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ACE MR20

MR20-HW MR20 WiFi 5 Access Point User Manual

Model: MR20 | Brand: ACE

1. Introduction

This manual provides comprehensive instructions for the installation, operation, and maintenance of your ACE MR20-HW MR20 WiFi 5 Access Point. The MR20-HW is a cloud-managed access point designed to deliver reliable, high-speed wireless connectivity for various environments, including offices and classrooms. It features dual-band WiFi 5 (802.11ac) technology, supporting speeds up to 1.3 Gbps, and incorporates MU-MIMO technology for efficient multi-device connections.

Please read this manual thoroughly before using the device to ensure proper setup and optimal performance.

2. Safety Information

- Ensure the device is installed in a well-ventilated area to prevent overheating.
- Use only the power source specified for this device. The MR20-HW supports Power Over Ethernet (PoE).
- Do not expose the device to water, moisture, or extreme temperatures.
- Avoid placing the device near strong electromagnetic fields.
- This device is intended for indoor use only.

3. Package Contents

Verify that all items are present in your package:

- MR20-HW MR20 WiFi 5 Access Point
- ACE All-in-one Warranty SupportPlus documentation

4. Product Overview

The ACE MR20-HW is a compact and powerful wireless access point designed for seamless integration into your network. It provides robust WiFi 5 (802.11ac) connectivity across dual bands (2.4 GHz and 5 GHz) to support a wide range of devices and applications.

Figure 1: Top view of the ACE MR20-HW MR20 WiFi 5 Access Point. The device is white and rectangular, featuring the Cisco logo on its surface, indicating its design and compatibility with Cisco Meraki cloud management systems.

Key Features:

- **Dual-Band WiFi 5 (802.11ac):** Supports 2.4 GHz and 5 GHz frequencies for flexible and high-speed wireless connections up to 1.3 Gbps.
- **Cloud Management:** Effortless network control and visibility through an intuitive cloud-based platform.
- **MU-MIMO Technology:** Enhances network efficiency by allowing simultaneous communication with multiple devices.
- **Power Over Ethernet (PoE) Support:** Simplifies installation by delivering power and data over a single Ethernet cable.
- **Flexible Mounting Options:** Designed for easy wall or ceiling installation.
- **Robust Security:** Features WPA3 encryption and automatic firmware updates for network protection.

5. Setup

5.1 Physical Installation

The MR20-HW can be mounted on a wall or ceiling. Choose a central location to maximize wireless coverage. Ensure the mounting surface is stable and can support the device's weight.

1. **Select Mounting Location:** Identify a suitable spot, preferably high up and clear of obstructions, for optimal signal propagation.
2. **Secure Mounting Bracket (if applicable):** If using a mounting bracket (sold separately or included with specific kits), attach it securely to the wall or ceiling using appropriate screws.
3. **Attach MR20-HW:** Align the access point with the mounting bracket or directly with the mounting

points on the surface, then twist or slide to secure it in place.

5.2 Network Connection

The MR20-HW supports Power Over Ethernet (PoE), simplifying cabling by delivering both power and data through a single Ethernet cable.

1. **Connect Ethernet Cable:** Plug one end of an Ethernet cable into the PoE-enabled Ethernet port on the MR20-HW.
2. **Connect to Network:** Connect the other end of the Ethernet cable to a PoE switch or a PoE injector that is connected to your network.
3. **Power On:** Once connected, the device will power on automatically if connected to a PoE source. Observe the LED indicators for status.

5.3 Initial Configuration (Cloud Management)

The MR20-HW is managed via a cloud-based platform. You will need an active internet connection and an account on the cloud management platform (e.g., Cisco Meraki Dashboard, if compatible, or ACE's proprietary platform).

1. **Access Cloud Platform:** Open a web browser and navigate to the cloud management platform's login page.
2. **Log In:** Enter your credentials to log in to your account.
3. **Add Device:** Follow the on-screen instructions to add your new MR20-HW access point to your network. This typically involves entering the device's serial number or scanning a QR code.
4. **Configure Network Settings:** Once added, you can configure SSID (Wi-Fi network name), security settings (WPA3 recommended), VLANs, and other network parameters as needed.

6. Operating the MR20-HW

6.1 Cloud Management Platform Usage

The cloud management platform provides centralized control and monitoring of your MR20-HW and other network devices. Key functionalities include:

- **Dashboard Overview:** View real-time network status, connected clients, and traffic usage.
- **Configuration:** Modify wireless settings, security protocols, guest access, and more.
- **Monitoring & Analytics:** Track network performance, identify potential issues, and analyze usage patterns.
- **Firmware Updates:** Schedule and apply automatic firmware updates to ensure optimal performance and security.
- **Troubleshooting Tools:** Utilize built-in tools for diagnostics and issue resolution.

6.2 Key Features in Operation

- **Dual-Band Operation:** The MR20-HW automatically steers clients to the optimal band (2.4 GHz or 5 GHz) for the best performance.
- **MU-MIMO:** This technology allows the access point to communicate with multiple devices simultaneously, significantly improving efficiency in environments with many connected clients.
- **Guest WiFi:** Easily set up isolated guest networks with customizable splash pages and bandwidth limits.

7. Maintenance

Regular maintenance ensures the longevity and optimal performance of your MR20-HW access point.

- **Firmware Updates:** Keep the device's firmware updated through the cloud management platform. Automatic updates are recommended for security and feature enhancements.
- **Cleaning:** Periodically clean the exterior of the device with a soft, dry cloth. Do not use liquid cleaners or aerosols. Ensure ventilation openings are clear of dust.
- **Environmental Check:** Ensure the operating environment remains within specified temperature and humidity ranges.
- **Network Monitoring:** Regularly check the cloud management dashboard for any alerts or performance degradation.

8. Troubleshooting

If you encounter issues with your MR20-HW, refer to the following common troubleshooting steps:

Problem	Possible Cause	Solution
No power/LEDs off	No PoE power; faulty Ethernet cable	Verify PoE source is active; check Ethernet cable connection; try a different cable.
Cannot connect to WiFi network	Incorrect WiFi password; SSID not broadcasting; device out of range	Double-check password; ensure SSID is enabled in cloud platform; move closer to AP.
Slow WiFi speeds	Network congestion; interference; outdated firmware	Reduce number of connected devices; check for interference sources (e.g., microwaves); update firmware.
Device not appearing in cloud platform	Network connectivity issue; incorrect serial number; firewall blocking access	Verify internet connection; re-enter serial number; check firewall settings to allow outbound connections to cloud platform.

For more advanced troubleshooting, consult the online documentation or contact ACE support.

9. Specifications

Feature	Detail
Model Name	MR20
Brand	ACE
Wireless Communication Standard	802.11ac (WiFi 5)
Frequency Band Class	Dual-Band (2.4 GHz, 5 GHz)
Max Speed	Up to 1.3 Gbps
Connectivity Technology	Ethernet (PoE)

Feature	Detail
Special Feature	Remote Access (Cloud Managed)
Recommended Uses	Indoor
Compatible Devices	Ethernet Input
ASIN	B0DTS258CV
Item Model Number	MR20
Date First Available	August 21, 2024

10. Warranty and Support

Your ACE MR20-HW Access Point comes with the ACE All-in-one Warranty SupportPlus. This warranty program is designed to provide comprehensive support for products purchased from ACE.

Warranty Information:

- The product is protected under the ACE All-in-one Warranty SupportPlus.
- This warranty allows you to make a claim using the same form for any manufacturer's product purchased from ACE listings.

Optional Protection Plans:

Extended protection plans are available for purchase to further safeguard your investment:

- **3-Year Protection Plan:** One-time payment of $25.99.
- **4-Year Protection Plan:** One-time payment of $34.99.
- **Complete Protect:** Covers all eligible past and future purchases for $16.99/month.

For warranty claims or to inquire about support, please refer to the ACE All-in-one Warranty SupportPlus documentation included with your product or visit the official ACE support channels.

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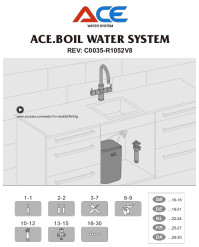
Related Documents - MR20

Bedienungsanleitung
ACE Pro

[ACE Pro Digital-Alkoholtester: Bedienungsanleitung und Technische Daten]
Umfassende Bedienungsanleitung für den ACE Pro digitalen Alkoholtester. Enthält Informationen zur Bedienung, Kalibrierung, Wartung, technischen Daten und Garantie von ACE Handels- und Entwicklungs GmbH.

[ACE App: Anleitung zum Zurücksetzen des Passworts]
Schritt-für-Schritt-Anleitung, wie Sie Ihr Passwort in der ACE App zurücksetzen können. Erfahren Sie, wie Sie auf Ihr Konto zugreifen, wenn Sie Ihr Passwort vergessen haben.



[ACE.BOIL Water System User Manual and Installation Guide]
Comprehensive user manual and installation guide for the ACE.BOIL Water System by ACE Water Systems. Covers product features, safety, installation, maintenance, and troubleshooting for this kitchen boiling water dispenser.

[ACE Phase 2: Movement Training - Optimizing Movement Efficiency]
Explore Phase 2: Movement Training from the ACE Integrated Fitness Training (ACE IFT) Model. This guide details five fundamental movement patterns and provides comprehensive rubrics for assessing movement proficiency, essential for enhancing health, fitness, performance, and injury prevention.

[ACE All-in-one Karaoke Player User Guide]
Comprehensive user guide for the ACE All-in-one Karaoke Player, detailing features, setup, song management, and operation for an enhanced karaoke experience. Learn how to select songs, manage your library, and customize settings.

[ACE Damping Technology Catalogue: Industrial Shock Absorbers & Motion Control]
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