

# **IQ**WiFi6

Dependable Wi-Fi coverage for home or business

## **IQ WiFi 6 OVERVIEW**

- 4- Whats included in the box
- 5- Low Voltage mount
- 6- IQ WiFi 6 overview
- 7- LED status
- 8- Labels
- 9- Choose your installation type
- 10- Evaluating your coverage

## **INSTALLING THE IQ WiFi 6**

- 12- Connecting the wires
- 13- Connecting additional agents preferred method - WPS
- 14- Connecting additional agents - LAN to LAN
- 15- Connecting additional agents - Switch
- 16- Pairing controller to IQ Panel
- 17- Connect to Alarm.com
- 18- Connecting to the network

## **MANAGING IQ WiFi 6 FROM IQ PANEL**

- 20- Installer settings
- 21- WiFi dashboard
- 22- Profiles
- 24- Renaming your network name (SSID)
- 25- Creating a guest network
- 26- Software updates

- 27- Testing your speed
- 28- Renaming controller or agents
- 29- Viewing connected devices
- 30- Renaming connected devices

## **MANAGING IQ WiFi 6 FROM WEB INTERFACE**

- 32- Web login
- 33- Status tab
- 34- System - Auto and manual updates
- 35- Services - Profiles and URL filters
- 36- Network - Interfaces
- 37- Connection type

## **TROUBLESHOOTING**

- 39- Sequence to restart your network
- 40- Controller and agents do not sync
- 41- You can't login into the IQ WiFi 6
- 42- How to troubleshoot network connectivity issues.

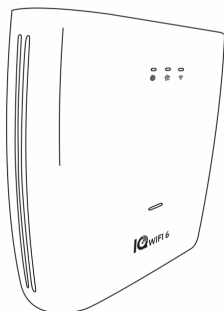
## **SPECIFICATIONS**

- 44- Specifications

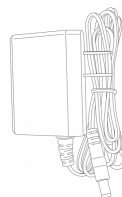
# **IQ WiFi 6 OVERVIEW**



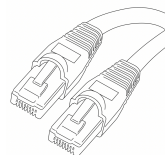
Mounting Bracket



IQ WiFi 6



Power Supply



Ethernet Cable

## SUPPORT



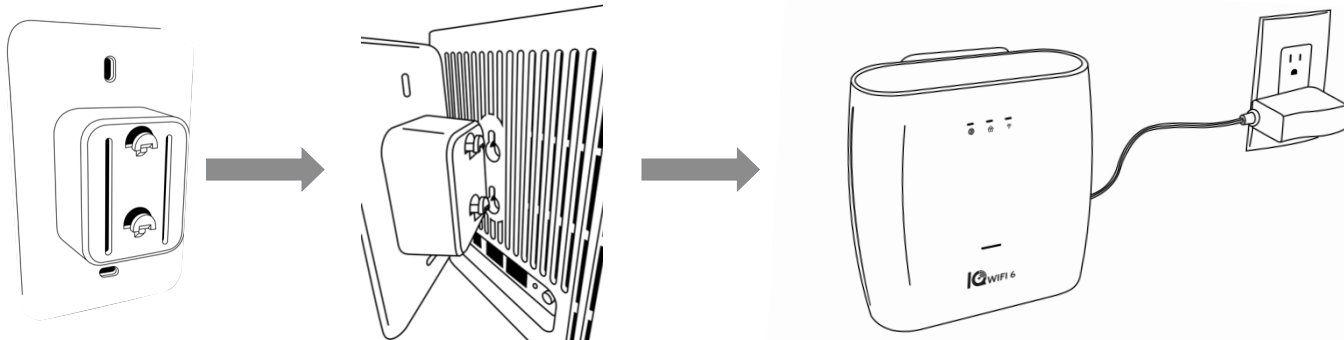
### QUESTIONS?

Contact us at  
855-4QOLSYS  
Or email us at  
[techsupport@qolsys.com](mailto:techsupport@qolsys.com)

## ABOUT THIS GUIDE

This document outlines the basic hardware specifications and software directions to install and customize the IQ WiFi 6. Note that the information presented is not comprehensive, but is intended to provide guidance and information regarding the most. The information contained is confidential and proprietary, and is solely owned by Johnson Controls. Any reproduction, modification, or distribution without permission is strictly prohibited.





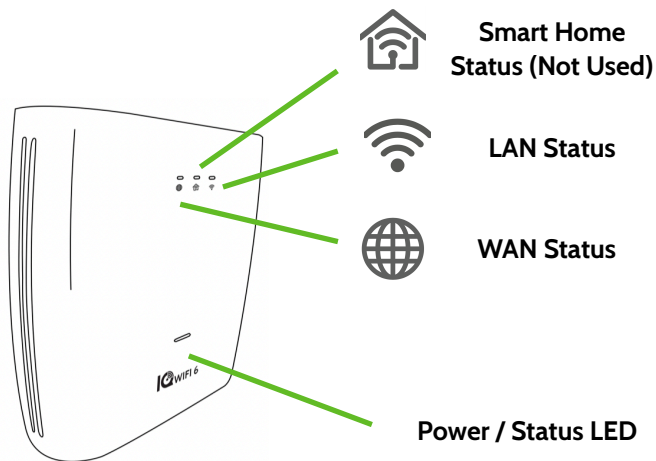
If mounting to the wall please use drywall anchor screws OR the provided sticky tape on the mounting bracket. Verify that the mount provided is oriented with the space in the tab UP.

When installing mount to router, note the orientation and verify that the router slides down onto the mount often providing a 'click' onto the mounting tabs.

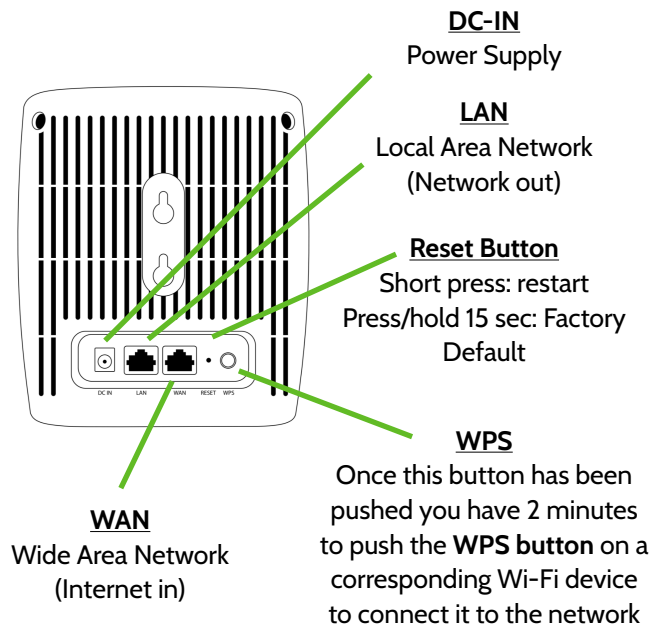
Wires can be neatly wound on the mounting bracket to keep the installation neat.

*Note: The Low-Voltage IQ WiFi Mount is designed to mount onto a low-voltage single gauge back-box or to be mounted with drywall anchors. **DO NOT MOUNT ON A HIGH VOLTAGE BOX OR CEILING MOUNT.** If paring with a low-voltage box use two size 6 standard screws (M3.5) that are 1 inch (2.54 cm) in length.*

## FRONT



## BACK



Refer to page 6 for the location of each LED

Power LED		
	Off	Power Off
	Off	Power Off
	On	Power On / Ready
	Blink	Bootup / Firmware Update
	On	Critical Fault Detected
	Blink	Factory reset

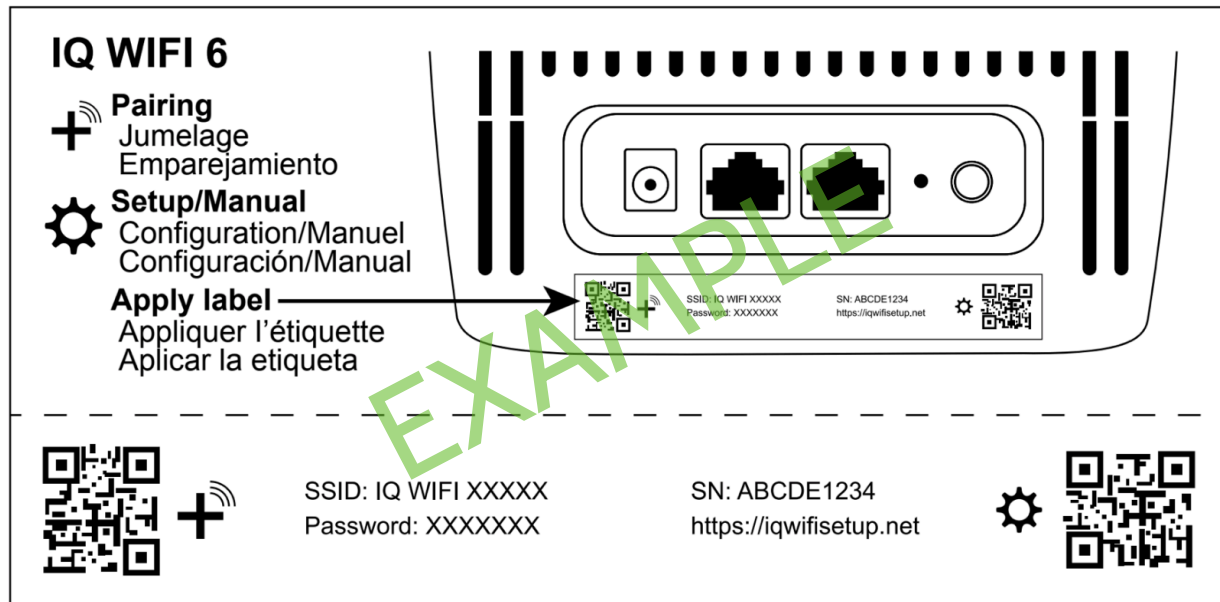
WAN Status		
	Off	No WAN Link / No Mesh Link
	On	WAN Link / Agent Mesh Link Strong
	Single Blink Off	Agent Mesh Link Medium
	Double Blink Off	Agent Mesh Link OK
	Blink	WPS Pairing in Progress - Wait

LAN Status		
	Off	No LAN Link / WiFi Not Available
	On	WiFi Available

Smart Home Status	
	Reserved for future use

The label on the bottom of IQ WiFi 6 shows the device's MAC address, Password, and serial number.

The packaging also includes a QR code that can be scanned by a smartphone camera for easy setup



*Sticker included in every box: detach and place on  
IQ WiFi 6*

## You can set up the IQ WiFi 6 in either of these ways:

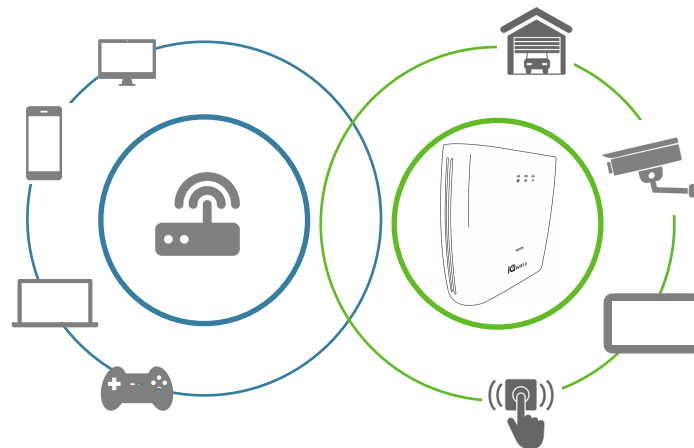
As the only wireless network on the premises:



Great for:

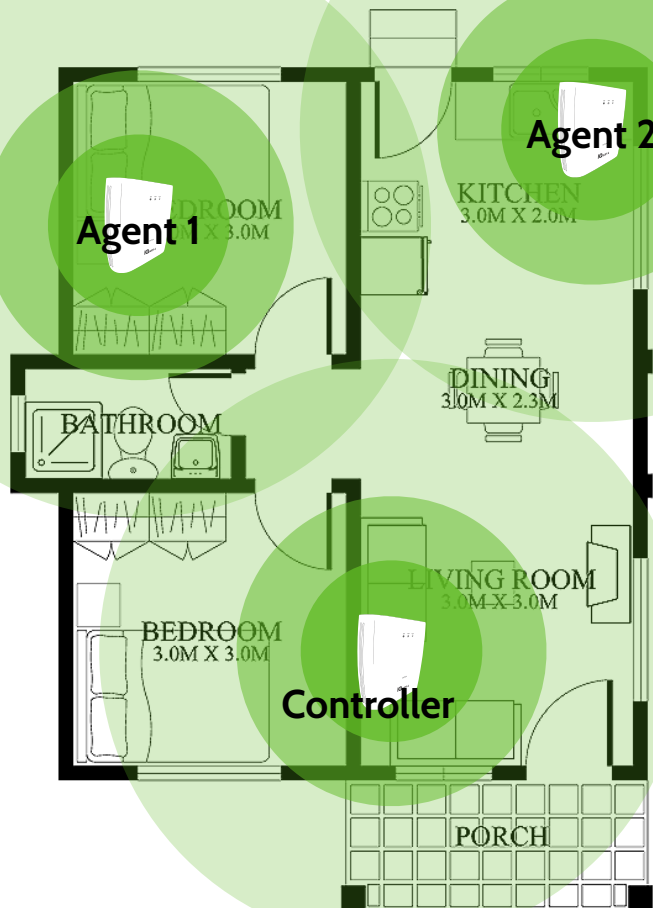
- Improving connectivity for ALL Wi-Fi devices on the network
- Offering support for the entire network

In parallel with an existing wireless network:



Great for:

- Keeping the security and smart-home devices private/hidden from the rest of the Wi-Fi connected devices on the network
- Making online/remote support easier as only known/authorized devices should be connected
- Ensuring better connectivity for dealer supported devices



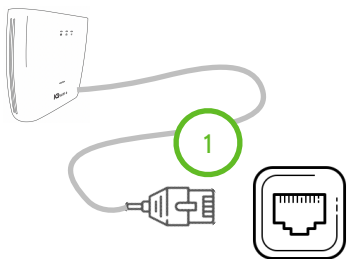
1 unit covers up to  
**1,500 ft<sup>2</sup>**  
**(139.4 m<sup>2</sup>)**

Add up to 8 units

If a single IQ WiFi 6 does not cover the location as desired, you can add up to seven (7) additional nodes to eliminate dead spots and boost overall network performance.\*

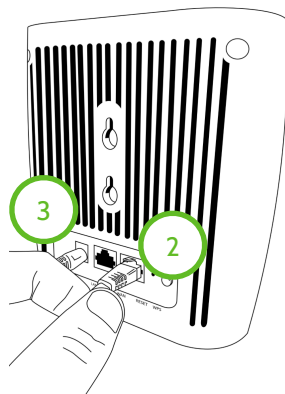
*\*IQ WiFi 6 will not increase the speed coming from the customer's ISP (Internet Service Provider) but can ensure the customer is getting the best coverage throughout their location. Please note that not all buildings are the same, and building materials, wireless interface, and other factors can limit Wi-Fi range.*

# INSTALLING THE IQ WiFi 6

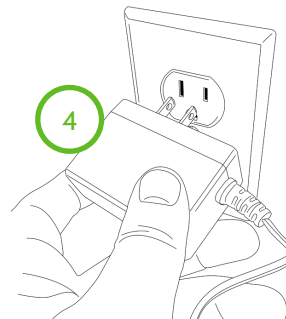


MODEM/ROUTER\*

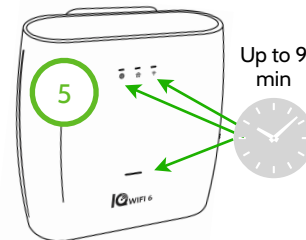
Connect one end of the provided ethernet cable into the "ETHERNET" port on the modem\*.



Connect the opposite end of that same cable into the "WAN" port of IQ WiFi 6.



Plug the barrel jack of the power supply into the "DC-IN" port on IQ WiFi 6. Plug the power supply into the wall outlet.

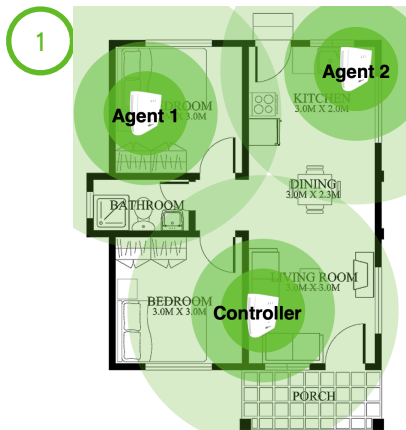


IQ WiFi 6 will automatically power up, configure as the primary IQ WiFi 6, and download any needed updates. The LEDs will be solid green when complete\*. (Up to 9 min)

*\*Please note: Plugging the ethernet cable into a WAN port on IQWiFi 6 will configure it to become the Controller when it powers up for the first time. IQWiFi6 has automatic updates enabled by default. The Controller update can take a significant amount of time and may catch an installer off guard if an update is needed and not anticipated. It is recommended while waiting for the Controller to update, to proceed to adding Agents (see page 13) if additional Agents are needed for better WiFi coverage. The router takes about 6 minutes to power up and identify as a Controller, The LED will stop flashing GREEN when ready. IQWiFi6 boot up as Agents and will only take about 4 minutes to power up. If a software update is needed the router will automatically download and install it. This may take an additional 2 minutes.*

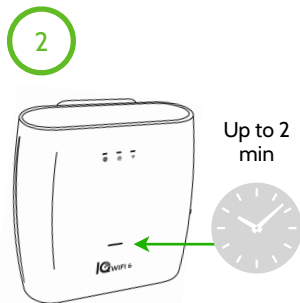


Add one or more Agents if needed to extend coverage. Once added, Agents use the same SSID and PW as the Controller.

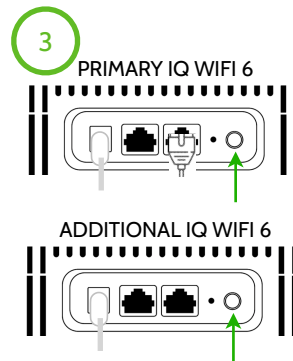


Example of where controllers and agents may be placed for best performance and for adding an Agent with the WPS button.

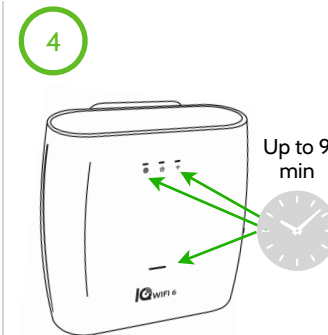
Choose your location to maximize your mesh WI-FI network. Ensure desired location has an available power outlet.



Plug the power supply into an additional IQ WiFi 6. The power LED will stop flashing when complete. (Up to 2 min)



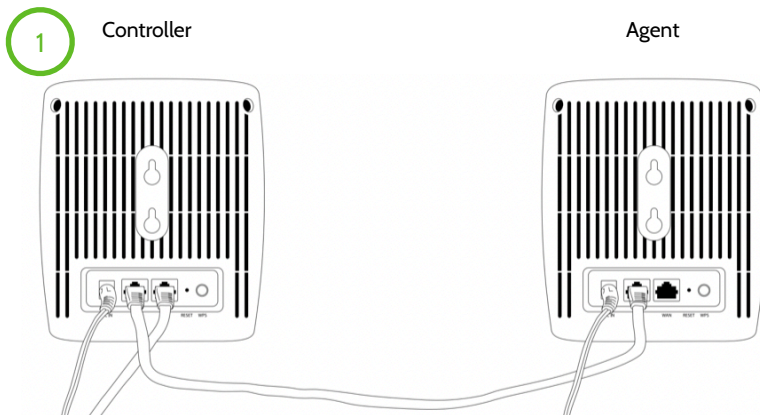
Press the WPS button on the primary and then the additional to begin pairing\*



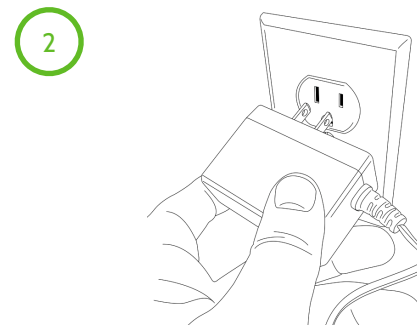
IQ WiFi 6 will automatically sync, configure and download any updates. The LEDs will be solid green when complete. (Up to 9 min).

Please note: Ethernet backhaul is supported when you plug an ethernet cable between LAN to LAN. A switch may be needed for more than two IQ WiFi 6's. IQ WiFi 6 will default to a WiFi backhaul if no physical LAN connection is made between routers.

Agents can be added to a Controller via ethernet connection without any button press or manual configuration. All that is needed is to use the supplied ethernet cable and connect the LAN to LAN ports between Controller and Agent(s), find a nearby outlet and power the Agent. It's recommended to start un-boxing each Agent while waiting for the connected Agent to finish configuration and update.



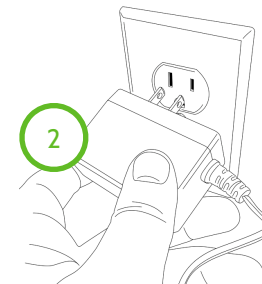
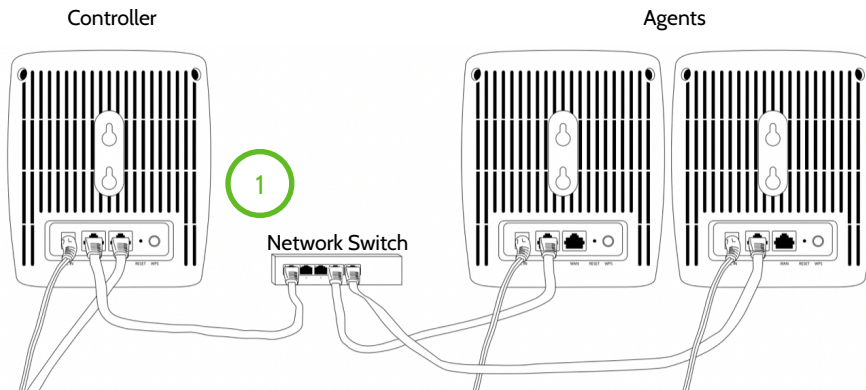
Add an Agent to a Controller by using the provided ethernet cable. Plug each end of the ethernet cable into the LAN port of both the Controller and the Agent creating a LAN-to-LAN connection.



Power up the Agent

*\*Please note: When configuration of an Agent is complete the WAN, LAN, and Power status LEDs will be solid GREEN. This process can take as long as 7 MINUTES to complete. Once configuration is complete, you can unplug power, and the physical ethernet between the LAN connection and place in a wireless location. If within wireless range, the Agents will reconnect using the wireless backhaul. See the LED WAN status on page 7 for LED placement feedback.*

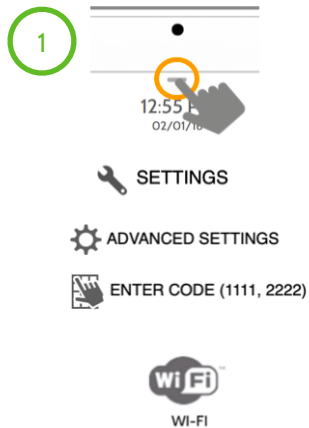
Adding a network switch (not provided) is the quickest way to add multiple Agents for large projects.



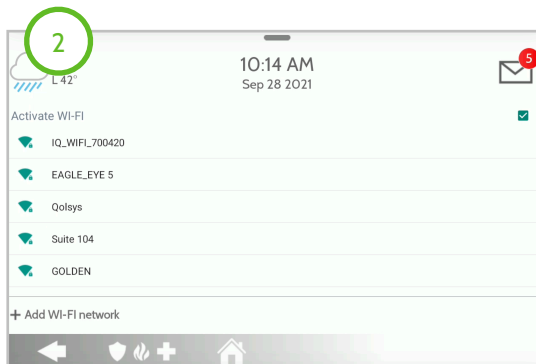
Add a network switch (not provided) to add multiple Agents to a Controller for configuration over large projects. First, plug the ethernet cables into the open ports of the added network switch. Then, plug the other end of the ethernet cable into the LAN port of each additional agent. Next, plug-in the barrel jack into the DC-IN on each agent. Multiple Agents can be added at the same time. Using a network switch to add Agents is the preferred method for adding more than 4 Agents to a Controller for extending WiFi coverage.

Next, apply power by plugging the power supply into an available receptacle. As each agent powers up you will note the LED's behavior can take up to 9 MINUTES to update and configure. Once the LAN, WAN, and Power LED's are solid Green it is safe to power each Agent down and locate in a desired location.

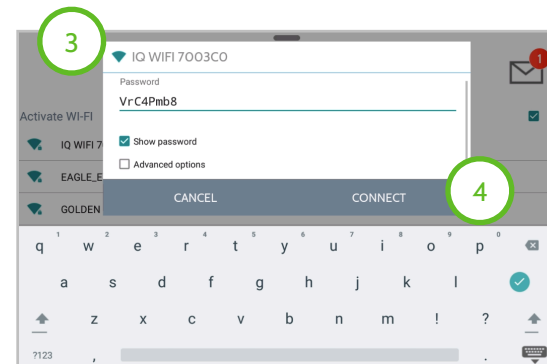
*\*Please note: Agents will default to wireless connection unless a backhaul ethernet LAN connection is made between Agent(s) and Controller.*



Open settings tray, touch Settings > Advanced settings > type valid dealer or install code > WiFi.



Look for the broadcasting SSID or network name and touch it. SSID will be IQ\_WIFI\_XXXXXX



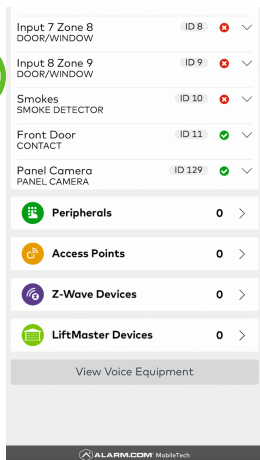
Enter password printed on sticker or bottom of router. Then, touch connect.

**\*Please note: Make sure that the IQ Panel software is at minimum: 2.7.1 (IQ Panel 2), 3.1 (IQ Hub), or 4.2 (IQ Panel 4).**

**If IQ Panel has been connected to a previous IQWIFI router, the panel must be unpaired from IQWIFI via the dealer or installer settings.**

Locate Dealer or Installer settings by touching the top center line (also known as the settings drawer from IQ Panel) touch Settings > Advanced Settings > Enter your Dealer or Installer code > touch Installation > Dealer or Installer Settings > and scroll down to IQWIFI > touch Unpair IQ WiFi

1



From ADC Mobile Tech, find the customer  
Touch Equipment, Add Devices  
Scroll down to Wi-Fi Router, select  
Qolsys IQ WIFI 6

2

**Enter the MAC address found on the bottom of the Wi-Fi Router (the device that will be connecting to the internet/modem via an ethernet cable).**

**MAC Address:**

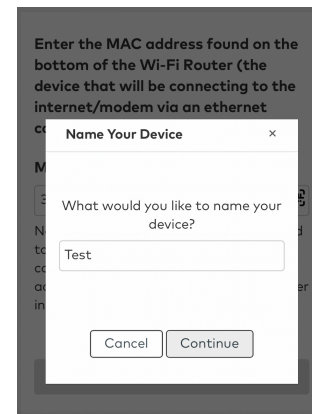
3C31787009C8

Note: For mesh routers, you will only need to enter the MAC address of the controller. Additional mesh nodes will be added to your account automatically after installation once they have been paired.

Add

Scan the MAC Address from the Controller

3



Enter a unique device name  
Touch continue  
Reboot the Controller

*IQ WiFi 6 can be managed by the homeowner either directly from the Alarm.com app or from a dedicated IQ WiFi app. In cases where Alarm.com is used, it is recommended to manage devices directly from Alarm.com. As long as the Controller is added to the ADC account no further action is required and IQ WiFi 6 will automatically show up for homeowner to control and manage the Main and Guest networks from their ADC app.*

*In cases where Alarm.com is not used, the homeowner can download the dedicated IQ WiFi app. To do this, go to iTunes/App Store or the Google Play store and search for IQ WIFI.*

Connecting to IQ WiFi 6 is simple and easy. Security SSID was designed for security devices like Alarm.com cameras and can be managed from Alarm.com

IQ WiFi 6 broadcasts 3 SSID/network names:



**MAIN:** Primary network for customer devices such as TVs, Tablets and appliances

**SECURITY:** Your private place for IQ Panel, IQ Remotes, Video Doorbells, Cameras, etc.

**GUEST:** For customer's guests



Using the network credentials you created in add any NEW devices to the **MAIN** network.

*(IQ Panel and IQ Remote will automatically move to security SSID, but you'll move Alarm.com devices to the security network in the next step)*



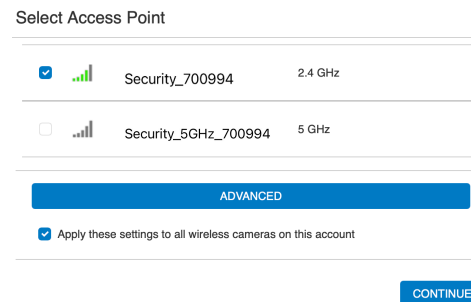
## Wireless Network

Edit Wireless Network settings for your camera.

To move security devices to the security network, log into your Alarm.com customer account and choose "Wireless Network" under Video settings.



### Choose "Access Point"

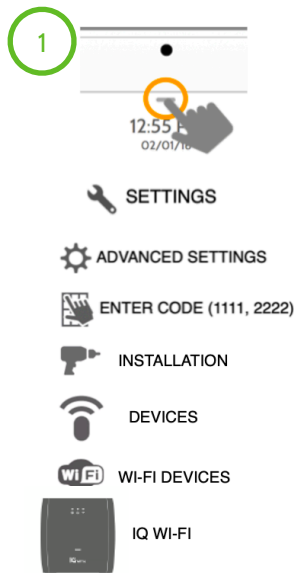


Select the "Security" SSID/Network. (Touch "Advanced" to apply to all cameras.).

Cameras will move automatically

# **MANAGING IQ WiFi 6 FROM IQ PANEL**

Default settings are displayed below



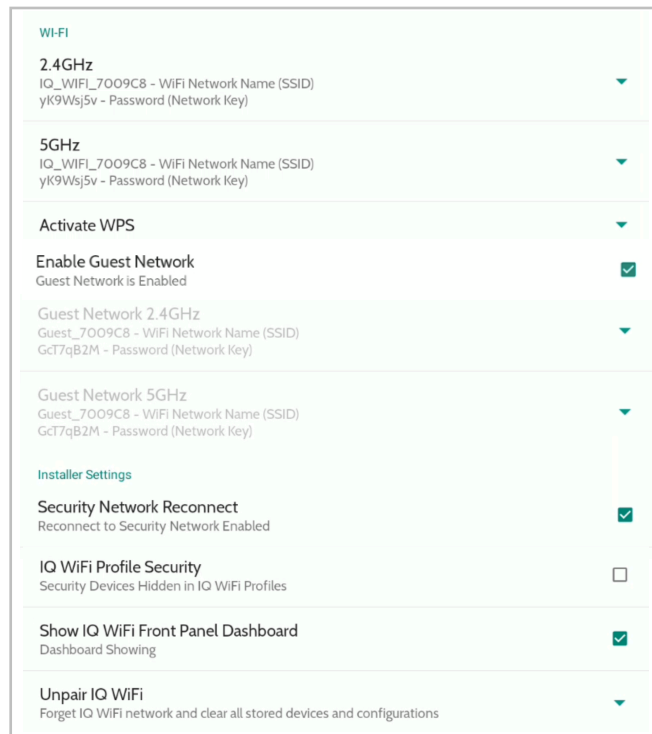
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

## WIFI

- 2.4 and 5GHz SSID and encryption will be mirrored with IQWIFI6. Settings can be displayed and adjusted here.
- Activate WPS: when enabled can help pair additional agents to the controller or any WPS enabled device to the main network.
- Guest Network: enabled by default, can be disabled in installer settings. When enabled QR code will show on the WIFI Dashboard to allow guests to connect via camera.

### Installer Settings

- Security Network Reconnect: enabled by default. Pushes all IQ devices to a secure customer unmanageable security SSID.
- Profile Security: Unchecked by default.
- WiFi Dashboard: enabled by default. Allows users to manage profiles, test speed, enable guest network, and validate connectivity
- Unpair IQ WiFi: use this setting when connecting to a new IQWIFI Controller from IQ Panel.



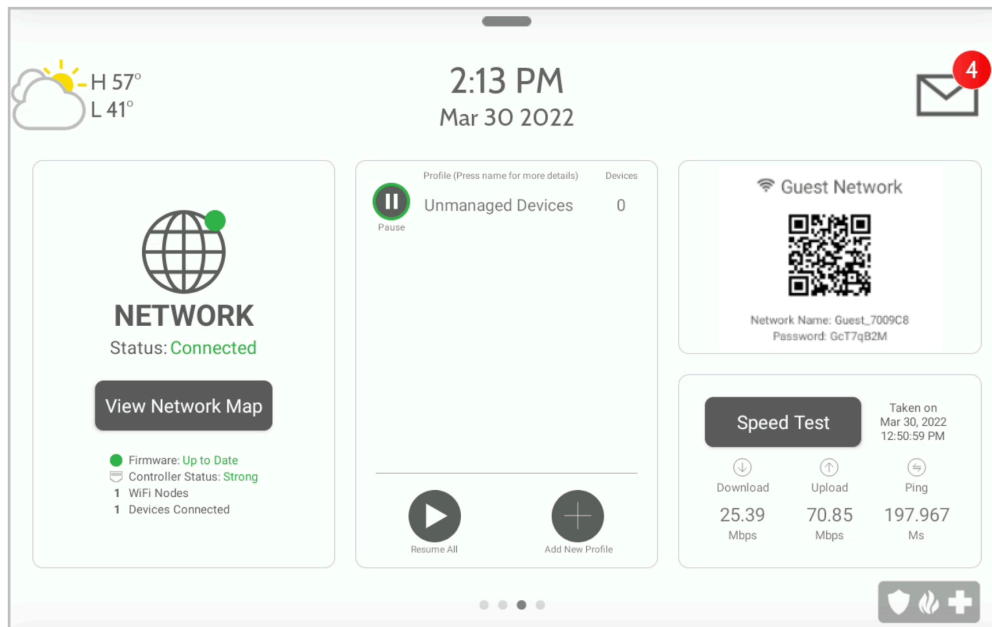


## NEW FOR IQWIFI 6 - IQ WIFI Front Panel Dashboard

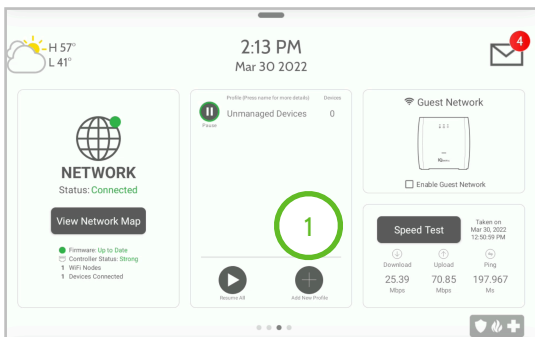
### WIFI Dashboard

Enabled by default. IQ WIFI Front Panel Dashboard gives the customer the ability to view connected devices, create profiles, enable a guest network, and test internet speed.

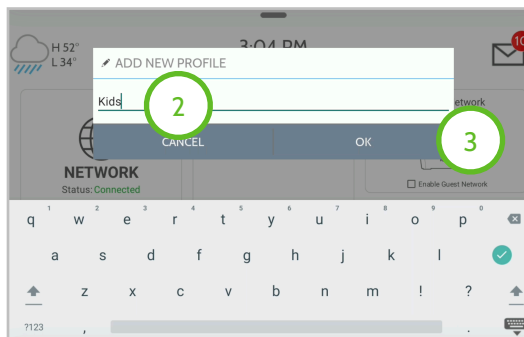
*\*Note: internet speed tests can take a few minutes depending on the connected ISP. Please be patient while the system reports back current connectivity. Profiles can be created from the IQ WIFI Front Dashboard and connected devices will only default to Unmanaged Devices. (See page 20)*



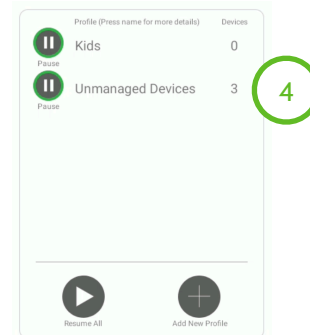
## Customer facing IQ WIFI Front Panel Dashboard - Profiles



From the WIFI Dashboard. Touch Add New Profile



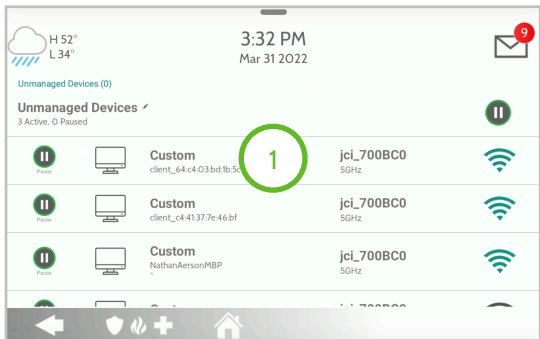
Type in a unique profile name.  
Touch OK.



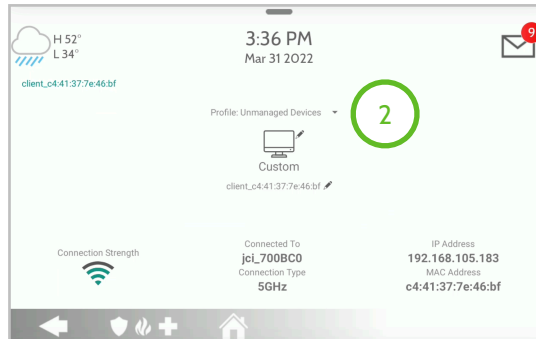
Touch Unmanaged Devices.

*\*Note: Unmanaged Devices profile can not be deleted or renamed. Profiles empower you to manage all the devices on your network. To delete any other profiles that have been added simply press and hold on that created profile and an option to delete that profile will appear.*

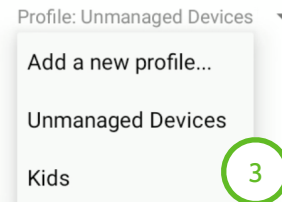
## Customer facing IQ WIFI Front Panel Dashboard - Profiles



To change the profile for each device touch the device name.



Touch the down arrow on the profile line change the device profile.



Touch and select the desired profile for the device

*\*Note: Profiles are designed to pause and play internet connectivity. Once created, you can administer manual pauses to control Internet access.*



12:55  
02/07/2021

SETTINGS

ADVANCED SETTINGS

ENTER CODE (1111, 2222)

INSTALLATION

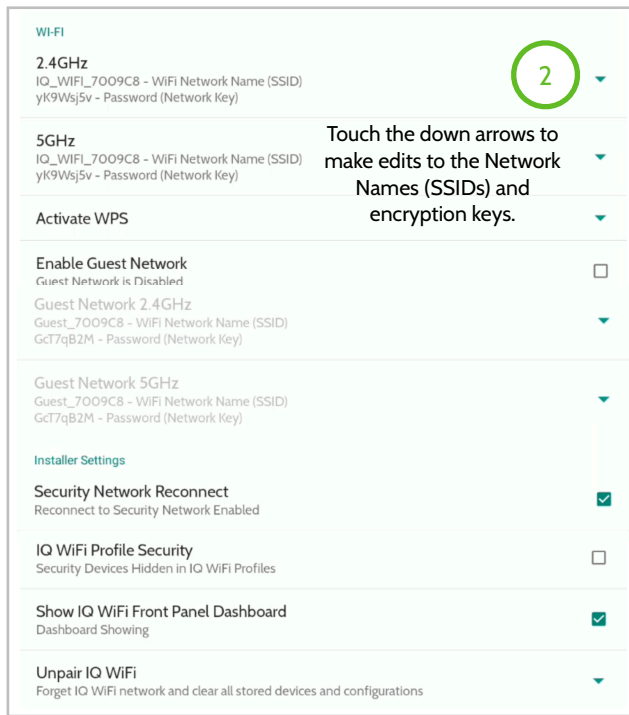
DEVICES

WI-FI DEVICES

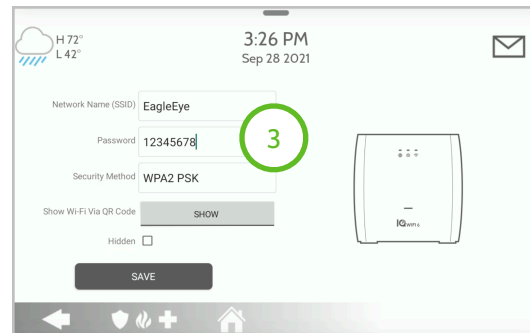


Q WI-FI

Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI



Touch the down arrows to make edits to the Network Names (SSIDs) and encryption keys.



Enter in a unique **Network Name (SSID)** of your choice.

Enter a password that you can remember.

This information will be needed to connect to the IQ WIFI from any other wireless device.

Network SSID must be more than 3 and less than 32 characters long. SSID or Password can NOT include the special character " \ \$ and ' "

*\*Note: IQ WiFi6 supports band-steering. This setting can not be disabled, so when you edit the 2.4GHz SSID or encryption key these changes will also effect the 5GHz settings to be the same as well. (profile name, mesh name, user device name, password): disallows " \ \$ and ' "*

The Guest Network is enabled by default. To disabled/enable follow these steps

**1**

12:55  
02/07/21

- SETTINGS
- ADVANCED SETTINGS
- ENTER CODE (1111, 2222)
- INSTALLATION
- DEVICES
- WI-FI DEVICES
- IQ WI-FI

Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

**2**

2.4GHz  
IQ\_WIFI\_7009C8 - WiFi Network Name (SSID)  
yK9W6j5v - Password (Network Key)

5GHz  
IQ\_WIFI\_7009C8 - WiFi Network Name (SSID)  
yK9W6j5v - Password (Network Key)

Activate WPS

Enable Guest Network  
Guest Network is Disabled

Guest Network 2.4GHz  
Guest\_7009C8 - WiFi Network Name (SSID)  
GcT7qB2M - Password (Network Key)

Guest Network 5GHz  
Guest\_7009C8 - WiFi Network Name (SSID)  
GcT7qB2M - Password (Network Key)

Installer Settings

Security Network Reconnect  
Reconnect to Security Network Enabled

IQ WiFi Profile Security  
Security Devices Hidden in IQ WiFi Profiles

Show IQ WiFi Front Panel Dashboard  
Dashboard Showing

Unpair IQ WiFi  
Forget IQ WiFi network and clear all stored devices and configurations

Touch the box to Enable or Disable Guest Network

**3**

Enable Guest Network  
Guest Network is Enabled

Guest Network 2.4GHz  
Guest\_800092 - WiFi Network Name (SSID)  
191ZDBC000049 - Password (Network Key)

Guest Network 5GHz  
Guest\_5GHz\_800092 - WiFi Network Name (SSID)  
191ZDBC000049 - Password (Network Key)

Touch the down arrows to make edits to the 2.4/5GHz Guest Network Name (SSID)

**4**

11:13 AM  
Sep 28 2021

Network Name (SSID)

Password

Security Method

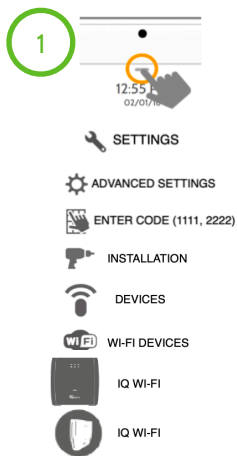
Show WiFi Via QR Code

Hidden

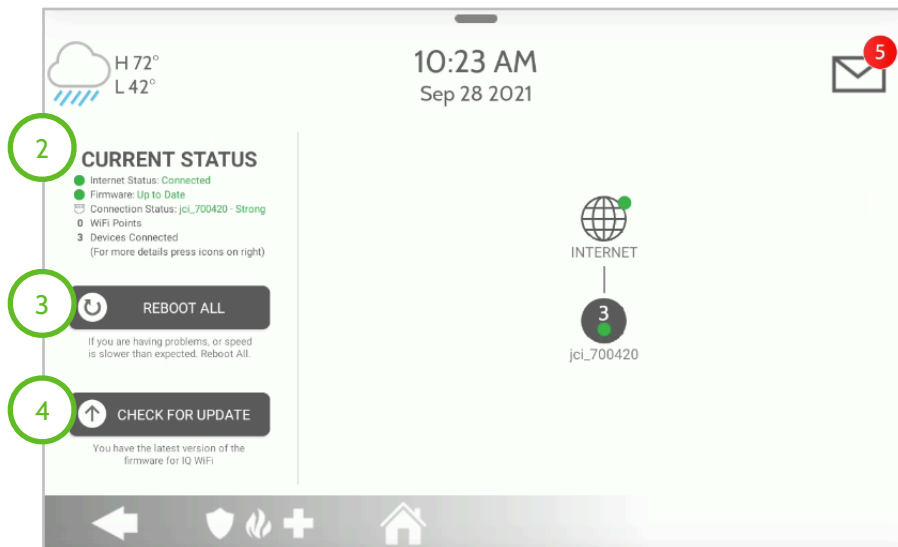
Enter a unique Network Name (SSID)

*\*Note: Guest network can be disabled from the IQ WiFi Front Panel Dashboard as well. Enabling/disabling the guest network will reboot the router (will take ~5 seconds before the panel will show that the router has disconnected for reboot)*

After the initial setup, update your IQ WiFi 6 to the latest version of firmware and validate that each agent is on the same version of firmware - automatic updates are enabled by default. To disable auto updates - do so from web UI (see page 33)



Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI



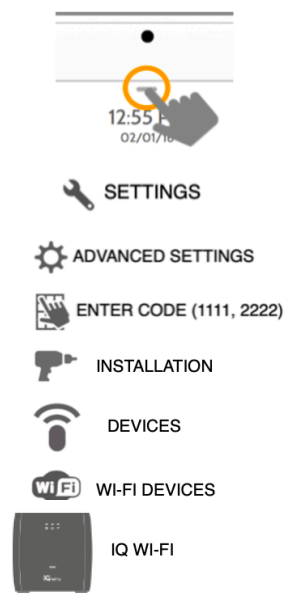
CURRENT STATUS: Green shows Internet Status, Firmware Status, and Connections Status

REBOOT ALL: Icon to reboot all connected IQ WiFi 6 devices

CHECK FOR UPDATE: Icon to validate and update (if available) the connected IQ WiFi 6

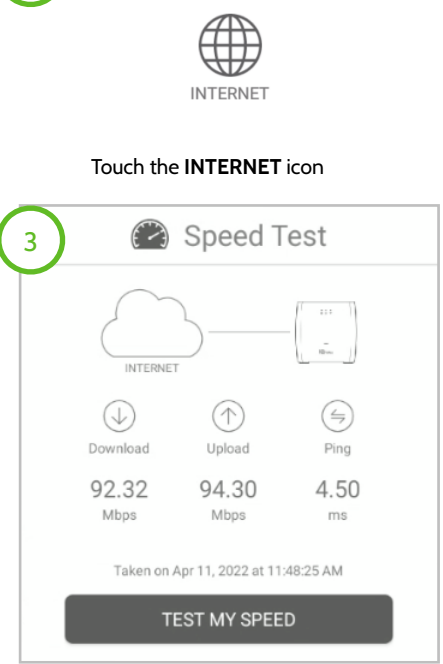
*\*Note: If adding an additional agent to a preexisting IQ WiFi 6 to improve wireless performance validate that the firmware on the IQ WiFi 6 mesh is the same and if it is not, update.*

1



Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2



Touch the **TEST MY SPEED** button

1

12:55  
02/07/2021

SETTINGS

ADVANCED SETTINGS

ENTER CODE (1111, 2222)

INSTALLATION

DEVICES

WI-FI DEVICES

IQ WI-FI

Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI

2

IQ WIFI      WIFI POINTS (0)

Touch either the **IQ WI-FI** or **WiFi POINTS** icon

3

172°  
L 42°

10:23 AM  
Sep 28 2021

CURRENT STATUS

- Internet Status: Connected
- Firmware Up-to-Date
- Connection Status: jci\_700420 - Strong
- WiFi Points: 3
- Devices Connected: 3

REBOOT ALL

CHECK FOR UPDATE

Touch controller or agent icon you wish to rename.

3

jci\_700420 (2)

jci\_700420  
IQ WiFi - Firmware 1.0.0rc35\_TEST

REBOOT ALL

Custom NathanAersonMBP	jci_700420 5GHz	WiFi icon	✓
Custom	jci_700420 5GHz	WiFi icon	✓

Touch the down arrow

4

WIFI POINT (0) NAME

jci\_700420

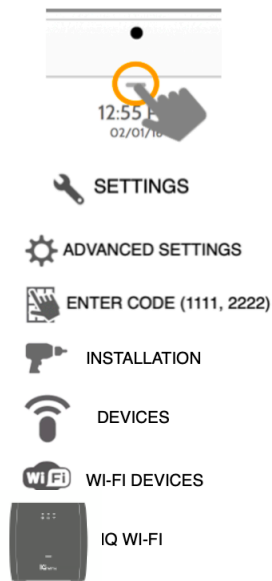
CANCEL      OK

Type in a unique controller or agent name.

*\*When renaming a controller or agent, please note that the unique name entered can't have any spaces.*



1



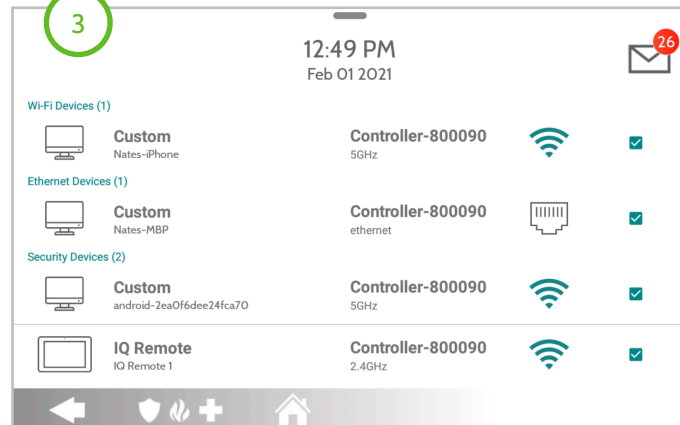
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

2

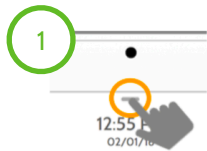
4  
DEVICES

Touch the **DEVICES** icon

3



*\*Note: When viewing connected devices, you can manage internet connectivity by unchecking (not internet) the checkbox of a connected device.*



SETTINGS

ADVANCED SETTINGS

ENTER CODE (1111, 2222)

INSTALLATION

DEVICES

WI-FI DEVICES



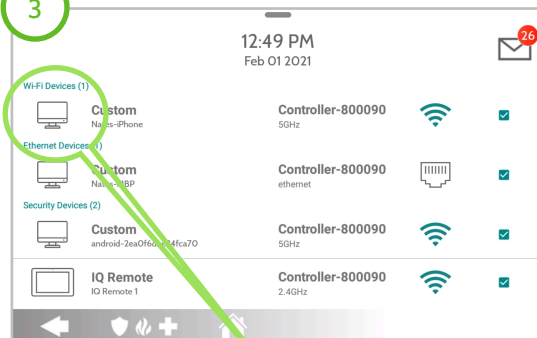
IQ WI-FI

Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

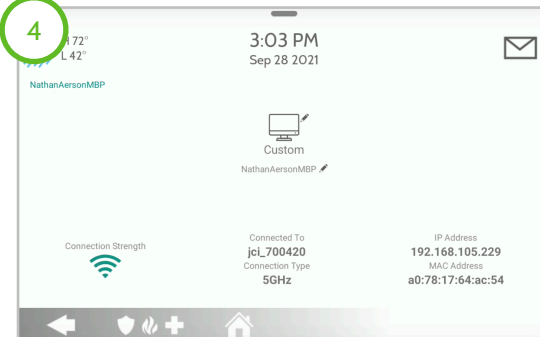


DEVICES

Touch the DEVICES icon



Touch the CONNECTED DEVICE



Touch the pencil icons too rename or adjust the default image per connected device.



Device icons can be edited to aid with viewing connected devices.

*\*Note: When viewing connected devices, you can manage internet connectivity by unchecking (not internet) the checkbox of a connected device.*

# **MANAGE IQ WiFi 6 FROM WEB INTERFACE**

After all the physical connections are made (see steps 1-4 on page 12), using a web browser you can manage IQ WiFi 6.

**1**

https://192.168.105.1

From Chrome go to 192.168.105.1

**2**

### Authorization Required

Please enter your username and password.

Username

Password

[IQ WiFi 6 Quick Install Guide](#)  
[IQ WiFi 6 Installation Manual](#)

Login with default user name and password:  
 Username: admin  
 Password: located on the bottom of each IQ WiFi 6 unit.

**3**

STATUS	SYSTEM	SERVICES	NETWORK	LOGOUT
OVERVIEW	SYSTEM	DYNAMIC DNS	INTERFACES	
	CHANGE PASSWORD	URL FILTER	WIFI	
	FIRMWARE UPDATE	HOSTS	DHCP AND DNS	
	REBOOT	PROFILES	FIREWALL	
		UPNP	SPEED TEST	
		OPENVPN	MESH	

Manage IQ WiFi 6 from the Web Interface using the STATUS TAB or by touching the Johnson Controls icon in the top left corner after you have logged in.

Manage IQ WiFi 6 from the Web Interface using the STATUS TAB or by touching the Johnson Controls icon in the top left corner after you have logged in.



1 STATUS	SYSTEM	SERVICES	NETWORK	LOGOUT
OVERVIEW	SYSTEM	DYNAMIC DNS	INTERFACES	
	CHANGE PASSWORD	URL FILTER	WIFI	
	FIRMWARE UPDATE	HOSTS	DHCP AND DNS	
	REBOOT	PROFILES	FIREWALL	
		UPNP	SPEED TEST	
		OPENVPN	MESH	

1. STATUS Tab: The status tab shows an overview of how IQ WiFi 6 is performing and a quick high level view on some of the operating settings. Once touched on Overview tab the following sub tabs will follow:
  - A. **System:** Hostname, Model, Firmware Version, Kernel Version, Local Time, Uptime, Load Average.
  - B. **Memory:** total Available, Free, and Buffered
  - C. **Network:** IPV4 WAN Status, IPV6 WAN Status, and Active Connections
  - D. **DHCP Leases:** a complete list of IPv4 devices.
  - E. **DHCPv6 Leases:** a complete list of IPv6 devices.
  - F. **Wireless:** this is an overview of current WiFi settings on IQ WiFi 6.
  - G. **Associated Stations:** all connected agents with agent details.
  - H. **Dynamic DNS:** an overview of Dynamic DNS configurations.

Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to disable auto updates, change the host name, or change your timezone.

STATUS	2	SYSTEM	SERVICES	NETWORK	LOGOUT
OVERVIEW		SYSTEM	DYNAMIC DNS	INTERFACES	
		CHANGE PASSWORD	URL FILTER	WIFI	
		FIRMWARE UPDATE	HOSTS	DHCP AND DNS	
		REBOOT	PROFILES	FIREWALL	
			UPNP	SPEED TEST	
			OPENVPN	MESH	

2. SYSTEM Tab: The system status tab allows you to configure the basis aspects of your IQ WiFi 6 like its host name, timezone, and enable auto updates.
- A. **System:** General Settings, Logging, and Language and Style tabs
  - B. **Change Password:** from this tab you can change the administrator password for accessing the IQ WiFi 6.
  - C. **Firmware Update:** from this tab you can manually update IQ WiFi 6 or disabled automatic updates.
  - D. **Reboot:** from this tab you can perform a reboot to IQ WiFi 6

*Please note: Once the password has been changed from default password the only way to access IQ WiFi 6 web interface is by using the new updated password. If forgotten the only other way to gain access is to perform a master reset on IQ WiFi 6 by pressing and holding the physical reset button for 20 seconds.*

Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to enable auto updates, change the host name, or change your timezone.

STATUS	SYSTEM <b>3</b>	SERVICES	NETWORK	LOGOUT
OVERVIEW	SYSTEM	DYNAMIC DNS	INTERFACES	
	CHANGE PASSWORD	URL FILTER	WIFI	
	FIRMWARE UPDATE	HOSTS	DHCP AND DNS	
	REBOOT	PROFILES	FIREWALL	
		UPNP	SPEED TEST	
		OPENVPN	MESH	

### 3. SERVICES Tab:

- A. **Dynamic DNS:** General Settings, Logging, and Language and Style tabs
- B. **URL Filter:** from this tab you can change the administrator password for accessing the IQ WiFi 6.
- C. **Hosts:** from this tab you can manually update IQ WiFi 6.
- D. **Profiles:** from this tab you can create profiles
- E. **UPNP:**
- F. **OpenVPN:** from this tab you can create an OpenVPN used for remote connectivity.

Manage IQ WiFi 6 from the Web Interface using the SYSTEM TAB to enable auto updates, change the host name, or change your timezone.

STATUS	SYSTEM	SERVICES <span style="border: 1px solid green; border-radius: 50%; padding: 2px;">4</span>	NETWORK	LOGOUT
OVERVIEW	SYSTEM	DYNAMIC DNS	INTERFACES	
	CHANGE PASSWORD	URL FILTER	WIFI	
	FIRMWARE UPDATE	HOSTS	DHCP AND DNS	
	REBOOT	PROFILES	FIREWALL	
		UPNP	SPEED TEST	
		OPENVPN	MESH	

#### 4. NETWORK Tab:

- A. **Interfaces:** Interface overview
- B. **WIFI:** Wireless overview, associated stations, and agents.
- C. **DHCP and DNS:** Dnsmasq is a combined DHCP-Server and DNS-Forwarder for NAT firewalls and static assigned addresses.
- D. **Firewall:** General settings, port forwards and traffic rules tabs. The Firewall creates zones over your network interfaces to control network traffic flow. Port forwarding allows remote computers on the internet to connect to a specific computer or service within the private LAN. Traffic rules define policies for packets traveling between different zones, for example to reject traffic between certain hosts or to open WAN ports on the router.
- E. **Speed Test:** Test ISP speed between server and IQ WiFi 6.
- F. **Mesh:** Mesh allows user changer mesh related settings.



**PPPoE** is a **connection** protocol (mainly for xDSL **connections**). Using that protocol a PC can **connect** to a network **and** receive an IP. PPPoE is a way to encapsulate network traffic, based on credentialed access (i.e. username and password).

**Static IP** means that regardless of the **connection method**/request the same Network Interface Card (NIC) will be issued one, pre-defined IP that will never change.

**DHCP** is a way for a network to allocate unique IP addresses to the devices (i.e. computers and smartphones, etc.) within it so that traffic can be delivered back-n-forth without confusion.

# TROUBLESHOOTING

When you restart your network, follow this sequence:

1. Turn off *and* unplug the modem.
2. Turn off the IQ WiFi 6.
3. Plug in the modem and turn it on. Wait two minutes.
4. Turn on the IQ WiFi 6 and wait for the power LED to stop flashing.

If you are experiencing difficulty syncing the controller and the agent, we recommend that you move the agent into the same room as the controller during the sync. Then move the agent to a different location.

Follow the sync process on page 13

If experiencing disconnects or slower speeds try the following:

1. Channel selection is default too auto. Try another channel, like channel 104. To change the default channel selection open up a web UI navigate to the gateway address of 192.168.105.1. Using the default username and password unless changed, log into the web UI. Navigate to Network > WIFI > and then touch Edit. Select an updated channel. Changing the channel will cause the router to reboot.

### Device Configuration

General Setup

Status

**Mode:** Master | **SSID:** Anderson  
**BSSID:** 3C:31:78:70:09:CA | **Encryption:** WPA2 PSK (CCMP)  
**Channel:** 104 (5.520 GHz) | **Tx-Power:** 22 dBm  
**Signal:** -95 dBm | **Noise:** -95 dBm  
**Bitrate:** 1201.0 Mbit/s | **Country:** CA

Operating frequency

AX

Channel

104 (5520 MHz)

Width

80MHz

2. Agents speeds are determined by the link quality. If connected wirelessly, there is some LED feedback (see page 7) for each wireless Agent. To get additional data from each agent locally connect to the web UI and from the home screen view real time dBm levels. Additional transmit data (TX) and receive data (RX) is found for each Agent on the home screen as well. If these numbers fall below 300M, slower speeds will be experienced. To remedy this add additional Agents or move Agents closer to each other.

### Agents

	Devicename	Connected-To	IPv4-Address	Mac-Address	5g_MAC-Address	2g_MAC-Address	5g_SignalStrength	2g_SignalStrength	5g_Uptime	2g_Uptime	5g_RX Rate	2g_RX Rate	5g_TX Rate	2g_TX Rate	STATUS
	TechSupport	3c31:78:70:09:c8	192.168.105.125	3c31:78:70:08:a0	3C:31:78:70:08:A2	3C:31:78:70:08:A3	-45 dBm	0 dBm	7980	NA	960M	NA	960M	NA	connected
	Marketing	3c31:78:70:09:c8	192.168.105.236	3c31:78:70:75:20	3C:31:78:70:75:22	3C:31:78:70:75:23	-64 dBm	0 dBm	920	NA	432M	NA	648M	NA	connected
	MarksOffice	3c31:78:70:09:c8	192.168.105.153	3c31:78:70:0b:c0	3C:31:78:70:0B:C2	3C:31:78:70:0B:C3	-51 dBm	0 dBm	920	NA	960M	NA	1201M	NA	connected
	Foyer	3c31:78:70:09:c8	192.168.105.138	3c31:78:70:05:14	3C:31:78:70:05:16	3C:31:78:70:05:17	-39 dBm	0 dBm	7912	NA	1201M	NA	1201M	NA	connected

Make sure that your computer or IQ Panel is connected to the IQ WiFi 6 network. If you do not want to use a WiFi connection, you can connect your computer to the IQ WiFi 6 with an Ethernet cable.

If you changed the admin password and you forgot what it is, reset the IQ WiFi 6 back to factory default settings.

Check your network and Internet connections:

1. Make sure that your WiFi-enabled computer or IQ Panel is connected to the IQ network.
2. If you are connected to the IQ network but can not access the Internet, check to see if your Internet connection is working.
3. Launch a web browser from a computer or WiFi device that is connected to the network.
4. Enter the DEFAULT GATEWAY ADDRESS, A login window opens.
5. Enter the IQ WiFi 6 admin username and password.
6. The user name is **admin**. The default password is the S/N printed on the bottom label of the Controller. The user name and password are case-sensitive.
7. The Home Screen is displayedClick NETWORK > ADVANCED tab.  
The ADVANCED Home page displays.
8. Check that an IP address is shown for the WAN Internet IPv4 section.
9. If 0.0.0.0 is shown, your IQ WiFi 6 did not obtain an IP address from your Internet service provider (ISP).
10. If your IQ WiFi 6 cannot obtain an IP address from the ISP, you can force your cable or DSL modem to recognize your new IQ WiFi 6 by restarting your network. For more information, see Sequence to restart your network on page 41.
11. If your IQ WiFi 6 is still unable to obtain an IP address from the ISP, the problem might be one of the following:
12. Your Internet service provider (ISP) might require a login program. Ask your ISP whether they require PPP over Ethernet (PPPoE) or some other type of login.
13. If your ISP requires a login, the login name and password might be set incorrectly.

# SPECIFICATIONS

Part	Description
Process and Memory	Qualcomm IPQ6000 512MB NAND & 512MB DDR3-933MHz
Connectors	1 DC Power Jack 2 RJ-45 Connectors
LED and Button	2 color LED (Green and Red): Power/Status Green LEDs: WAN, SmartHome, LAN Buttons: 1 WPS Button on the back 1 Reset button on the back
Frequency Type	Wireless IEEE 802.11 b/g/n/ax 2.4GHz IEEE 802.11 a/n/ac/ax 5GHz
Power Adapter	Input: 100-240VAC, 50-60Hz, 0.68A Max Output: 12 VDC 1.5A 18.0W
Weight	425g
Operating Temperature	0°C - 40°C (32°F - 104°F)
Operating Humidity	10% - 90% RH (non-condensing)
Altitude	0 to 2000 m
Dimensions	151.4 mm x 150.4 mm x 55.4 mm



Network and Software	Notes
Ethernet	LAN and WAN Gigabit Ethernet Ports
Wireless	Wireless IEEE 802.11 b/g/n/ax 2.4GHz IEEE 802.11 a/n/ac/ax 5GHz
DHCP	Server, Client
Protocols	IPv4 and IPv6
Guest Network	2.4GHz/5GHz
Ethernet On-Boarding	Supported
Topology Dump	Supported
OTA	Supported
Application	OpenWRT Web GUI Configuration

## US/CANADA COMPLIANCE

This product has been tested and found in compliance with the following standards: UL 62368-1 and CAN/CSA-C22.2 No. 62368-1, Standard for Safety for Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements.



**Recycling and Disposal:** Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

US and Canadian point of contact: Contact your authorized dealer.

**Warranty Information:** IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

## FCC COMPLIANCE STATEMENT

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.

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.

Radiation Exposure Statement: This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.

## ISED CANADA COMPLIANCE STATEMENT

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1) this device may not cause interference, and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes:

- 1) l'appareil ne doit pas produire de brouillage, et
- 2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This device complies with RSS-247 of Industry Canada. Operation is subject to the condition that this device does not cause harmful interference

Cet appareil est conforme à la norme RSS-247 d'Industrie Canada. L'opération est soumise à la condition que cet appareil ne provoque aucune interférence nuisible.

This device and its antenna(s) must not be co-located or operating in conjunction with any other antenna or transmitter, except tested built-in radios.

Cet appareil et son antenne ne doivent pas être situés ou fonctionner en conjonction avec une autre antenne ou un autre émetteur, exception faites des radios intégrées qui ont été testées.

The County Code Selection feature is disabled for products marketed in the US/ Canada.

La fonction de sélection de l'indicatif du pays est désactivée pour les produits commercialisés aux États-Unis et au Canada.

**Radiation Exposure Statement:** This equipment complies with IC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27 cm between the radiator & your body.

**Déclaration d'exposition aux radiations:** Cet équipement est conforme aux limites d'exposition aux rayonnements IC établies pour un environnement non contrôlé. Cet équipement doit être installé et utilisé avec un minimum de 27 cm de distance entre la source de rayonnement et votre corps.

## MEXICO, SOUTH AMERICA & LATIN AMERICA COMPLIANCE STATEMENT

This product has been tested and found in compliance with the following standards: IEC 62368-1, Standard for Safety for Audio/Video, Information and Communication Technology Equipment - Part 1: Safety Requirements and IEC/EN 60950-1, Information Technology Equipment – Part 1: Safety Requirements.

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

La operación de este equipo está sujeta a las siguientes dos condiciones: (1) es posible que este equipo o dispositivo no cause interferencia perjudicial y (2) este equipo o dispositivo debe aceptar cualquier interferencia, incluyendo la que pueda causar su operación no deseada.

Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.



**Recycling and Disposal:** Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

Mexico, South America and Latin American point of contact: Contact your authorized dealer.

**Warranty Information:** IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

## CE & UKCA (i.e EU & UK) DECLARATION OF CONFORMITY

This product is in conformity with the Electromagnetic Compatibility Directive 2014/30/EU, the Low Voltage Directive 2014/35/EU, POP Directive (EU) 2019/1021 and RoHS Directive (EU) 2015/863.

The product is labelled with the CE mark as proof of compliance with applicable European Directives and/or the UKCA Mark as proof of compliance with applicable UK Laws and Regulations. Also, a CE or UKCA declaration of conformity (DoC) for this product can be found at [www.qolsys.com](http://www.qolsys.com).

Simplified EU Declaration of Conformity Hereby, Qolsys Inc. declares that the radio equipment type is in compliance with Directive 2014/53/EU.

The full text of the EU declaration of conformity is available at the following internet address: [www.qolsys.com](http://www.qolsys.com)

Frequency Bands	Maximum Power
2412-2472 MHz	92.89 mW
5180-5825 MHz	895.4 mW

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.



**Recycling and Disposal:** Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

UK & European single point of contact: Tyco Safety Products, Voltaweg 20,6101 XK Echt, Netherlands.

**Warranty Information:** IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.

## AUSTRALIA & NEW ZEALAND DECLARATION OF CONFORMITY

This product is in conformity with the Compliance Labelling – Devices Notice 2014, Compliance Labelling – Electromagnetic Radiation Notice 2014, Electromagnetic Compatibility Notice 2017 of Radiocommunications Act 1992, and Telecommunications Instrument 2015 of the Telecommunications Act 1997. Additionally the product complies with the following applicable Standards: AS/NZS 62368-1.

The product is labelled with the RCM and R-NZ mark as proof of compliance with applicable Australian and New Zealand Directives, Laws and Regulations. A Supplier Declaration of conformity (SDoC) for this product can be found at [www.qolsys.com](http://www.qolsys.com).

Frequency Bands	Maximum Power
2412-2472 MHz	19.68 dBm,
5180-5825 MHz	35.76 dBm

Operation of this equipment is subject to the following two conditions: (1) this equipment or device may not cause harmful interference, and (2) this equipment or device must accept any interference, including interference that may be caused by undesired operation.

Radiation Exposure Statement: This equipment complies with radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with minimum distance 27cm between the radiator & your body.



**Recycling and Disposal:** Dispose in accordance with applicable legislation. This product must be disposed of separately from general household (i.e. residential) and commercial waste. Take it to a designated waste collection point in your area for safe disposal and recycling in accordance with National, Regional, State, and Local Regulations and Laws. By doing this, conservation of natural resources, protection of the environment and human health occurs.

Australia & New Zealand point of contact: Contact your authorized dealer

**Warranty Information:** IMPORTANT! Changes or modifications not expressly approved by Johnson Controls Inc. will void the user's authority to operate the equipment, as well as warranty for the product.



Compliance	Notes
Country / Region	
<b>NORTH AMERICA</b>	
United States	FCC ID: 2AAJXQS-WIFI6    UL Listed (UL 62368-1)
Canada	IC ID: 11205A-QSWIFI6    cUL Listed (CSA C22.2 No. 62368-1)
Mexico	
<b>EUROPE</b>	
All countries except United Kingdom	CE
	LVD - Directive 2014/35/EU -- IEC/EN 62368-1
	EMC - Directive 2014/30/EU
	RED - Directive 2014/53/EU
	RoHS - Directive 2011/65/EU
	POP - Regulation (EU) 2019/1021
	Eco-Design - Regulation (EU) 2019/1782 - (power supply only)

Compliance	Notes
LATAM (Latin America / South America)	
Peru	MTC - Certificate No. TRSS52068
Uruguay	URSEC - VU20210920-013085
All others	FCC - See information United States

<b>Compliance</b>	<b>Notes</b>
<b>EMEA (Middle East / Asia)</b>	
Australia / New Zealand	RCM / RCM-NZ

# Johnson Controls



Johnson Controls Inc. proprietary.  
Reproduction without permission is not permitted.

Document#: IQWIF16-IM  
Revision Date: 2022-7  
Software version: 2.0.0