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› rockspace AX1800 Dual-Band Mesh WiFi System User Manual

rockspace AX1800 Dual Mesh WIFI 6 System

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Model: AX1800 Dual Mesh WIFI 6 System

Brand: rockspace

PRODUCT OVERVIEW

The rockspace AX1800 Dual-Band Mesh WiFi System is designed to provide seamless, high-performance wireless coverage throughout your home, eliminating dead zones and buffering. This system replaces traditional routers and range extenders, offering a robust and efficient network solution.



Image: Three rockspace AX1800 Mesh WiFi units, showcasing their compact and modern design. These units work together to create a unified whole-home Wi-Fi network.

- **Whole Home WiFi Coverage:** Covers up to 6,000 sq. ft. with seamless, high-performance WiFi, eliminating dead zones and buffering.

- **Connect More Devices:** Two WiFi bands with dynamic backhaul support up to 120 devices, ensuring optimal speed for all connected devices.
- **Wi-Fi 6 Mesh for Faster Connections:** AX1800 dual-band system provides speeds of up to 1,201 Mbps on 5 GHz and 300 Mbps on 2.4 GHz.
- **More Gigabit Ports w/ Wired Backhaul:** Each AX1800 unit features 2 Gigabit Ethernet ports (6 in total for a 3-pack) and supports Wired Ethernet Backhaul for enhanced speeds. Any unit can function as a Wi-Fi Router.
- **ROCK Home Shield:** Premium security service offering basic network security, IoT device identification, basic parental controls, and Quality of Service.

SETUP GUIDE

Follow these steps to set up your rockspace AX1800 Mesh WiFi System for optimal performance.

1. Unboxing and Component Check

Carefully unbox all components. Ensure you have:

- rockspace AX1800 Mesh WiFi Units (3-pack)
- Power Adapters
- Ethernet Cable
- Quick Start Guide

2. Connecting the Main Unit

Choose one of the mesh units to be your main router. Connect it to your existing modem or router.

1. Power off your modem/router.
2. Connect one end of the provided Ethernet cable to the LAN port of your modem/router and the other end to any Gigabit Ethernet port on your chosen rockspace mesh unit.
3. Connect the power adapter to the main rockspace unit and plug it into a power outlet.
4. Power on your modem/router, then power on the rockspace unit. Wait for the indicator light to stabilize (usually solid blue or green).

Connect 75+ devices

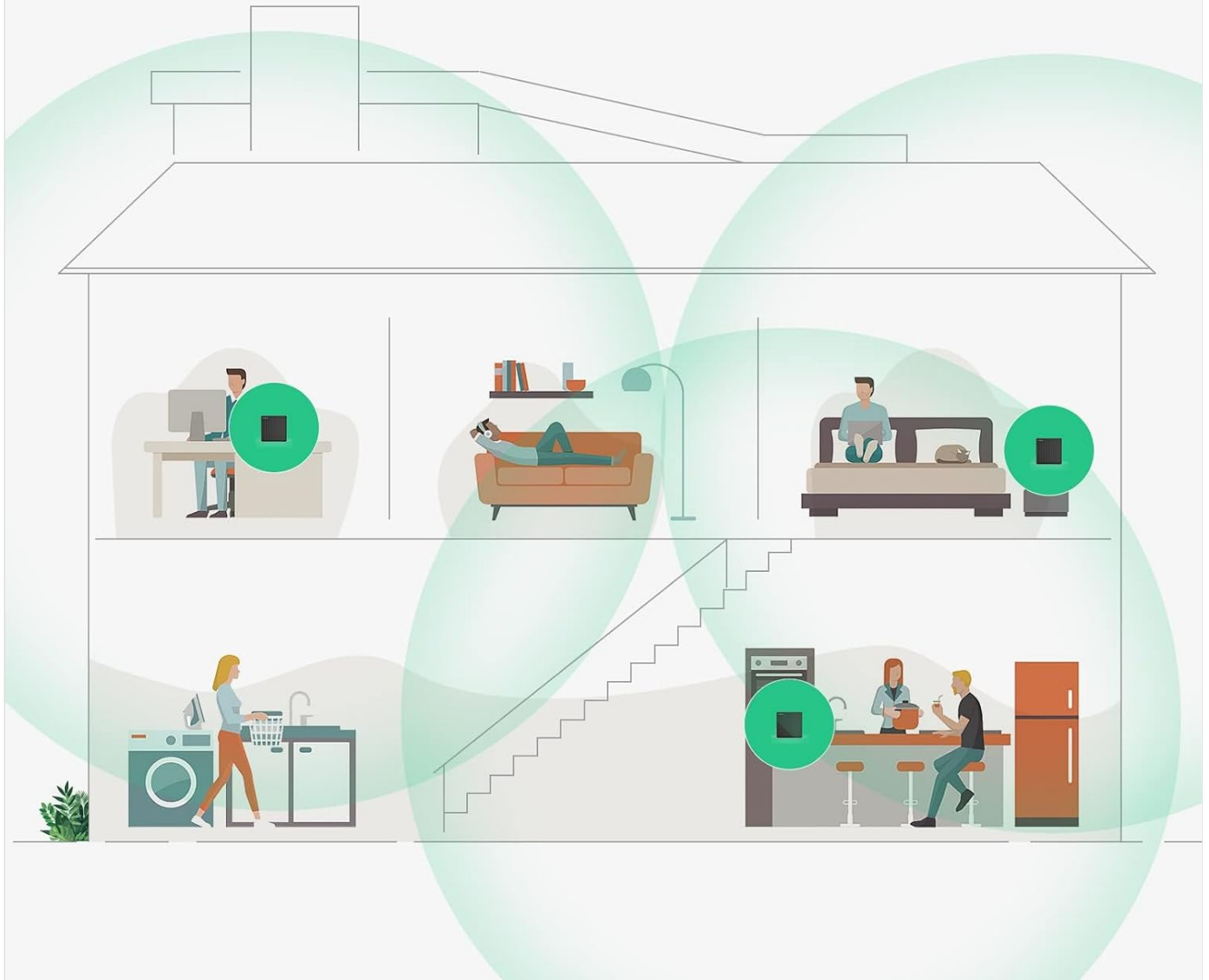


Image: Rear view of a rockspace mesh unit, highlighting the two Gigabit Ethernet ports (LAN/WAN), power input, and reset button. These ports allow for flexible wired connections and backhaul options.

3. Downloading the ROCK App

The easiest way to set up and manage your mesh system is through the official ROCK app.

- Search for "ROCK" in your mobile device's app store (Google Play Store for Android or Apple App Store for iOS).
- Download and install the app.
- Open the app and follow the on-screen instructions to create an account and detect your new mesh system.

Flexible Network Naming

Separate names for each frequency band



Image: A smartphone displaying the rockspace app interface, illustrating the option for flexible network naming and management of 2.4GHz and 5GHz Wi-Fi bands. This allows users to customize their network experience.

4. Placing Satellite Units

Once the main unit is configured, strategically place the other mesh units (satellites) around your home to extend coverage.

- Place satellite units within range of the main unit or another satellite unit.
- Avoid placing units near large metal objects, concrete walls, or appliances that emit electromagnetic interference (e.g., microwaves, cordless phones).
- Plug in the power adapters for the satellite units. They will automatically connect to the mesh network.
- Use the ROCK app to verify the connection status and signal strength of each unit.

OPERATING YOUR MESH SYSTEM

Your rockspace AX1800 Mesh WiFi System is designed for ease of use and provides a robust wireless experience.

Connecting Devices

Once your mesh network is active, you can connect your devices (smartphones, tablets, computers, smart home devices) to the Wi-Fi network using the SSID (network name) and password you set during setup.

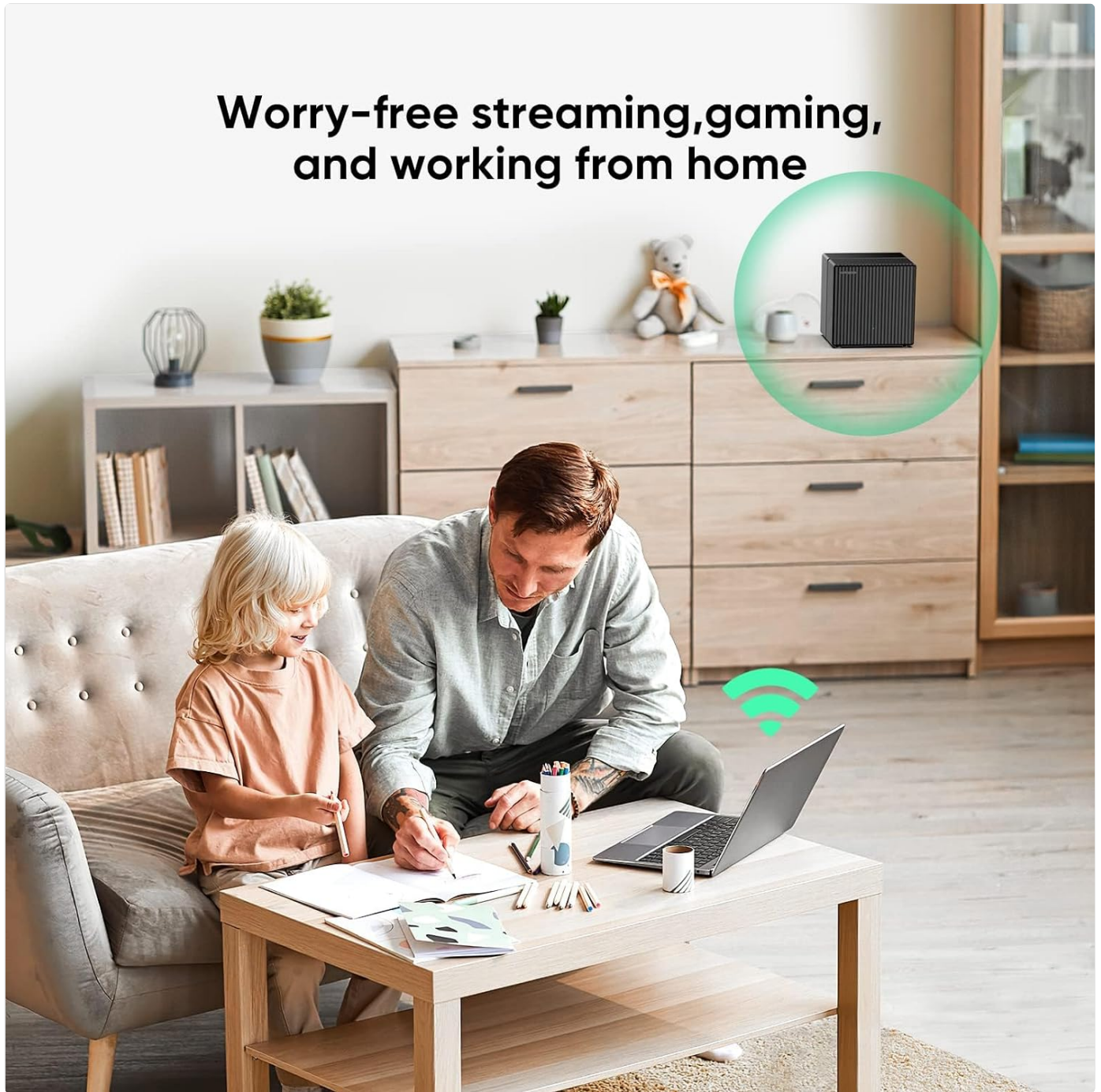


Image: An illustrative diagram of a multi-story house, demonstrating how multiple mesh units provide comprehensive Wi-Fi coverage across different rooms and floors, supporting connections for over 75 devices simultaneously.

Understanding Wi-Fi 6 Benefits

The AX1800 system utilizes Wi-Fi 6 (802.11ax) technology, offering significant improvements over previous Wi-Fi standards.

- **Faster Speeds:** Enjoy higher data transfer rates, especially on the 5 GHz band.
- **Increased Capacity:** Efficiently handles more connected devices simultaneously without performance degradation.
- **Improved Efficiency:** Better battery life for Wi-Fi 6 compatible devices due to Target Wake Time (TWT) technology.

Revolutionary WiFi 6

Up to **1.4X** faster speed

Up to **4X** capacity



*The data compares speed of 2X2 11ax on 5GHz 80 MHz bandwidth with 1024QAM modulation to speed of 2x2 11ac on 5GHz 80MHz with 256QAM modulation.

Image: A single rockspace mesh unit positioned on a desk, accompanied by text highlighting the benefits of Revolutionary WiFi 6, including up to 1.4 times faster speed and up to 4 times greater capacity compared to previous Wi-Fi standards.

Using the ROCK App for Management

The ROCK app provides comprehensive control over your mesh network:

- **Network Status:** View connected devices, network speed, and unit status.
- **Parental Controls:** Manage internet access for specific devices or users.
- **Guest Network:** Create a separate Wi-Fi network for guests.
- **Security Features:** Access ROCK Home Shield features for network protection.
- **Firmware Updates:** Check for and install the latest firmware to ensure optimal performance and security.

AI protection

Life-time free commercial-grade security for network



Parental Control



Internet Security

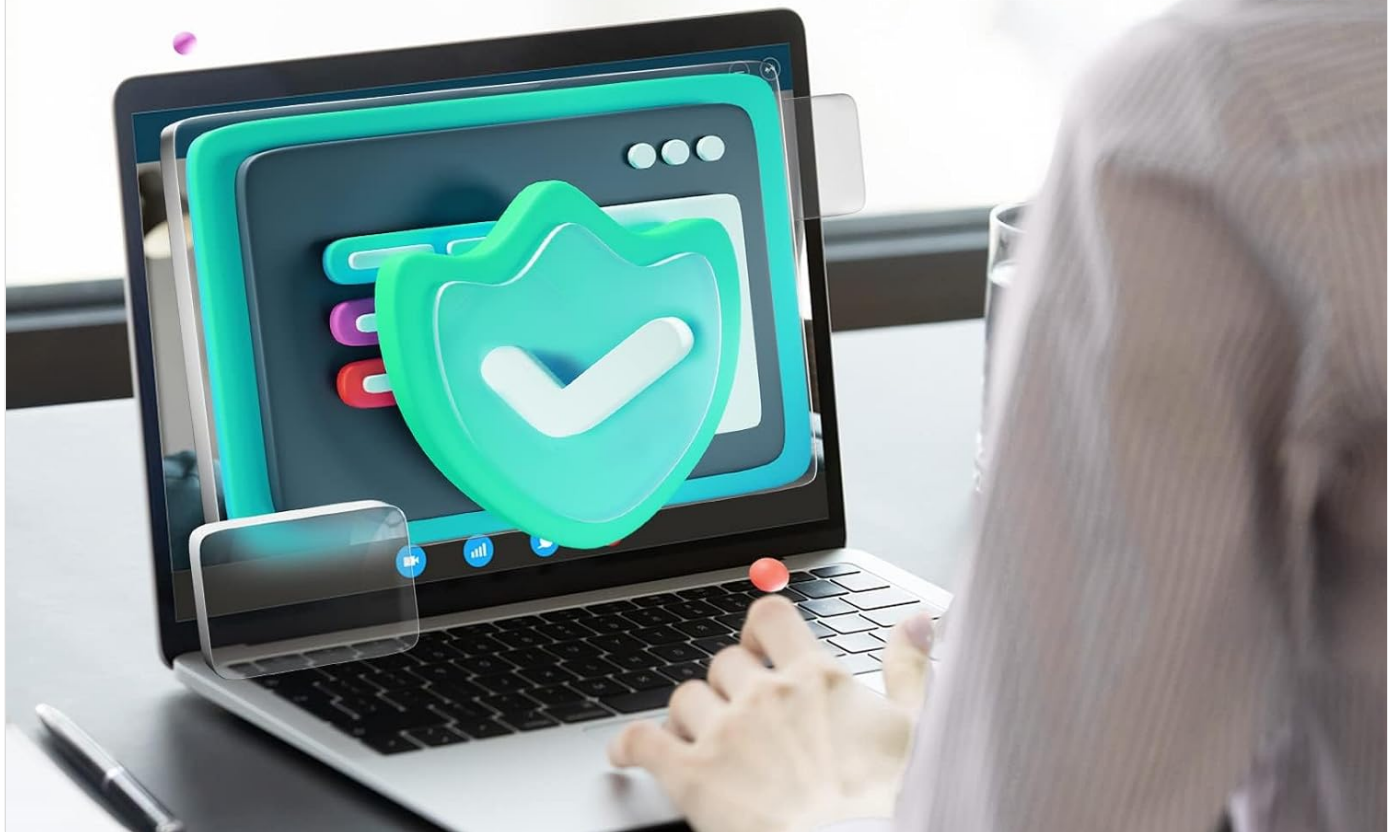


Image: A laptop screen displaying security features, including a prominent shield icon, indicating "AI protection." Below it are icons for "Parental Control" and "Internet Security," representing the comprehensive security services offered by ROCK Home Shield.

MAINTENANCE

To ensure the longevity and optimal performance of your rockspace AX1800 Mesh WiFi System, consider the following maintenance tips:

- **Keep Units Clean:** Regularly wipe down the units with a soft, dry cloth to prevent dust buildup, which can affect ventilation.
- **Ensure Proper Ventilation:** Place units in open areas, away from walls or enclosed spaces, to allow for adequate airflow and prevent overheating.
- **Firmware Updates:** Periodically check for and install firmware updates via the ROCK app. Updates often include performance improvements, bug fixes, and security enhancements.
- **Avoid Extreme Temperatures:** Do not expose the units to extreme heat or cold, or direct sunlight.

TROUBLESHOOTING

If you encounter issues with your rockspace AX1800 Mesh WiFi System, try the following troubleshooting steps:

No Internet Connection

- **Check Modem/Router:** Ensure your primary modem or router is working correctly and has an active internet connection.
- **Cable Connections:** Verify that all Ethernet cables are securely connected between your modem/router and the main mesh unit.
- **Restart Devices:** Power cycle your modem/router, then the main mesh unit, and finally any satellite units. Wait a few minutes for each device to fully restart.
- **Indicator Lights:** Check the LED indicator lights on your mesh units. Refer to the quick start guide for the meaning of different light statuses (e.g., solid blue for connected, blinking for issues).

Weak Wi-Fi Signal or Dead Zones

- **Relocate Units:** Adjust the placement of your satellite units. Try moving them closer to the main unit or to a more central location within the area experiencing weak signal.
- **Reduce Interference:** Move units away from potential sources of interference such as cordless phones, microwaves, Bluetooth devices, and large metal objects.
- **Check Obstructions:** Thick walls, floors, and large furniture can impede Wi-Fi signals.

Cannot Connect to the ROCK App

- **App Version:** Ensure you have the latest version of the ROCK app installed.
- **Wi-Fi Connection:** Make sure your mobile device is connected to the rockspace Wi-Fi network.
- **Reinstall App:** If issues persist, try uninstalling and reinstalling the app.

Factory Reset

If all else fails, you may need to perform a factory reset. This will revert all settings to their default values.

- With the unit powered on, use a paperclip or pin to press and hold the Reset button (located on the back of the unit, near the ports) for approximately 10 seconds until the indicator light flashes rapidly.
- Release the button and wait for the unit to restart. You will then need to set up the system again from scratch using the ROCK app.

SPECIFICATIONS

Feature	Detail
Brand	rockspace
Model Name	AX1800 Dual Mesh WIFI 6 System
Frequency Band Class	Dual-Band (2.4 GHz & 5 GHz)
Wireless Standard	802.11ax (Wi-Fi 6)
Data Transfer Rate	Up to 1800 Mbps (1201 Mbps on 5 GHz, 300 Mbps on 2.4 GHz)

Feature	Detail
Connectivity Technology	Wi-Fi, Ethernet
Number of Ports	2 Gigabit Ethernet ports per unit (6 in total for 3-pack)
Security Protocol	WPA3
Operating System	Linux
Coverage Area	Up to 6,000 sq. ft. (3-pack)
Item Weight	3.5 pounds
Package Dimensions	15.27 x 8.07 x 4.76 inches

WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the official rockspace website or contact their customer service directly.

- **Warranty:** Specific warranty terms and conditions may vary. Please consult the warranty card included with your product or visit the rockspace official support page for details.
- **Technical Support:** If you require further assistance beyond this manual, you can reach rockspace customer support through their official website or the contact information provided in the product packaging. The ROCK app may also offer direct support options.