fi_1	<span>已开启</span>	开启	2.4G + 5G	11	关闭	关闭	关闭	修改
测试模板Wi-Fi_2	<span>已关闭</span>	开启	2.4G + 5G	12	关闭	关闭	关闭	修改
测试模板Wi-Fi_3	<span>已开启</span>	开启	2.4G + 5G	13	关闭	关闭	关闭	修改
测试模板Wi-Fi_4	<span>已开启</span>	开启	2.4G + 5G	10	关闭	关闭	关闭	修改

通用配置

2.4G主设备配置: 关闭

4G设备配置: 关闭

设备广播策略: 关闭

HTTP开关: 关闭

5G主设备配置: 关闭

设备广播策略: 关闭

HTTP开关: 关闭

Modify the WiFi name and encryption method

### 修改无线配置

\* 信号名称: 姚姚酸菜鱼WiFi\_1

状态: ☒ 启用 ☐ 隐藏

多频合一⑦: ☒ 启用

无线密码: ☐ 禁用

\* VLAN: 11

信号内用户隔离: ☐ 禁用

Portal认证: ☐ 禁用

限速配置: ☒ 基础限速

#### 基础限速

总宽带上传: ☐ 禁用

总宽带下载: ☐ 禁用

单终端上传: ☐ 禁用

单终端下载: ☐ 禁用

Configure template binding to corresponding places

生效场所 模板名称: test

场所名称: 全部品牌 全部地区 查看 刷新

添加场所

场所名称	内部标识	品牌	地区	当前模板
金城北道门牌	--	金城北	广东省深圳市罗湖区广东省深圳市	--

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