



# IQWIFI

Dependable Wi-Fi coverage for home or business

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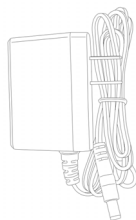
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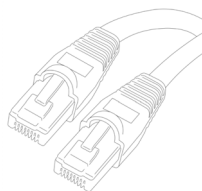
# **IQ WIFI OVERVIEW**



IQ WiFi



Power Supply



Ethernet Cable



QR code sticker

## SUPPORT



### QUESTIONS?

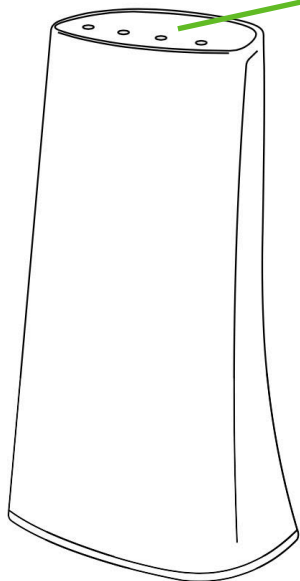
Contact us at  
855-4QOLSYS  
Or email us at

[intrusion-  
support@tycoint.com](mailto:intrusion-support@tycoint.com)





## ABOUT THIS GUIDE

This document outlines the basic hardware specifications and software directions to install and customize the IQ WiFi. Note that the information presented is not comprehensive, but is specifically dedicated to those menus, features, and systems accessible solely to those with the proper installation code. The information contained is confidential and proprietary, and is solely owned by Johnson Controls. Any reproduction, modification, or distribution without permission is strictly prohibited.

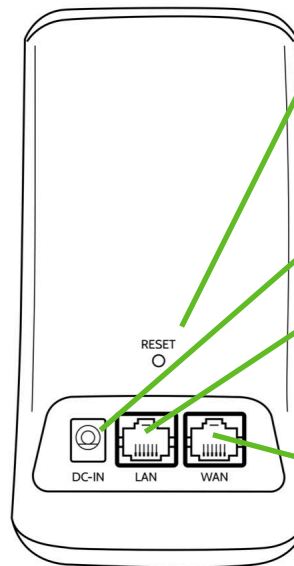
## FRONT



### LED Status Lights

-  Error
-  Internet connected
-  Broadcasting wirelessly
-  Power on

## BACK



### Reset Button

Short press: restart  
Press/hold 15 sec:  
Factory Default

### DC-IN

Power Supply

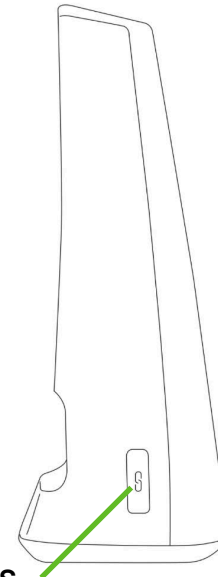
### LAN

Local Area Network  
(Network out)

### WAN

Wide Area Network  
(Internet in)

## SIDE



### WPS

Once this button has been pushed you have 2 minutes to push the **WPS button** on a corresponding Wi-Fi device to connect it to the network

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

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



*Label on the bottom of each unit*



*QR code included in the box*

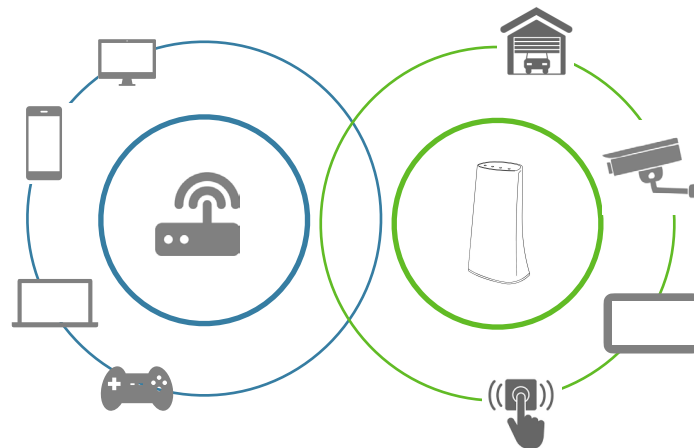
## You can set up the IQ WiFi in either of these ways:

As the only wireless network on the premises:

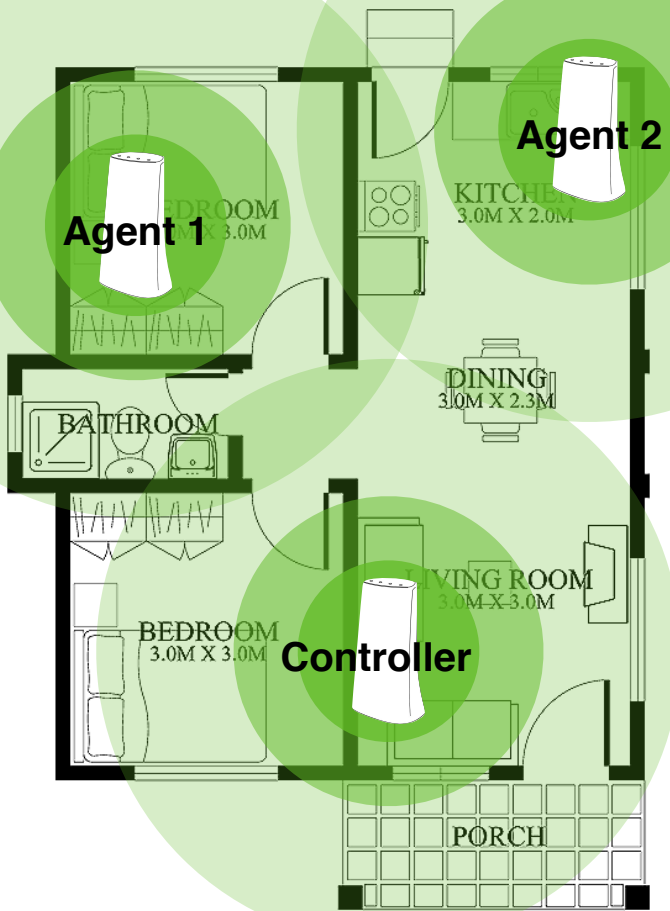


- Great for:
- Improving connectivity for ALL Wi-Fi devices on the network
  - Offering support for the entire network

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 sq ft**

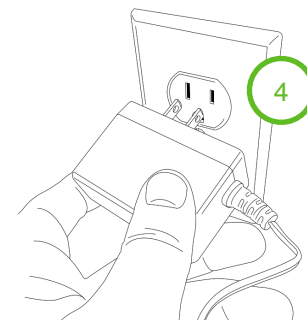
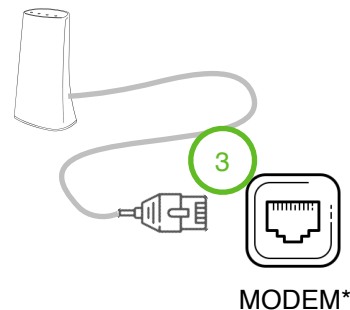
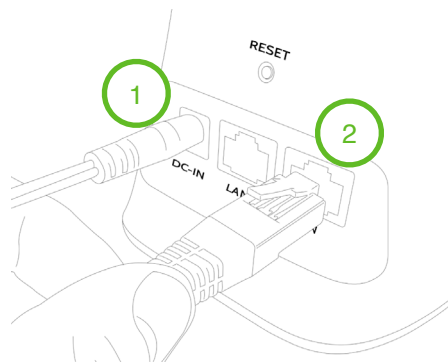
Add up to 8 units

If a single IQ WiFi does not cover the location as desired, you can add up to eight (8) additional nodes to eliminate dead spots and boost overall network performance.\*

*\*IQ WiFi 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



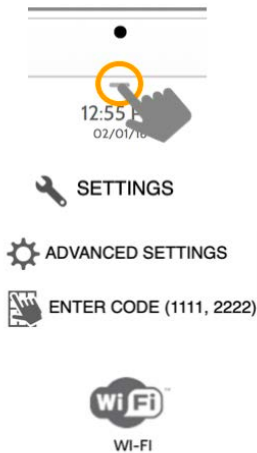
1. Plug the barrel jack end of the power supply into the “DC-IN” port
2. Connect the provided ethernet cable into the “WAN” port

3. Connect the opposite end of the provided ethernet cable into the “ETHERNET” port on the modem\*.

4. Plug in your power supply to the wall outlet. System may take up to 3 minutes to power up.

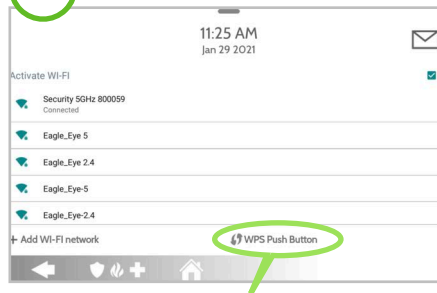
*\*Please note: If you are installing IQ WiFi to run in parallel to the customer’s primary network, plug the ethernet cable into an available port on the customer’s existing router*

5



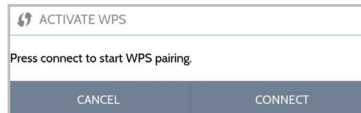
Once the IQ WIFI has powered up completely, the power LED will stop flashing. Activate WPS on IQ Panel. (*Open settings tray, touch settings, advanced settings, type valid code, choose WI-FI.*)

6



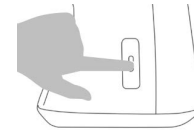
Touch "WPS Push Button"

7



Touch "CONNECT"

8



Press the physical WPS button on IQ WIFI

9



IQ Panel will confirm when connection is complete. (If, fails repeat from step 5)

*\*Please note: Connecting manually from IQ Panel choose Network Name (SSID) IQ WIFI XXXXXX (the "X" represents the MAC address printed on the label located on the bottom of the IQ WIFI). Default password is the serial number printed on the bottom label of the IQ WIFI.*

*\*Using WPS mode, IQ WIFI will auto connect to 2.4 or 5 GHz based on optimized signal per environment.*

# MANAGING IQ WIFI FROM IQ PANEL

You may choose to improve the WIFI network by adding additional “agents” to the network (up to 7). Agents must be within range of IQ WIFI in order to sync wirelessly.

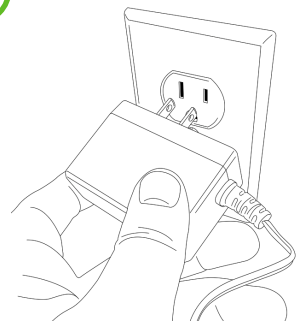
1



*Example of where controllers and agents may be placed for best performance.*

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

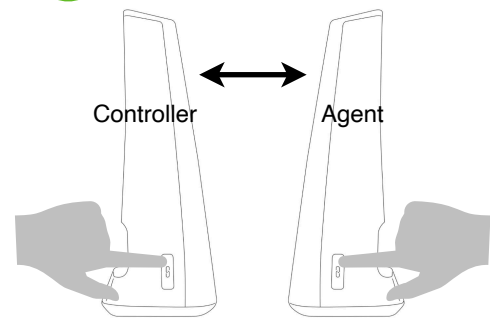
2



Connect both ends of the power supply to an available outlet.\*

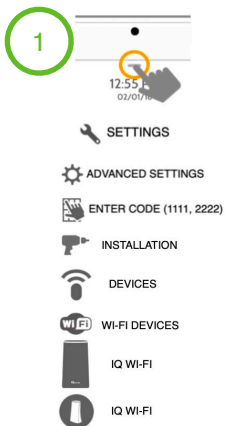
*\*You may choose to connect your agents power close to your controller during the pairing process and move to your desired location once pairing is complete.*

3

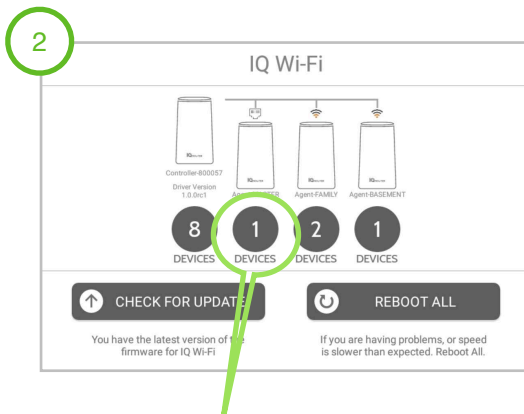


Once the agent has powered up completely, the power LED will stop flashing. Activate WPS on the controller, then activate WPS on the agent

After the initial setup, update you're IQ WIFI to the latest version of firmware and validate that the IQ WIFI mesh is on the same version of firmware

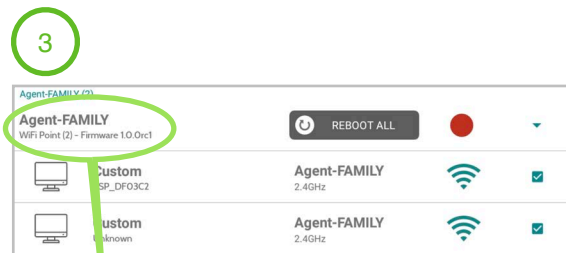


Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI



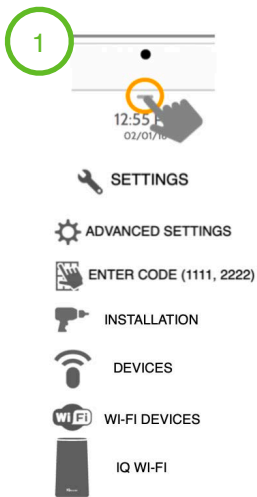
Touch agent **DEVICES** icon to verify the version of firmware on each added agent.

Touch the **CHECK FOR UPDATE** icon to update the entire IQ WIFI mesh.

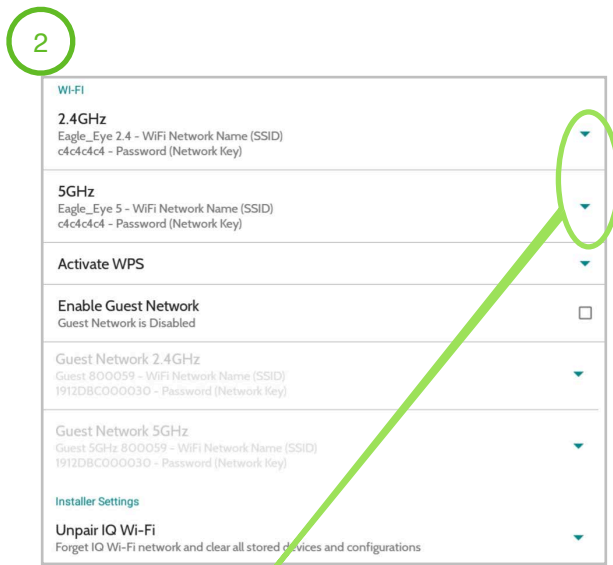


Current agent firmware

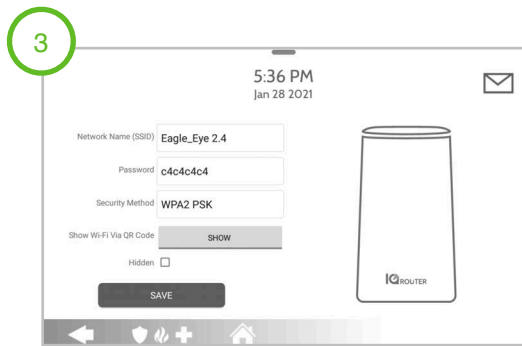
*\*Note: If adding an additional agent to a preexisting IQ WIFI to improve wireless performance validate that the firmware on the IQ WIFI mesh is the same and if it is not, update.*



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)



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

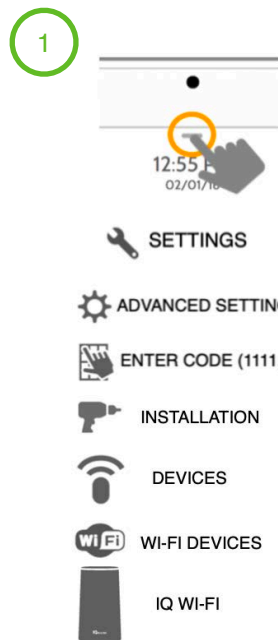
Enter a password that you can remember.

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

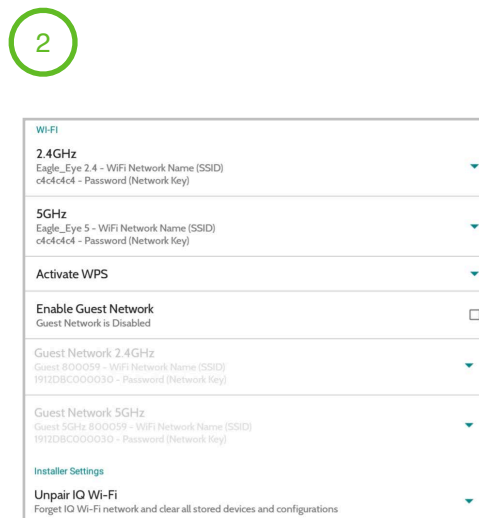
A Hidden option is disabled by default. *(Checking this box will hide the Network Name (SSID) but still allow connectivity)*

*\*Note: By default the IQ WIFI will broadcast two visible Network Names (SSID) for 2.4GHz and 5GHz and two hidden Network Names (SSID) for Security 2.4GHz or 5GHz XXXXXX. Once SSID has been updated, you will need to reconnect to IQ Panel using WPS mode or manually.*

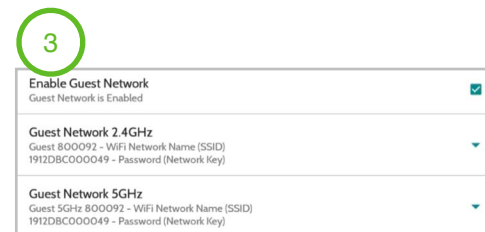
By default the Guest Network is disabled by default. To enable follow these steps



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



Scroll down to the Enable Guest Network



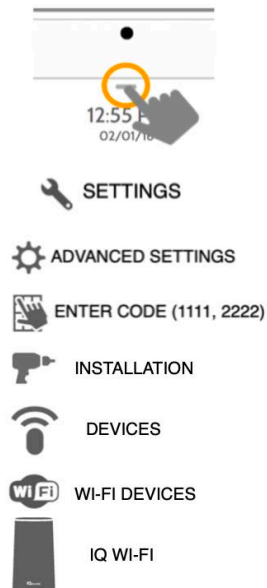
Touch the down arrows to make edits to the 2.4/5GHz Guest Network Name (SSID)



Enter a unique Network Name (SSID)



1



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

2



INTERNET

Touch the **INTERNET** icon

3

 Speed Test



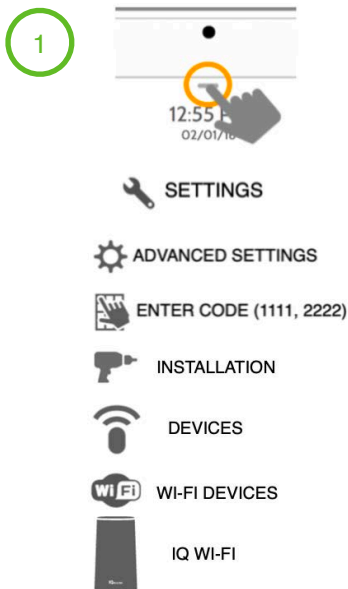
Download	Upload	Ping
115.02 Mbps	5.94 Mbps	25.281 ms

Taken on Jan 28, 2021 at 3:19:41 PM

TEST MY SPEED

Touch the **TEST MY SPEED** button

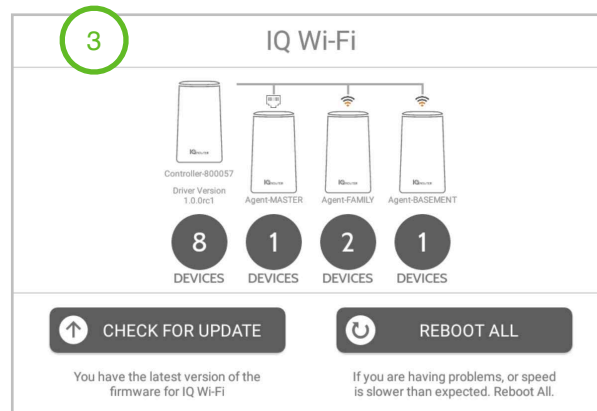
If you are having problems, or speed is slower than expected, reboot your IQ WIFI Mesh



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

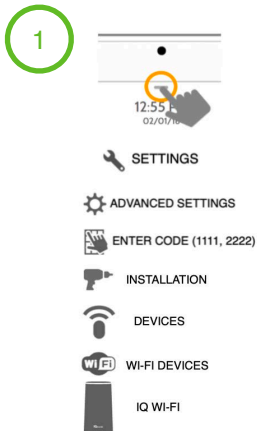


Touch either the **IQ WI-FI** or **WIFI POINTS** icon



Touch the **REBOOT ALL** button

*\*IQ WiFi 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.*



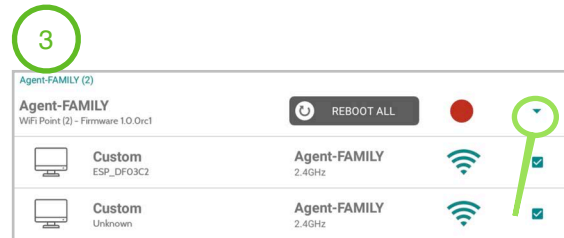
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI, IQ WI-FI



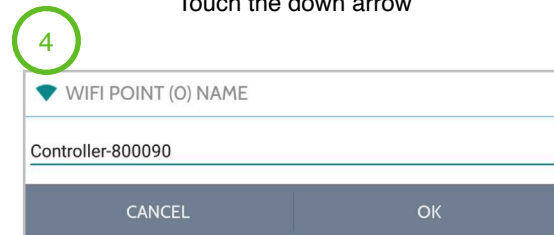
Touch either the **IQ WI-FI** or **WIFI POINTS** icon



Touch agent **DEVICES** icon on the Controller or Agent you wish to rename.



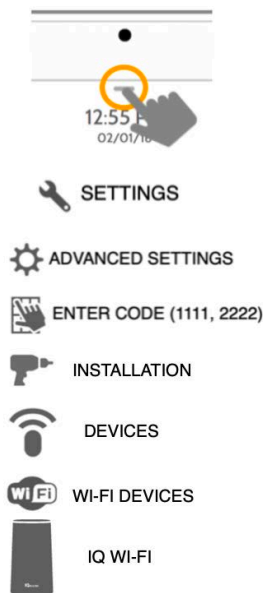
Touch the down arrow



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



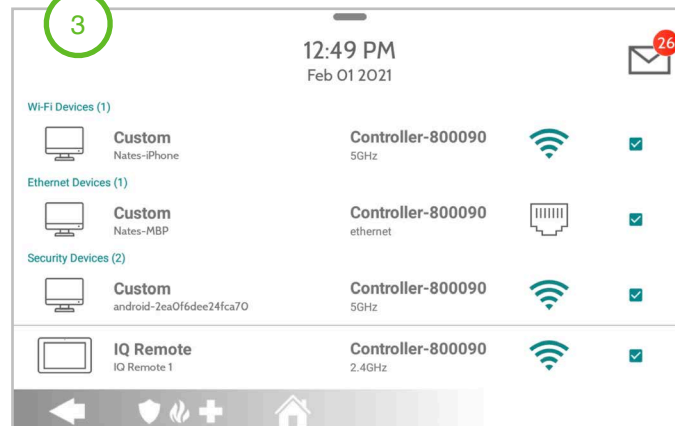
Open settings tray, touch settings, advanced settings, type valid code, touch installation, devices, WI-FI devices, IQ WI-FI

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.*

# MANAGING IQ WIFI FROM WEB INTERFACE

After all the physical connections are made (see steps 1-4 on page 10), the back-haul mesh activation can be enabled through the web interface, without accessing the IQ Panel settings.

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



Login with default user name and password:

Username: admin

Password: XXXXDBC0000XX

3

NETWORK

WIFI MESH

ADVANCED

STATIC LEASES

PORT FORWARDING

Navigate to **NETWORK** tab and select **WIFI MESH**

4

## Wifi Mesh

Basic

Device Role

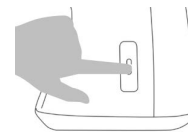
EasyMesh On-board  (Wifi will select the back-haul band automatically)

Optimize Mesh Network  (It will take a few minutes)

Runtime Topology

Touch the **Connect a New Mesh Device** to trigger WiFi back-haul band automatically.

5



Within 2 minutes press the WPS button on an additional IQ WIFI.

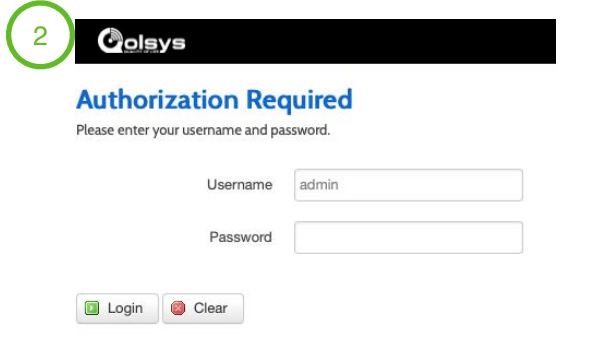
A software update can be done manually after downloading an updated version of firmware from the dealer site.

1

https://192.168.105.1

From Chrome go to 192.168.105.1

2



Login with default user name and password:  
Username: admin  
Password: XXXXDBC0000XX

3

**SYSTEM**

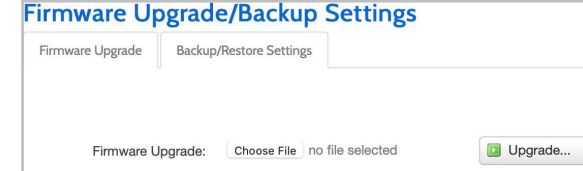
**CHANGE  
PASSWORD**

**FIRMWARE  
UPGRADE /  
BACKUP  
SETTINGS**

**REBOOT**

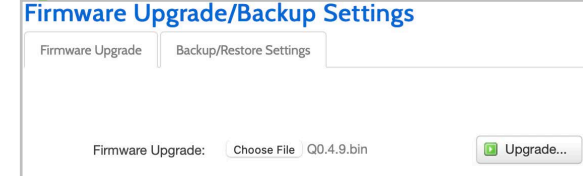
Navigate to **SYSTEM** tab, and down to **FIRMWARE UPGRADE / BACKUP SETTINGS**

4



Touch the **Choose File** icon find the downloaded file located on your computer.

5



Press **Upgrade** icon once the updated file has been selected.

*\*Note: Once a software update has been kicked off, could take as long as 20 minutes plus the time to reboot. LEDs on the IQ WIFI will flash indicating it is updating.*

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



Login with default user name and password:

Username: admin

Password: XXXXDBC0000XX

3



Navigate to **NETWORK** tab and select **WIFI MESH**

4

Name	EAGLE_EYE 2.4	<input type="button" value="Edit"/>
Security Mode	WPA2 - Personal	
Password	c4c4c4c4	
Hidden	Disabled	

Scroll down the page to locate the WiFi SSID Settings. Press the **Edit** button to make changes from the default settings.

5

Edit Primary Network(2.4G Hz)

Name	<input type="text" value="EAGLE_EYE 2.4"/>
Security Mode	WPA2 - Personal
Password (8-64 characters)	<input type="text" value="c4c4c4c4"/>
Hidden	<input type="checkbox"/>

Enter a unique Network Name (SSID) and password.

*\*Note: Once you have touched the save and apply to the Network Name (SSID) you will need to reconnect to the new unique Network Name (SSID) with the updated password.*



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



Login with default user name and password:

Username: admin

Password: XXXXDBC0000XX

3



Navigate to **NETWORK** tab and select **WIFI MESH**

4

Scroll down to WiFi Settings, and touch the **Enable Guest Network (2.4GHz or 5GHz)**

5

Name	Guest 800092	
Security Mode	WPA2 - Personal	<input type="button" value="Edit"/>
Password	1912DBC000049	
Hidden	Enabled	

Touch the **Edit** icon and create a unique Network Name (SSID) and password.

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



Login with default user name and password:

Username: admin

Password: XXXXDBC0000XX

3

## Wifi Mesh Device

Warning: There are unsaved changes that will be lost while rebooting!

Name	Role
<input type="text" value="Controller-800057OFFICE"/>	Controller
<input type="text" value="Agent-800048BASEMENT"/>	Agent
<input type="text" value="Agent-80008AMASTER"/>	Agent
<input type="text" value="Agent-80003EFAMILYCOL"/>	Agent


Scroll down on the home page to locate the **WiFi Mesh Device** section and in the **Name** view, enter a unique controller or agent names

4




Touch the Save and Apply

*\*Note: Controller and agent unique names can't support spaces*

1 

From Chrome go to 192.168.105.1



2 

### Authorization Required

Please enter your username and password.


Username

Password


 Login  Clear



Login with default user name and password:  
Username: admin  
Password: XXXXDDBC0000XX

3 

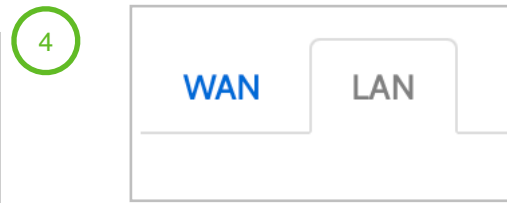
WIFI MESH



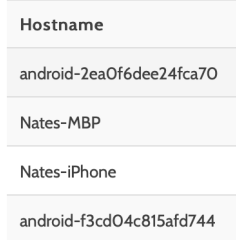
STATIC LEASES

PORT FORWARDING

Navigate to **NETWORK** tab and select **ADVANCED**




Navigate to LAN (Local Area Network)


5 

Connected Device
Hostname
android-2ea0f6dee24fca70
Nates-MBP
Nates-iPhone
android-f3cd04c815afd744

Scroll down to **Connected Devices** to view Hostname, IPv4 -Address, Leasetime remaining, Interface, RSSI, Uplink node, and SSID

1 

From Chrome go to 192.168.105.1

2 

### Authorization Required


Please enter your username and password.

Username


Password



Login with default user name and password:  
Username: admin  
Password: XXXXDBC0000XX

3 


WIFI MESH



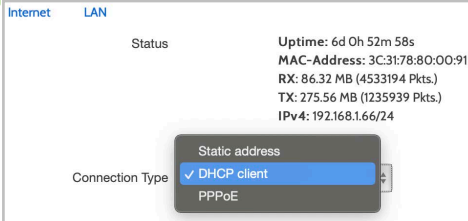
STATIC LEASES

PORT FORWARDING

Navigate to **NETWORK** tab and select **ADVANCED**

4 

Navigate to WAN (Wide Area Network)

5 

Scroll down and click on **Connection Type** to select the proper ISP

**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 provided from an ISP).

**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.

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



Login with default user name and password:

Username: admin

Password: XXXXDBC0000XX

3

NETWORK

WIFI MESH

ADVANCED

STATIC LEASES

PORT FORWARDING

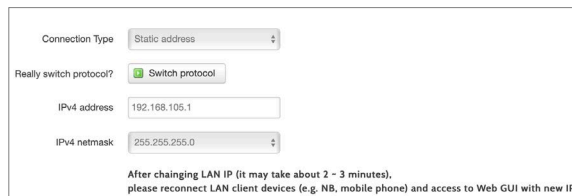
Navigate to **NETWORK** tab and select **ADVANCED**

4




Navigate to LAN (Local Area Network)

5




The screenshot shows a configuration form for LAN settings. It includes a 'Connection Type' dropdown menu set to 'Static address', a 'Really switch protocol?' checkbox with a 'Switch protocol' button, an 'IPv4 address' text field containing '192.168.105.1', and an 'IPv4 netmask' dropdown menu set to '255.255.255.0'. Below the form is a note: 'After changing LAN IP (it may take about 2 - 3 minutes), please reconnect LAN client devices (e.g. NB, mobile phone) and access to Web GUI with new IP.'

Scroll down to **IPv4 address** to change the gateway (router) address.

1 

From Chrome go to 192.168.105.1

2 

### Authorization Required


Please enter your username and password.

Username


Password



Login with default user name and password:  
Username: admin  
Password: XXXXDBC0000XX

3 


WIFI MESH




STATIC LEASES

PORT FORWARDING

Navigate to **NETWORK** tab and select **ADVANCED**

4 

Navigate to LAN (Local Area Network)

5 


DHCP Server

Starting IP Address


Number of IP Address

Scroll down to **DHCP Server** to change the DHCP settings.

*\*Note: DHCP server default settings support up to 150 addresses beginning at 192.168.105.100 through 192.168.105.250*

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




Login with default user name and password:  
Username: admin  
Password: XXXXDBC0000XX

3  NETWORK


WIFI MESH

ADVANCED

 STATIC LEASES

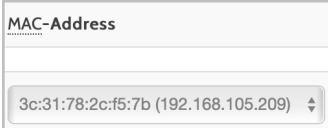
PORT FORWARDING

Navigate to **NETWORK** tab & **STATIC LEASES**

4  Hostname


AppleTV

Enter a **Hostname** for the connected device

5  MAC-Address

3c:31:78:2c:f5:7b (192.168.105.209)

Use the dropdown to select the **MAC-Address** of the connected device.

6  IPv4-Address

192.168.105.209

Use the dropdown to select the **IPv4-Address** and touch **Save & Apply**.

*\*Note: **DHCP** Servers support something called a “**DHCP Reservation**”, which essentially allows you to provide a pre-set **IP address** to a specific client based on it's physical **MAC address**. This means that the device will always get the same **IP address** and it will never change.*




**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



Login with default user name and password:  
Username: admin  
Password: XXXXDBC0000XX

**3**

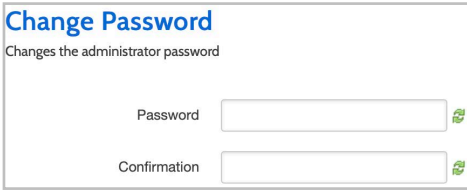


**FIRMWARE  
UPGRADE /  
BACKUP  
SETTINGS**

**REBOOT**

Navigate to **SYSTEM**  
tab and touch  
**CHANGE PASSWORD**

**4**



### Change Password


Changes the administrator password

Password

Confirmation

Enter a unique password that you can remember

**5**



Touch the **Save & Apply** icon

*\*Note: Default username is admin and default password is the serial number printed on the bottom of IQ WIFI.*

# CONNECTING TO THE NETWORK

## Wired Connection:

- Connect your laptop to the IQ WiFi via the LAN port on the back of the controller or agent LAN port.
- Open up a web browser (chrome recommended) and type in the following:
  - \\192.168.105.1 (default gateway address)

## Wireless Connection:

- The default SSID is "IQ WIFI XXXXXX" and "IQ WIFI XXXXXX 5G". (XXXXXX is the last 6 digits of the MAC address of the IQ WIFI)
- Using the QR code sticker you can auto connect to the default Network Name (SSID)
- WPS mode is also supported for wireless connection.

## Default User Name:

- admin

## Default Password:

- The S/N number printed on the bottom of the IQ WiFi is the default password. Note: Passwords are case sensitive

P/N: QW8200-840/IQ WI-FI  
Model No: RP052M



S/N: XXXXCCCC0000



MAC: 1XXXX22222XX

FCC ID: P27ARP052M  
Input: 12V=1A

Polarity: ⊖ ⊕  
Made in Taiwan



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.



Scan with IQ Panel

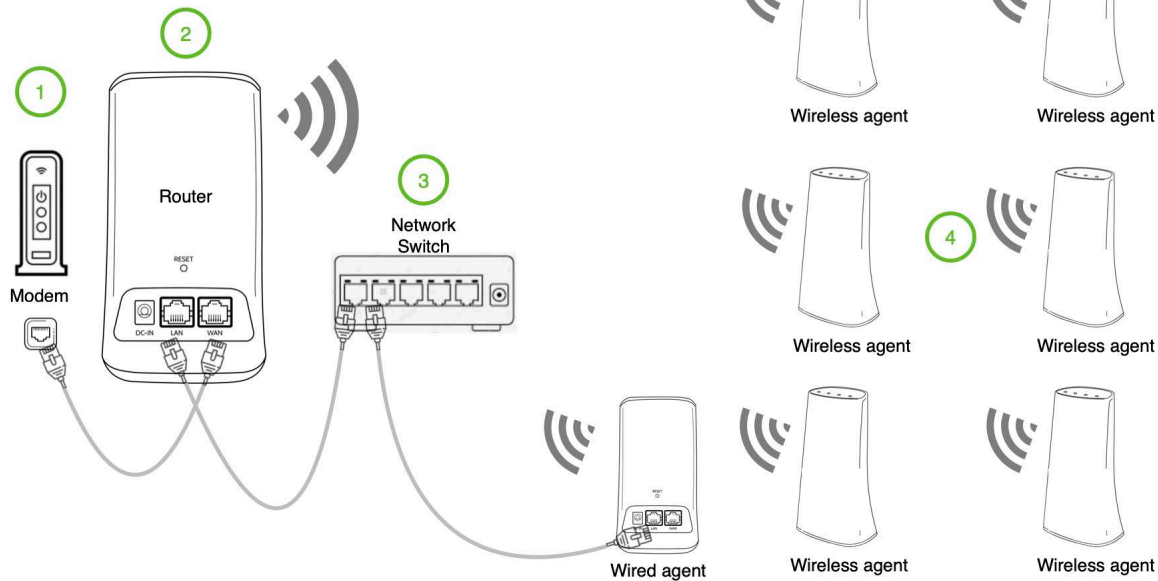
SSID: IQ WIFI 800062

Password: 1234DBC000012

# TROUBLESHOOTING

## REBOOTING SEQUENCE

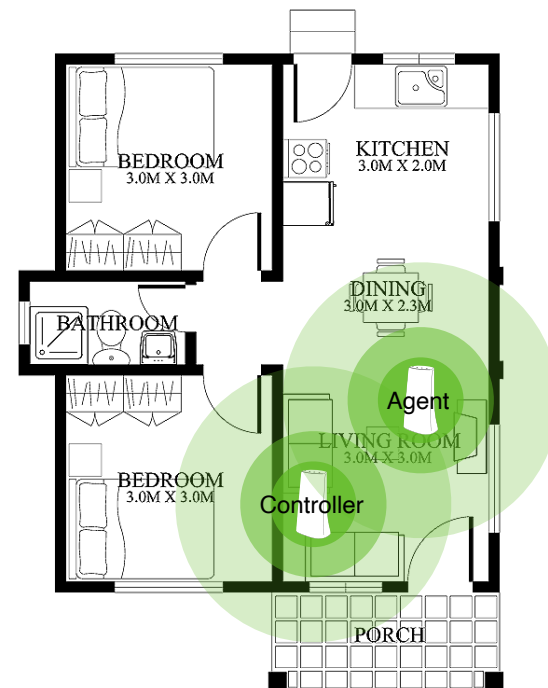
1. Unplug modem - power up modem
2. Unplug IQ WIFI - power up IQ WIFI
3. (If applicable) Unplug network switch - power up network switch
4. Unplug agents - power up agents



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.

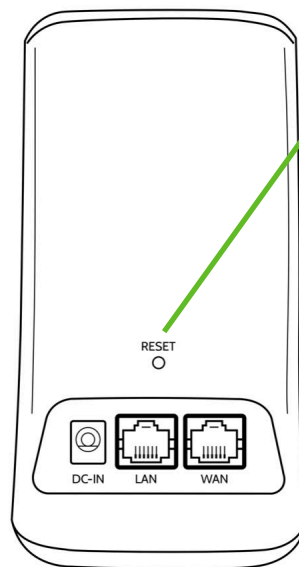
To sync the controller and the agent (see page 14):

1. Place the agent in the same room as the IQ WIFI. Use this agent location only during the sync process.
2. Connect the agent to a power source.
3. Wait for the agent power LED to light solid GREEN.
4. Press the WPS button on the controller and then within two minutes, press the WPS button on the agent.
5. Wait for the agent internet LED to light solid GREEN. The agent WiFi LED will slowly blink GREEN when communicating.
6. Move the agent to a new location and connect the agent to a power source.
7. At the new location, check the agent power LED and make sure it is solid GREEN.  
If the agent error LED lights up RED, make sure you are within range and try again.



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

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



### **Reset Button**

Short press: restart  
Press/hold 15 sec:  
Factory Default

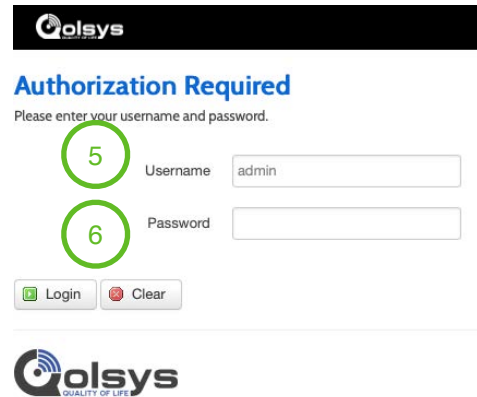
Check your network and Internet connections:

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 192.168.105.1, A login window opens.
5. Enter the IQ WIFI admin username and password. The user name is **admin**.
6. 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 displayed

4



From Chrome go to 192.168.105.1





8. From the web interface Click NETWORK > ADVANCED tab.

The ADVANCED Home page displays.

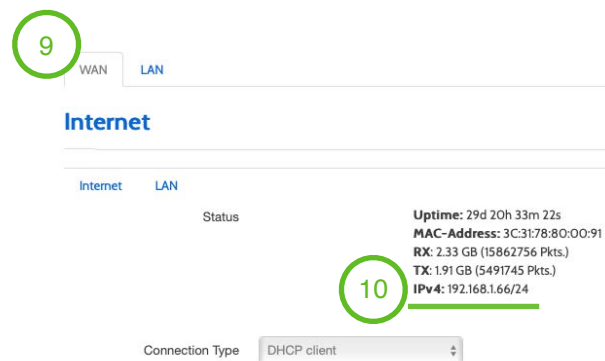
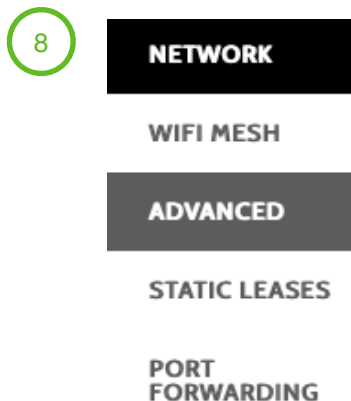
9. Check that an IP address is shown for the WAN Internet IPv4 section.

10. If 0.0.0.0 is shown, your IQ WIFI did not obtain an IP address from your Internet service provider (ISP) or from the customers existing network.

If your IQ WIFI cannot obtain an IP address from the WAN, you can force your cable or DSL modem to recognize your new IQ WIFI by restarting your network. For more information, see Sequence to restart your network on page 41.

If your IQ WIFI is still unable to obtain an IP address from the ISP, the problem might be one of the following:

- 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.
- If your ISP requires a login, the login name and password might be set incorrectly.



# SPECIFICATIONS

Part	Description
Process and Memory	SSoC: MT7621DA (MIPS1004Kc dual-core 880MHz, SPI NOR Flash 64MB) Memory: 128MB DDR3 embedded
Connectors	1 DC Power Jack 2 RJ-45 Connectors
LED and Button	LEDs: 4 Single Color LED Buttons: 1 WPS Button on the side 1 Reset button on the back
Antenna	4 Wi-Fi internal antennas
Power Adapter	Input: 100-240VAC, 50-60Hz, 0.3A Max Output: 12 VDC, 1A
Compliance	FCC
Dimensions (H x W x D)	150mm x 89mm x 57.2mm
Weight	172g
Operating Temperature	0°C - 40°C (32°F - 104°F)
Operating Humidity	10% - 90% RH (non-condensing)
Storage Temperature	-20°C -60°C (-4°F - 140°F)
Storage Humidity	5% - 95% RH (non-condensing)

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

# Johnson Controls



Conforms to UL Std. S985, 1023. & 1610  
Certified to ULC Sub C1023 & ULC Std S545  
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