Digital Life Simply Connected

User Guide

AC1600 Whole Home Wi-Fi Mesh System
AR3030W

KAON

Contents

About This Guide

This guide provides a brief introduction to AR3030W Whole Home Mesh Wi-Fi System and the mobile app, as well as other useful information.

Copyright Statement

Please note that features of AR3030W may vary slightly depending on the model and software version you have, and on your location, language and internet service provider. All images, parameters and descriptions documented in this guide are used for informational purposes only, and may change without notice. This publication may not be reproduced, in whole or in part, without prior expressed written permission from KAONMEDIA Co., Ltd.

Conventions

Convention	Description
AR3030W	It stands for AR3030W Whole Home Mesh Wi-Fi System.
Device	It stands for AR3030W Whole Home Mesh Wi-Fi System.
Connected Device	It stands for devices which are connected to your AR3030W Wi-Fi network.
KAON App	It stands for KAON Smart Wi-Fi App
HELP	This format is used to highlight information of importance or special interest. Ignoring this type of note may result in ineffective configuration, loss of data, or damage to your device.
TIP	This format indicates important information that helps you make better use of your device.
🏠	It stands for my dashboard menu.
🔗	It stands for mesh network menu.
▦	It stands for tool menu.

More Information

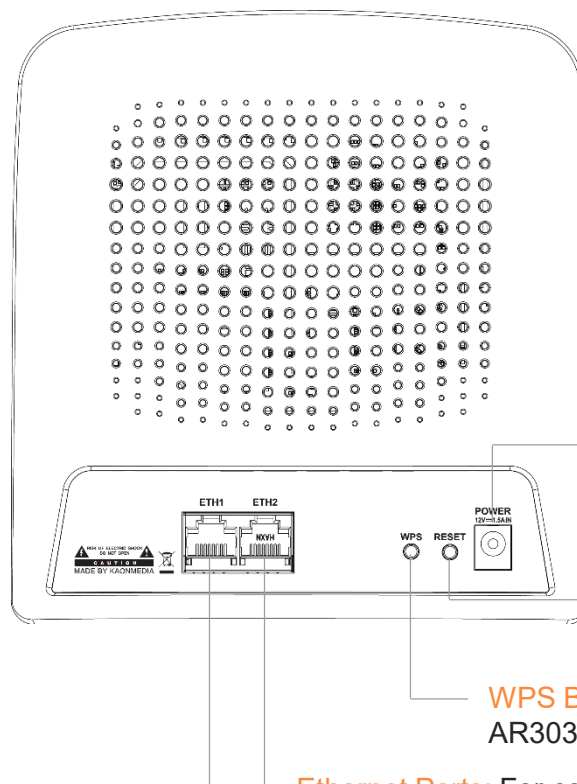For technical support and other information, please contact your sales representative or contact us by email.
www.kaonmedia.com I sales_support@kaonmedia.com

Product Overview

Each AR3030W has five (5) LEDs, two (2) RJ-45 Gigabit Ethernet LAN ports, WPS and RESET buttons and a Power Connector. See the explanation below:

Power Connector: For Connecting AR3030W to the a power outlet via the provided power adaptor

Reset Button: For resetting AR3030W to factory default settings

WPS Button: For creating a mesh network between AR3030W devices

Ethernet Ports: For connecting AR3030W to your home gateway, the Ethernet outlet or other internet devices.

LED: 2.4G, 5G, ETH, MESH, POWER

LEDs

Each AR3030W has five (5) LEDs that changes color according to its status. See the explanation below:
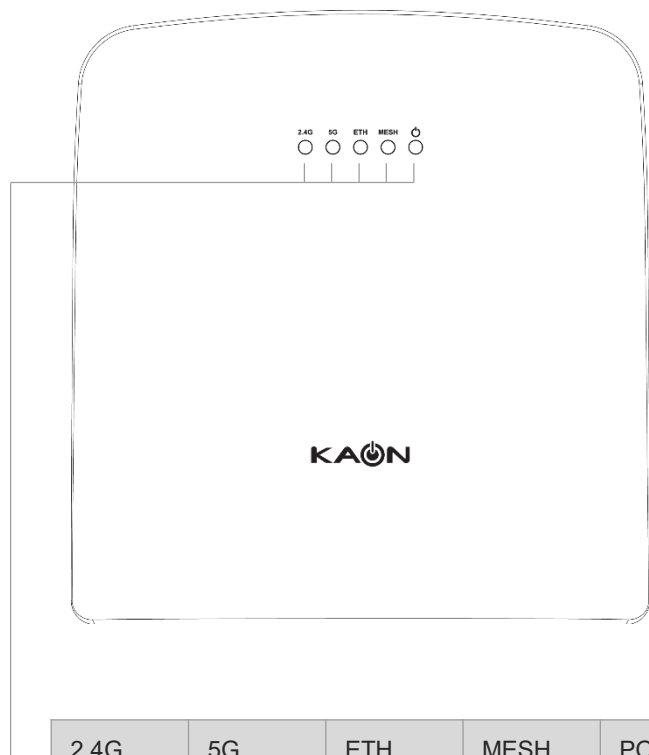
2.4G	5G	ETH	MESH	POWER
Green	Green	Green	Green	Green
Yellow	Yellow	None	Blue	None

LED description		
LED	**Color**	**Description**
2.4G	Green	The 2.4GHz radio is operating.
	Yellow	Case 1 : The Wi-Fi connection between AR3030Ws is weak. Case 2 : The additional AR3030W is not connected to the AR3030W connected to your home gateway.
5G	Green	The 2.4GHz radio is operating.
	Yellow	Case 1 : The Wi-Fi connection between AR3030Ws is weak. Case 2 : The additional AR3030W is not connected to the AR3030W connected to your home gateway.
ETH	Green	The Ethernet device is connected to an Ethernet port
	None	The Ethernet device is not connected to AR3030W.
MESH	Blue	The primary AR3030W connected to your home gateway completes to create a mesh network.
	Blinking Blue	The primary AR3030W connected to your home gateway is creating a mesh network.
	Green	The additional AR3030W(s) completes to create a mesh network.
	Blinking Green	The additional AR3030W(s) is creating a mesh network.
Power	Green	AR3030W is ready.
	Blinking Green	AR3030W is initializing.

Product Specifications

General		
Device Interfaces	• Two 10/100/1000 Mbit Ethernet LAN ports • WPS button	• Pin-sized reset button • Power port
LEDs	• 2.4 GHz band uplink/downlink strength • 5 GHz band uplink/downlink strength • Ethernet	• Mesh Network • Power
Antenna Type	• Two internal antennas (Dual band)	
Data Signal Rate	• 2.4 GHz: up to 300 Mbps	• 5 GHz; up to 1300 Mbps
Standards	• IEEE 802.11ac • IEEE 802.11g • IEEE 802.11a	• IEEE 802.11n • IEEE 802.11b
Minimum Requirements	• Internet Explorer 10, Chrome 28.0 • iOS 11.0 or later, compatible with iPhone • Wireless network	• Android 5.0 or later, compatible with Android phone
Functionality		
Security	• WPA & WPA2 (Wi-Fi Protected Access)	• WPS (Wi-Fi Protected Setup)
Advanced Features	• Web / Mobile setup wizard • Seamless Roaming (multiple AP steering) • Wi-Fi Multimedia (WMM) • Smart Band Steering (Smart Connect) • Wi-Fi Mesh	• Quality of Service (QoS) • Air Time Fairness (ATF) • AP Steering • Remote Diagnostics / Monitoring (TR-069, syslog)
Physical		
Dimensions	• 156 x 147 x 71.4 mm (6.14 x 5.78 x 2.81 in)	
Weight	• 298 g	
Power Adapter	• Input: 100 to 240 V AC, 50/60 Hz	• Output: 12 V, 1.5 A
Temperature	• Operating: 0 to 40 °C (32 to 104 °F)	• Non-Operating: -20 to 65 °C (-4 to 149 °F)
Humidity	• Operating: 20% to 80% non-condensing	• Non-Operating: 5% to 95% non-condensing
Certifications		

Set Up Your AR3030W

Follow the steps below to set up your AR3030W Whole Home Wi-Fi.

1. Download the KAON Smart Wi-Fi app

Scan the unique QR code below to download the KAON Smart Wi-Fi app.
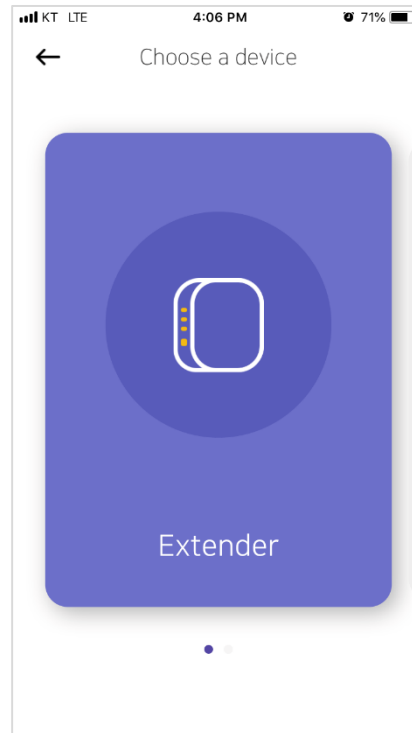
Install the app on a compatible iOS or Android smartphone.

2. Read the Terms of Service

Launch the app. Read and review the Terms of Service carefully before using the service. Clicking "I agree to the Terms of Service" constitutes your acceptance and agreement to be bound by the Terms of Service.
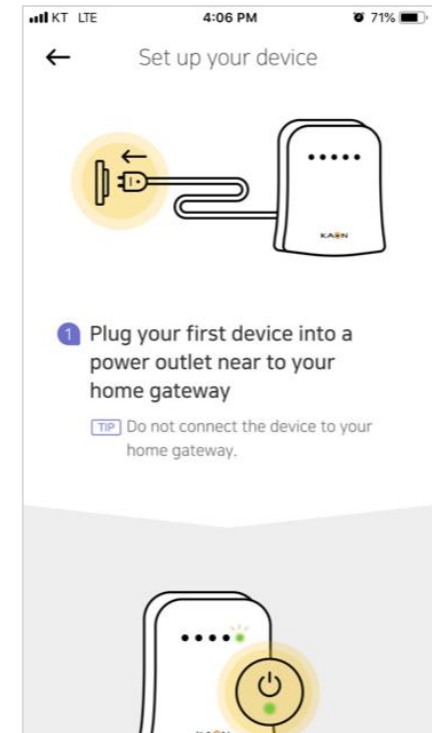
Tap the Get Started button to set up AR3030W with the app.

3. Connect your home gateway to AR3030W

Swipe to find an Extender icon shown in purple color, then tap the icon.

Follow the step-by-step instructions on the App to connect your home gateway to your primary AR3030W. Then, tap the Next button
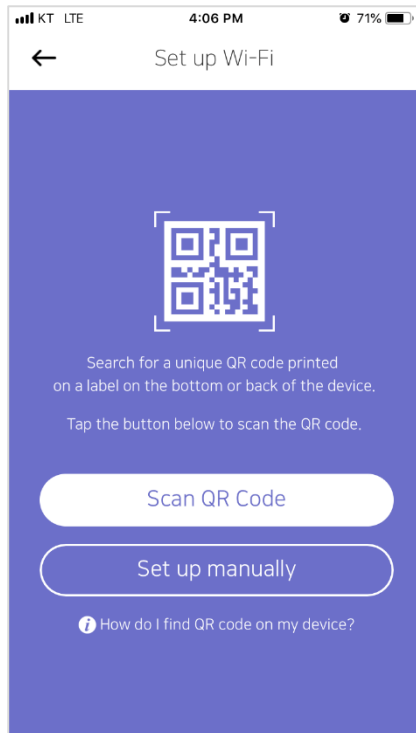
Set Up Your AR3030W

Follow the steps below to set up your AR3030W Whole Home Wi-Fi.

4. Find and connect your AR3030W

Tap the Scan QR code button, and then point the camera at the QR code on the back or bottom of the device.

If the QR code is missing or you're unable to scan it, you can connect your phone to the AR3030W manually. Tap the Set up manually button to follow the step-by-step instructions.
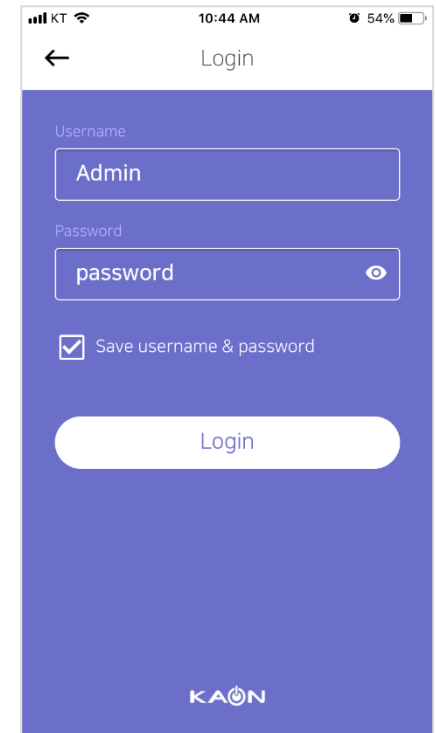
5. Choose your AR3030W

You can see a list of AR3030W(s) connected to your phone or network after connecting your phone to the AR3030W successfully.

Find AR3030W, which turns into a master mode and shows in purple color, then tap the icon.
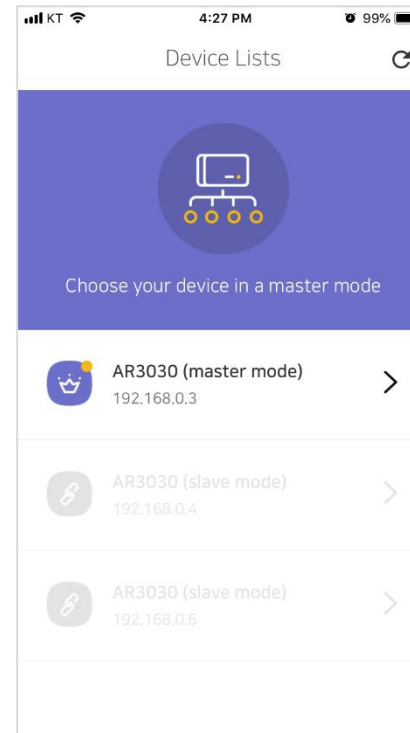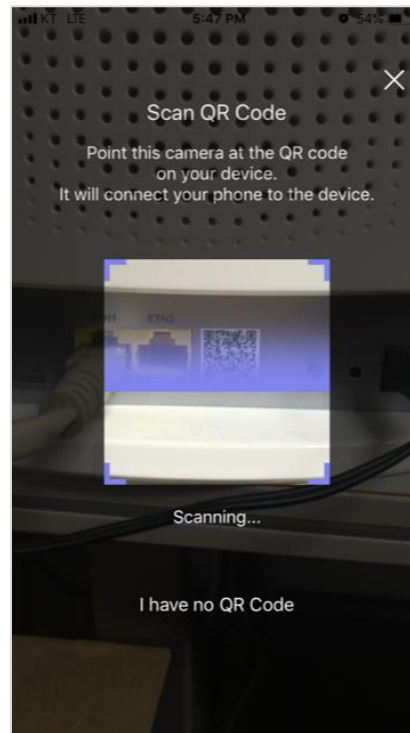
6. Log in with KAON AR3030W ID

Enter your login information printed on a label on the back or bottom of the AR3030W to log in.
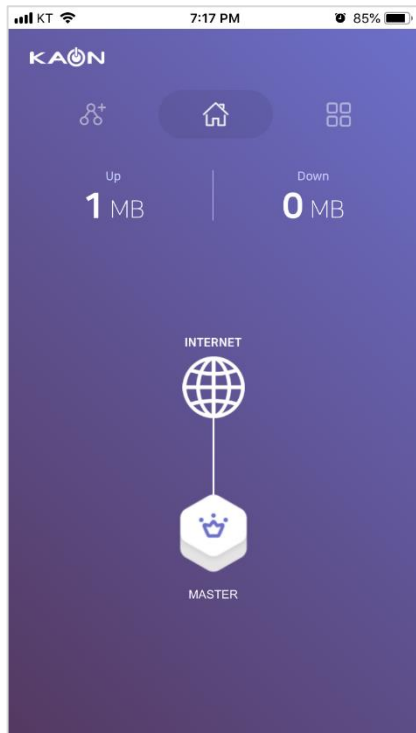
Set Up Your AR3030W

Follow the steps below to set up your AR3030W Whole Home Wi-Fi.

7. Add more AR3030Ws

You can see the dashboard of the app after setting up your Wi-Fi network successfully.

If you have more than one AR3030W device, go to network on the top left-hand corner, and tap ⚬ icon to add more AR3030Ws one by one on the dashboard of the app.

8. Connect your additional AR3030Ws

Just like the way you connected your primary AR3030W to your phone, point the camera at the QR code on the back or bottom of the device.
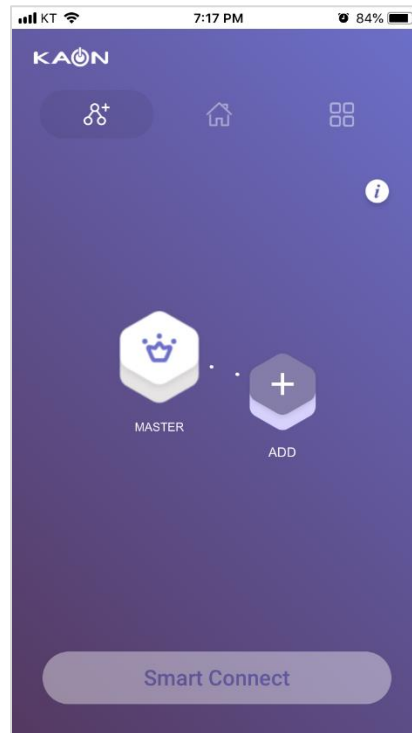
9. Create a mesh network

After scanning its QR code successfully, tap Smart connect to create a mesh network between your primary AR3030W and additional AR3030W.

Wait a few minutes until all AR3030Ws start to connect each other automatically, and then repeat this method to set up another AR3030W.
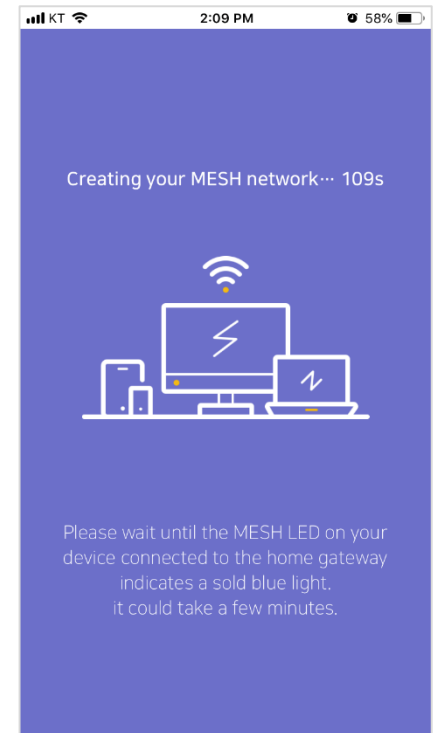
Dashboard

After you successfully set up your AR3030W network and create a mesh network, you will see the dashboard of the KAON app. Here you can view working status of all AR3030Ws, its network topology, and the connected devices per AR3030W.

Dashboard

You can view the status of all the AR3030W, real-time upload/download speed, and connected devices per AR3030W.
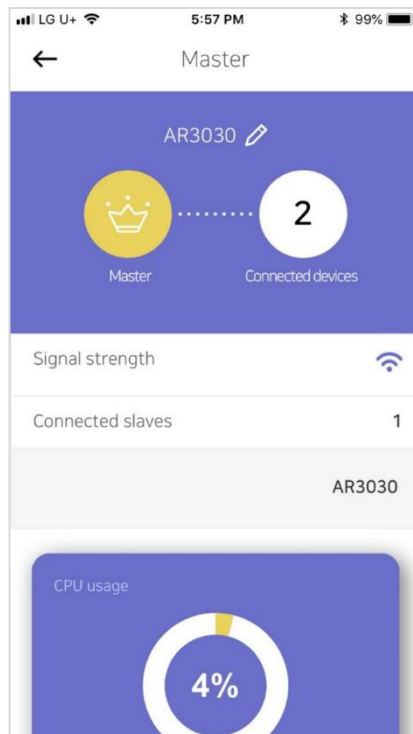
You can see the Dashboard screen by tapping the Home icon located on the middle of the top.
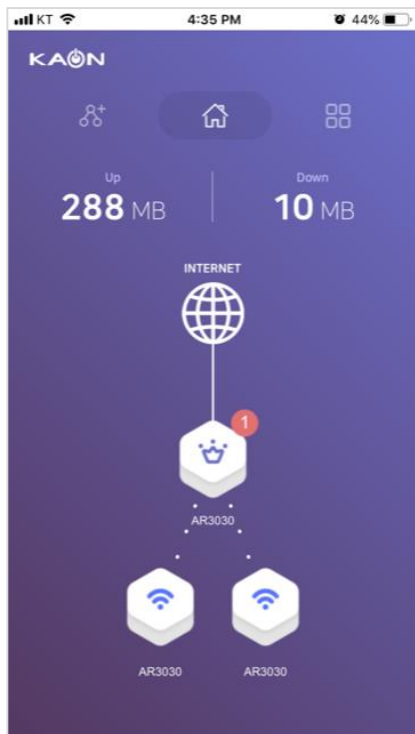
Manage your AR3030W(s)

Tap the AR3030W icons on the home screen to see details of the corresponding AR3030W units.

You can change device names by tapping the Edit icon, and see details of connected devices by tapping the number above Connected devices.

Speed Test

Tap the Internet icon to run a speed test to make sure you are getting the speeds you are paying for.

Download speed is the rate at which internet content is transferred to your AR3030W(s), whereas Upload speed is the rate at which you can upload content to the internet.
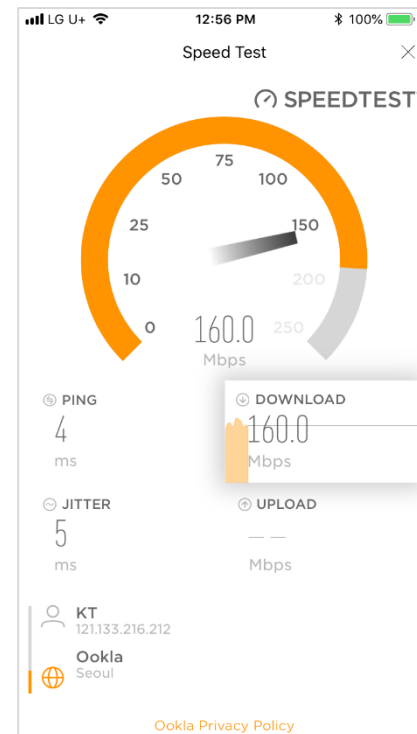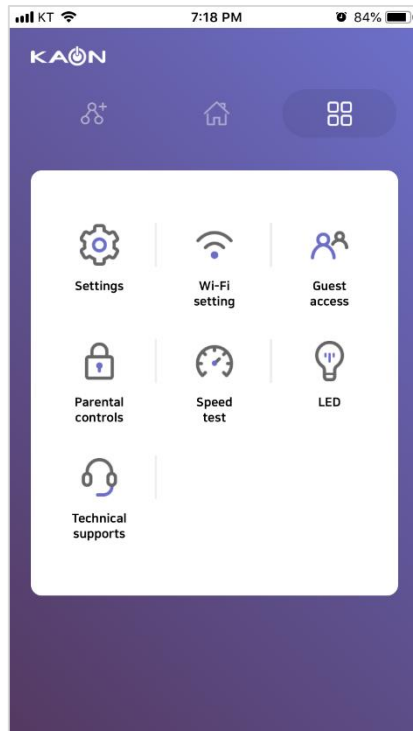
Wi-Fi Settings

View or change your Wi-Fi name and password of your network, and share it with your family and friends.
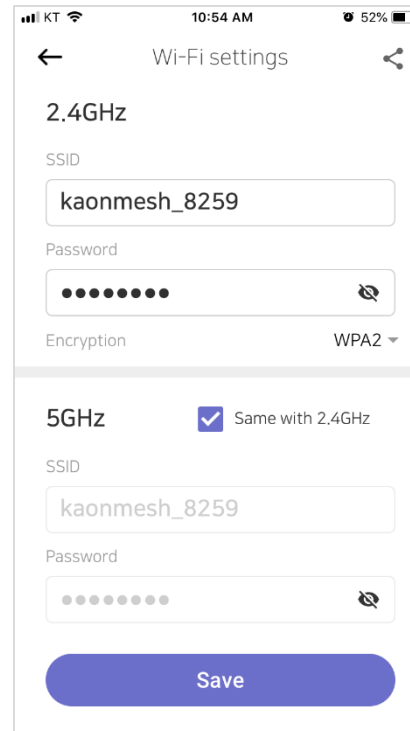
Wi-Fi settings

Tap the Tools icon on the top right-hand corner to view to display more features. And then tap Wi-Fi settings to view or customize your Wi-Fi name and password of your network.

Change your Wi-Fi name and password

Create your own 2.4GHz and 5GHz Wi-Fi name and password, and then tap the Save button.

You can share the network details with family and friends by tapping the Share icon located on the top right-hand corner.
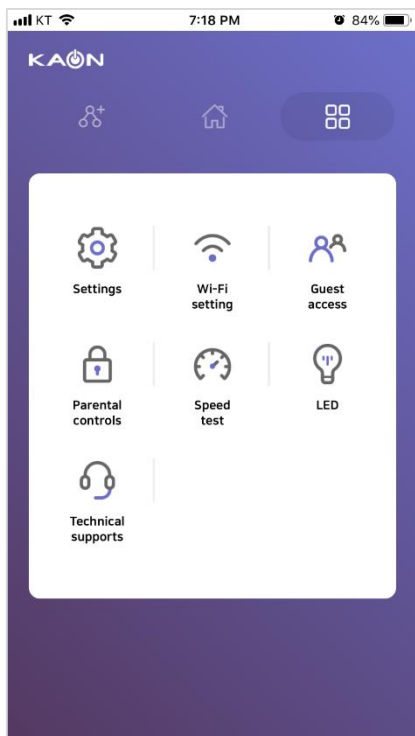
Guest Access

Create and manage separate internet access for your guests, and share it with them.

Guest access

Tap the Tools icon on the top right-hand corner to view to display more features. And then tap Guest access to create your guest Wi-Fi network name and password .

Create your guest Wi-Fi network

Set up a time schedule, and create Wi-Fi network name and password for your guests.

You can share the network details with guests by tapping the Share icon located on the top right-hand corner.
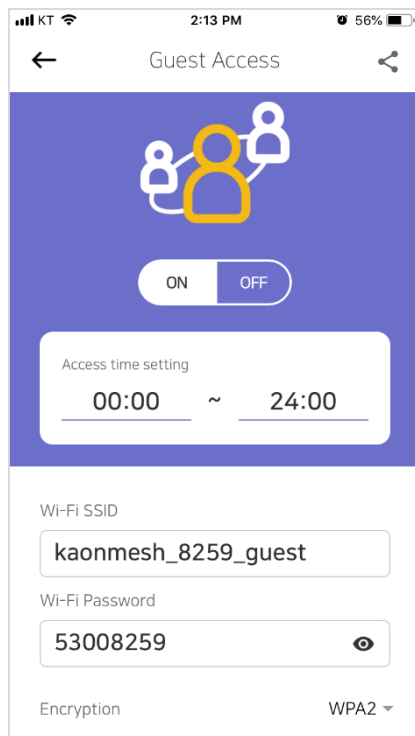
LED

Manage the LED lights on all your AR3030Ws for your preference.

Wi-Fi settings

Tap the Tools icon on the top right-hand corner to view to display more features. And then tap LED to either disable or enable the LED lights on all your AR3030Ws.

Disable/enable the LED lights

Set a schedule to enable blinking all the LED lights (2.4G LED, 5G LED, ETH LED, MESH LED, POWER LED) on all your AR3030Ws.
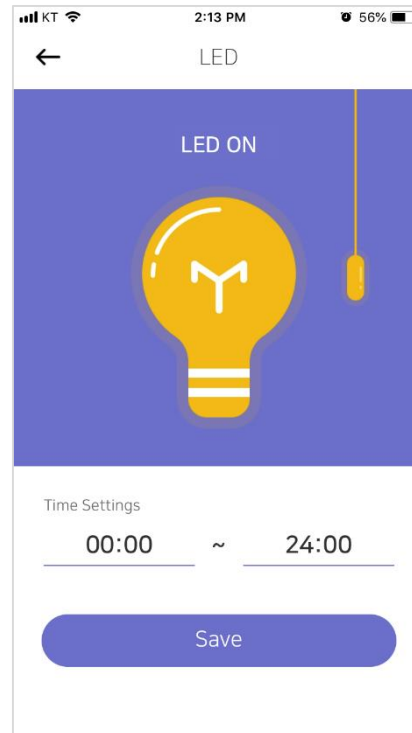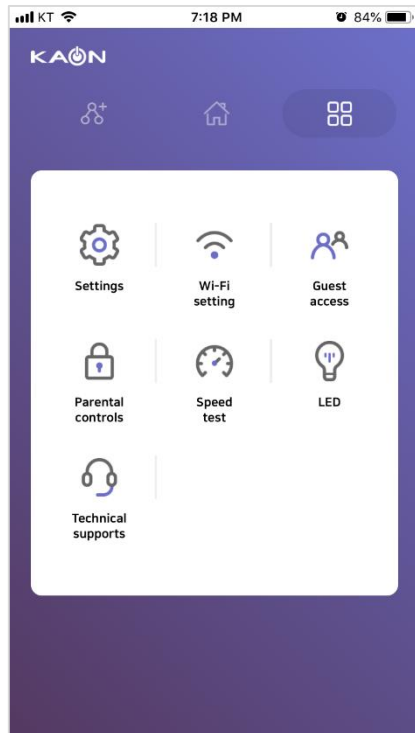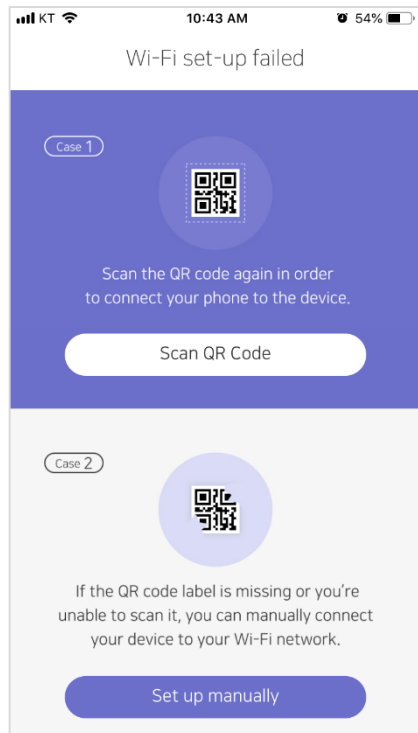
Common Setup Issues (1/2)

Here you can see help articles below.

1. The QR code of your primary AR3030W is missing or you're unable to scan it with your phone.

Tap Set up manually button and follow the step-by-step instructions on the App to connect your primary AR3030W to your mobile phone.

2. The QR code of your additional AR3030W is missing or you're unable to scan it with your mobile phone.

Enter a MAC address of your additional AR3030W to connect your additional AR3030W to your mobile phone.
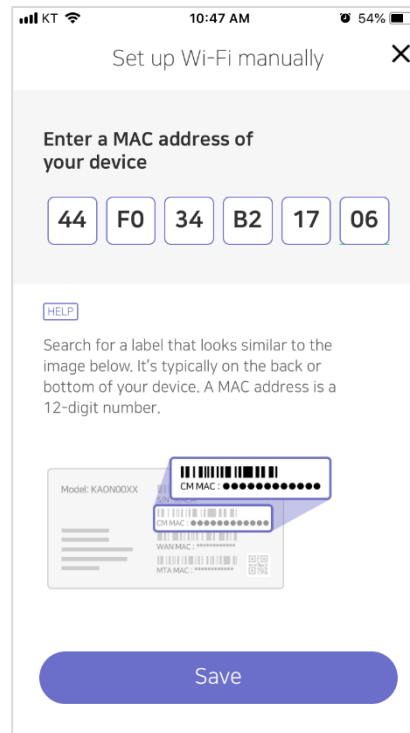
3. The AR3030W can't connect to the Internet.

The primary AR3030W should be plugged into a power outlet, and then connected to your home gateway, which is powered on. It automatically turns into a master mode. And additional AR3030W should not be connected to the home gateway.
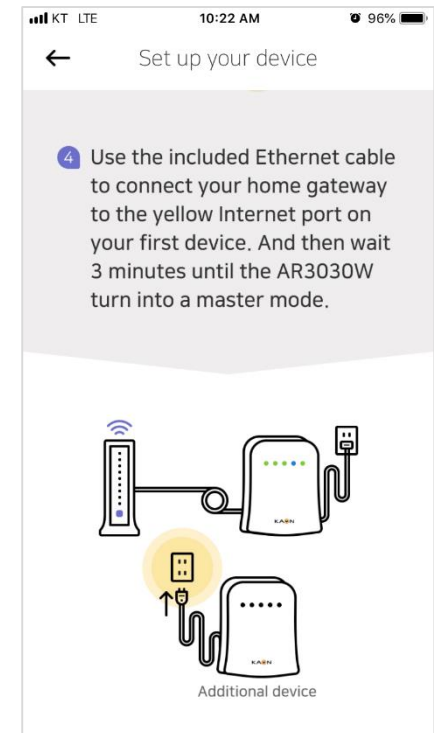
Common Setup Issues (2/2)

Here you can see help articles below.

4. The AR3030W(s) is not found during setup.

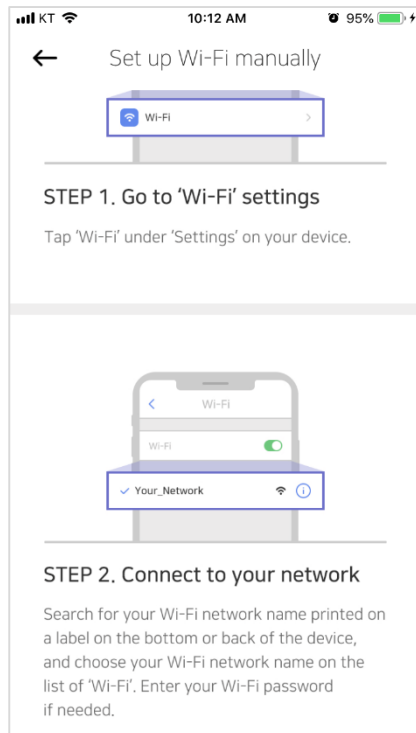Check the power and Ethernet cables and make sure they are securely in place.

If the KAON app still can't find your AR3030W(s), open your phone's Wi-Fi settings and look for a Wi-Fi network that matches the label on the back or bottom of the AR3030W(s).

5. Mobile device isn't connected to my Wi-Fi network

Exit the KAON app, and open your phone's Wi-Fi settings. Make sure Wi-Fi is turned on, and connect to your Wi-Fi network.

If you don't see your Wi-Fi network name, get close to your AR3030W and check that your AR3030W is powered on.
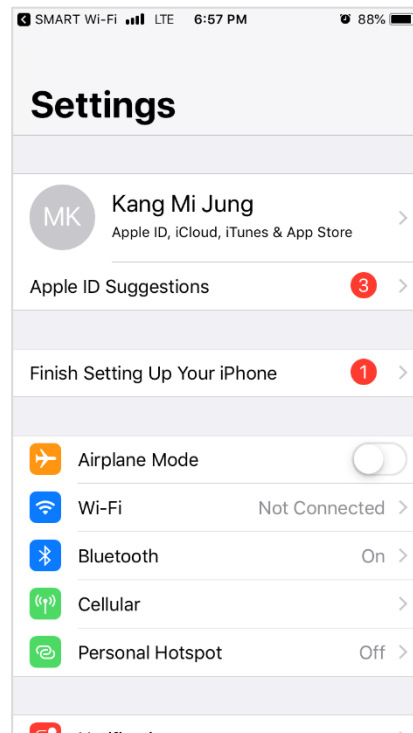
6. Stuck in your mesh network's setup

It means that your phone's Wi-Fi is in an unstable state.

Close the KAON app, open your phone's Wi-Fi settings, and toggle the Wi-Fi switch OFF then ON. Select any nearby connected networks except your Wi-Fi setup network and 'forget' them. Open the KAON app and try to set up your mesh network again.
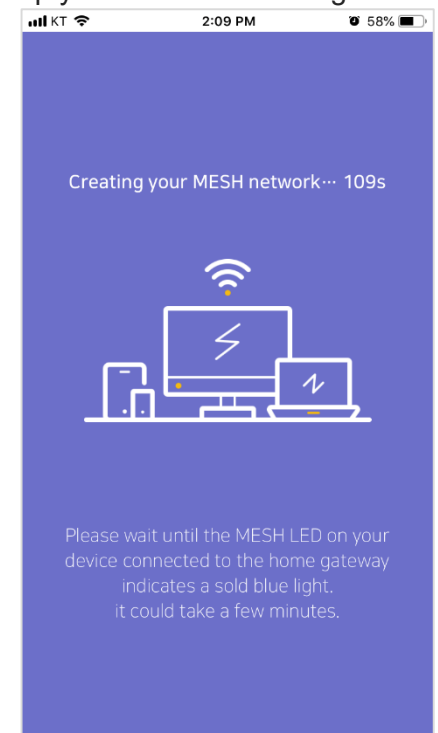
Troubleshooting (1/2)

Here you can see help articles below.

1.How do you find your username and password?

The default login information including username and password is printed on a label on the back or bottom of the AR3030W.

If the default login information does not work properly, you need to reset all the AR3030W(s) by pressing the 'Factory reset' button for minimum 5 seconds.
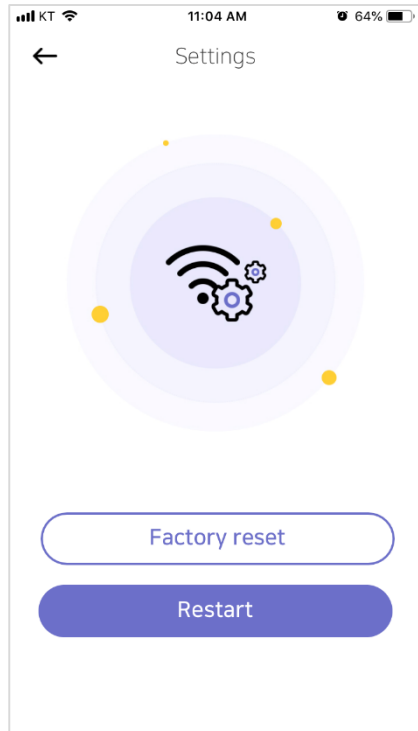
2. None of the LED lights turns on.

Make sure that you use the power adaptor provided in the box and enable the LED lights on all your AR3030W(s) in the LED setting.

If none of the LED lights still turns on, remove the power adapter and plug it again.
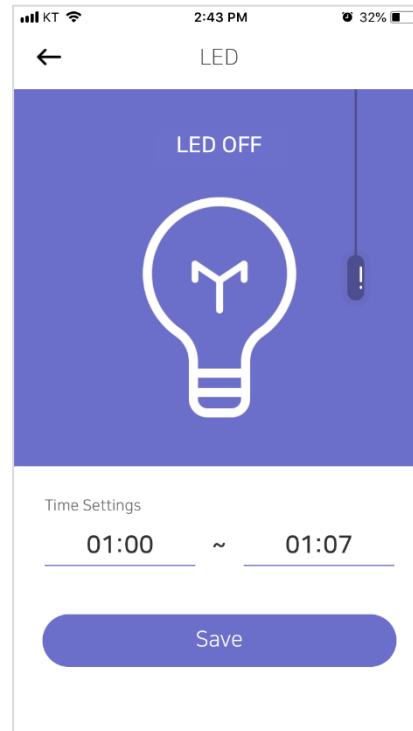
3. Your phone isn't connected to your Wi-Fi network once you change it's settings.

If you change either your Wi-Fi name or password of your network, make sure that your phone is automatically connected to the new Wi-Fi network. If not, go to your phone's Wi-Fi settings and select the new Wi-Fi network.
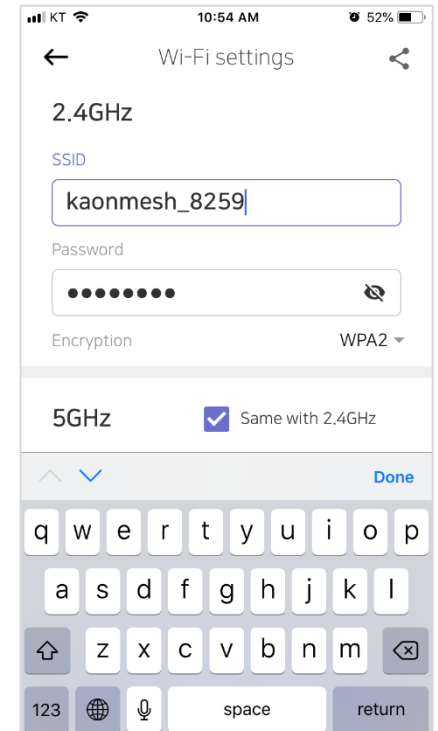
Troubleshooting (2/2)

Here you can see help articles below.

4. You're unable to rescan it with your phone once you change either your Wi-Fi name or password.

The QR code recognizes the default Wi-Fi network name and password only.

If you want to scan the QR code to set up additional AR3030W(s), reset all the AR3030W(s) by pressing the 'Factory reset' button for minimum 5 seconds to initalize the Wi-Fi settings.
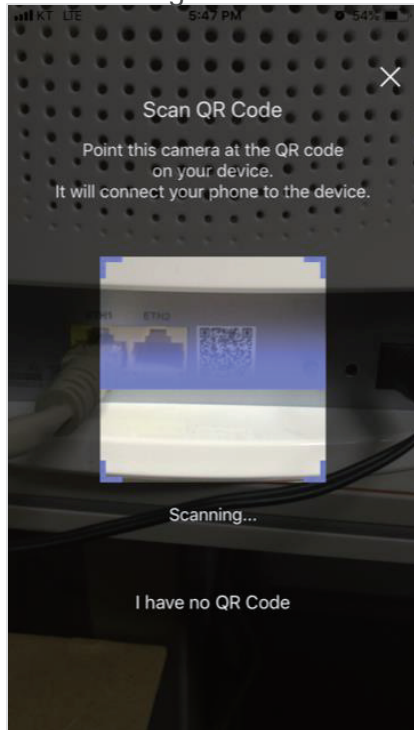

<FCC User manual Statements>

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.

FCC Part 15.105 statement
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.

FCC Part 15.21 statement
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this equipment.

RF Exposure Statement (MPE)
The antenna(s) must be installed such that a minimum separation distance of at least 20 cm is maintained between the radiator (antenna) and all persons at all times. This device must not be co-located or operating in conjunction with any other antenna or transmitter.